

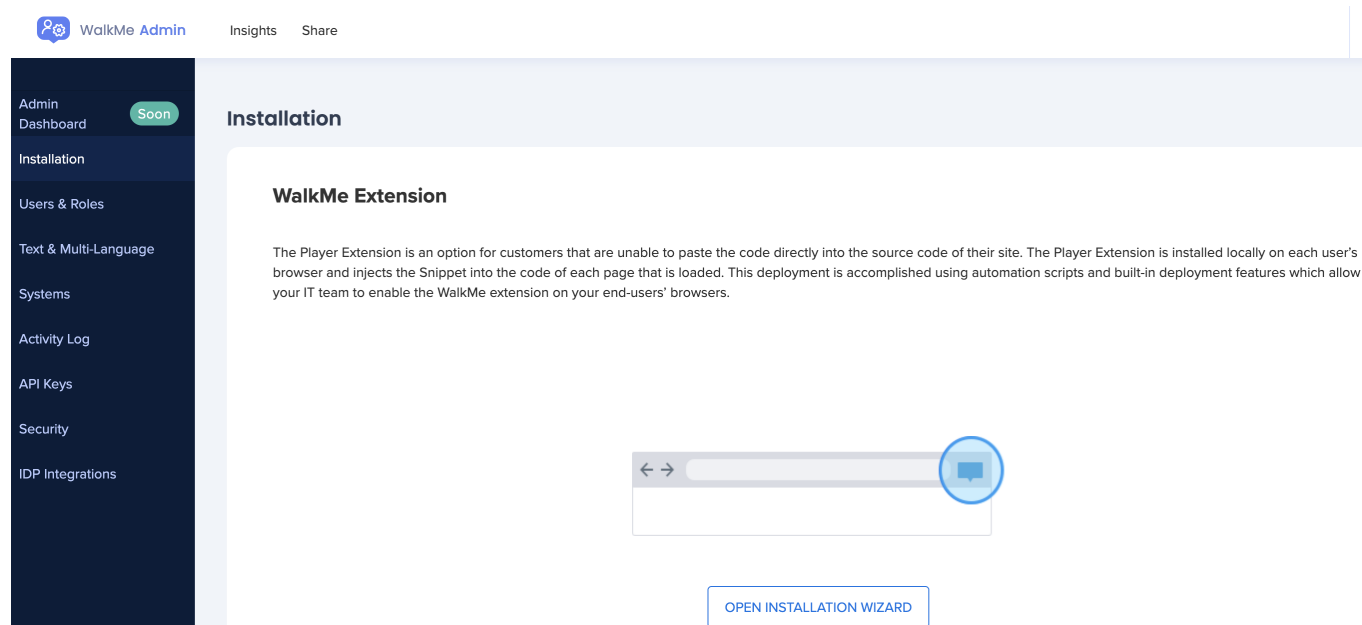
WalkMe Admin Center

Brief Overview

WalkMe's Admin Center is your gateway to increased self-service and account transparency. The Admin Center is a central dashboard for WalkMe admins to control their WalkMe set-up and configurations and perform certain account configurations on their own. The WalkMe Admin Center is the unified configuration area for WalkMe customers to set up their accounts, control their users' access control, and manage the systems they work on.

The [WalkMe Admin Center](#) helps you go-live faster with the following configurations:

- **Installation:** Quickly download the WalkMe extension
- **Users & Roles:** Manage user permissions and roles
- **Text & Multi-Language:** Reach a global audience by adding new languages to your build
- **Systems:** Add a new System from a preconfigured list and manage existing ones
- **Activity Log:** Monitor actions conducted by WalkMe users across your Account
- **Security:** Configure WalkMe accounts to log out after a specific amount of inactive time
- **API Keys:** Create users and keys, and give the users roles for WalkMe's API's



