

Install WalkMe for Salesforce Console

Let's Get WalkMe to Your Users!

WalkMe is made available to your users via a [browser extension](#). Once the WalkMe extension has been downloaded, your published WalkMe content will immediately be accessible and WalkMe will begin collecting data. To deploy WalkMe for Salesforce Classic we recommend pushing it out via a Mass Installation. Alternately, you can ask users to download the extension themselves.

Option #1: Mass Installation (Recommended)

The recommended method of deployment is mass installation of the browser extension for all your Salesforce users. Mass Installation means users don't need to do anything themselves which saves time, reduces troubleshooting, and ensures they start seeing WalkMe right away. [Read more about the Mass Installation project scope.](#)

Mass Installation Directions

To push out a mass installation to your users, your Account Manager will provide a link to the Deployment Guide. The Deployment Guide guides you through installing, enabling, and configuring the WalkMe Extension. This process will need to be repeated for each OS and browser on which you would like to deploy WalkMe. The mass installation should be performed by your IT Team or System Admin.

Option #2: Manual Installation

Not able to push out a mass installation? No problem, send users an email with a link to individually download the extension for themselves.

Manual Installation Directions

Your Account Manager will provide you with a link to download the WalkMe extension. Just send out an email to all your users ([here is a template email we've created for you!](#)). The email template includes easy step-by-step directions for your users to download the extension in just a couple minutes. This email can be sent by anyone in your organization.

