

# New URL Format for Salesforce Lightning Experience – Summer 2018

## What Is Changing?

In their Summer '18 release, Salesforce is changing the format of their [URLs](#). As an example:

**Salesforce URL prior to the Summer '18 release:**

`https://{lightning.domain.com}/*one/one.app/#/sObject/Account/home*`

**Same Salesforce URL after the Summer '18 release:**

`https://{lightning.domain.com}/*lightning/o/Account/home*`

For more details about this change, please read the [official Salesforce documentation](#).

## How Will It Impact You?

If you have used Salesforce URLs as conditions or links in any of your WalkMe apps, you will need to modify the URL rules to fit the new Lightning URL changes.

## How To Update Salesforce URLs in Your WalkMe Apps — 3 Examples

Example 1: Change a Smart Walk-Thru Condition

If your Smart Walk-Thru Segmentation Rule is as follows:

## Smart Walk-Thru Segmentation<sup>?</sup>

Create rules to determine when the Walk-Thru appears in the Player Menu



[Group](#)

[Import Rules](#)

☐

U

URL

Current URL

Contains

/one/one.app#/sObject/Account/home




+ Add Rule

Enter your notes here...

Done

Discard

Run Time: 0ms Current Statement: Cannot Assert

It must be changed to this:

## Smart Walk-Thru Segmentation<sup>?</sup>

Create rules to determine when the Walk-Thru appears in the Player Menu



[Group](#)

[Import Rules](#)

☐

U

URL

Current URL

Contains

/Account/home




+ Add Rule

Enter your notes here...

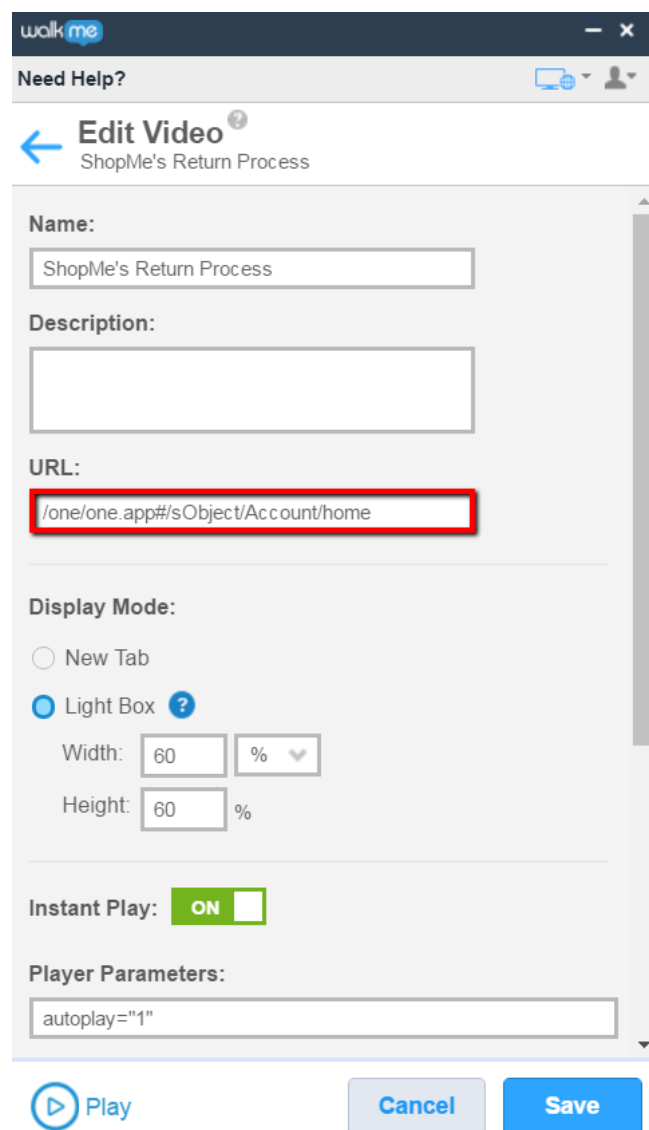
Done

Discard

Run Time: 0ms Current Statement: Cannot Assert


## Example 2: Change a Resource URL Rule

If your Resource URL Rule is as follows:





The screenshot shows the 'Edit Video' interface in the WalkMe application. The video is titled 'ShopMe's Return Process'. The 'URL' field is highlighted with a red box and contains the text '/one/one.app#/sObject/Account/home'. Below the URL field, there are options for 'Display Mode' (New Tab, Light Box) and 'Instant Play' (ON). The 'Player Parameters' field contains the text 'autoplay="1"'. At the bottom, there are buttons for 'Play', 'Cancel', and 'Save'.

It must be changed to this:



Need Help?

←

Edit Video

ShopMe's Return Process

Name:

ShopMe's Return Process


Description:

URL:

/Account/home

Display Mode:

☐ New Tab

☒ Light Box 

Width: 

60

 %

Height: 

60


 %

Instant Play:

ON

Player Parameters:

autoplay="1"

 Play

Cancel

Save

### Example 3: Change a Safe-Start URL Rule

If your Safe Start URL Rule is as follows:

Safe Start

General

User Preferences

✕

Enable Safe Start

ON

Redirect users to a general start page when a Walk-Thru is played from a page on which it cannot be started.

/one/one.app#/sObject/Account/home

Prompt User

ON

Display a confirmation message before the redirect occurs.

**Message**

The Walk-Thru cannot be played from this page.

Shall we take you to the beginning of the process?

Redirect Button Text:

Take me there!

Stay Button Text:

No thanks.

Save

Close

It must be changed to this:

Safe Start

General

User Preferences

✕

Enable Safe Start

ON

Redirect users to a general start page when a Walk-Thru is played from a page on which it cannot be started.

/Account/home

Prompt User

ON

Display a confirmation message before the redirect occurs.

**Message**

The Walk-Thru cannot be played from this page.

Shall we take you to the beginning of the process?

Redirect Button Text:

Take me there!

Stay Button Text:

No thanks.

Save

Close



## Have Additional Questions?

If you have additional questions, please contact your CSM or WalkMe Support.