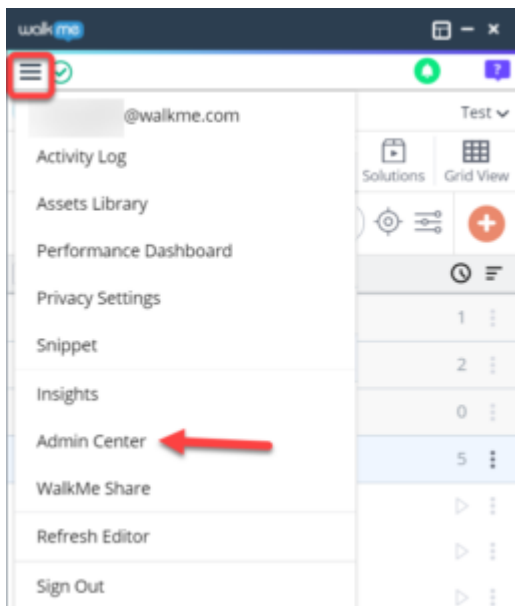
Use Cases

- An Admin would like to deploy WalkMe to their organization

- An Admin would like to add/edit users' access or create/edit roles' permissions for WalkMe services
- An Admin would like to create a new system WalkMe will run on or change the URL/regex an existing system runs on
- An Admin would like to change how end-users are identified in a system

How It Works

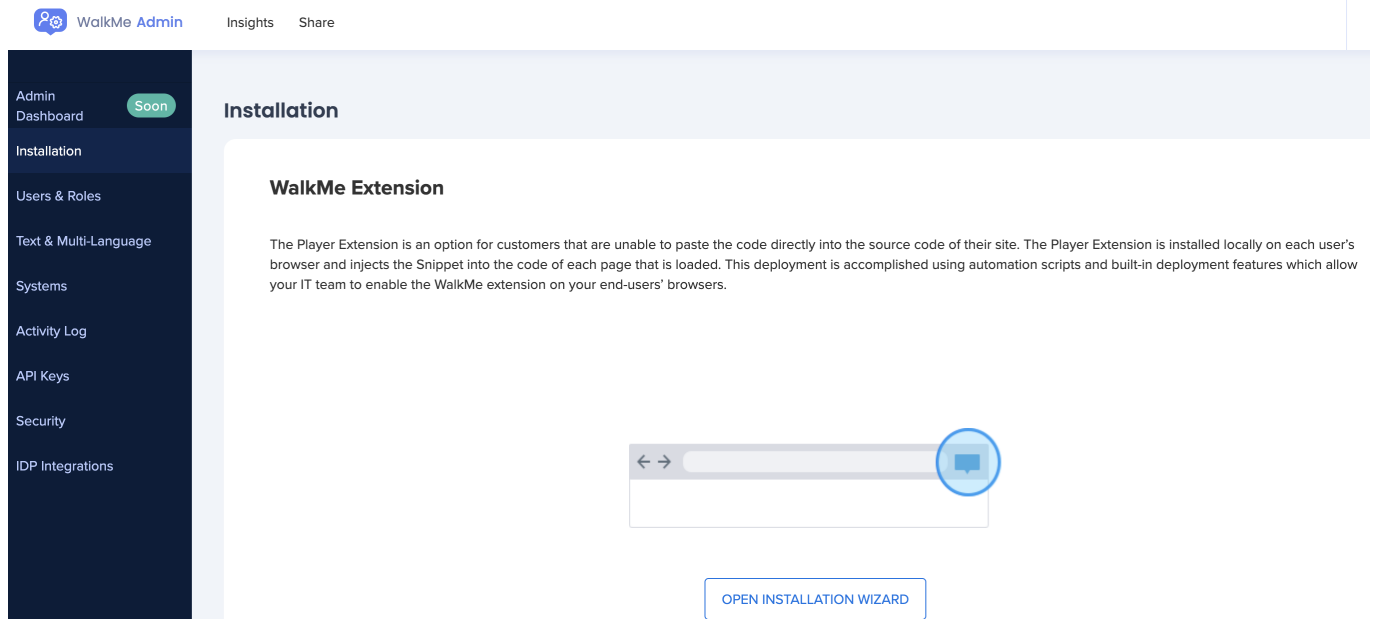
The Admin Center can be accessed directly from the Editor, or by navigating to admin.walkme.com



Please note: EU Data Center customers can access the Admin Center from eu-admin.walkme.com

