How do I remove chat from my portal while still offering chat on a different site?

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Question:

How can I remove chat from my portal altogether, but still allow users to chat from a different website using the embedded chat widget?

Answer:

You can remove the chat widget from the lower right of the portal by editing the portal templates.

In admin, go to **User Interface > Portal > Template Editor** and edit the *layout.html* template.

At the bottom of the template you'll see a section labelled <!-- Deskpro Chat Loader -->. Delete (or comment out) all the code in that section (see image below) to remove the chat widget.

Note that if you wanted to disable chat everywhere, you could disable it from **Admin > Chat > Site Widget & Chat**.

That would disable chat on the portal *and* on any websites where you had embedded the chat widget. The advantage of the method explained in this article is that it removes chat from the portal only.

Code to delete to remove chat widget from portal

UserBundle::layout.html.twig ✕

```
306        <script type="text/javascript" src="{{ asset('vendor/less/less.min.js') }}"></script>
307   {% endif %}
308
309   {% if not app.getSetting('user.disable_chat_element') and not app.admin_portal_controls and app.user
310        <!--DP_OFFLINE_CACHE_REMOVE_START-->
311        <!-- DeskPRO Chat Loader -->
312        <script type="text/javascript">
313        if (!DpChatWidget_Options) {
314             var DpChatWidget_Options = DpChatWidget_Options || {};
315             DpChatWidget_Options.protocol        = 'https:' == document.location.protocol ? 'https' : 'h
316             DpChatWidget_Options.deskproUrl       = DpChatWidget_Options.protocol + '://{{ url('user')|ur
317             {% if constant('DP_DEBUG') %}var DpChatWidget_EnableDebug = true;{% endif %}
318
319             DpChatWidget_Options.startPhrase = {{ phrase('user.chat.window_start-button')|json_encode|ra
320             DpChatWidget_Options.resumePhrase = {{ phrase('user.chat.window_resume-button')|json_encode|
321             DpChatWidget_Options.offlinePhrase = {{ phrase('user.chat.window_offline-button')|json_encod
322             DpChatWidget_Options.openInWindowPhrase = {{ phrase('user.chat.window_open-new')|json_encode
323
324             (function() {
325                  var scr = document.createElement('script');
326                  scr.src = '//{{ asset_url('javascripts/DeskPRO/User/ChatWidget/ChatWidget.js')|url_trim_
327                  scr.setAttribute('async', 'true');
328                  document.documentElement.firstChild.appendChild(scr);
329             })();
330        }
331        </script>
332        <!-- /DeskPRO Chat Loader -->
333        <!--DP_OFFLINE_CACHE_REMOVE_END-->
334   {% else %}
335        <script type="text/javascript" src="{{ app.request.getBaseUrl()|replace({'/index.php':''}) }}/dp
336   {% endif %}
337
```

💾 Save

Tags
old-portal