

Selected Element Tab

Brief Overview

Selected Element tab settings allow you to view and customize the way WalkMe identifies elements on your website. Using Selected Element settings you can see how easily WalkMe identifies a given element on your site/system and choose the identification method appropriate to your site. Modifying Selected Element settings can optimize the way WalkMe's algorithm performs on your site and is usually used to resolve issues or maximize performance.

Any time you use the WalkMe Editor to select an Element on your site, whether it's for a Smart Walk-Thru step, Launcher, SmartTip or as a Rule type in the Rule Engine, WalkMe uses its proprietary algorithm to scan the page and identify your Element. Each Element is given an Element Grade, which tells you how efficiently WalkMe can identify this Element again in the future.

Since every website is unique, it may be necessary to modify the way the WalkMe algorithm works to identify specific Elements. It is helpful to change Selected Element settings when WalkMe may be misidentifying or not finding your selected Element.

Use Cases

- If a WalkMe Item appears on an incorrect Element on your site, use the Re-select element tool, and adjust the selection by using "Narrow" or "Expand" to increase the Element Grade Level.
- Ignore the text of your Element if it may appear in multiple languages.
- Ignore the ID of an Element on your website when it changes constantly (dynamic Identifiers).
- Ignore the position of a button that might move on the screen when the size of your browser window changes (common for responsive websites).

How It Works

Whenever WalkMe plays a Smart Walk-Thru Step, shows a Launcher or displays a set of SmartTips, it starts by scanning the page to try and locate your selected element. The

WalkMe algorithm uses a variety of factors, such as the text of your element, its placement on the page and other attributes in the HTML code such as ID and Class.

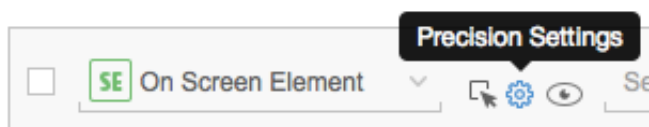
Each element on your site, whether it's a button, heading, field or link has unique identifying attributes, some more unique than others. To help you understand how unique an element's attribute is on your site we give it an Element Grade Level. This Grade refers to how unique the element is, and how efficiently WalkMe will be able to find it again.

In the use case where an element is difficult to identify, has a low element grade, or when the code and layout of your site change on page load or screen size change, WalkMe may have trouble locating your selected Element. When this happens, WalkMe may misidentify the element on the page or simply not play your WalkMe item.

To alter the way that WalkMe identifies elements on your site, use the Selected Element Settings. Some Selected Element settings are, by necessity, modified globally (for all Elements) by our specialists, so it's important to check with your AM if you plan to change Selected Element settings.

Checking Element Precision for Rules in the Rule Engine

If you select an On-Screen Element to use as a Rule type in the Rule Engine, find Precision Settings by clicking on the gear icon.



Element Grade

Selection grade: **Good** 

Define how to identify the element

Automatic

By text

JQuery selector

Define which attributes to ignore

Text within the Element (for multi language)

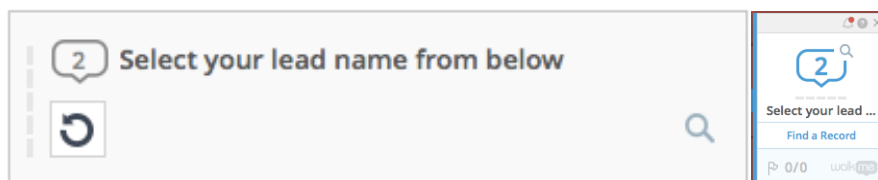
Element ID (If the ID changes when a page is loaded)

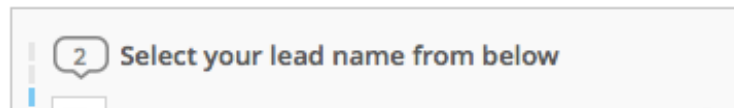
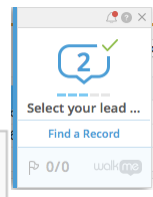
Position (If an Element changes location on screen)

Precision Level 

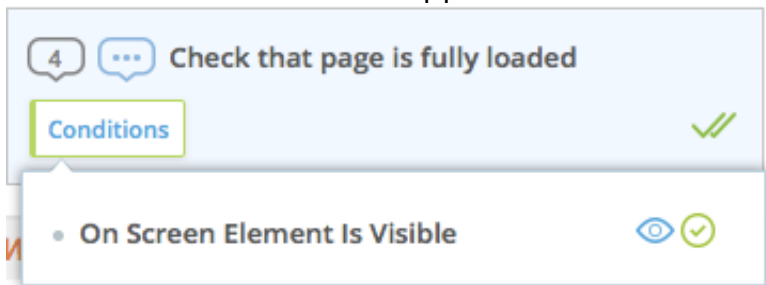
Test an Element's Grade by visiting the page on which your WalkMe item should appear and open the Selected Element settings. WalkMe analyzes the current page in the browser and gives the element a grade. If it does not see the element on this page, you will receive the following message: "The Element is not present on this page."

