We’re using the Viewport chat option, but we see a blank screen where our website should show

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**Symptom**

- When using the Chat with Viewport option, the portion that should show the Viewport URL website is blank

**Applies to**

- QuestionPoint

**Resolution**

If you have a URL entered in the Viewport URL and it is not appearing, it may be a frame busting URL. If you are not sure if your URL is a frame busting URL, please contact OCLC Support with the URL you are using.