

Insights Session Playback Environment Settings

Brief Overview

Session Playback Environment settings enable you to prevent Insights from recording any unwanted sessions. These settings only apply to Session Playback collection and do not reflect on the collection of data via WalkMe Engagement Analytics or, Digital Experience Analytics (DXA).

Use Cases

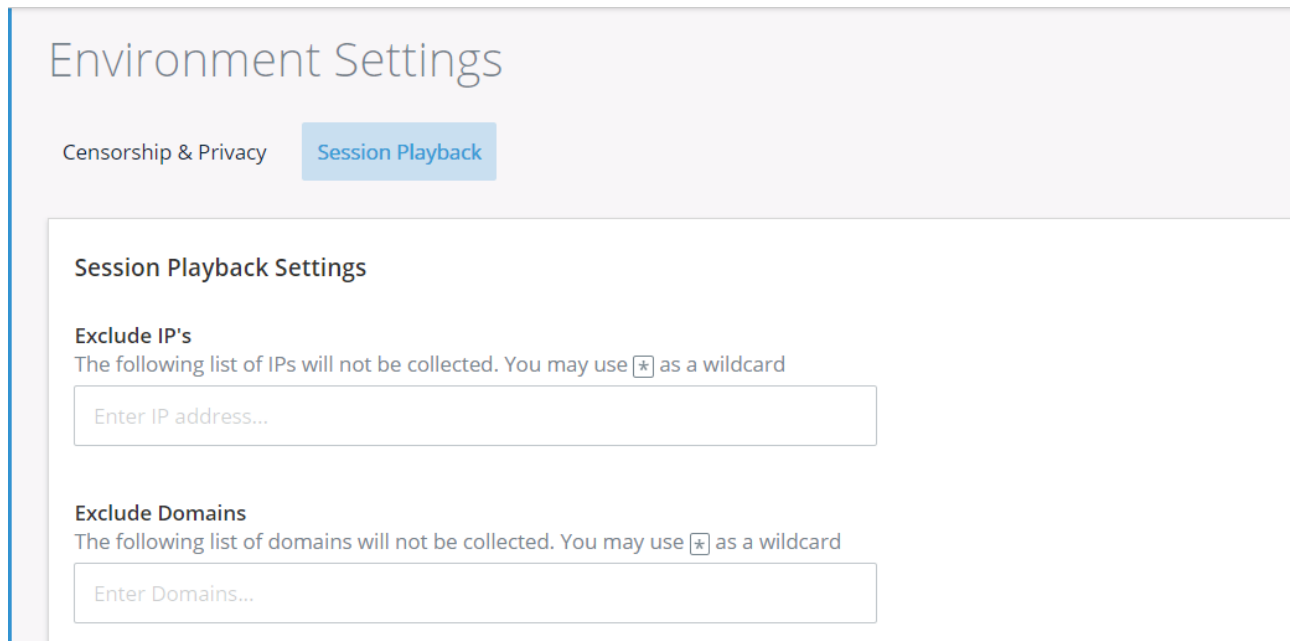
Session Playback settings use cases include the following:

- Use IP Address Exclusion to exclude your office's (or other) traffic from Session Playback collection
- Exclude sub-domains or complete domains from Session Playback collection, e.g., to allow collection on your external website but disallow collection for your internal website, even though both websites utilize WalkMe solutions

How it Works

Accessing Your Settings

1. Log into your account at insights.walkme.com
2. Navigate to the environment of your choice and click *Environment Settings*
3. Click *Session Playback*, and you will see the following screen



Environment Settings

Censorship & Privacy Session Playback

Session Playback Settings

Exclude IP's
The following list of IPs will not be collected. You may use [*] as a wildcard

Enter IP address...

Exclude Domains
The following list of domains will not be collected. You may use [*] as a wildcard

Enter Domains...

Excluding Collection By IP Address / IP Address Range

To prevent Session Playback collection of users with particular IP addresses or IP address ranges, follow these steps:

1. Enter any number of IP addresses you wish to exclude into the field.
 - Input an IP address/range, click *Enter*, enter another IP address/range, click *Enter*, etc., until you've entered every IP address/range you wish to exclude;
 - The "*" character on your keyboard acts as a wildcard key for a portion of an IP address, enabling you to cover a range of IP addresses in one fell swoop.
 - e.g., "100.220.12.*," or "100.220.*".

Excluding Collection By Domain / Sub-Domain

To prevent Session Playback collection of users accessing particular domains or sub-domains of your website(s), follow these steps:

1. Enter any number of domains and sub-domains you wish to exclude into the field.
 - Input a domain/sub-domain, click *Enter*, enter another domain/sub-domain, click *Enter*, etc., until you've entered every domain/sub-domain you wish to exclude;
 - The "*" character on your keyboard acts as a wildcard key for your sub-domains, enabling you to seamlessly exclude any/all sub-domains in one fell swoop.

Session Playback Settings

Exclude IP's

The following list of IPs will not be collected. You may use as a wildcard

Exclude Domains

The following list of domains will not be collected. You may use as a wildcard

localhost × test-beta.walkme.com × |

Applying the settings

The above-mentioned traffic management settings will only be applied after performing a *Publish* action from the WalkMe Editor.