

# SmartTips or Launchers are Not Appearing

## Issue


If your SmartTips or Launchers appear in play mode in the Editor, but do not appear in a live environment when published, here are some things you can check that might be the cause.

## Solution



### **Element Grade**


Check that WalkMe is recognizing the element when on that page in the Editor. You can do this by going to the Selected Element tab.

If it appears that WalkMe is not recognizing your selected element, try adjusting the settings to see if it is able to find it.

First Name\* SmartTip 

SmartTip Options

Enabled  

Interaction 

Display Condition



Appearance

Selected Element


Notes


Selected Element

Element's Behavior

☒ Appears on page load  
☐ Appears **after** page load and then stays visible   
☐ Appears and disappears as a result of user action   
 Note: WalkMe will constantly look for the element on the page.

Element Grade



 The element is not present on this page.

Define how to identify the element 

☒ Automatic  
☐ By text   
☐ JQuery selector

Define which attributes to ignore

☐ Text within the Element (for multi language)

 View SmartTip
  Re-select element

Cancel

Done

## Segmentation

Check the Segmentation on your Launchers and SmartTips to make sure that any rules set evaluate as true for the page where you are trying to display them.

- **Launchers:** Launcher segmentation appears in the “Display Condition” tab

Regex

Launcher Options

Interaction

Display Condition

Appearance

Selected Element

Notes

Display Condition

Determine the conditions under which your item will appear on a specific page.

Update rule

☒ Constantly check the condition to decide whether to display the item.

Segmentation

Display the Launcher only to a target audience by applying a segment.

Apply segment (0)

View Launcher


Re-select element



Cancel

Save

- Also, check any global segment tags that have been set in the Segmentation Menu.
- **SmartTips:** SmartTip segmentation can be found in the Segmentation tab

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First Name\* SmartTip 

SmartTip Options Enabled  

Interaction

Display Condition

Appearance

Selected Element



Notes

Display Condition

Determine the conditions under which your item will appear on a specific page.

[Create a rule](#)

☒ Constantly check the condition to decide whether to display the item.

 View SmartTip
 Re-select element

Cancel

Done

- Also, check any global segment tags that have been set in the Segmentation Center
- Additionally, SmartTip sets may have another rule to determine what page(s) to display the SmartTips on. This can be found by going to the SmartTip Set Settings:

SmartTip Exercise
✕

SmartTip Set - Settings

1. Page (Where)

Define where the Set is displayed

☒ Display Set only on a specific page  
Identify the page to maximize performance [Update rule to identify page](#)

☐ Display Set on multiple pages  
Suitable for elements in the header / footer

2. Segmentation (Who)

Display SmartTip Set only to a target audience by adding it to a Segment.


[Apply segment \(0\)](#)



Cancel Done


## Element's Behavior

If the element you have chosen is not visible on page load, or if the page takes a long time to load, you may need to turn on “Appears and disappears as a result of user action”

- The “Appears and disappears as a result of user action” setting (previously called Strong Pin) allows WalkMe to continue searching for the attached element, even after its found for the first time.
  - For both Launchers and SmartTips, the “Appears and disappears as a result of user action” setting can be found in the Selected Element tab:

Email Id\* Textbox 

SmartTip Options Enabled  

 Interaction

Display Condition



Appearance

Selected Element

Notes


Selected Element


Element's Behavior

☒ Appears on page load
 ☐ Appears **after** page load and then stays visible 
☐ Appears and disappears as a result of user action 

Note: WalkMe will constantly look for the element on the page.

Element Grade



 The element is not present on this page.

Define how to identify the element 

☒ Automatic
 ☐ By text 
☐ JQuery selector

Define which attributes to ignore

☐ Text within the Element (for multi language)

 View SmartTip
  Re-select element

Cancel

Done