



CLIENT GUIDE

How to install your Velqia assistant

Follow these steps to get your smart assistant running on your website (and on WhatsApp or Instagram, if your plan includes them). No coding needed — it is all copy and paste.

1. Before you start
2. Copy your install code
3. Install it depending on your website (WordPress, Wix, Shopify, Squarespace or other)
4. Check that it works
5. Connect WhatsApp and Instagram (if your plan includes them)
6. Frequently asked questions
7. Install the panel as an app on your phone or computer
8. Need help?

1 Before you start

Your assistant is already configured with your business information (hours, services, FAQs...). Just one step is left for your customers to talk to it: installing a small code snippet on your website. It is the same system used by well-known live-chat tools — you don't need to touch your database or install anything on your computer.

It is safe

This code does not access anything on your website. It only adds a button that opens the conversation in an isolated window hosted on our servers. We never touch your database, your cookies, or the rest of your page.

2 Copy your install code

Go to your **Velqia panel** → the **Installation** section. You will find a unique code for your business there, similar to this:

```
<script src="https://cdn.getvelqia.com/widget.js" data-business-id="tu-id-unico"></script>
```

Click the **Copy** button next to the code in your panel — no need to type anything by hand.

3 Install it depending on your website

Find the platform your website is built on below and follow those steps. If it is not on the list, use the "Other platform" section at the end.

WordPress

- 1 Install the free **"WPCode"** plugin (or **"Insert Headers and Footers"**) from Plugins → Add New.
- 2 Go to Settings → WPCode → Insert code snippet.
- 3 Paste the code you copied into the "Footer" section.
- 4 Save. The assistant will show up on every page of your site.

Wix

- 1 In the Wix editor, go to Settings → Advanced → Custom Code.
- 2 Click "Add Custom Code" and paste the script.
- 3 Under "Code placement", choose **"Body - end"**.
- 4 Under "Add code to", choose **"All pages"** and publish the site.

Shopify

- 1 Go to Online Store → Themes → find your active theme → Edit code.
- 2 Open the **theme.liquid** file.
- 3 Paste the script right before the **</body>** tag.
- 4 Save your changes.

Squarespace

Note: Requires a Squarespace Business plan or higher.

- 1 Go to Settings → Advanced → Code Injection.
- 2 Paste the script into the "Footer" field.
- 3 Save your changes.

Other platform

- 1 Look for an option called "Custom code", "Scripts", or "Embed HTML" in your website settings.
- 2 Paste the script right before the closing `</body>` tag.
- 3 Can't find it? Email us and we'll help you install it ourselves.

4 Check that it works

- 1 Open your website in a new window (or incognito mode).
- 2 You should see a round button in the bottom-right corner.
- 3 Click it and type a test message, like "what are your hours?".
- 4 If the button doesn't appear, wait a few minutes (caching can be slow) and check again.

5 Connect WhatsApp and Instagram

Depending on your plan, your assistant can also reply automatically on other channels, no code required — connect it in one click from your panel:

Channel	Included in	How to connect
Instagram	Professional and Business plan	Panel → Business profile → "Connect Instagram"
WhatsApp	Autónomos and Business plan	Panel → Business profile → "Connect WhatsApp"

Don't see the option to connect one of these channels? Your current plan doesn't include it — you can upgrade from "Plans and billing" in your panel.

6 Frequently asked questions

Does it slow down my website?

Not noticeably. The code loads in the background and the chat itself lives in a separate window (iframe), apart from the rest of your page.

Can I change the button color or icon?

Yes. From your panel, in the appearance section, you can choose the color theme, the button background color, and the icon color.

Can I install it on more than one website?

The code is tied to your business, so you can paste it on as many pages of your website as you like. If you have several different domains, contact us so we can go over it together.

I followed the steps and the button doesn't show up

Check that you have saved/published the changes on your platform (some, like Wix, require publishing the site explicitly) and try incognito mode to rule out caching issues. If it still does not appear, contact us.

7 Install the panel as an app

Your dashboard (where you configure the assistant, review conversations and manage your plan) can also be "installed" on your phone or computer, like any other app. That way you access it with a single tap from your home screen, without opening the browser and typing the website every time. No app store download needed.

iPhone / iPad (Safari)

- 1 Open **www.getvelqia.com/dashboard** (or your panel access link) using the **Safari** browser — it must be Safari, this doesn't work from Chrome on iPhone.
- 2 Tap the **Share** button (the icon with an upward arrow ↑), in the bottom bar.
- 3 Scroll down and select **"Add to Home Screen"**.
- 4 Tap "Add". You now have a Velqia icon on your home screen, like any other app.

Android (Chrome)

- 1 Open your Velqia panel with Chrome.
- 2 You will see a banner at the top with an **"Install app"** button — tap it.
- 3 If it doesn't appear, tap the three-dot menu (top right) and choose **"Install app"** or **"Add to Home screen"**.
- 4 Confirm. The Velqia icon will be added to your home screen.

Computer (Chrome / Edge)

- 1 Open your Velqia panel in the browser.
- 2 Look for the install icon in the address bar (on the right, shaped like a screen with an arrow) and click it, or use the "Install app" banner shown in the panel itself.
- 3 Confirm by clicking "Install".
- 4 Velqia will open in its own window, and you'll also be able to access it from the start menu or desktop, without going through the browser.

It is completely optional

Installing the panel as an app doesn't change anything about your account or your assistant — it's just a faster shortcut. If you'd rather keep using the browser, everything still works exactly the same.

8 Need help?

Write to us, we're here to help

If you get stuck at any step, reply to the email we sent you when you completed your setup, or write directly to **support@getvelqia.com**. We're happy to install it with you or answer any question.