



Installation

1. Back up your web directory and store database. You can make backup copies with any tool you find appropriate. If you are going to use the native Magento backup function, then navigate to “System > Tools > Backups” and make **System** and **Database** backups
2. Download the LiveHelp Package from the Magento Marketplace
3. Upload the contents of the package to your Magento root directory
4. Run `php -f bin/magento setup:upgrade`
5. Run `php -f bin/magento cache:clean`
6. Run `php -f bin/magento cache:flush`
7. Log out from the backend and then log in again

Configuration

1. If you have not signed up for LiveHelp® free trial, sign up to get your ID.
2. In the side menu of Magento admin, select LiveHelp® > Configuration.

The screenshot shows the Magento Admin configuration page for LiveHelp. The left sidebar contains a navigation menu with options like DASHBOARD, SALES, PRODUCTS, CUSTOMERS, CATALOG, CUSTOMERS, MARKETING, CONTENT, SALES, SERVICES, ADVANCED, STORES, and SYSTEM. The main content area is titled 'General settings' and includes a 'Save Config' button at the top right. The configuration options are as follows:

Option	Value	Notes
LiveHelp ID	12345	
Widget	Choose a widget	
Show EVERYWHERE (Overrides following options)	No	If true, LiveHelp we'll be shown in each page of your website
Show in home	No	If true, LiveHelp we'll be shown in home
Show in single product	No	If true, LiveHelp we'll be shown in single product view
Show in cart	Yes	If true, LiveHelp we'll be shown in cart view
Show in generic pages	No	If true, LiveHelp we'll be shown in pages like "Privacy"

3. Fill in "**LiveHelp ID**" with the **5-digits ID** you received after signup; click "Save Config" at top right to save settings and load all available widgets and chat buttons.
4. You can now choose your widget style
5. Choose the page types where you want the chat to be shown: the “EVERYWHERE” option overrides all the other options.
6. **Save again** to apply changes and make the chat button visible on your website.
7. **Click "Login as Agent"** and insert username and password received in the confirmation e-mail to support your customers (recommended browser Google Chrome).