Start Points

Brief Overview

Start Points are a feature in Smart Walk-Thrus that make sure users can start from the right step. Using Start Points help create a seamless experience for your users.

Users may not necessarily start their Smart Walk-Thru from the homepage of your site. They may already be several steps into the process before engaging with your Walk-Thru. Consider the analogy of a Walk-Thru to a GPS. You decide to go to the beach for the weekend so you get in your car and get on the freeway and then turn on your GPS. If the GPS starts giving you directions as if you were still in your driveway, that's not very helpful. You are unlikely to turn around and drive all the way home just in order to follow the GPS directions. Instead, you will turn off the GPS and it will have been of no help at all.

The same is true with Walk-Thrus. Walk-Thrus should not begin by giving guidance from the homepage if the user is not on the homepage. Instead, they should recognize where the user is in the process and begin giving directions from the relevant step.

In order to make sure the Walk-Thru starts playing from the relevant step, add Start Points to any steps that a user is likely to want to start the process from. A Start Point will make sure the Walk-Thru recognizes where the user is in the process and picks up from the appropriate step.

 Training Tips:

- View *How to Add Start Points* in the Editor

 Digital Adoption Institute

- View the **Start Points module** of the ***Smart Walk-Thrus 101 course*** in the DAI
- Don't have a DAI account yet? [Sign up here](#)

How it Works

Any step within your Smart Walk-Thru can be configured with a Start Point. Each Start Point will only be activated if the rule defining the starting point is true. Start points are evaluated from the bottom up, meaning that WalkMe checks the rule for the last starting point first.
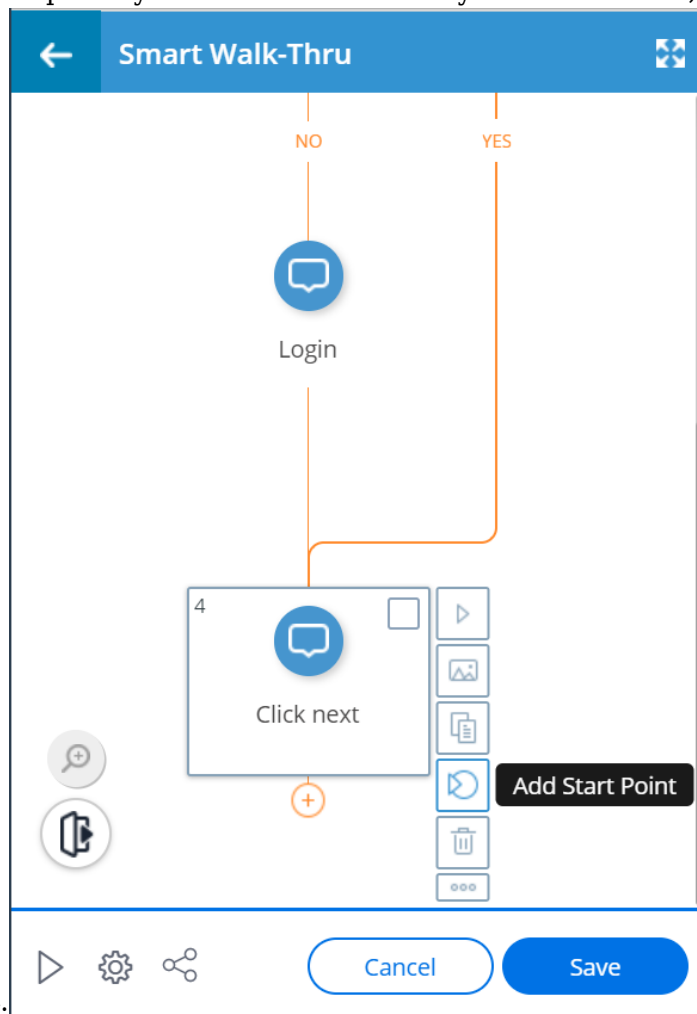

Add Start Points

Add a Start Point

Add a Start Point to each step in the process that a user is likely to want to pick up directions from. Generally, this means a new Start Point for the first step on each new page (but not the first step in a Smart Walk-Thru).

