The widget doesn't show up

Troubleshooting

When the widget's button doesn't appear on your site, one of these causes is almost always behind it. Start at the top.

Your browser's console often names the problem. In most browsers, right-click the page, choose **Inspect**, then open the **Console** tab and reload the page.

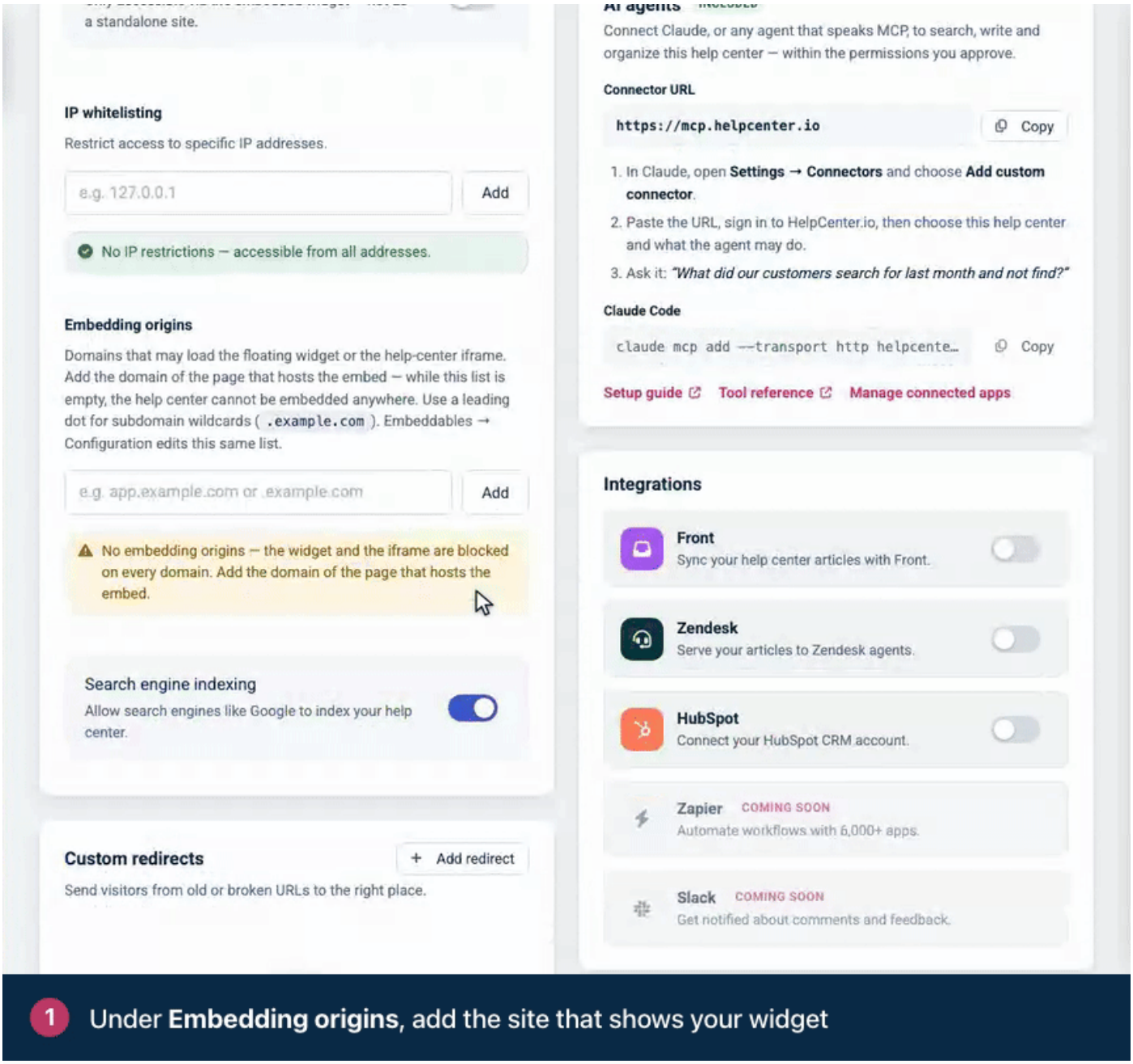
Your website isn't in Embedding origins

This is the most common cause. The widget runs only on websites you've approved, and while the list is empty it's blocked everywhere. The console shows **"Parent domain is not in the allowed list."** followed by the domain the widget found. **Embeddables → Widget** also lists it under **Blocked recently**, where **Allow** adds it to the list for you; then click **Save changes**.

