Deploy WalkMe Using an Extension

Brief Overview

If you cannot access your website/application's HTML, or prefer not to manually alter it for any reason, you can deploy the WalkMe extension on your users' browsers, which will insert the [WalkMe snippet](#) into the HTML of the relevant pages.

Below is the step-by-step guide on how to do it.

Deployment Guide
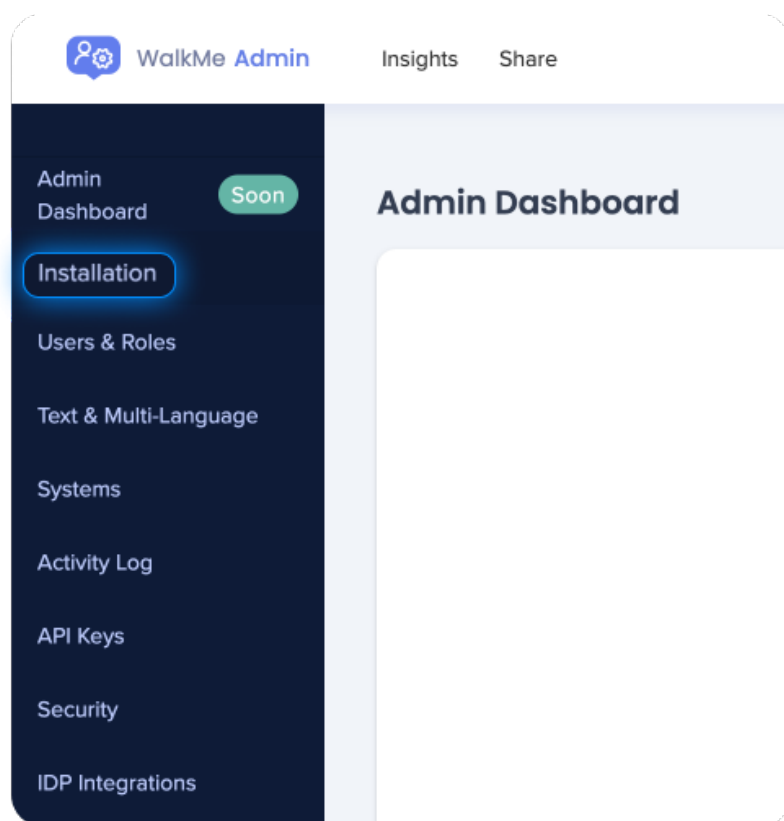
1. Access the Admin Center

Expand

Log in to the Admin Center at admin.walkme.com If you don't have permission, ask your Administrator to provide it.

Note: Access to the Admin Center is provided to WalkMe customers.

2. Navigate to the installation section

Expand

Open the installation section in the Admin Center.

3. Enter the installation wizard

Expand

To download the extension file, click on **Open Installation Wizard** and follow the instructions in the installation section.
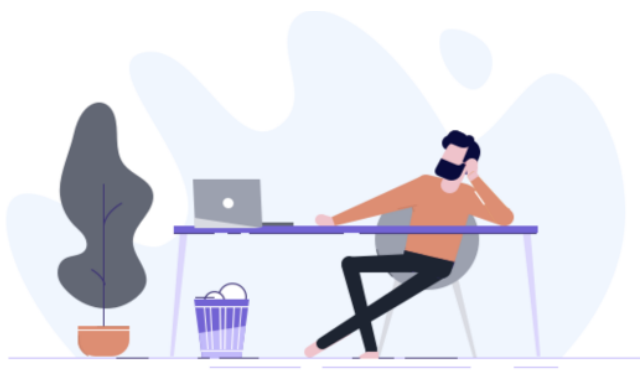
Installation

WalkMe Extension

The Player Extension is an option for customers that are unable to paste the code directly into the source code of their site. The Player Extension is installed locally on each user's browser and injects the Snippet into the code of each page that is loaded. This deployment is accomplished using automation scripts and built-in deployment features which allow your IT team to enable the WalkMe extension on your end-users' browsers.

OPEN INSTALLATION WIZARD

All-In-One Installer
Select your configuration

Windows Installer
For Windows 7 and above

◉ Windows 32-bit MSI

◯ Windows 64-bit MSI

MacOS Installer
For MacOS 10.12 (Sierra) and above

◯ MacOS PKG

◯ End User Configuration File

If the configuration you want is not available in the All In One Installer, click to enter the **mass deployment guide**.

Note: You can use the ActionBot to assist you in setting up the WalkMe extension.

If you're still unable to find the configuration you're looking for, please reach out to our Support team for further assistance.

4. Locate the downloaded extension file

Expand

After downloading the extension file, find it on your computer. The file will have a specific format (e.g., .crx, .xpi).

5. Install the extension

Expand

1. Open your web browser
2. Find the extension file you downloaded
3. Drag and drop the extension file into the browser window
4. If a pop-up window appears, click "Add" or "Install" to confirm the installation

6. Confirm the installation

Expand

Look for the extension icon or a new menu option in your browser's toolbar.

This indicates that the extension has been successfully installed.

7. Use the extension

Expand

Click on the extension icon or navigate to the newly added menu option in your browser's toolbar to access the extension features.

That's it! You have successfully installed the extension. If you have any further questions or help, please feel free to reach out to us.

⬚ Digital Adoption Institute

- View the ***Deployment methods* course** in the *Technical Configuration* curriculum.
- Don't have a DAI account yet? <u>Sign up here</u>

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