Access Requirements for WalkMe EU

The following URLs are WalkMe access requirements for **EU users only**, if you are not an EU user, please see this article.

WalkMe Access Requirements – EU

This document covers access requirements for WalkMe users and end-users, the term "accessible" used in the document refers specifically to access via the HTTPS protocol on port 443 (this configuration is typically handled by the IT team at your organization).

The WalkMe Player is how end-users view your published WalkMe solutions, including Workstation. The WalkMe Editor Software and WalkMe Insights Web Portal are modules where you can manage your WalkMe Solutions and view data gathered on site and WalkMe usage.

WalkMe Player End User

In order to view WalkMe content as an end-user, the following domains need to be accessible:

Critical WalkMe Domains:

If these domains are blocked, core capabilities of the WalkMe Player cannot function.

Domain	Purpose of Domain	If Access is Blocked
*.walkme.com	Load the WalkMe product	WalkMe will not function
s3-eu.walkmeusercontent.com	Images in WalkMe Solutions hosted by WalkMe's AWS	Images in WalkMe Solutions that are hosted by WalkMe's AWS will not appear

Recommended Additional WalkMe Domains:

If these domains are blocked, some capabilities of the WalkMe Player cannot function.

Domain	Purpose of Domain	If Access is Blocked
clients2.google.com/service/update2/crx	Update Chrome extensions	WalkMe Chrome extensions (Player and Editor) will not be able to update
safari-extensions.apple.com/details/	Update Safari extensions	WalkMe Safari extension (Player and Editor) will not be able to update

WalkMe Editor Software and WalkMe Insights Web Portal

Critical WalkMe Domains:

If these domains are blocked, core capabilities of the WalkMe Editor or Insights Portal cannot function.

Domain	Purpose of Domain	If Access is Blocked
*.walkme.com	Load the WalkMe product	WalkMe will not function
s3-eu.walkmeusercontent.com	WalkMe-hosted images	Some images (including images uploaded by the user via the Editor) will not be displayed

Recommended Additional WalkMe Domains:

If these domains are blocked, some capabilities of the WalkMe Editor or Insights Portal cannot function.

Domain	Purpose of Domain	If Access is Blocked
clients2.google.com/service/up date2/crx	Update Chrome extensions	WalkMe Chrome extensions (Player and Editor) will not be able to update

Domain	Purpose of Domain	If Access is Blocked
safari-extensions.apple.com/details/	Update Safari extensions	WalkMe Safari extension (Player and Editor) will not be able to update
walkme.wixanswers.com	Required for WalkMe Chat Support	WalkMe Chat Support will not function
frog.wix.com	WalkMe Chat Support metadata collection	WalkMe Chat Support will not receive metadata
fonts.googleapis.com	CSS for Insights	WalkMe Insights may have visual issues
fonts.gstatic.com	CSS for Insights	WalkMe Insights may have visual issues
nr-data.net	Collect metadata for diagnostic purposes	WalkMe will have difficulties assisting with technical issues
walkme.my.site.com	SalesForce Support Chat	Support Chat in the Editor and Insights will not work
walkme.my.salesforce.com	SalesForce Support Chat	Support Chat in the Editor and Insights will not work
*.salesforceliveagent.com	SalesForce Support Chat	Support Chat in the Editor and Insights will not work

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If you are a WalkMe customer and would like to get detailed updates on changes to our access requirements, please make sure you are logged in and go here to subscribe.

Please note that the WalkMe Editor requires the allowance of third-party cookies on your browser. Otherwise, it will continuously generate a "Please wait for page to load" or a "reload the page if a long while has passed." message that does not go away even after refreshing the page.

Supported Browsers

[Read about supported browsers](#)

Please ensure your browser is set to 100% Zoom Level (recommended) when working with the WalkMe Editor. Anything below or above this can cause issues with the Editor and player.