

# Master Extension FAQ

## Brief Overview

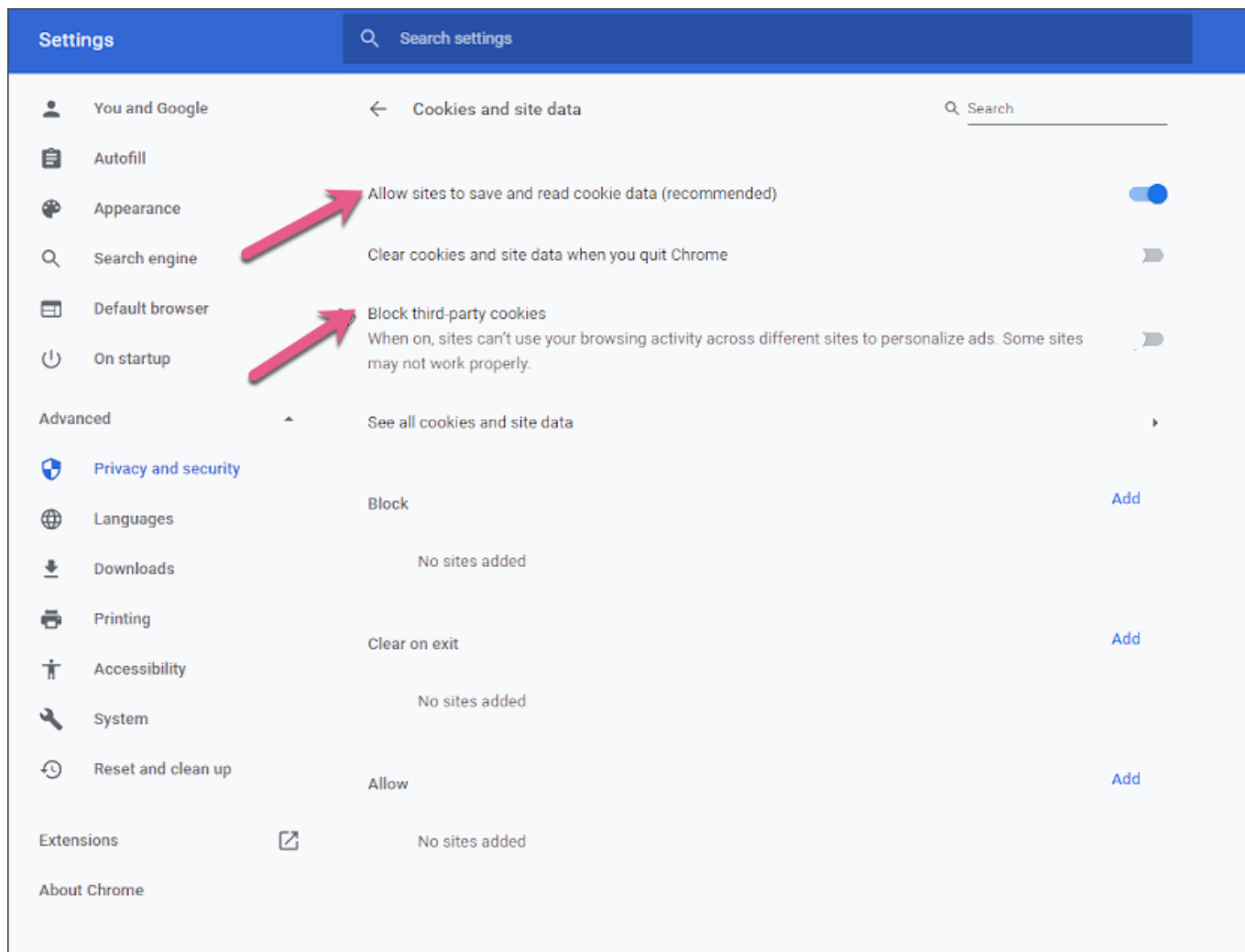
Below are some common questions about the WalkMe Master Extension and the browser configuration needed to support the extension. If you have any additional technical questions, feel free to reach out to your Account Manager or [support@walkme.com](mailto:support@walkme.com).

