

Placing the chat window on a custom-built website

For websites without a well-known system, or built by a web builder. One line of code just before the closing body tag, on every page.

Time needed: 10 minutes (for a web builder)

What you need: Access to the files or code of your website (or a web builder who has it), and the line of code from your Chatunda delivery e-mail

Who is this guide for?

This guide is for websites that were not built with one of the well-known systems, such as Shopify, WordPress or Wix. For example a website that a web builder made for you to measure.

Tip: Not sure what your website was built with? Look at the very bottom of your website: it often says "Made with" or "Powered by". Or forward this guide with the line of code from your e-mail to your web builder. They can get started straight away.

What needs to happen

You have received an e-mail from us saying that your digital assistant is live. It contains a line of code that looks roughly like this:

```
<script  
src="https://yourshop.chatunda.com/widget/CC-2026-XXXXXX-widget.js"></script>
```

That line needs to be on every page of the website, just before the closing `</body>` tag. Always use the line from your own e-mail, not the example above.

Step by step (for whoever edits the code)

- 1 Copy the line of code from the Chatunda e-mail.
- 2 Find the file in the website that is used for the bottom of every page. It is often called footer, layout, template or base. If the website has no shared file, do the next steps in every HTML file.
- 3 Search that file for `</body>`. Use your editor's search function: Ctrl and F (on a Mac: Cmd and F).
- 4 Put the line of code on a line of its own, directly above `</body>`:

```
<script  
src="https://yourshop.chatunda.com/widget/CC-2026-XXXXXX-widget.js"></script>  
</body>
```

- 5 Save the file and upload it to the server, the same way you publish other changes to the website.**

Watch out: The script needs no plugin, integration or extra settings. It loads its own styling and window, and waits until the page has loaded. The chat window only works on the domain name known to Chatunda. Does the website also run on another address, such as a test environment? Then e-mail us that address.

Checking that it worked

- 1 Open the website in a new tab, the way a visitor would.**
- 2 Refresh the page: press F5 (on a Mac: Cmd and R).**
- 3 A round button now appears at the bottom right (or bottom left, if that was chosen). Click it and ask a question.**

Done? Then the digital assistant is now visible to all visitors.

It doesn't work

- I don't see a button. Is the code really on the page? Right-click the page, choose View page source and search for chatunda. If it is there, a security setting (Content Security Policy) may be blocking the script. Your web builder can allow the address of your digital assistant in it.
- It still doesn't work. E-mail info@chatunda.com with the address of the website. We are happy to help, also together with your web builder.

Something not right any more? Email info@chatunda.com, we are happy to help.