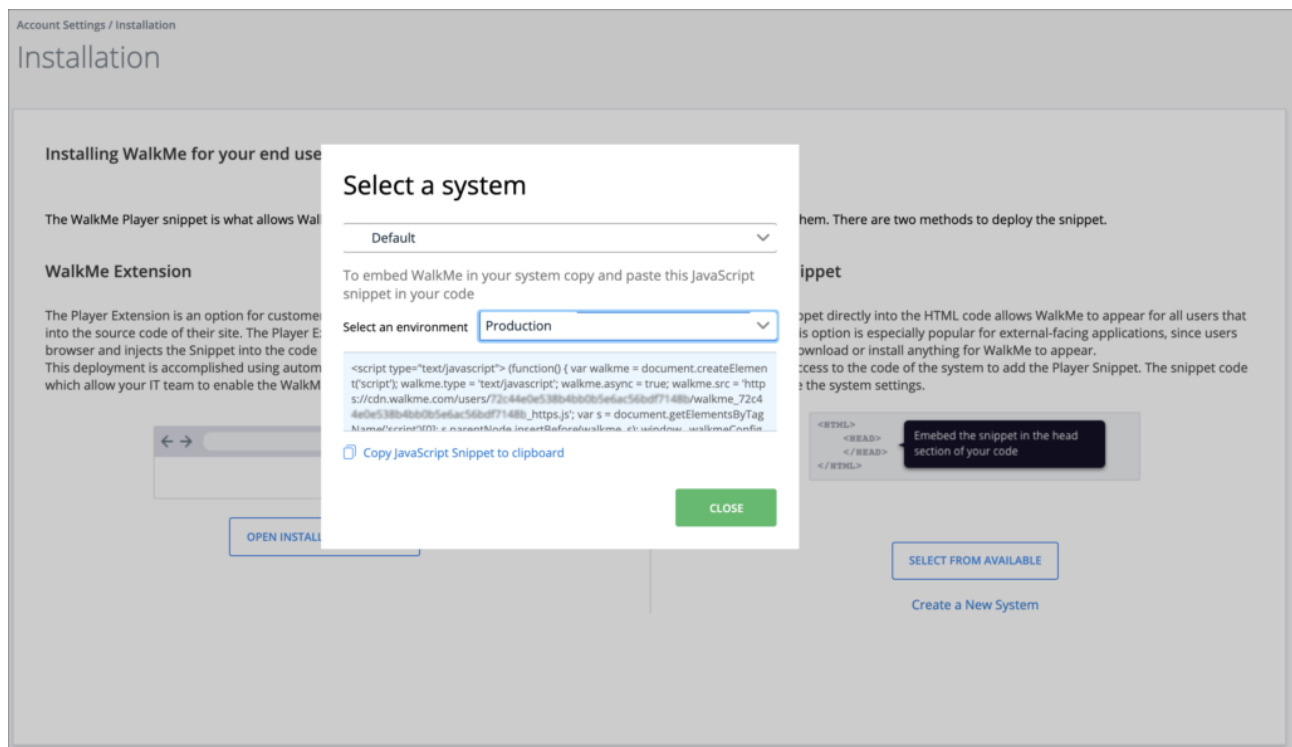
Installation

The installation page provides you with information on how to deploy your WalkMe build using the [WalkMe Extension](#).



WalkMe Extension

Clicking “Open Installation Wizard” will automatically open the [All-In-One Installer](#) page, so users can download the relevant extension and distribute it within their organization.



Users & Roles

The Users & Roles pages are where you can manage who has access to your WalkMe account, and in what capacity.

Here you are able to add new users and manage existing ones, as well as view and manage the roles your users are assigned to.

For more information on Users and Roles, see the [Users article](#) and the [Roles and Permissions article](#).

