

Placing the chat window in Wix

You add one line of code in the settings of your Wix website. After that, the chat window appears on every page.

Time needed: 10 minutes

What you need: Access to your Wix account, a paid Wix plan with your own domain name, 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.

Watch out: Wix only allows your own code on websites with a paid plan and their own domain name (such as www.myshop.com). Unfortunately it does not work with a free Wix website.

Tip: Do this on a computer or laptop, not on your phone.

Step by step

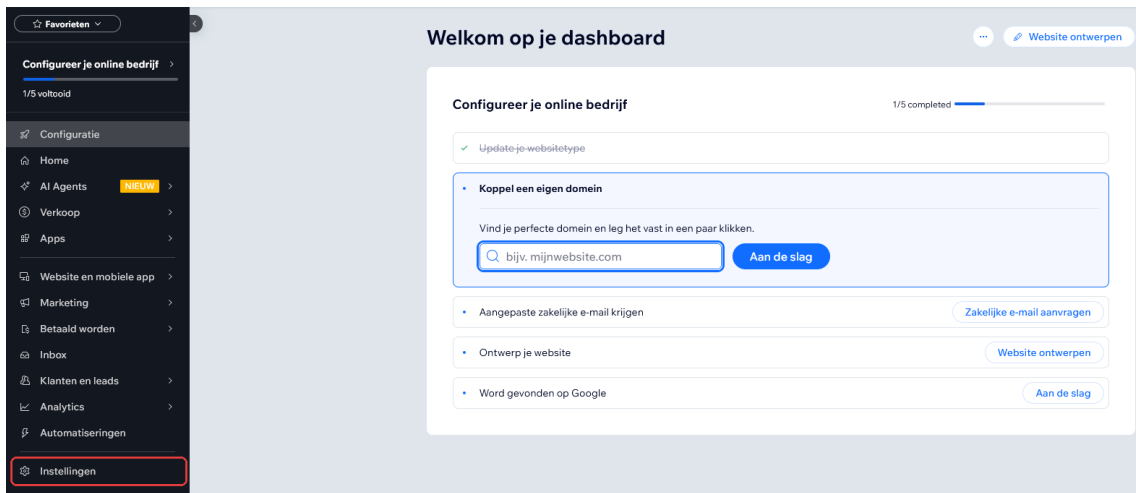
- 1 Open the e-mail from Chatunda and select the whole line of code, from <script up to and including </script>.**

Right-click the selection and choose Copy, or press Ctrl and C at the same time (on a Mac: Cmd and C).

- 2 Log in to wix.com and open your website's dashboard.**

Do you have several websites? Then choose the right one first.

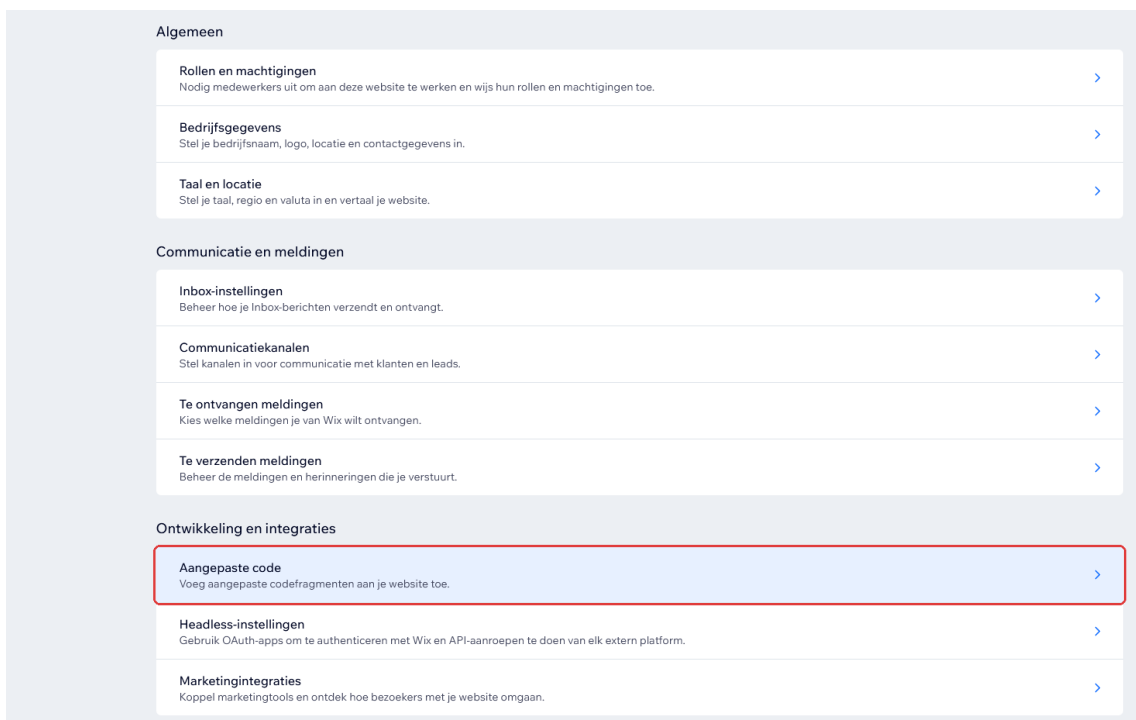
- 3 In the menu on the left, click Settings at the very bottom.**



