

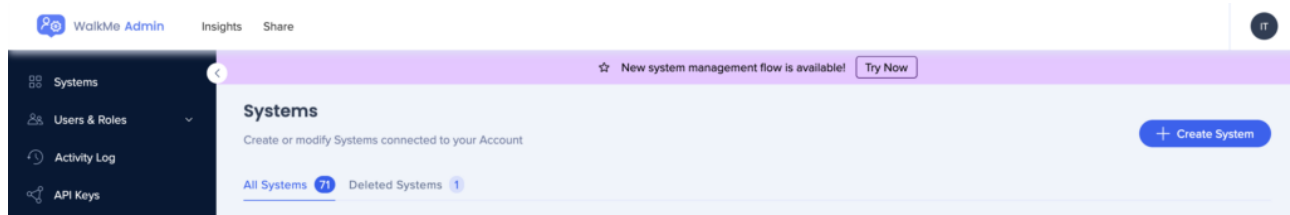
System Management

Brief Overview

WalkMe's new system management in the Admin Center lets you manage all your WalkMe systems from one accessible location. Increase your productivity by handling every aspect of system administration, from system creation to optimizing settings, in an efficient, user-friendly interface.

Open Beta

Click **Try Now** to experience the new system management in the Admin Center



How to Access

To access the system management settings, follow these steps:

- **Existing systems:** Click on the system name in the systems table in the Admin Center at admin.walkme.com/systems
- **New systems:** After completing the last step when creating a new system, users will be automatically be redirected to this new flow

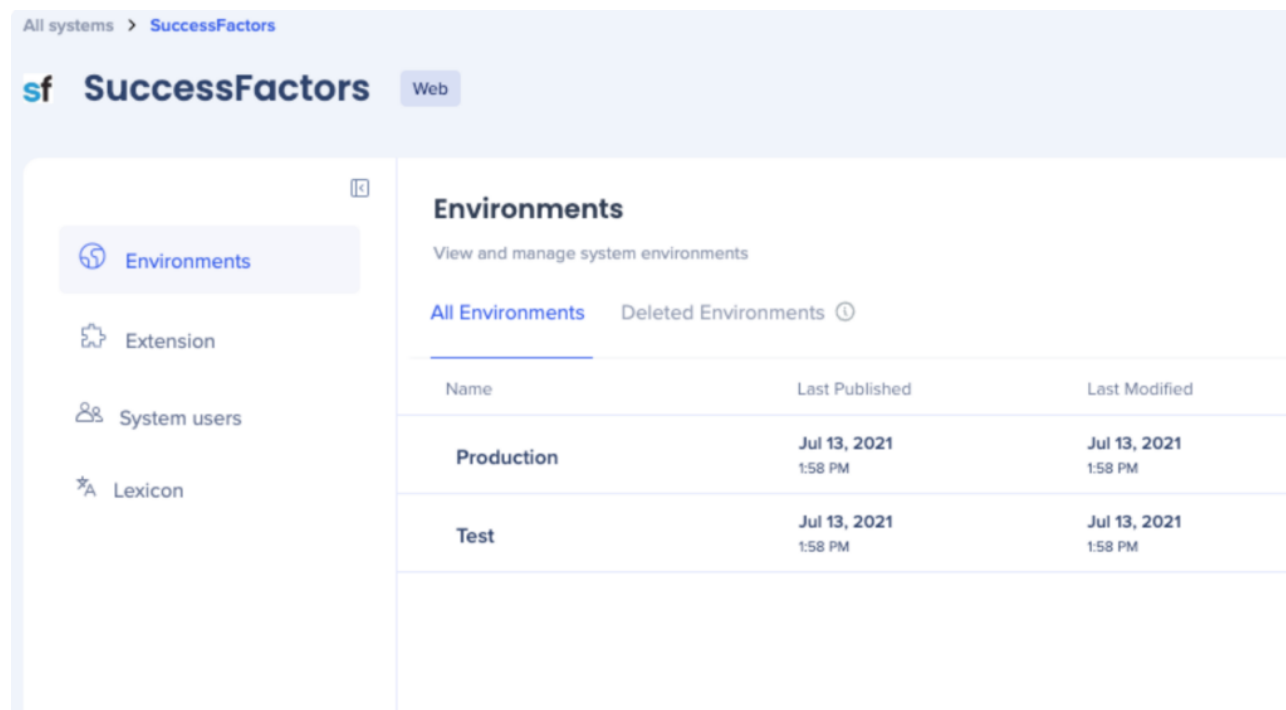
[WalkMe Systems](https://admin.walkme.com/systems)