1. Click the gear icon, then **Settings**.

2. Under **Embedding origins**, type the domain of the page that shows the widget, for example www.example.com, and click **Add**.

3. Click **Save changes**, then reload the page with the widget.



Add every website that shows the widget, then save.

- Enter the domain only, without https:// or a page path. If you paste a full address, only the domain is kept.

- example.com and www.example.com are different domains. Add both, or add .example.com: a leading dot covers the domain and all its subdomains.

- Ports don't matter, so localhost also covers localhost:9090 while you test on your own computer.

- Add as many domains as you need. You'll find the same list under **Embeddables** → **Widget** → **Configuration**.

The snippet isn't running on the page

To check, type hcOptions in the console and press Enter. If you see your app_id, the snippet ran. If the console says hcOptions is not defined, it didn't.

1. Copy the snippet again: click the gear icon, then **Embeddables**, and under **Installation** click **Copy**.

2. Paste it right before the closing </body> tag of the page. The snippet adds the widget to the page body, so placed in the <head> it runs before there's a body and fails.

3. Added it with a tag manager or a website builder? Check that the change is published and set to run on this page.

The app_id doesn't match

Each widget has its own ID, shown in the snippet as app_id. With a typo, or a snippet copied from another help center, the widget loads nothing, and requests to embed.helpcenter.io in the browser's **Network** tab answer "Widget not found." Copy the snippet again from **Embeddables** and replace the old one.

The button is hidden on purpose

- showButton: false in hcOptions hides the round button. The widget still loads and opens when your own button calls hcWidget.show(). See Open the widget from your

own UI on the developer portal.

- widgetEnabled: false stops the widget from loading at all. Remove it to bring the widget back.

The widget opens, but visitors can't read anything

- **Your help center is Private or uses a password.** Visitors who aren't signed in can't read it through the widget, and requests answer "This help center requires authentication." Make the help center **Public**, or sign visitors in with JWT (Catalyst plan). See Sign readers in with your own login (JWT SSO) and Sign readers into the widget with a JWT on the developer portal.

- **IP whitelisting is on.** Visitors outside the listed addresses see **Not available on this network** in the widget. Add their addresses or clear the list. See Restrict access by IP address.

Something on your website blocks it

- **Ad blockers and privacy extensions** can block the widget for some visitors. Test in a private window with extensions turned off.

- **A cookie consent tool** that holds back scripts until visitors agree also holds back the widget until then.

- **A Content Security Policy.** If your site sends one, allow https://helpcenter.io in script-src, and https://embed.helpcenter.io in frame-src and connect-src. The snippet itself is an inline script, so allow it too (with a nonce or a hash), or set hcOptions from a script file of your own. For widget statistics, also allow https://metrics.helpcenter.io in connect-src. The console names anything it blocked. See Content Security Policy and allowed origins on the developer portal.

"Parent domain not found. Cannot render the widget."

The widget couldn't tell which website it's on. Some browsers show this when your site tells them not to share the page address (a Referrer-Policy of no-referrer). Use a referrer policy that shares at least the site's domain. Test on a real web address too: on a page opened as a file on your computer, the widget doesn't load at all.

Still stuck?

Contact our support team and include the address of the page where the widget should appear. See Contact HelpCenter.io support.

Related articles

- Add the widget to your website
- Choose which websites can show the widget
- Widget JavaScript API on the developer portal