I'm having trouble with the Start Chat button

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If you’ve embedded the chat widget onto your site, and it appears when there's an agent signed in, but clicking on the Start Chat button sometimes does nothing.

This can happen when you have https:// enabled on your helpdesk, but your website is still accessible by http:// as well as https://. In this situation, the chat widget will not work when you visit the http:// version of a page.

To fix this, configure your web server so that visitors are always redirected to the https:// version of your site.