Editor Access Issues

Issue

I am trying to launch the WalkMe Editor, but I am experiencing some problems. What can I can check on my end before [reaching out to support](#)?

Solution

Identify your symptom below and follow the steps for possible solutions.

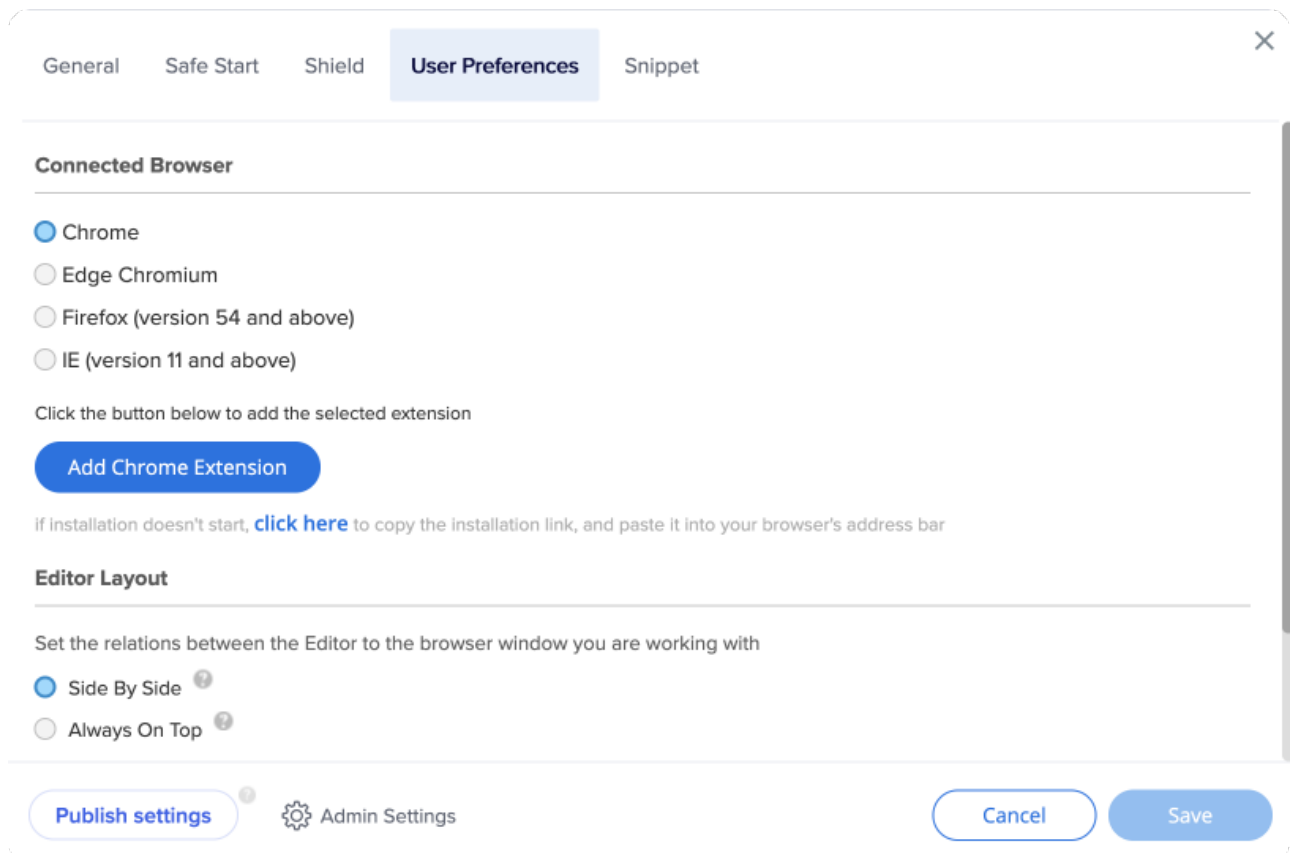## Editor is blank when launching

Possible solutions:

1. Check with your IT team and verify that all the domains listed under "WalkMe Editor Software and WalkMe Insights Web Portal" have been allowlisted at the network **and** proxy levels: [Access Requirements for WalkMe](#)
   - **Note**: This is applicable only if your company uses a proxy to authenticate network requests – check with your IT team if you're unsure
2. If your IT team validates the WalkMe domains have been allowlisted, try to uninstall and reinstall the editor: [Download WalkMe Editor](#)
3. Restart your computer and try to launch the editor again

Editor loads, but an issue occurs on the login page

Possible solutions:

1. Confirm your computer's default browser is the same as the browser selected in the **User Preferences** tab in the editor **System Settings**

2. Your company's IT help desk should be able to assist with resetting your computer's default browser if needed

After clicking **Log In**, a white screen appears and the page continuously loads

Possible solution:

1. Make sure your computer clock is set to your current timezone – it needs to be accurate to the minute

I am able to sign in, but a blank white page loads and the editor does not launch
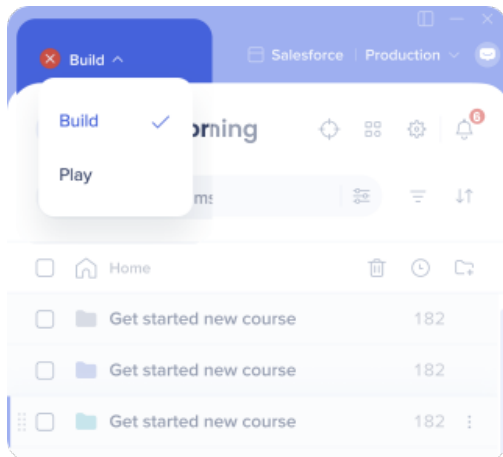
Possible solution:

1. Refresh the page or copy the URL and enter it in a new browser/tab/incognito window

Editor is open but not connecting to the page

Possible solutions:

1. Editor checks:
   - Check if your user preferences are set to the same browser
   - Check whether you're in play or build mode (upper left-hand corner of the editor) – you will need to be in build mode

2. Extension checks
   - Check if you have the editor extension installed
   - Check if your IT allowed download of the editor extension
3. Browser checks
   - Check if the 3rd party cookies are allowed in your browser
   - Make sure your browser settings aren't blocking connection
   - Check if you're using a [supported browser version](#)
4. Things to check with your IT:
   - Verify with your IT team that all the domains listed under "WalkMe Editor Software and WalkMe Insights Web Portal" have been allowlisted at the network and proxy levels
   - Make sure with your site's developers that WalkMe's domains are added to the relevant CSP directive
5. If nothing else worked
   - Clear cache
   - Reinstall editor
   - Refresh editor