

Connect To Step Option is Grayed Out

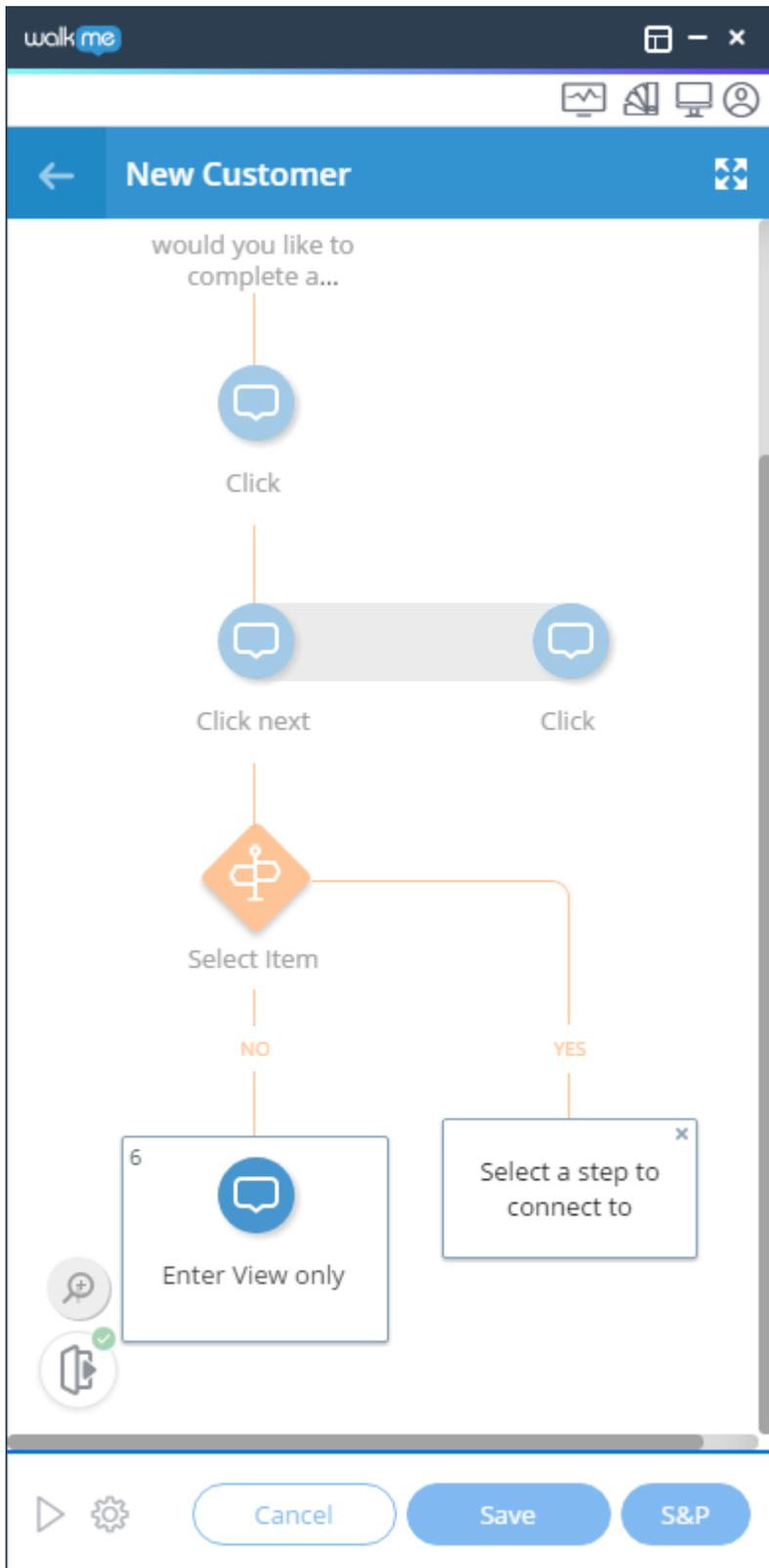
Issue

Why is the “Connect to Step” option grayed out? How can I get my Smart Walk-Thru to branch to a different step in the flow?

Solution

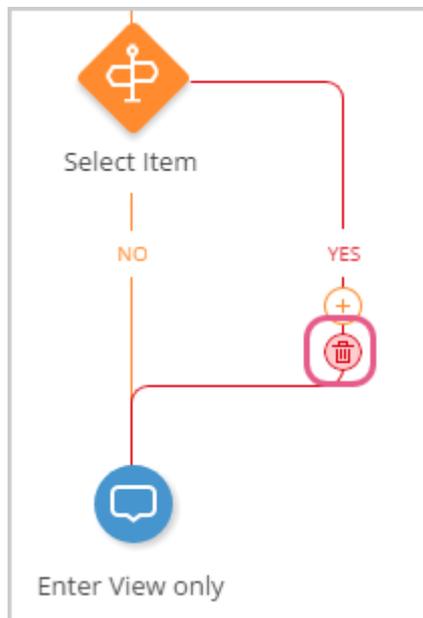
The “Connect to Step” option is only available to use when a Split does not reconnect back into the main flow. The purpose of the “Connect to Step” is to bring the split back into the fold of the original flow. See below for an example of when the Connect to Step would be available.

The screenshot shows the WalkMe 'New Customer' flow editor interface. At the top, there is a blue header with a back arrow, the text 'New Customer', and a full-screen icon. Below the header, the flow starts with a megaphone icon and the text 'would you like to complete a...'. This is followed by a 'Click' step (speech bubble icon). The next step is 'Click next' (speech bubble icon), which has a context menu open over it. The menu items are: Step, Auto-Step, Popup, Split, Wait For, Page Action, Restart Smart WT, **Connect To Step** (highlighted with a pink circle), Connect To Smart WT, Error Handling Group, Set WalkMe Data, and Paste. A pink arrow points to a '+' icon at the bottom right of the menu. Below the 'Click next' step is a 'Select Item' step (orange diamond icon with a white 'X'). This step has two paths: 'NO' leading to an 'Enter View only' step (speech bubble icon), and 'YES' leading to a '+' icon. At the bottom of the screen, there is a navigation bar with a play button, a settings gear, and three buttons: 'Cancel', 'Save', and 'S&P'.



If you would like to have your Smart Walk-Thru branch into a later part of the flow based on specific

conditions, you will need to create a Split based on those conditions, delete the branch as seen below, and then use the “Connect to Step” option to select the step later in the flow that should be connected to.



Note

You can't link back to the previous step, only to steps that are ahead of the one you're currently on. To create loops of steps playing again and again, you can use an [error handling group](#).