

# Placing the chat window in Mijnwebwinkel

Mijnwebwinkel does not allow your own code, but it does allow Google Tag Manager. With that free Google service you put the chat window on every page.

Time needed: 20 minutes

What you need: Access to your Mijnwebwinkel admin with a PRO plan, a Google account (for example a Gmail address), and the line of code from your Chatunda delivery e-mail

## Before you start

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>
```

This line is unique to your business. Always use the line from your own e-mail, not the example above.

With Mijnwebwinkel you cannot paste code into your webshop yourself. You can, however, connect Google Tag Manager: a free Google service that puts code on your webshop. It is a little more work than with other platforms, but this guide takes you through it step by step.

Watch out: Connecting Google Tag Manager is possible with Mijnwebwinkel from the PRO plan upwards. Already using Google Tag Manager for your webshop? Then skip part 1 and part 3 and only do part 2.

Tip: Finding this too difficult? E-mail us and we will gladly go through it together with you.

## Part 1: creating a Google Tag Manager account

**1** Go to [tagmanager.google.com](https://tagmanager.google.com) and log in with your Google account.

**2** Click Create account.

**3** Fill in:

- Account name: the name of your business.
- Country: Netherlands.
- Container name: the address of your webshop, for example [www.myshop.com](http://www.myshop.com).
- Target platform: choose Web.

**4** Click Create and accept Google's terms of service.

A window opens with two pieces of code. You don't need them: close that window with the cross.

## Part 2: putting the Chatunda code in Google Tag Manager

- 1** Open the e-mail from Chatunda and copy the whole line of code, from `<script` up to and including `</script>`.  
Select the line, right-click and choose Copy, or press Ctrl and C at the same time (on a Mac: Cmd and C).
- 2** In Google Tag Manager, click Tags on the left and then New.
- 3** Click Untitled tag at the top and type the name: Chatunda.
- 4** Click the Tag configuration box and choose Custom HTML.
- 5** Click in the large text box and paste the code: right-click and choose Paste, or press Ctrl and V at the same time (on a Mac: Cmd and V).
- 6** Click the Triggers box below it and choose All Pages.
- 7** Click Save at the top right.
- 8** Click the blue Submit button at the top right. Type a name such as Chatunda added and click Publish.

### Part 3: connecting Google Tag Manager to Mijnwebwinkel

- 1** Log in to your Mijnwebwinkel admin.
- 2** Go to Google services (Google diensten) and click Google Tag Manager.
- 3** Click the green button to connect your Google account. Choose the same Google account as in part 1.
- 4** Switch on the option to use Google Tag Manager (Maak gebruik van de Google Tag Manager).
- 5** Choose your container, the name of your webshop from part 1.
- 6** Click Save (Opslaan).

### Checking that it worked

- 1** Open your webshop in a new tab, the way a customer would.
- 2** Refresh the page: press F5 (on a Mac: Cmd and R). It sometimes takes a few minutes before Google passes on the change.
- 3** A round button now appears at the bottom right (or bottom left, if you chose that). Click it and ask a question.

Done? Then your digital assistant is now visible to all your visitors. You don't need to do anything else.

## It doesn't work

- I don't see a button. Check in Google Tag Manager that you clicked Submit and Publish (part 2, step 8). Without publishing, the tag does nothing yet.
- I don't see Google Tag Manager in my admin. Your webshop probably has no PRO plan. E-mail us and we will look at the options together.
- It still doesn't work. E-mail [info@chatunda.com](mailto:info@chatunda.com) with the address of your webshop. Feel free to attach a screenshot. We are happy to help.

Something not right any more? Email [info@chatunda.com](mailto:info@chatunda.com), we are happy to help.