



# Install WalkMe for Salesforce Classic Communities

Let's get WalkMe to your users!

There are just two steps to getting WalkMe up and running on Salesforce Communities. Once complete, your published WalkMe content will immediately be accessible and WalkMe will begin collecting data.

## 1. Download the Salesforce Package

The Salesforce package is optional for WalkMe to load on Communities, but it is required if using sfVars.

Directions for downloading the package

Downloading the package should be performed by your Salesforce Admin. Your Salesforce Admin will need access to the WalkMe Editor and Salesforce Communities.

Here is a recap of the directions in the video:

1. Download the Salesforce Installation Package for your Test and Production Environment.  
Learn how [here](#).
2. Log in to Salesforce with your administrator account
3. Select All Users on the WalkMe Setup Page
4. Click Install

## 2. Insert the Snippet

WalkMe is made available on Communities by inserting a snippet of code into the HTML page footer.

Directions for inserting the snippet

Inserting the snippet should be performed by your Salesforce Admin. Your Salesforce Admin will need access to the WalkMe Editor and Salesforce Communities.

Here is a recap of the directions in the video:

1. Log in to Salesforce with your Salesforce Admin credentials
2. Click + in the Navigation bar
3. Select WalkMe Setup
4. Click Get your WalkMe Snippet ID
5. Enter your WalkMe Editor credentials. Your Snippet ID will automatically populate
6. Click Submit
7. Click Setup
8. In the Search Bar, type "Communities"
9. Under the Communities category, select All Communities
10. Click Manage next to your community
11. Click Administration
12. Click Branding
13. Click Lookup icon next to the Footer text field
14. Search for "WalkMe\_Footer" and click to select
15. Click Save

### 3. Optional: Enable Segmentation

Directions for enabling segmentation

Additional configuration is needed should you require to segment WalkMe content by users. This configuration should be performed by your Salesforce Admin.

Here is a recap of the directions in the video:

1. Log in to Communities with administrator account
2. Click Setup
3. Search Communities
4. Select All Communities
5. Click Manage next to the Community in which you would like to enable segmentation
6. Click Administration
7. Click Pages
8. Click Go to Force.com
9. Click Edit next to "Site Visualforce pages"
10. Move WM4SF3.vf\_WalkMeSfVars into the Enabled Visualforce Pages column
11. Click Save