View Element Grade in the Flow Tracker when testing a Smart Walk-Thru. The Flow Tracker displays a "looking for Element" magnifying glass icon until it locates the Element on the page. Once the element is located, the Element Grade will appear to the left of the step in the Flow Tracker.



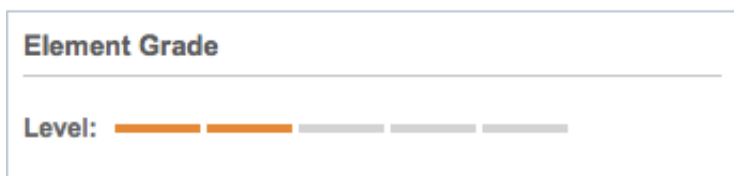
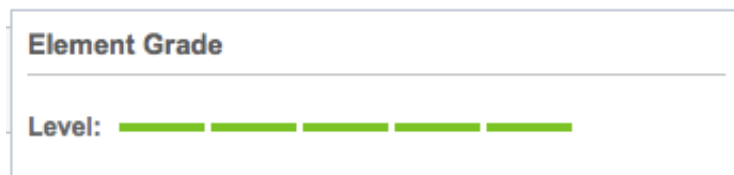


For On Screen Elements used in a Rule, click the Rule in the Flow Tracker. If the Element is found on the page then an eyeball and a check mark appears. If the Element is not found, then an exclamation mark appears.



Understanding Element Grades

The Element Grade scale is from one through five, where five green bars is the highest score possible.



Generally, three bars or higher is regarded as a Good score. Elements with less than three bars may still be identified consistently by WalkMe, but it's recommended that you thoroughly test these WalkMe Items.

Pro-Tip!

When using jQuery selectors, the Element Grade will not show a value, because it uses your selector to identify the element. In such a case a message will appear, stating that "Level is irrelevant for jQuery Selector". [Learn more about jQuery Selectors.](#)

Re-Selecting Your Element

When you initially select your element, you can modify your selection to improve the Element Grade. You can either expand your selection, narrow your selection or simply re-select the element entirely.

Element Grade

Selection grade: **Good** 

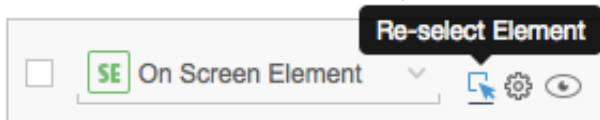


After an element is selected, use the settings to view the Element Grade and to modify the way the algorithm works. Selected Element settings are located in the options menu for your WalkMe items. To re-select your element, click Re-Select Element at the bottom of the



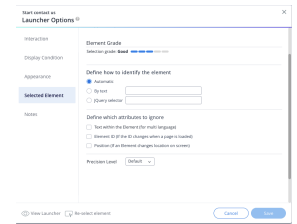
options menu, it is available on all the different tabs.

For Rules that use Elements, click the Re-select Element icon on your Rule statement.



Fine-Tune Precision

Fine-tune the WalkMe algorithm to ensure it identifies your Element correctly if necessary in the Selected Element tab in the Options menu for steps, Launchers, and SmartTips. Precision can be altered by identifying by type of Element, ignoring a selected



characteristic, or by modifying the general Element Grade Selection level.

Direct WalkMe to focus on certain attributes, in the Type section:

- Automatic: WalkMe uses the default settings for the algorithm
- By Text: Identifies the Element specifically by its text in the HTML code. This is only valid for Elements that actually contain text that is identified in the HTML; some Elements with text are images but do not contain text. When this option is selected, the text from the Element will autofill in the input field (without spaces, not case-sensitive). Notice that when choosing this option, you can't use any other bypass options.
- jQuery Selector: Using a jQuery selector is the most specific way to identify an



Element because it allows you to use a specific selector to identify the element in the page. Using a jQuery selector can help WalkMe to find Elements if you use Multi-Language and your website has dynamic IDs (i.e., the Element's code changes when the page is reloaded).

Direct WalkMe to ignore certain attributes:

- Text within the element: WalkMe will ignore any HTML text within the element (number, text, or character). Bypass text for elements that appear in multiple languages or that may use dynamic text.
- Element ID: WalkMe will ignore the element ID in the HTML code. If the element you selected has a variable or dynamic ID (ID is constantly changing when a page is loaded), configure WalkMe to ignore ID.
- Position: WalkMe will ignore the position of the element on the screen. Use if an element changes location on screen. This may happen if your user has a different screen size and your site is designed to reformat the layout. If you would like to choose one of these bypass options to all elements captured, contact your AM who can quickly add this feature.

Precision Level

When WalkMe checks the page for an element, it analyzes all elements that match most of the attributes on the page and gives it a numerical score. The algorithm selects the element with the highest score and plays the step.

- High: Use this setting if elements similar to the one that was chosen are being identified by WalkMe (i.e., Steps or Launchers appear on the wrong element). Setting to High should avoid misidentification.
- Medium: This is the default element Grade Level and is sufficient in most cases.
- Low: Use this setting in cases where WalkMe cannot find your element on the screen because the position of elements is constantly changing.