## Chrome

In most configurations, 3rd party cookies will need to be enabled for WalkMe to load in the Chrome browser. You can enable 3rd party cookies by following these instructions:

- Click on the three vertical dots in the top right corner of your browser
- Click "Settings"
- Scroll down and click "Advanced"
- Under "Privacy and Security", click on "Site Settings"
- Click on "Cookies and Site Data"

Toggle on "Allow sites to save and read cookie data" and make sure "Block third-party cookies" is toggled OFF



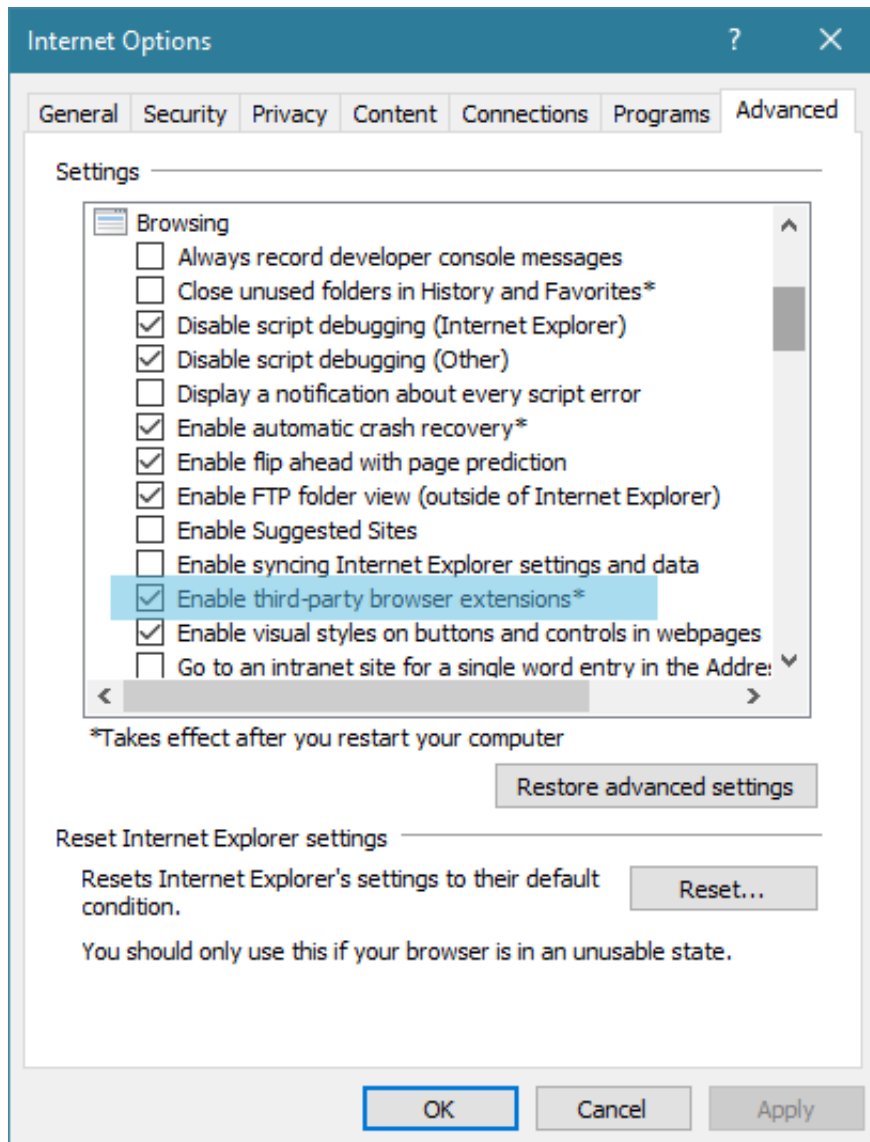
## Internet Explorer

Whether the extension has been manually placed on the browser, or pushed out by your IT department, the "Enable Third-Party Browser Extension" setting must be enabled for WalkMe to load. You can enable this setting by following these instructions:

- Click on the gear in the top right corner
- Click Internet Options -> Advanced

Scroll down under "Browsing" and see "Enable Third-Party Browser Extensions"

If you are unable to check this setting, please reach out to your IT department and let them know that this setting needs to be enabled in order for WalkMe's extension to load.



## Edge

Silent installation of the WalkMe extension is not possible on Edge. After mass deployment of the WalkMe Extension, the following will take place:

