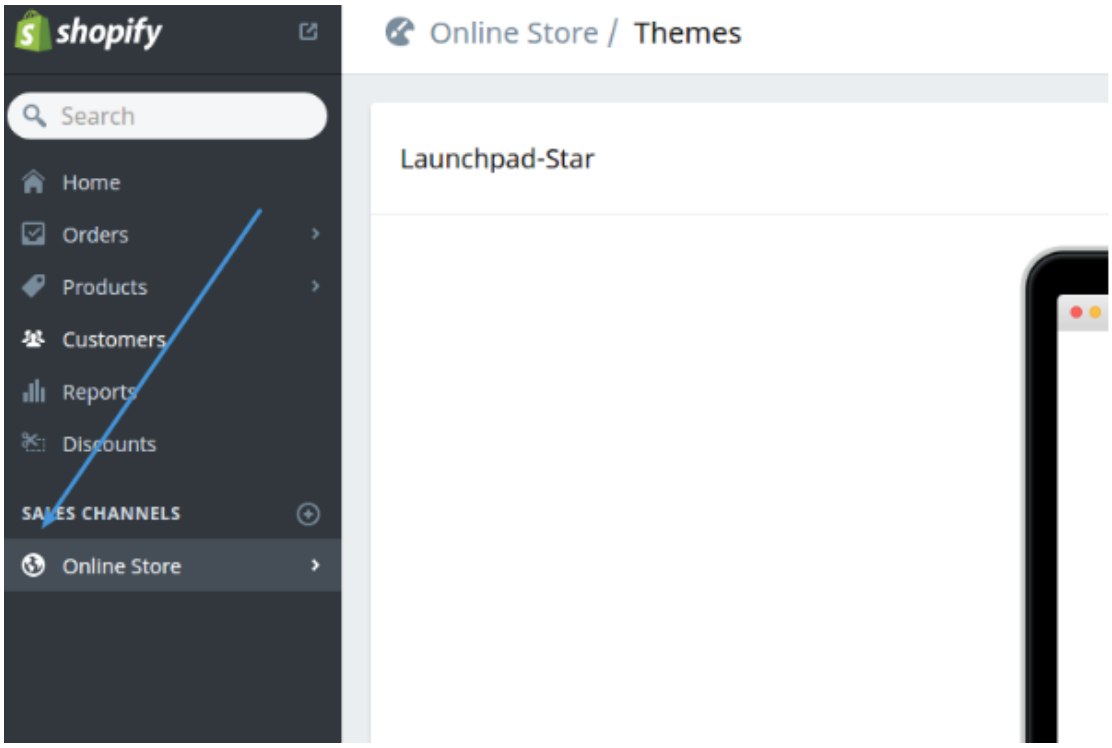
How do I install the chat widget in Shopify?