The dashboard menu with Settings at the bottom

4

Scroll down to the Development & integrations section and click Custom code.



The Development & integrations section with Custom code

5

At the top right, click the blue button + Add Custom Code.



The Add Custom Code button

A window opens.

- 6 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).
- 7 Fill in the rest of the window like this:

Aangepaste code toevoegen

Code-instellingen Type code

Vul hier het codefragment in:

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

Naam: i

Chatunda

Code toevoegen aan:

☒ Alle pagina's

Code één keer laden

i

☐ Specifieke pagina's

Code plaatsen in: i

☐ Head

☐ Body - begin

☒ Body - einde

De code is standaard gemarkeerd als "essentieel" en heeft geen toestemming van de bezoeker nodig om te laden. Voor betere naleving, [kies je het type code op basis van het doel.](#)

Annuleren Toepassen

Het toevoegen van code van derden aan de koptekst of voettekst van je website kan van invloed zijn op de prestaties. [Meer informatie](#)

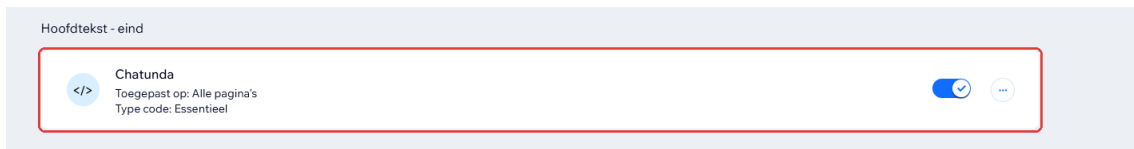
The completed window with the code, the name, All pages, Body end and the Apply button

- Name: type Chatunda.

- Add Code to Pages: choose All pages.
- Below that, choose Load code once.
- Place Code in: choose the bottom of the three options: Body end (on the screen there is a dash in between).

8 Click Apply.

The code is now in the list, with the switch turned on.



The Chatunda line in the list, applied to all pages

You don't need to publish the website again: the code works straight away.

Checking that it worked

- 1 **Open your website in a new tab, the way a visitor would. Use the real address, such as www.myshop.com, not the preview in the Wix editor.**
- 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 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 Custom code. Your website probably has no paid plan or no domain name of its own. Check Subscriptions in the dashboard, or e-mail us.
- I don't see a button in the Wix editor. That is correct: custom code only works on the published website, not in the editor or the preview.
- It still doesn't work. E-mail info@chatunda.com with the address of your website. Feel free to attach a screenshot. We are happy to help.

Tip: Does someone else manage your website? Then forward this guide to them, together with the line of code from your e-mail.

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