To add a Start Point, hover over the step that you would like to identify as a Start Point, hover of the

sub-menu, and click *Add Start Point*:

Create a Rule for the Start Point

Create a rule that will define when the Walk-Thru will begin playing for this step. When the rule is true, WalkMe will play from this step first.
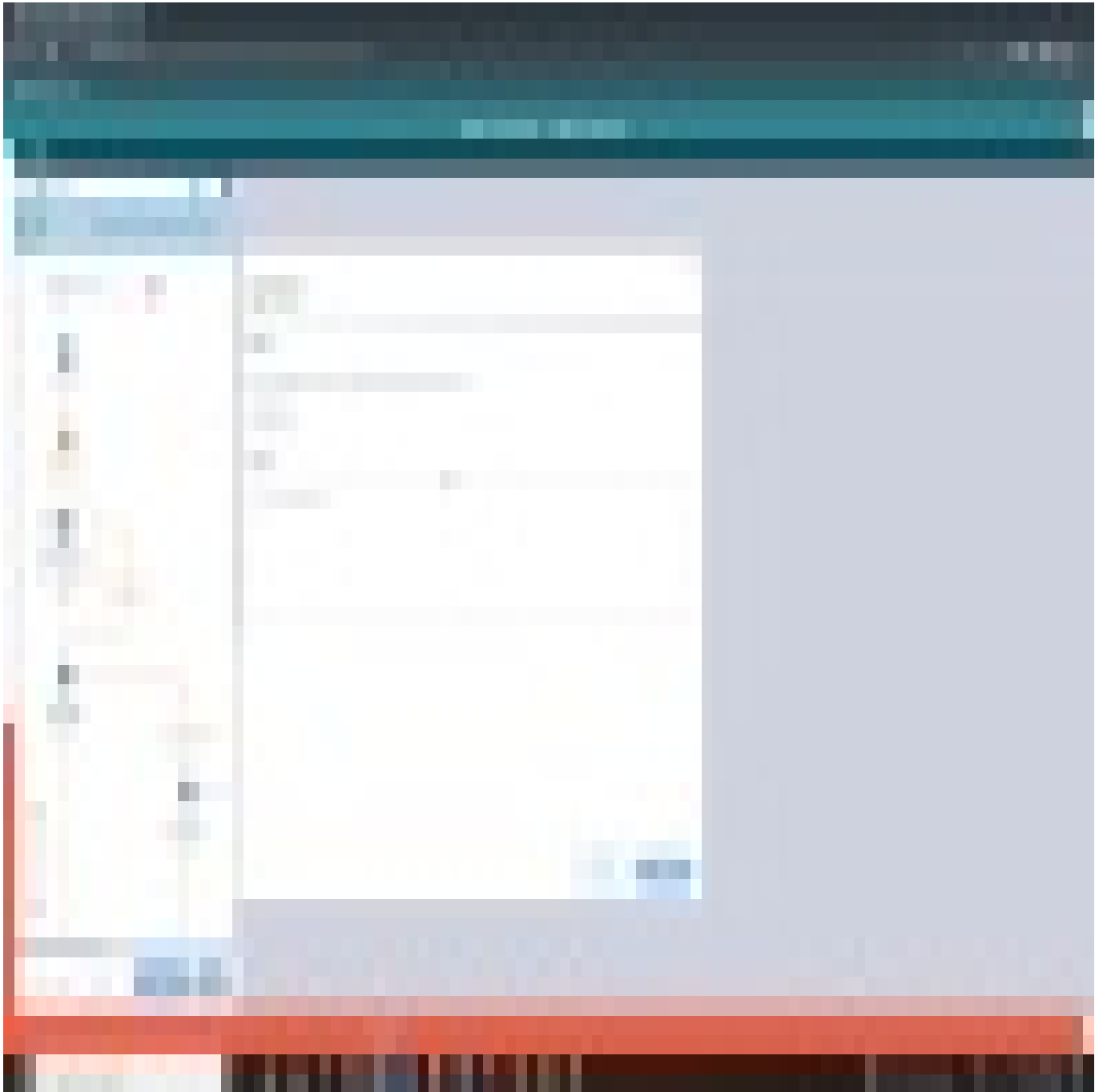
When creating new Start Points, WalkMe will pre-populate two rules:

The first rule will look at the current URL to determine whether the Walk-Thru should start playing from this step. Complete the rule by adding text from the URL that will uniquely identify the page on which the Walk-Thru should start from this step.

The second rule will look at whether the element selected for this step is currently visible. Selected Element refers to the element that was selected during the initial balloon configuration for this step.

When both rules are true, the Start Point will activate and the Walk-Thru will start playing from this step.

Why use both URL and On Screen Element? When using an element on a page for a rule, it is best practice to use a URL in combination with On Screen Element in order to optimize performance.

In addition to these rules, you can add in any other rules in the Rule Engine that will identify when this should be the first step.

[Learn more about the Rule Engine.](#)

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