



Widget Installation

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As of August 2022, we have deprecated the **Legacy** and **Modern** widgets. See [Deprecation of Modern & Legacy widget](#) for more information.

To install the Modern or Legacy widget in your site or application, you'll need access to make updates to the HTML code on that site. Once you have access, follow these steps to install the widget:

1. In KnowledgeOwl go to **KB settings > Widget**.
2. Configure the widget to your liking using the **Modern Slideout** or **Legacy Popover** as the **Widget Version**.
3. Be sure to **Save** any changes you made.
4. Highlight all of the text in the **Modern Embed Code** and copy it your clipboard.
5. In your site or application, locate the closing `</body>` tag and paste the embed code right above it. If you don't want the widget to run on every page, add the code inside of the body tags on any page you wish the widget to run.
6. Verify that the widget styles are consistent with the rest of your site. By default, the widget will inherit the CSS styles from the site it's embedded on, so you may need to update styles to get the correct look and feel to match your site or application's branding.



Custom variables

The widget accepts custom variables that can be used for things like showing conditional content. The syntax for setting these custom fields is displayed in the **Modern Embed Code** under **Optional Custom Variable Example**. Use the `cust_email` custom variable to pre-fill the email address field used in the widget's contact form.