

Deploy WalkMe Using a JavaScript Snippet

Brief Overview

The WalkMe snippet is what allows WalkMe to run on your site. Pages or browsers that include the snippet are able to access published WalkMe files on a server, allowing users to access and play content.

The snippet is a piece of JavaScript code that must be running in a user's browser for WalkMe to work on the page. Each snippet is tied to a specific WalkMe Editor account. When items are published in the WalkMe Editor, they are accessible to users that have the associated snippet running on their browser.

Follow the steps below to deploy WalkMe using a snippet.

Note

- The snippet is a piece of code that needs to be added to your website for the desired functionality
- You must have access to the code of the application in order to install the snippet directly to the site

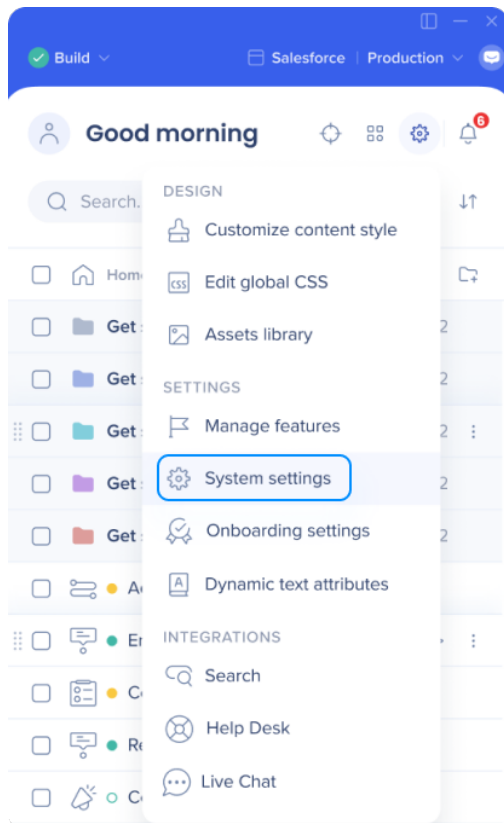
Deployment Guide

1. Obtain the snippet code

Expand

The snippet code is available from the WalkMe Editor. [Learn how to install the editor.](#)

1. Click the **gear** icon in the editor to open **System settings**



2. Go to the **Snippet** tab

General
Safe Start
Features
Connectors
User Preferences
Snippet

Environment **Test**

WalkMe Enabled

Copy and paste the following code on to every page for which you want to enable WalkMe. The snippet must go between the <head> and </head> tags of a page.

```
<script type="text/javascript">(function() {var walkme = document.createElement('script'); walkme.type = 'text/javascript'; walkme.async = true; walkme.src = 'https://cdn.walkme.com/users/f2e7bcf52106472795e62cfc74efad81/test/walkme_f2e7bcf52106472795e62cfc74efad81_https.js'; var s = document.getElementsByTagName('script')[0]; s.parentNode.insertBefore(walkme, s); window._walkmeConfig = {smartLoad:true}; })</script>
```

Copy Code

Publish settings
Admin Settings

Done

3. Select the correct environment from the dropdown (Test/Production)
 - Each environment has a slightly different snippet code
 - If you have a test/sandbox/staging site, select the **Test** snippet
 - If you would like the snippet for publishing to your end-users, select the **Production** snippet

Snippet

Environment

Production

Test

WalkMe Enabled

Test

Copy and paste the following code on to every page for which you want to enable WalkMe. The snippet must go between the <head> and </head> tags of a page.

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<script type="text/javascript">(function() {var walkme = document.createElement('script'); walkme.type = 'text/javascript'; walkme.async = true; walkme.src = 'https://cdn.walkme.com/users/f2e7bcf52106472795e62cfc74efad81/test/walkme_f2e7bcf52106472795e62cfc74efad81_https.js'; var s = document.getElementsByTagName('script')[0]; s.parentNode.insertBefore(walkme, s); window._walkmeConfig = {smartLoad:true};})();</script>
```

Copy Code

Done

Note

The snippet environment will automatically select the environment open in the editor.

- Click **Copy Code** to copy the snippet

Snippet

Environment

Production

Test

WalkMe Enabled

Copy and paste the following code on to every page for which you want to enable WalkMe. The snippet must go between the <head> and </head> tags of a page.