Lauren Cumming - 2025-08-13 - Comments (0) - Admin

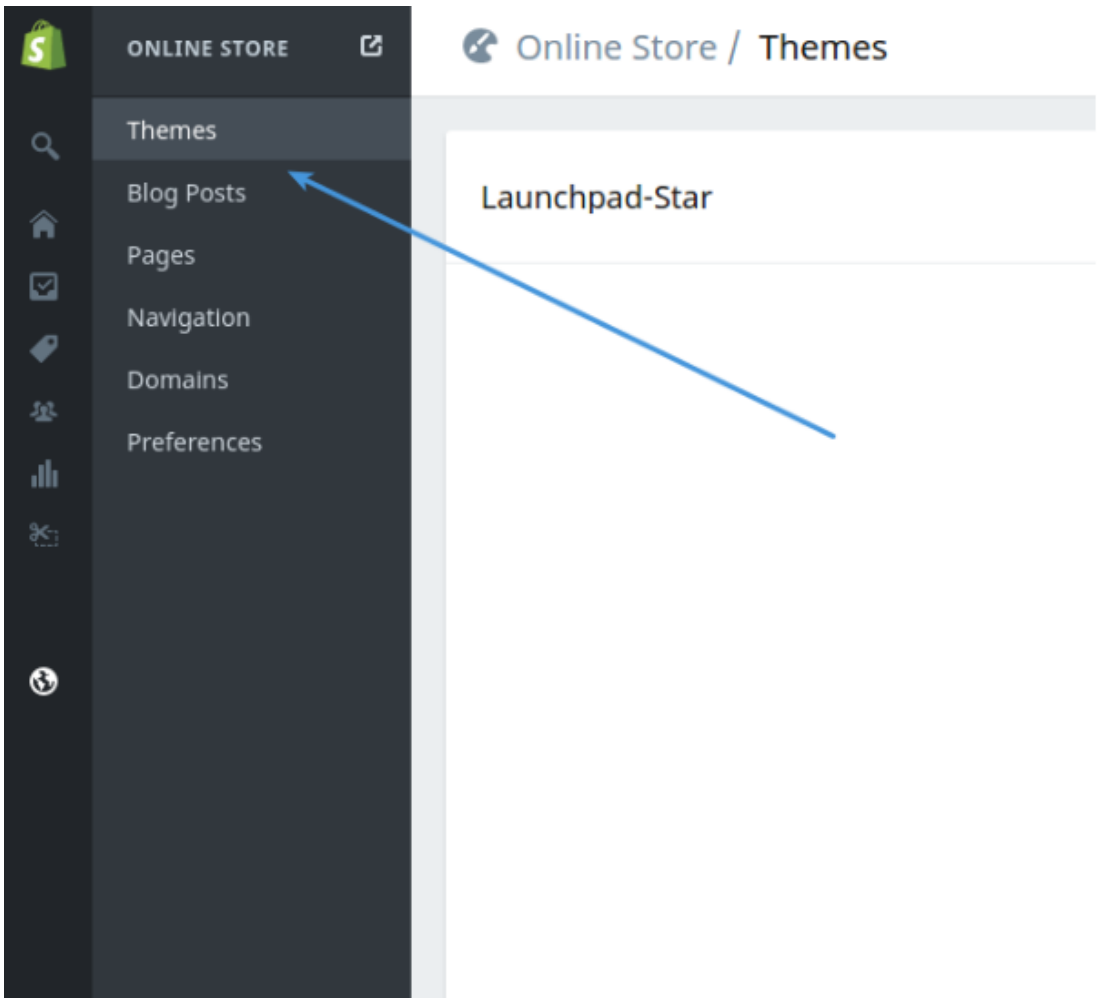
1. Login to your Shopify account.

