

ShoutOut Not Appearing or AutoPlaying

Issue

My ShoutOut isn't playing on the page where I expect to see it.

Solution

There are several factors that can affect a from ShoutOut appearing:

Frequency

- Is the **autoplay frequency** set to once or once a day? Does clearing the browser cache and cookies allow for the ShoutOut to appear?
 - Autoplay frequency is based on browser - if you've already encountered the ShoutOut in your testing, you may need to test using a different browser or by clearing your cache and cookies to see it again.

Cancel Autoplay

- Are one or more of the **cancel autoplay** options checked? If so, the autoplay will stop playing when that option is interacted with.
 - Try clearing your browser's cache and cookies to clear out the "cancel autoplay" key

Segmentation

- Is there segmentation applied to the ShoutOut?
 1. Check in the Segmentation center if there are any segment tags applied to the ShoutOut;
 2. If so - are any of the segmentation tags valid when the ShoutOut will play?
 3. The ShoutOut will not play if it has segmentation applied that is not valid.

Snippet/Publish

- Is the correct snippet/environment implemented on the page where the ShoutOut is expected to appear?
- Can you see if other WalkMe content is loading? If not, refer to the instructions on [this](#) article.
- Is the ShoutOut published to the correct environment?
 - If you're looking at your Production environment, make sure the ShoutOut is published to Production.

SPA Configuration

- Does your site behave like a single page application (no page refreshes between navigating to different parts of the site)?
 - If so, is your Editor account properly configured to handle SPA transitions? Reach out to your Account Manager or WalkMe Support if you suspect your application is a single-page application and needs to be configured for such.

Autoplay Rules

- Autoplay rules are checked **on page load** by default. Are the autoplay rules based on events that occur after page load?
 - Try to keep the autoplay rules as “light” as possible (using URL only rules and/or window variables, or elements that are visible immediately after the page has finished loading).
- If there are multiple rules in the Rule Engine, are they grouped correctly and using the correct operators (and/or)?
 - See [here](#) for best practices when using multiple statements in the Rule Engine.

ShoutOut Still Not Appearing? Try this

Your ShoutOut might not be playing due to the element not being present on screen on page load. Try the following:

1. Create a Smart Walk-Thru with a URL [auto play rule](#)
2. Add a [‘Wait for’ step](#) to look for the selected on screen element
3. Add an [‘Action’ step](#) to open the ShoutOut