

Self-Hosting Model

Brief Overview

Self-hosting is a deployment option WalkMe offers in order to enhance the security of WalkMe on your site. Self-hosting allows you to keep all of your WalkMe content files on your servers to disconnect dependency on outside servers.

The Short Version

WalkMe customers include SaaS vendors and financial institutions that all value highly secure networks and services. In response to the need for this highly secure architecture, WalkMe offers a self-hosting feature. In this model, WalkMe items are initially created on WalkMe servers and then downloaded and uploaded onto your server.

A self-hosted deployment is commonly used when:

- WalkMe cannot have access to your site's information
- You are unable to add WalkMe to allow list due to security reasons
- Your devices operate on an intranet

Digital Adoption Institute

- Take the [Hosting Options](#) course in the DAI
- Don't have a DAI account yet? [Sign up here](#)

How It Works

In the self-hosted model, the WalkMe content creation process is done on WalkMe servers. Once the items have been created, they are downloaded as a zipped file (compressed file). This file can then be uploaded to your servers. When an end-user accesses your site, WalkMe places a call to your servers directly and not to WalkMe servers.

In order for WalkMe to point to your servers, your Account Manager must configure your snippet.

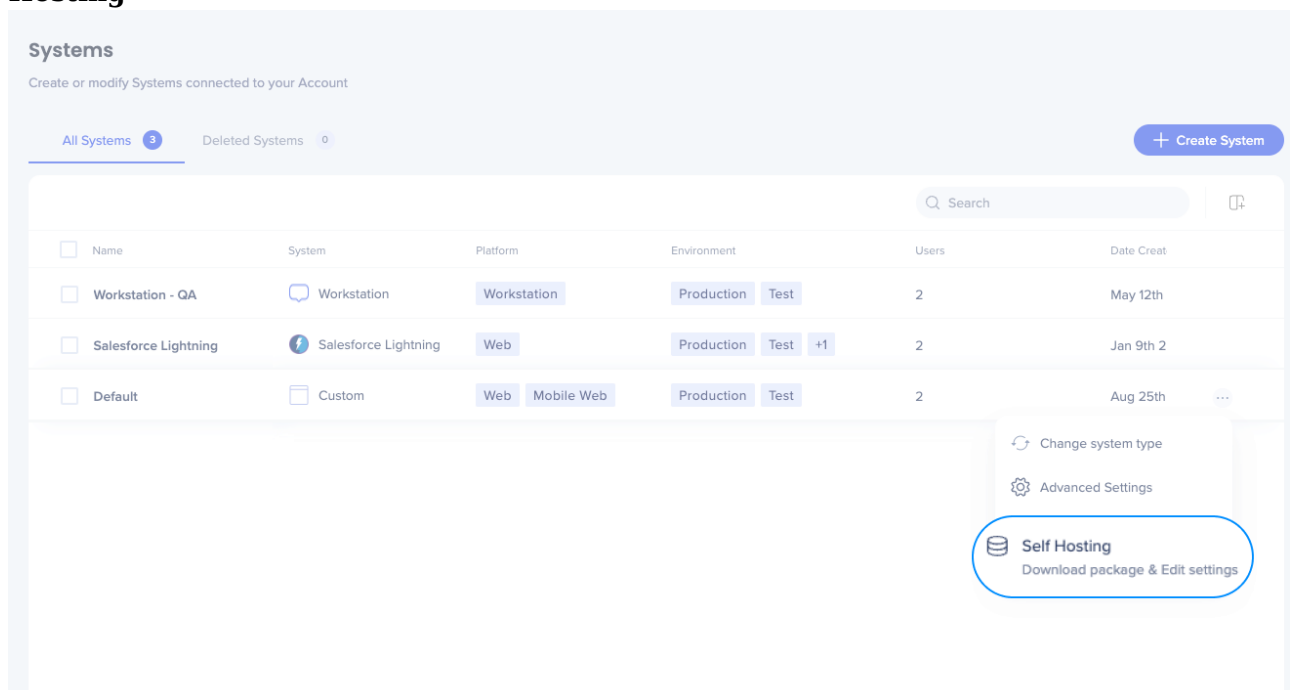
Every time a change is made to your WalkMe content, it must be re-published and the WalkMe files re-downloaded.

Note: Calls to WalkMe servers will still be placed for other reasons such as analytics data, server storage, Onboarding Tasks, and use of the Assets Library.

Downloading Your WalkMe Items

Create WalkMe items in the Editor as you normally would. Before you are able to download these items, your Account Manager must enable the feature. Once enabled, you will be able to download a zipped file of your WalkMe items from WalkMe's Admin Center and unzip it in the self-hosted location. To do so, **follow these steps:**

1. Set up a location on a local server for the self-hosted files. [Read more about how to set up server storage for WalkMe self-hosted deployment;](#)
2. Go to the Admin Center and access the Systems page
3. Hover over the system that you need the file for and click the 3 dots menu. Select **Self Hosting**



4. Select the environment from the drop-down

Self hosted package

Custom

Default

Web

Select environment

Production

Production


Test

Note: WalkMe content needs to be published to the desired environment before completing the following steps. [Read more about publishing WalkMe Items](#);

5. If you need to update or change anything, Click **self hosting settings**
 - Make any edits as needed, like changing the URL where the WalkMe package will be deployed
 - Click **Save Changes**

< Production
✕

Self hosting environment settings



Miro
Miro_New system

Mobile web

Deployment method

Snippet

In order to implement the self hosted model, please enter the url where the WalkMe package will be deployed.

ⓘ

Copy & paste the following code onto every page you want to enable the WalkMe Player, before the closing `</head>` tag.

```

1 <h1>CSS3 Checkbox Styles</h1>
2 <em>Click any button below</em>
3 'http://www.example.com/folder/b4c9efa59f984d9287c13c4dsdsd'

```

In order to change the deployment method to extension, navigate to the [system advanced settings](#)

✕

Package location


☒ Auto detect ⓘ

☐ Pre defined location ⓘ

Cancel
Save changes

6. Click **Download** to download the zip file containing the WalkMe files

Self hosted package ×


 Custom


Default

Web

Select environment

Production ▼

 Self hosting settings

Can  **Download**

- Unzip the WalkMe files in your destination folder on your local server
- [Test your self-hosted deployment](#)