Widget 2.0 installation

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Once you've **configured and saved your widget settings**, add the widget embed code into your website or web-based application:

1. Go to **KB settings > Widget**.

2. Copy the code in the **Widget Embed Code** section.

3. Paste that embed code before the closing `</body>` tag in your website or application.

Depending on your configuration and requirements, you may need to perform additional setup steps, such as:

- If your knowledge base requires authentication, review whether you need to **authenticate your widget** and configure **Oauth2 authentication** or **JWT authentication**.
- If your knowledge base uses a private domain and is publicly available, make sure your **Contact Form** has the box checked to **Use spam protection on ticket submissions** to prevent spam and potential DDoS attacks. Refer to **Protect Widget 2.0 Contact Form with reCAPTCHA** for more information.
- If you're using the widget within a single page application, refer to **Using Widget 2.0 on Single Page Applications**.
- If your URLs contain IDs, figure out if you can use the built-in `{id}` variable (for numeric and 24-digit hexadecimal IDs) or if you need to write your own **Regex Replace URLs** regex and use the `{custom}` variable instead. See **Widget Admin Settings** for more information.
- Refer to **Advanced widget configuration & methods** for additional methods you can use to further control the widget opening behavior, such as opening to specific articles or categories, opening to a specific tab, and more.