

# 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.

walkme

← New Customer

would you like to complete a...

Click

Click next

Select Item

NO

YES

Enter View only

Step

Auto-Step

Popup

Split

Wait For

Page Action

Restart Smart WT

Connect To Step

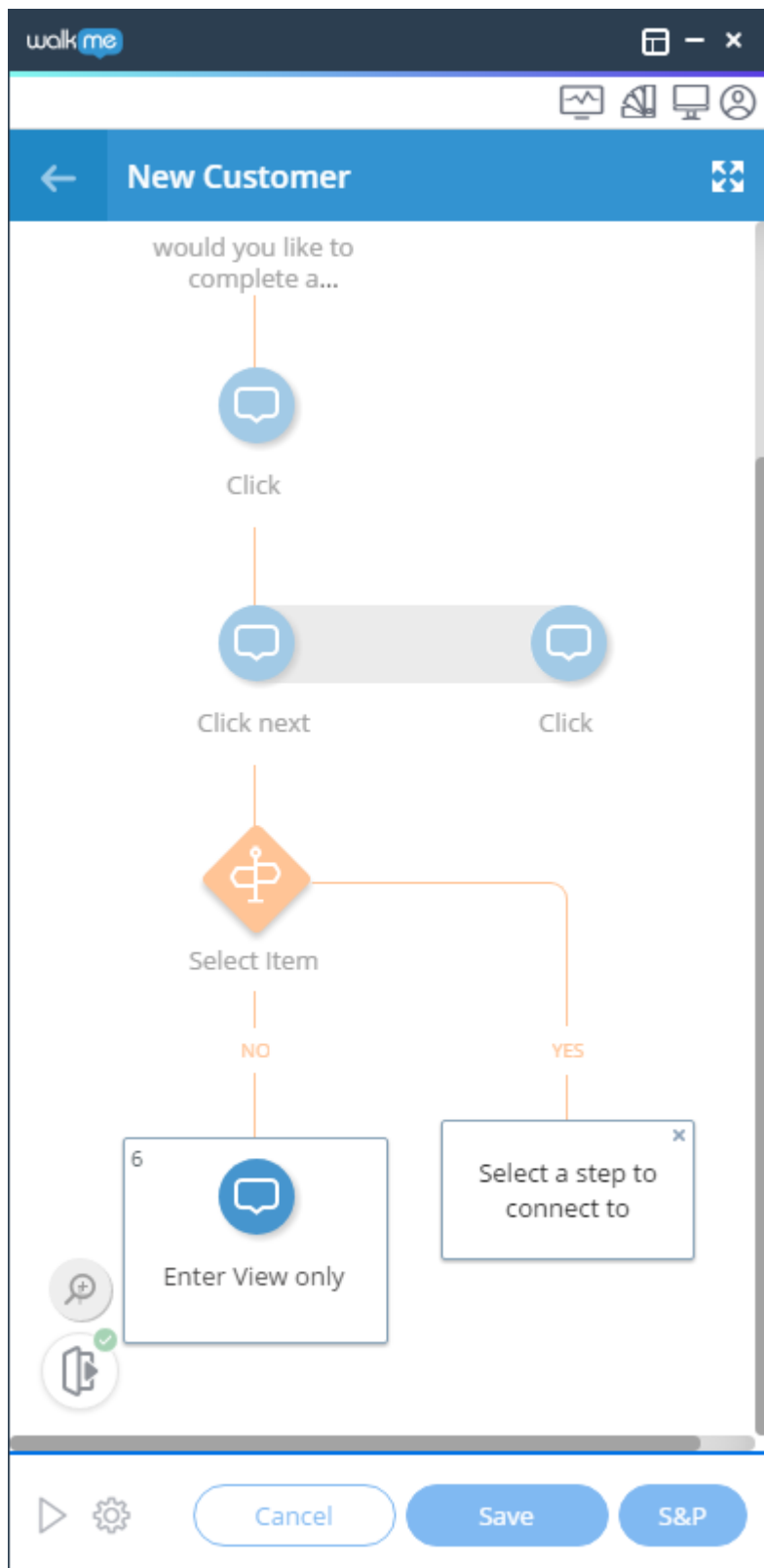
Connect To Smart WT

Error Handling Group

Set WalkMe Data

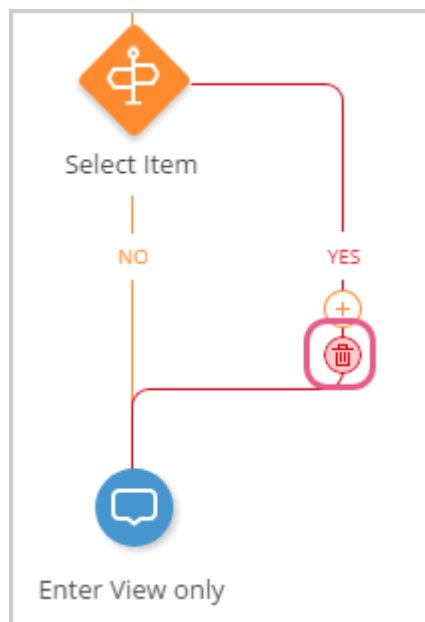
Paste

Cancel Save 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](#).