2. Proceed to the Shopify admin interface

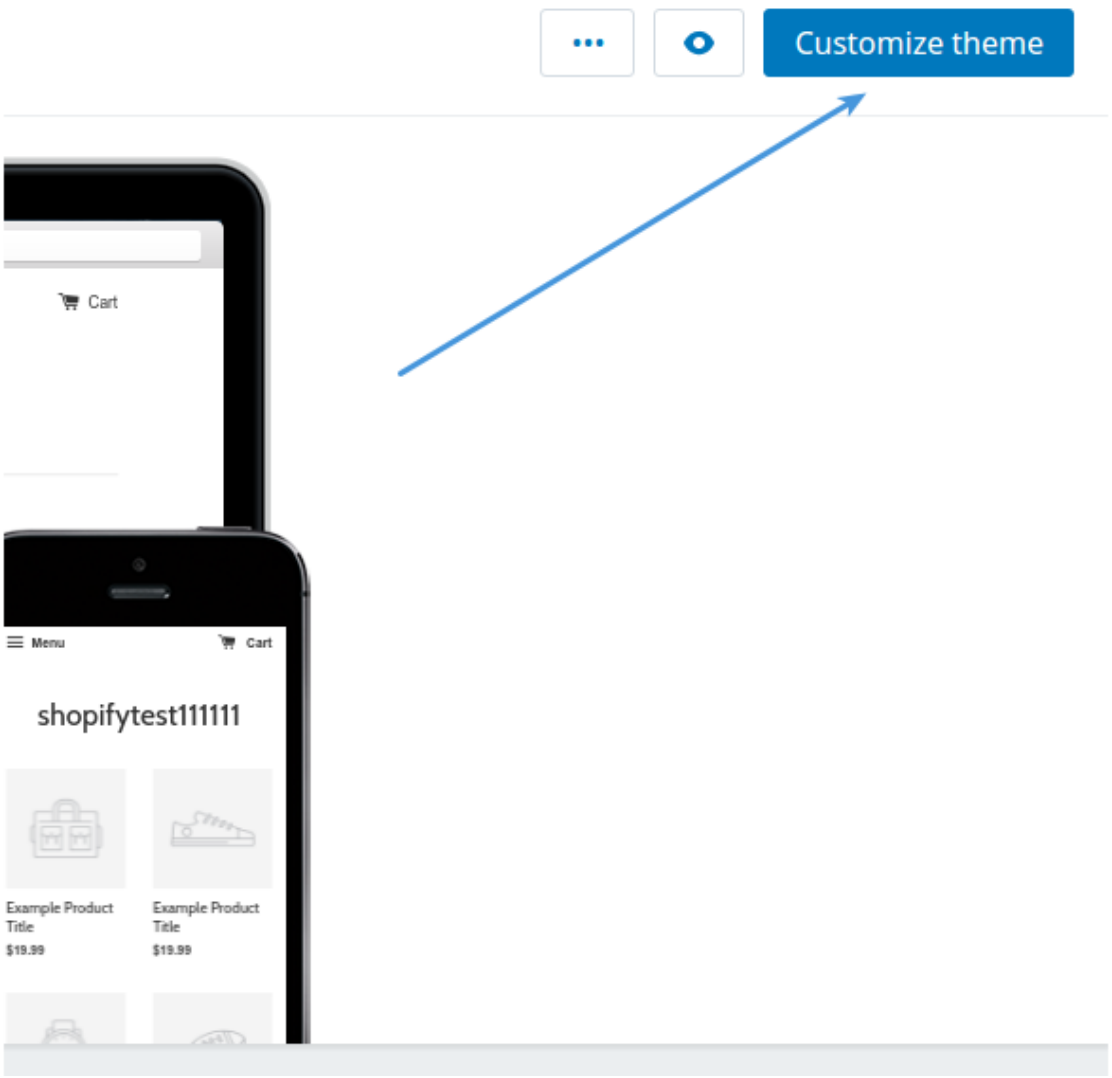
3. Find **"Online Store"** in the left hand side navigation menu. Click this.