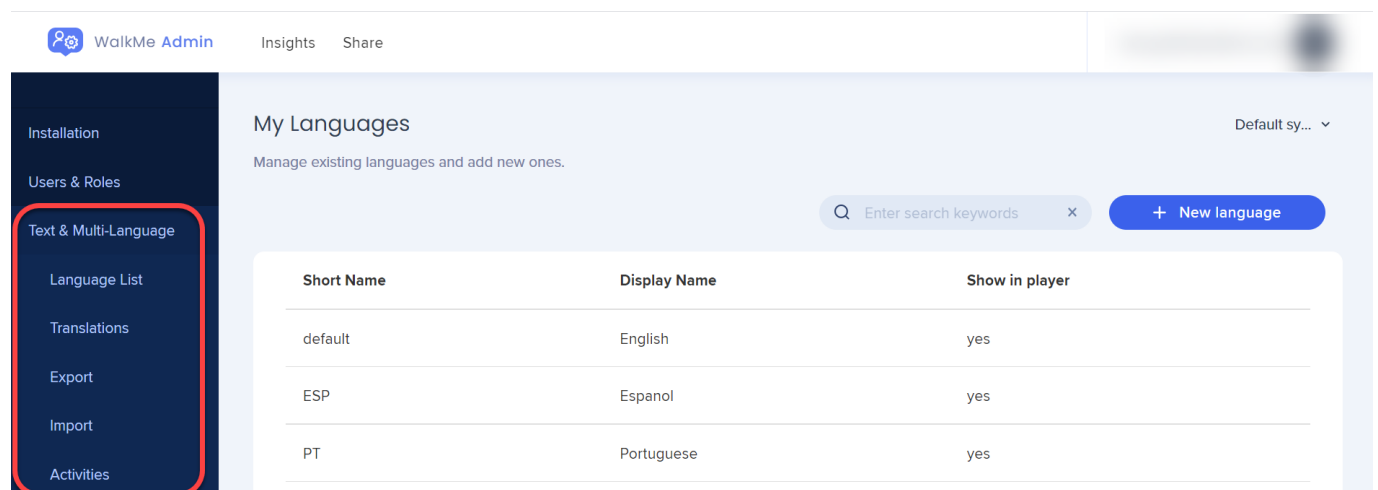


Text & Multi-Language

The Text & Multi-Language page allows you to support a global audience by offering your WalkMe content in multiple languages for your users.

You can add and delete languages, manually translate content directly in the Admin Center, export and import translation files, and view all translation activities.

For more information, please read the [Text & Multi-Language article](#).



WalkMe Admin Insights Share

Installation
Users & Roles
Text & Multi-Language
Language List
Translations
Export
Import
Activities

My Languages Default sy... ▾

Manage existing languages and add new ones.

Q Enter search keywords x + New language

Short Name	Display Name	Show in player
default	English	yes
ESP	Espanol	yes
PT	Portuguese	yes

Systems

The WalkMe Systems pages allow you to manage your existing systems and add new ones to your account. You will find options for both Web Systems and Desktop Apps.

For more information, please read the [WalkMe Systems article](#).

WalkMe Admin

Systems

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All Systems **184** Deleted Systems **76** [+ Create System](#)


Search...

<input type="checkbox"/>	Name	System	Platform	Environment	Users	
<input type="checkbox"/>	Confluence New System	Confluence	Mobile Web	Test Production +3	641	
<input type="checkbox"/>	Android Platform Version	Android	Mobile	Test	612	
<input type="checkbox"/>	Workstation Test	Workstation	Workstation	Test Production	865	
<input type="checkbox"/>	Workstation Platform	Workstation	Workstation	Production	097	
<input type="checkbox"/>	Gmail New System	Gmail	Web	Production	634	
<input type="checkbox"/>	Workstation New	Workstation	Workstation	Production	895	
<input type="checkbox"/>	Okta New System	Okta	Web	Test	775	
<input type="checkbox"/>	Miro New System	Miro	Web	Test Production	382	
<input type="checkbox"/>	iOS Platform Version	iOS	Mobile	Test Production	904	
<input type="checkbox"/>	Microsoft-sharepoint New System	Microsoft-sharepoint	Mobile Web	Test Production	382	
<input type="checkbox"/>	Jira New System	Jira	Mobile Web	Production	742	
<input type="checkbox"/>	Netsuite New System	Netsuite	Mobile Web	Production	507	
<input type="checkbox"/>	Slack New System	Slack	Web	Production	742	

Activity Log

The Activity Log page allows you to track all the activities conducted in your WalkMe account, such as content creation and configuration changes.

For more information, please read the [Activity Log article](#).


