

Installing WalkMe for Salesforce Communities Lightning Using the WalkMe Snippet

Brief Overview

This article explains how to add the WalkMe Player to your Salesforce Community by adding the snippet.

How It Works

1. Publish content to the Editor account environment you are trying to integrate into Lightning Communities
2. Access the snippet from the WalkMe editor in **Settings > System Settings > Snippet**
3. Click **Copy Code**
4. As a Salesforce Admin, go to **Setup > Features and Settings > Digital Experiences > All Sites**
5. Click on the **'Builder'** link next to the Community in which you want to implement WalkMe

Digital Experiences [Visit our Trailblazer CommunityHelp for this Page](#)

The list shows Experience Cloud sites in your org. Clicking on the URL takes you directly to the site. If you're not a site member, the URL isn't linked. Archived sites aren't included in this list. Check the [Digital Experience app in Lightning Experience](#) page to see your archived sites.

Maximum number of published and unpublished sites: 100

Action	Name	Description	Framework	URL	Status
Workspaces Builder	WalkMe Community Portal		Aura	https://walkme8-dev-ed.my.site.com	Active

6. In the Community, go to **Settings > Security & Privacy > Trusted Sites** for Scripts and click **Add Trusted Site**

Trusted Sites for Scripts

Third-party hosts listed here can be accessed by scripts in your site. Third-party hosts required for non-script resources such as images, videos, and stylesheets must be added to your [Trusted URLs](#) in Salesforce Setup. [More Details](#)



7. Enter https://*.walkme.com and click **Add Site**

Add Trusted Site

* Name

WalkMe

* URL

https://*.walkme.com

Active

Cancel

Add Site

- Next go to **Settings > Advanced > Edit Head Markup** and paste the WalkMe snippet from the Editor here then click **Save**

Head Markup

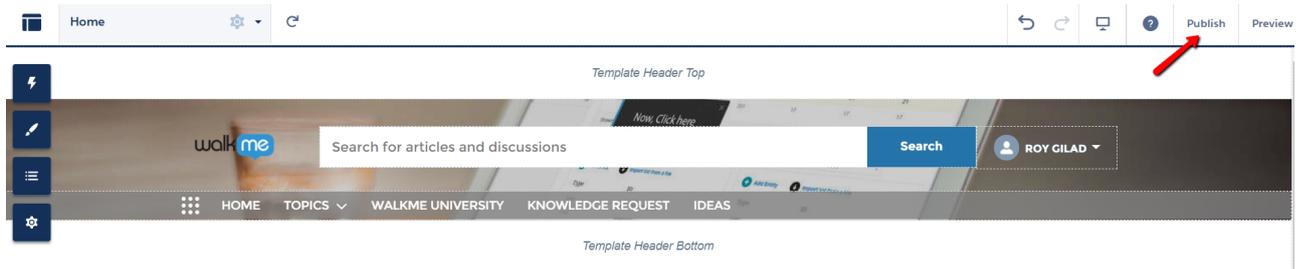
For security purposes, we allow only specific tags, attributes, and values in the <head> section. [Learn More](#)

```
1 <script type="text/javascript">(function() {var walkme = document.createElement('script'); walkme.type = 'text/ja
```

Cancel

Save

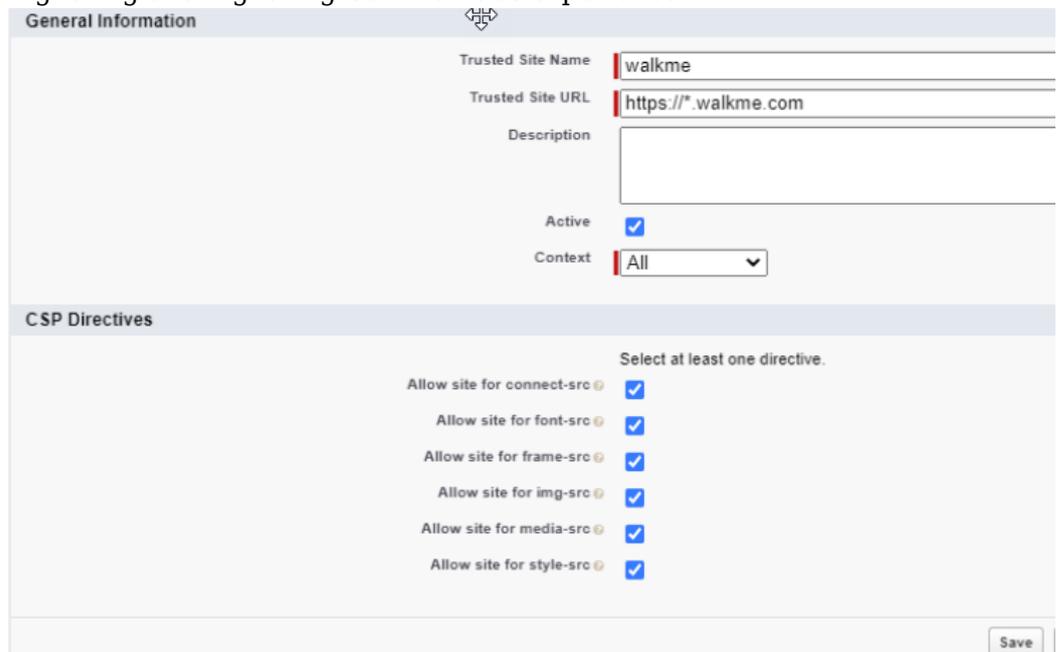
- Publish the Community in Salesforce



10. That's it! You're done.

Add a trusted site for *.walkme.com:

1. From Setup, enter CSP in the Quick Find box, then select **CSP Trusted Sites**
2. Select **New Trusted Site**
3. Name the Trusted Site
4. Enter the URL for the Trusted Site
 - You should add `https://*.walkme.com` and all directives
 - Select the Context for this trusted site to control the scope of the approval
 - **Select "All (Default)":** CSP header is approved for both the organization's Lightning and Lightning Communities experience



The screenshot shows the configuration form for a new trusted site. The 'General Information' section includes fields for 'Trusted Site Name' (walkme), 'Trusted Site URL' (https://*.walkme.com), and 'Description'. The 'Active' checkbox is checked, and the 'Context' is set to 'All'. The 'CSP Directives' section shows a list of directives with checkboxes, all of which are checked: 'Allow site for connect-src', 'Allow site for font-src', 'Allow site for frame-src', 'Allow site for img-src', 'Allow site for media-src', and 'Allow site for style-src'. A 'Save' button is located at the bottom right.

Add a trusted site for `https://s3.walkmeusercontent.com/`

1. Select **New Trusted Site**
2. Name the Trusted Site "WalkMe User Content"
3. Enter the URL for the Trusted Site

4. You should add <https://s3.walkmeusercontent.com> and all directives
5. Select the Context for this trusted site to control the scope of the approval
 1. **Select “All (Default)”**: CSP header is approved for both the organization’s Lightning and Lightning Communities experience

On Salesforce Lightning Communities, add the WalkMe domain to trusted sites

1. Click **Settings > Security & Privacy**
2. Scroll to **Content Security Policy (CSP)**
3. Under Security Level select **Relaxed CSP**
 1. Click **Allow**
4. Click **Add Trusted Site** under Trusted Sites for Scripts
 1. Name the Trusted Site
 2. Enter the URL for the Trusted Site
 1. Add https://*.walkme.com and all directives
5. Click **Add Site**
6. Click the **Publish** button in the upper right corner of the page

That’s it! You’re done.