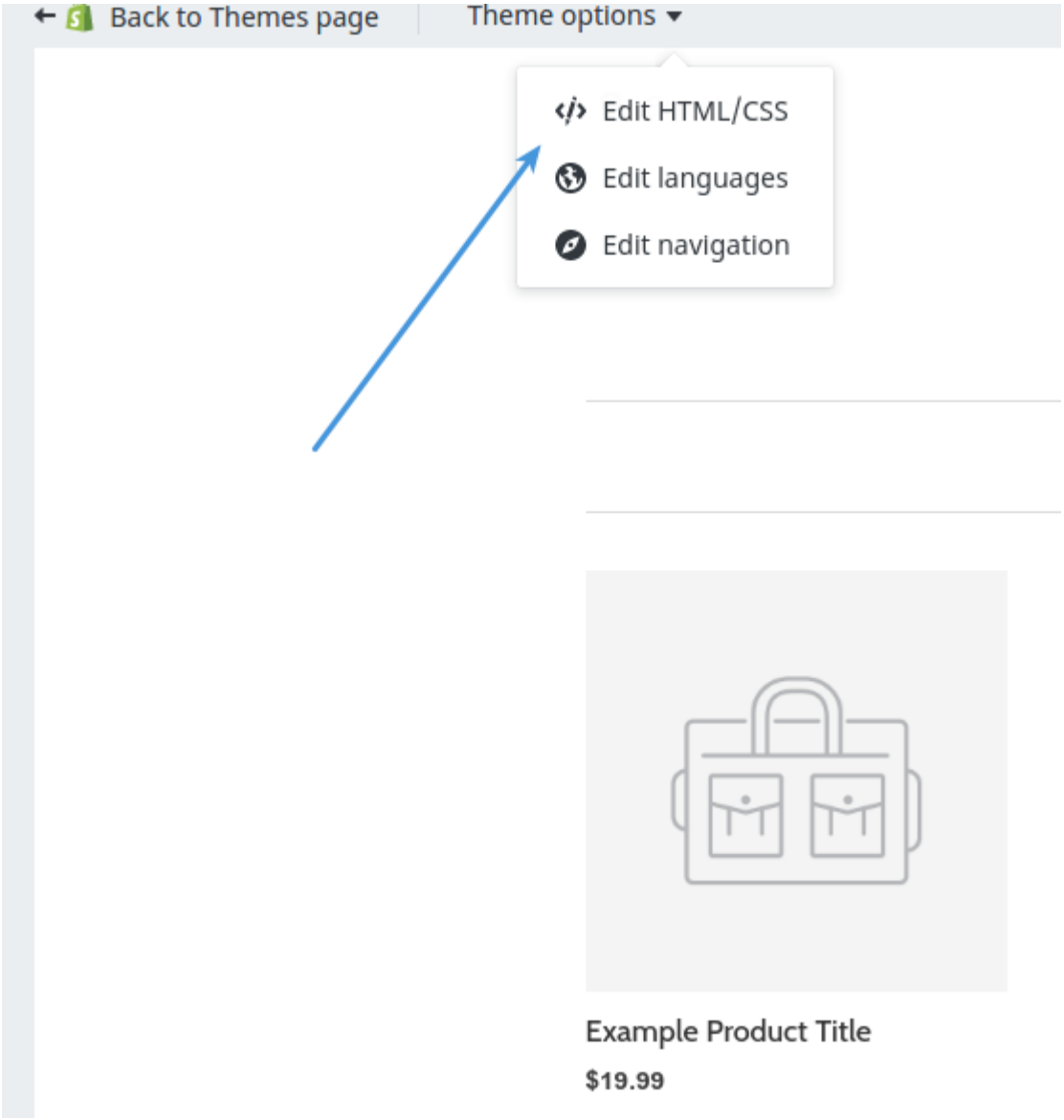
4. Select **"Themes"** from the menu.



