I'm having trouble with the Start Chat button

Ben Henley - 2023-08-30 - Comments (0) - Deskpro Legacy

Question:

I've embedded the chat widget on my site, and it appears when there's an agent signed in. But clicking on the Start Chat button sometimes does nothing.

It never works for me when I go to the site, but it does from some computers, and even if I go to the site from a different bookmark on my computer! What's going on?

Answer:

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 webserver so that visitors are always redirected to the https:// version of your site.