```
<script type="text/javascript">(function() {var walkme = document.createElement("script"); walkme.type = 'text/javascript'; walkme.async = true; walkme.src = 'https://cdn.walkme.com/users/f2e7bcf52106472795e62cfc74efad81/test/walkme_f2e7bcf52106472795e62cfc74efad81_https.js'; var s = document.getElementsByTagName('script')[0]; s.parentNode.insertBefore(walkme, s); window._walkmeConfig = {smartLoad:true}; })();</script>
```

Copy Code

Done

Note

If you aren't able to retrieve the snippet code, please contact our support team.

2. Access your website's backend

Expand

- Log in to the backend or content management system (CMS) of your website

Note

If you are not familiar with how to access the backend, you will need to consult with your website developer or administrator for assistance.

3. Locate the header/footer section

Expand

- Navigate to the section of your CMS that allows you to edit the header or footer of your website

Tip

This section is typically found in the settings, appearance, or theme customization area.

4. Edit the header/footer

Expand

- In the header/footer section, find the section where you can add custom code or scripts

Tip

This section might be referred to as “Custom Scripts,” “Header Scripts,” “Footer Scripts,” or something similar.

5. Add the snippet code

Expand

- Paste the snippet code (copied in step 1) into the designated area in the header/footer section of your CMS

Required

- The WalkMe snippet must be placed in the HTML of every page you want WalkMe to load on
- WalkMe checks for a unique user ID (UUID) upon page load

Best Practice: Place the snippet after the login page

- The UUID is not available until the user is logged in
- If the desired UUID is not available, a randomly generated session ID will be created
- If you need to create certain content on the login page, please make sure that a complete page load occurs after logging in - This is necessary for capturing UUID
- **For single page applications:** If WalkMe loads on the login page, a page refresh will be required after logging in to make sure the UUID can be loaded

Important Note

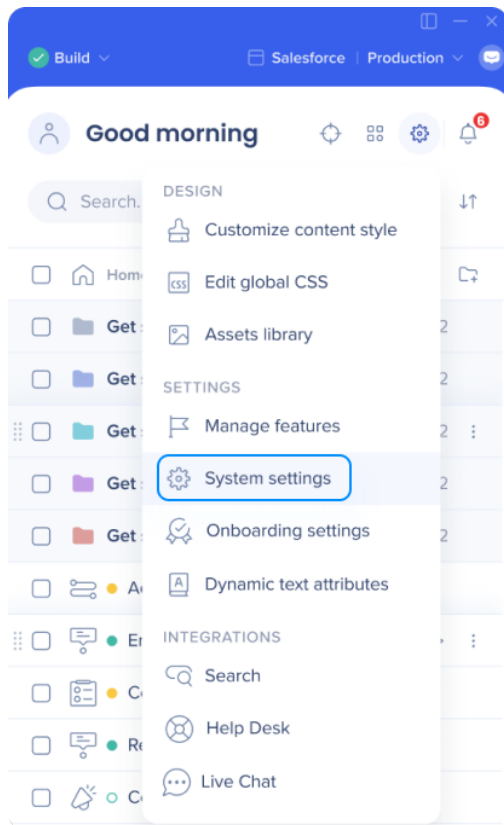
- Only one snippet should be added per page
- When adding the snippet, please do **not** make any changes
- If you make changes, you may experience unintended issues and WalkMe will not be able to support your implementation

6. Save the changes

Expand

Save the changes in your CMS and the WalkMe Editor.

1. Save the changes in your CMS after pasting the Snippet Code to the header/footer section
 - **Note:** This action may involve pressing a “Save,” “Update,” or “Publish” button
2. Go to **System settings** in the editor
3. In the **General** tab, click **Publish settings**



General
Safe Start
Features
Connectors
User Preferences
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Unique User Settings

Set a unique user identifier to track each user's activity

User Identifier: Defined by Variable user

IDP Identifier settings are now in the Admin Center. [Click here](#) to configure them.
When IDP is configured via the admin center this setting will be used as a fallback method if IDP authentication fails.

☒ Don't load WalkMe if a User Identifier is not found
☐ Don't collect data if a User Identifier is not found

Expected format: None

Analytics Properties

To display identifiable data in WalkMe Analytics (e.g. user name, role, etc.), set your preferred data properties.

☐ Name ☐ Type ☐ Role ☐ Status ☐ Info

Publish settings
Admin Settings

Cancel
Save

Note

In order for WalkMe to load correctly on the site, it is necessary to publish the settings from the editor. This will generate the required files and enable WalkMe to function properly.

7. Verify installation

Expand

1. Visit your website and go to the specific page where you want the snippet code to work
2. Inspect the page to make sure that the desired functionality or feature is now active
3. If you notice that the Snippet Code is not working as expected, double-check the placement of the code
4. If you still have issues, you can reach out to our support team for assistance

Once the snippet is in place, you will be able to see your **published** content from the Editor. To test

the snippet and make sure it's set up correctly:

1. Open your site
2. Right-click and select inspect the page
3. Open the console
4. Enter the following text query: **`_walkMe.getEnvId()`**
5. This command will return a value indicating which environment loaded:
 1. 0 = Production
 2. 1 = Preview
 3. 2 = Play
 4. 3 = Test
 5. Undefined = The snippet is not set up properly and you should contact support for assistance

That's it! You have successfully installed the snippet code on your website. If you have any further questions or need assistance, please don't hesitate to reach out to us.

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