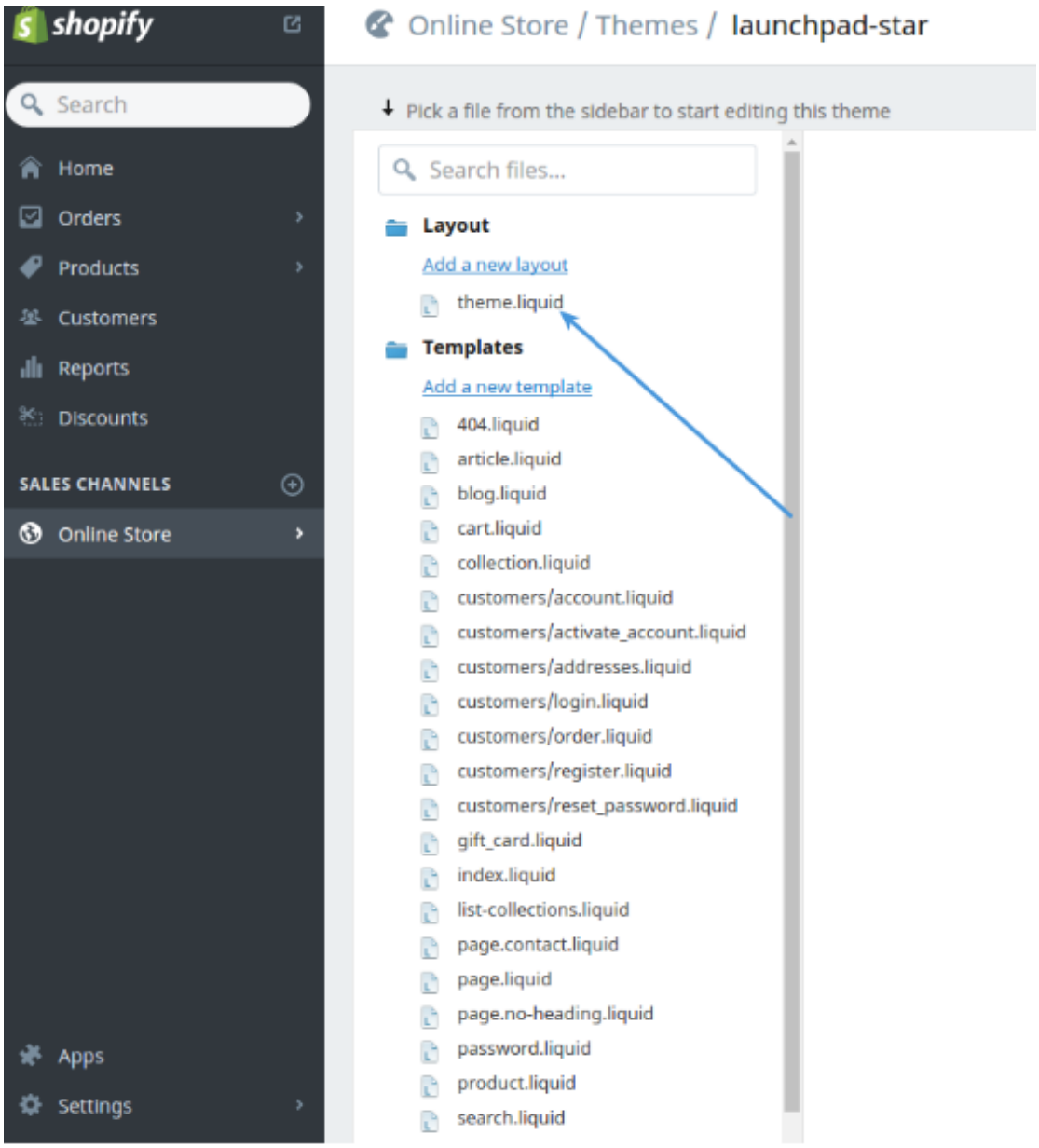
5. Click the **"Customize Theme"** button.



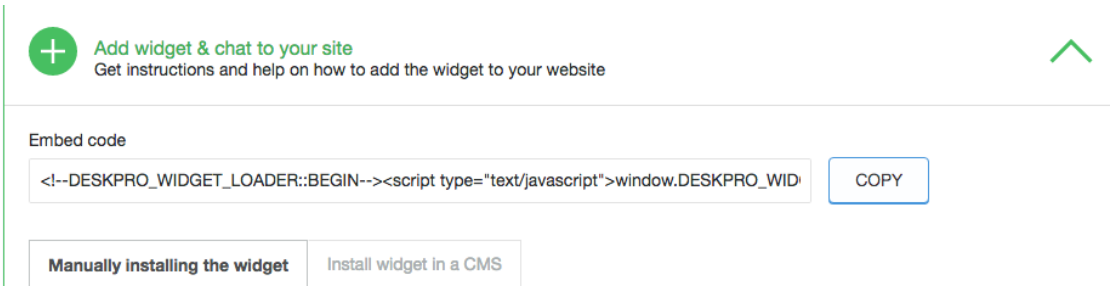
6. Use the **"Edit HTML/CSS"** menu option.



7. In the filesystem tree find the **"Layout"** directory and select your layout.



8. Copy the code snippet from Deskpro under **Admin > Chat > Site Widget & Chat.**



9. Paste this before **"</head>"**