WalkMe Admin

Insights
Share

Installation
Users & Roles
Systems
Activity Log
Security
API Keys

Activity Log

Systems
Time Range

3 Systems Selected
Jul 19, 2021 - Jul 26, 2021


Download Report

Time ↓	User	System	Action	Description
Jul 20th 2021 12:01 pm		Salesforce	Delete Shoutout	Delete a Shoutout deployable
Jul 20th 2021 12:01 pm		Salesforce	Save Shoutout	Create or update a Shoutout deployable
Jul 20th 2021 12:01 pm		Salesforce	Save Shoutout	Create or update a Shoutout deployable

Security

The Security page houses the Session Timeout settings which allows WalkMe administrators to configure WalkMe accounts to log out after a specific amount of inactive time. By default session timeout is set to all customers for 24 hours of inactivity.

For more information, please read the [Session Idle Timeout article](#).


WalkMe Admin

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Security

Inactivity Timeout

Configure automatic logout from WalkMe applications for inactive user, according to chosen timeout period

15 min
30 min
60 min
2 hrs
4 hrs
8 hrs
24 hrs

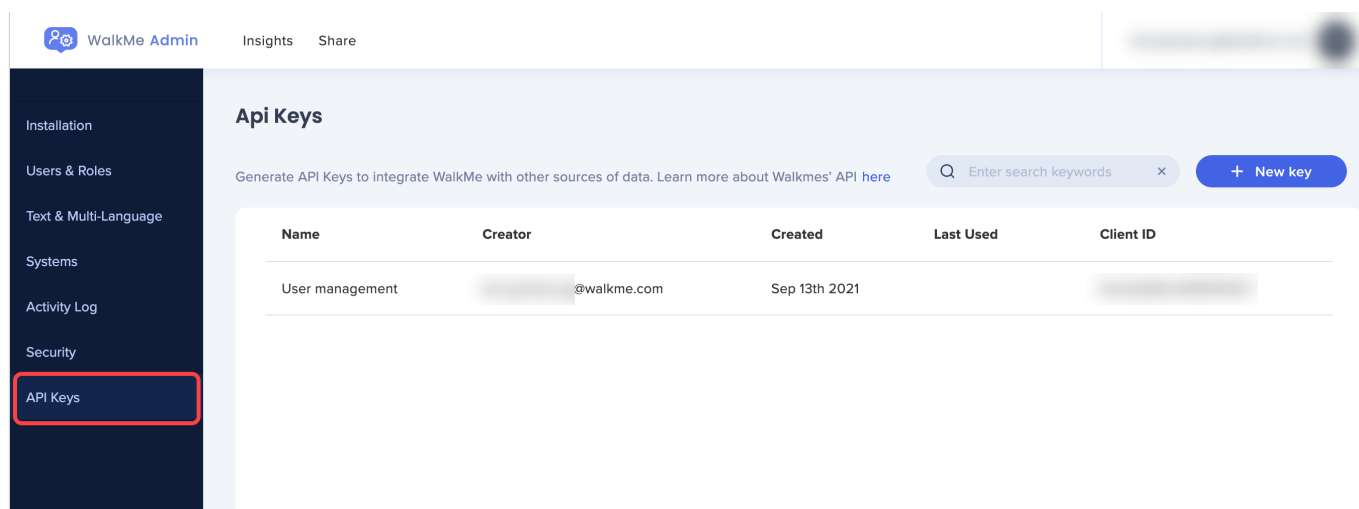
① Best practice configuration: 15 minutes
① Note: This configuration will apply to all users within this account.

SAVE

API Keys

The API Keys page allows you to create and manage API keys for the WalkMe platform directly in the Admin Center. WalkMe API was created so customers can integrate the WalkMe Platform with their internal or 3rd party systems, leading the way for automation of internal processes that wouldn't otherwise be possible.

For more information, please read about [WalkMe API & API Keys](#).



The screenshot shows the WalkMe Admin interface. On the left is a dark sidebar with navigation links: Installation, Users & Roles, Text & Multi-Language, Systems, Activity Log, Security, and API Keys (highlighted with a red box). The main content area is titled 'Api Keys' and includes a sub-header: 'Generate API Keys to integrate WalkMe with other sources of data. Learn more about Walkmes' API [here](#)'. There is a search bar with the placeholder 'Enter search keywords' and a '+ New key' button. Below this is a table with the following data:

Name	Creator	Created	Last Used	Client ID
User management	@walkme.com	Sep 13th 2021		