



# Access Requirements for WalkMe

## Required Domains for the WalkMe Editor and Insights

The [WalkMe Editor](#) and WalkMe [Insights](#) are modules where you can manage your WalkMe Solutions and view data gathered on site and WalkMe usage.

In order to access these modules, make sure to have the following domains whitelisted by your IT team:

- <https://cdn.walkme.com>
- <https://playerserver.walkme.com>
- <https://ec.walkme.com>
- <https://rapi.walkme.com/>
- <https://papi.walkme.com/>
- <https://editor.walkme.com>
- <https://insights2.walkme.com>
- <https://analytics.walkme.com>
- <https://insights.walkme.com/>
- <https://api.walkme.com/>
- <https://dap.walkme.com/>
- <https://editorsite.walkme.com>
- <https://d3sbxpiag177w8.cloudfront.net>
- <https://s3.walkmeusercontent.com>
- <https://accounts.walkme.com>
- <https://insights-reports.walkme.com>
- <https://portal.walkme.com>

If your Account Manager created your Player Extension prior to October of 2018, you must whitelist the following URL. Otherwise, you need not do so:

- <https://s3.amazonaws.com>



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If using images hosted by WalkMe, whitelist the following:

- <https://s3.amazonaws.com>
- <https://d2qhvajt3imc89.cloudfront.net> (deprecated)

## Required Domains for Viewing and Playing WalkMe (End Users)

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

- <https://cdn.walkme.com>
- <https://playerserver.walkme.com>
- <https://ec.walkme.com>
- <https://rapi.walkme.com>
- <https://papi.walkme.com>

If using images hosted by WalkMe:

- <https://s3.amazonaws.com>
- <https://s3.walkmeusercontent.com>
- <https://d3sbxpiag177w8.cloudfront.net>
- <https://d2qhvajt3imc89.cloudfront.net> (deprecated)

You may also wish to view the [WalkMe Content Security Policy](#) for more information regarding CSP.

## Suggested Domains

In order to allow the WalkMe Player browser extension to be download and updated, the following domains need to be whitelisted:

- Chrome: <https://clients2.google.com/service/update2/crx>
- Apple: <https://safari-extensions.apple.com/details/>



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.