Resolving Common Issues

My Element Grade is Low

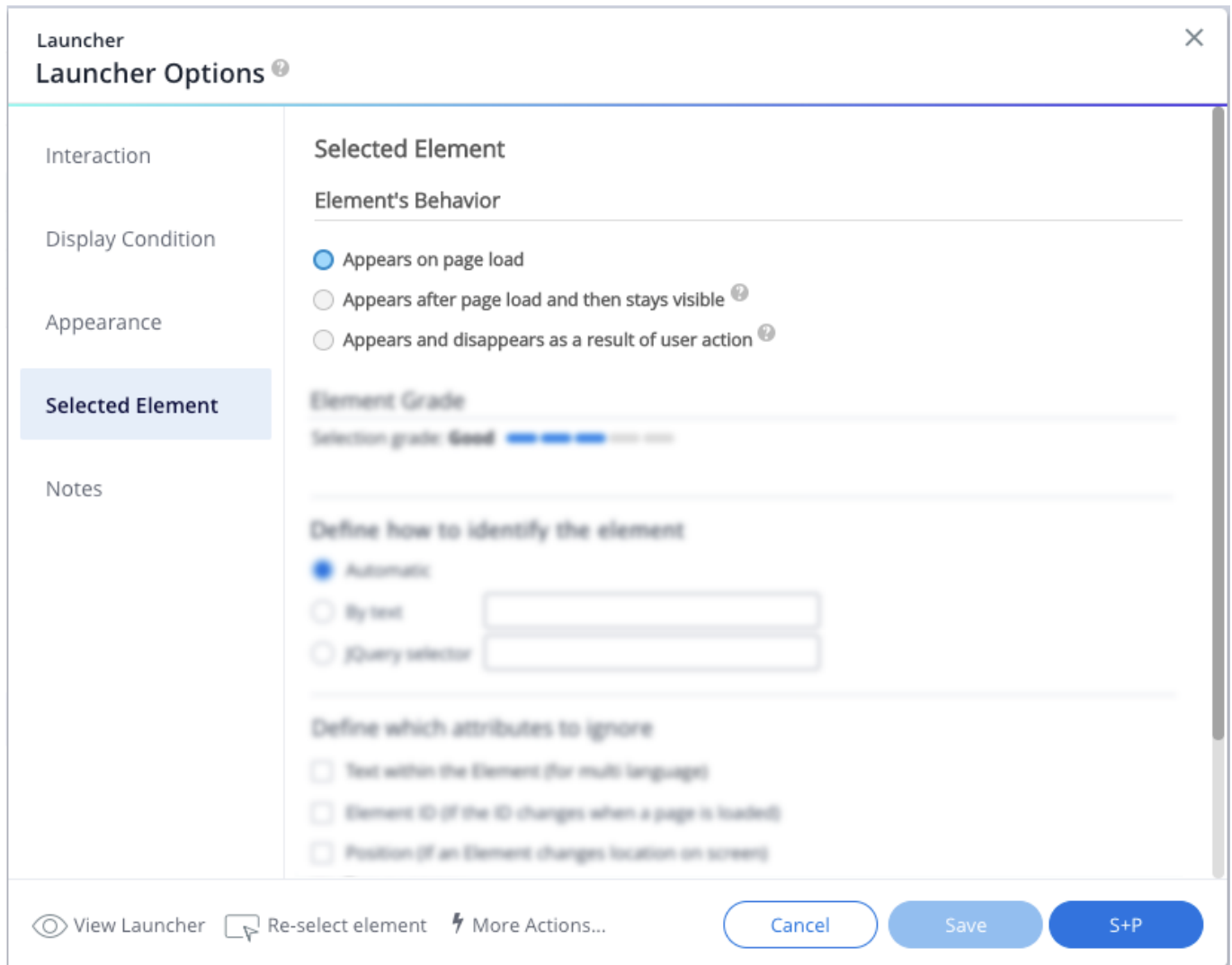
An Element Grade less than three bars is not necessarily a problem; start by testing out your Smart Walk-Thru in Preview mode and even on your website's Test environment.

If WalkMe cannot find your element or it appears on the wrong element use the steps listed below.

Element's Behavior isn't consistent

If you have a dynamic element that is not consistent in its appearance on screen, and you would like to configure WalkMe to continually look for that element, so that when it does appear, a Launcher, Balloon or SmartTip can be displayed with it.

Select one of the Element's Behavior options, according to the behavior your element is presenting on the site.



Smart Walk-Thru Step, Launcher or SmartTip appears on the wrong Element.

Try changing your Element Grade Selection level to High or Re-select the element. If the issue persists try using the 'By Text' type or input a 'jQuery selector'. If you use Multi-Language, ignore the text within the element.

Smart Walk-Thru Step, Launcher or SmartTip Element cannot be found.

Try changing your Element Grade Selection level to Low or Re-select the element. If the issue persists, try ignoring some attributes of the element. Often times, ignoring element ID can resolve issues if that element's ID is dynamic and changes whenever a page is reloaded. If this does not help, try using a jQuery selector.

Related Resources

- [jQuery](#)
- [The Rule Engine](#)
- [Element's Behavior](#)