

Confirming your website for the website analysis

Before we read your website, you show us that it really is your website. There are three ways to do that. This is how, step by step.

Time needed: 5 minutes, with DNS up to an hour

What you need: The Chatunda questionnaire, and access to the admin of your website or of your domain name

What is this for?

At the start of the questionnaire we offer to read your website. That saves you a lot of work: we fill in answers for you, make a list of your pages and match the tone of your digital assistant to your website.

We only read a website if the owner agrees. That is why we first ask you to show that the website really is yours. You place a short code, and we check that it is there. Only then do we read your website.

Tip: The website analysis is not required. Don't want it? Then click No, skip this step. You then fill in the questionnaire yourself.

The three ways

- HTML Meta Tag: a line of code in the head of your home page. Handy if you can put your own code in the head of your website.
- JavaScript Snippet: a line of code anywhere on your home page. Handy if you already know where the code of the chat window goes.
- DNS TXT Record: a line in the settings of your domain name. Handy if you cannot or do not want to change anything on your website.

You choose one. All three are equally good.

Step by step in the questionnaire

- 1 Click Yes, analyze my website.
- 2 Enter the address of your website, for example www.yourwebsite.com.
- 3 Choose one of the three ways.
- 4 Click Generate verification code. You get your own code.
- 5 Click Copy. The code is now on your clipboard.
- 6 Place the code as described below for the way you chose.
- 7 Go back to the questionnaire and click Check verification.

Done? You see: Verification successful! Your website has been confirmed. We then start reading. That

continues in the background, so you can go on straight away with Continue to questionnaire.

Watch out: Keep the questionnaire open while you place the code. Open the admin of your website in a new tab.

Confirming later

Did you skip the website analysis and do you want it after all? Then we send you an e-mail with a personal link. On that page you give permission, choose one of the three ways and click Check. The codes and the steps are the same as below. The way that suits your website best is already selected.

Tip: The link is valid for thirty days. Would you like such a link, or has it expired? E-mail us, we are happy to send you a new one.

Way 1: HTML Meta Tag

Your code looks roughly like this:

```
<meta name="chatunda-verification" content="chatunda-verify-...">
```

That line goes in the head of your home page, so between <head> and </head>. Where that differs per website system:

- WordPress: Code snippets, then Header & footer, the Header box. Don't have the WPCode plugin yet? The guide "Placing the chat window in WordPress" shows how to install it.
- Shopify: Online Store, then Themes, then the three dots next to your theme, then Edit code. In the layout folder open the file theme.liquid and put the line directly below the line with <head>.
- Wix: Settings, then Custom Code, then Add Custom Code. For the placement of the code choose the top option, Head.
- Squarespace: Website, then Pages, then at the bottom under Custom Code Code Injection, the Header box.
- Webflow: Site settings, then Custom code, the Head code box. Then publish your website again.
- Lightspeed: the Custom head code section.
- JouwWeb: Settings, then Advanced, then Add custom HTML code. For the position in the code choose the top option, <head>.
- Your own website: in the file with the top of your pages, between <head> and </head>.

Save, publish if your system asks for it, and click Check verification in the questionnaire.

Way 2: JavaScript Snippet

Your code looks roughly like this:

```
<script>window.__chatunda_verify = 'chatunda-verify-...';</script>
```

This line may be anywhere on your home page. The easiest is the place where the code of the chat window will go later. That place is described per website system in our guides "Placing the chat window in ...", at <https://chatunda.com/handleidingen>. Follow the same steps there, but paste this line instead of the code of the chat window.

Save, publish if your system asks for it, and click Check verification in the questionnaire.

Way 3: DNS TXT Record

Your code looks roughly like this:

```
chatunda-verify=chatunda-verify-...
```

You don't put this line on your website but with your domain name. You do that at the company where you have your domain name, for example TransIP, Versio, Mijndomein, Strato, GoDaddy or Cloudflare.

- 1 Log in at the company of your domain name.**
- 2 Open your domain name and go to the DNS settings (sometimes called DNS management or DNS records).**
- 3 Click Add record.**
- 4 Fill in:**
 - Type: TXT
 - Name (or Host): @, or leave it empty if @ is not possible. So don't use www.
 - Value (or Content): the whole code you copied, starting with chatunda-verify=.
 - TTL: leave what is there.
- 5 Save the record.**
- 6 Wait 5 to 60 minutes. That is how long it takes before a DNS change is known everywhere.**
- 7 Click Check verification in the questionnaire.**

Tip: Doesn't the check work straight away? Wait a little longer and try again. The code stays valid.

Good to know

- It is about your home page. We only check the meta tag and the JavaScript snippet on the home page of your website, for example <https://yourwebsite.com/>. If the code is only on another page, we won't find it.
- Not via Google Tag Manager. We read the source code of your home page. Code that Google Tag Manager places is not in it. Do you have Mijnwebwinkel, or do you always add your code via Google Tag Manager? Then choose DNS TXT Record.
- Your own code. Always use the code from your own questionnaire. Someone else's code does not work.
- Afterwards the code may go. After Verification successful we have recorded your confirmation. You may leave the code in place or remove it.
- What we read. Only the public pages of your website, the same ones every visitor sees. More about this in our privacy statement at <https://chatunda.com/privacy>.

It doesn't work

- Meta tag found but the code does not match. There is an old or different code. Replace it with the

code that is in your questionnaire now.

- No meta tag or snippet found. Check that you saved and published, and that the code is on the home page. Then clear the cache of your website if needed (with WordPress often a speed plugin, or Cloudflare) and try again.
- No TXT record found. Wait a bit longer, up to an hour. Check that the name is @ and not www, and that the value starts with chatunda-verify=.
- Cannot reach the website. Check that the address is correct and that your website is online.
- It still doesn't work. E-mail info@chatunda.com with the way you chose. We are happy to help.

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