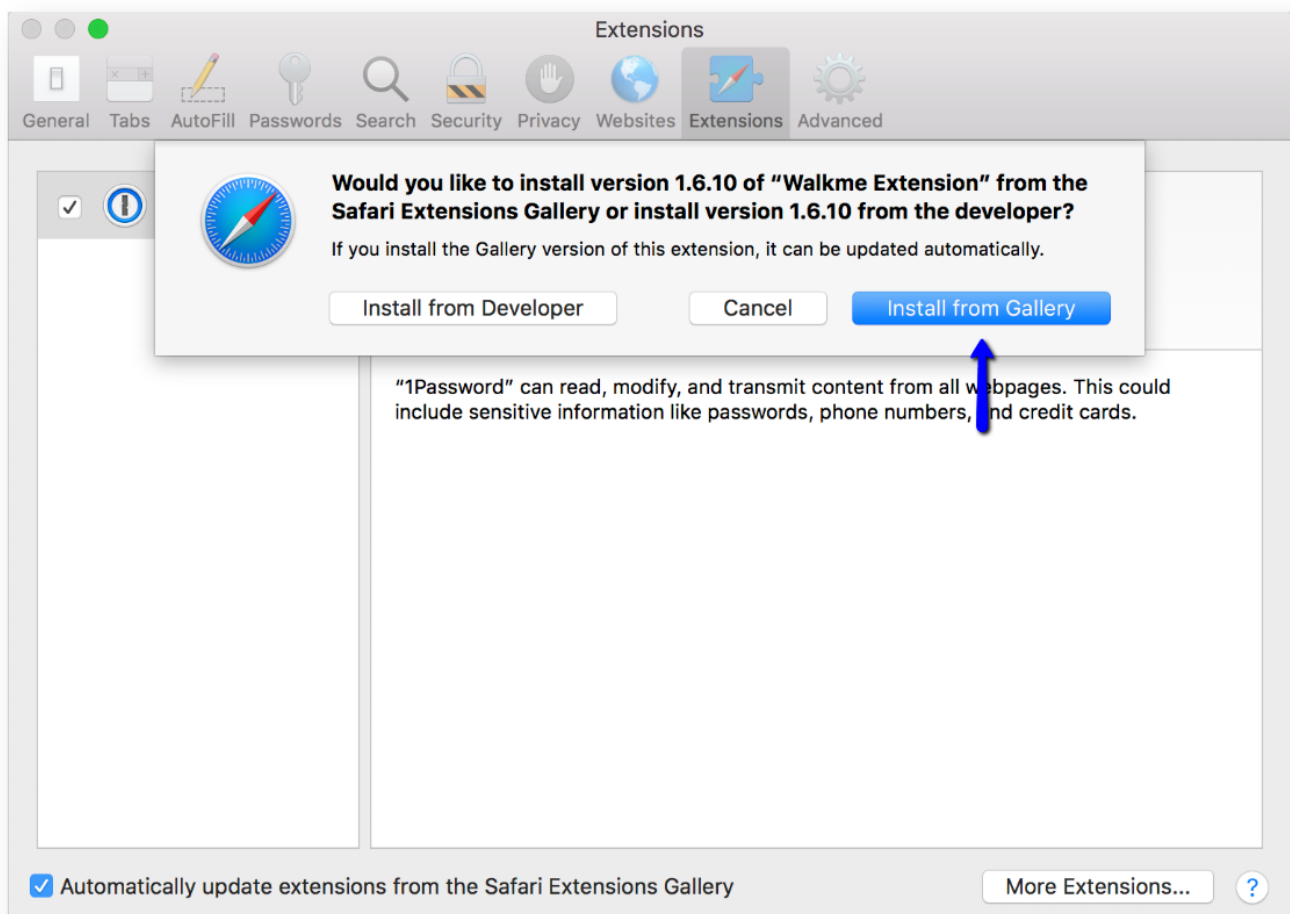
- The end user's browser will open.
- WalkMe will add a cookie to their browser.
- They will be routed to the install page, installing the extension.
- Additionally, Sideloaded must be enabled to successfully mass deploy the WalkMe Extension to Edge browsers. After deploying the extension, you can turn off the Sideloaded setting.
- The Auto-Update functionality is currently not supported in any mass-deployment method for Edge.
  - This limitation is due to Microsoft's support for extensions in earlier

versions of the OS and Browser.

## Safari

- Silent installation of the extension is not possible. The user must approve the installation after the extension has been manually or mass deployed to their Safari browser.
  - The user should select the “Install from Gallery” button in order to enable the Extension to auto-update.
  - If the user selects “Install from Developer”, the Extension will not be updated automatically.

This is a Safari limitation, not a WalkMe limitation.



## Mass deploying an extension via JAMF

Issue: After mass deploying extension on Mac using JAMF, the end-user is prompted to "Trust" the extension once it's installed.



Cause: Extension installations with JAMF require user interaction due to a limitation by Apple's requirement for the end-user to "Trust" the extension once it's installed. This is something we've investigated and currently, there is not a way to bypass this requirement in order to decrease the amount of user interaction here.