How It Works

The updated system management flow consists of four pages:

1. Environments

2. **Extension**
3. **System Users**
4. **Lexicon**



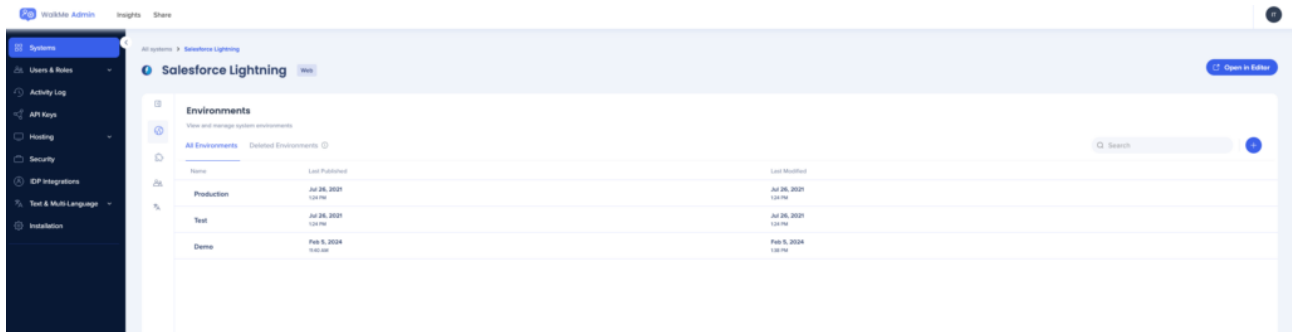
Learn more about the functionalities available in each below.

Environments

In the **Environment** page, you can manage all aspects related to your system environment.

Note

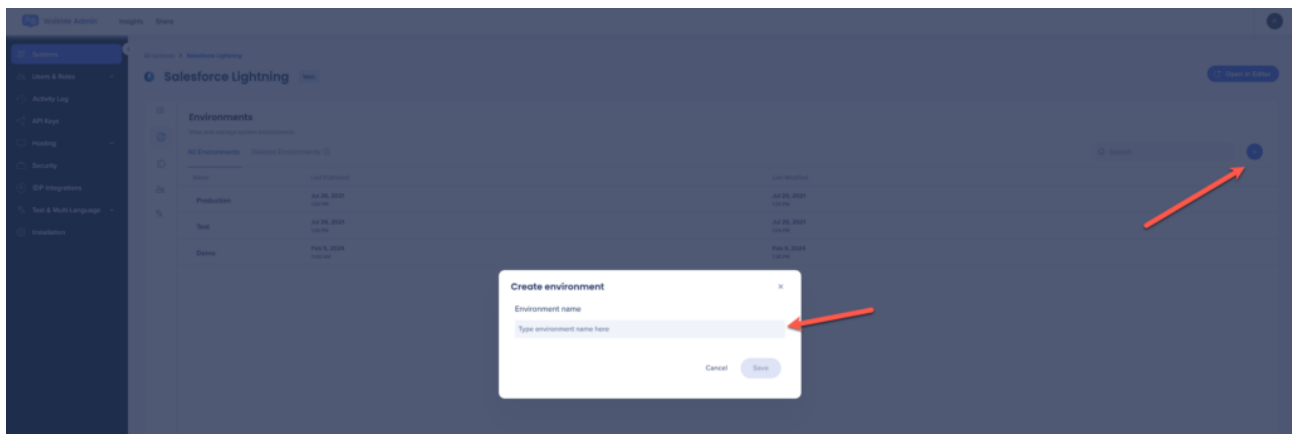
- Default “Production” and “Test” environments are automatically generated during system creation
- These two environments are immutable, meaning they cannot be altered (renamed or deleted)



- Click on the + button to create a custom environment

Note

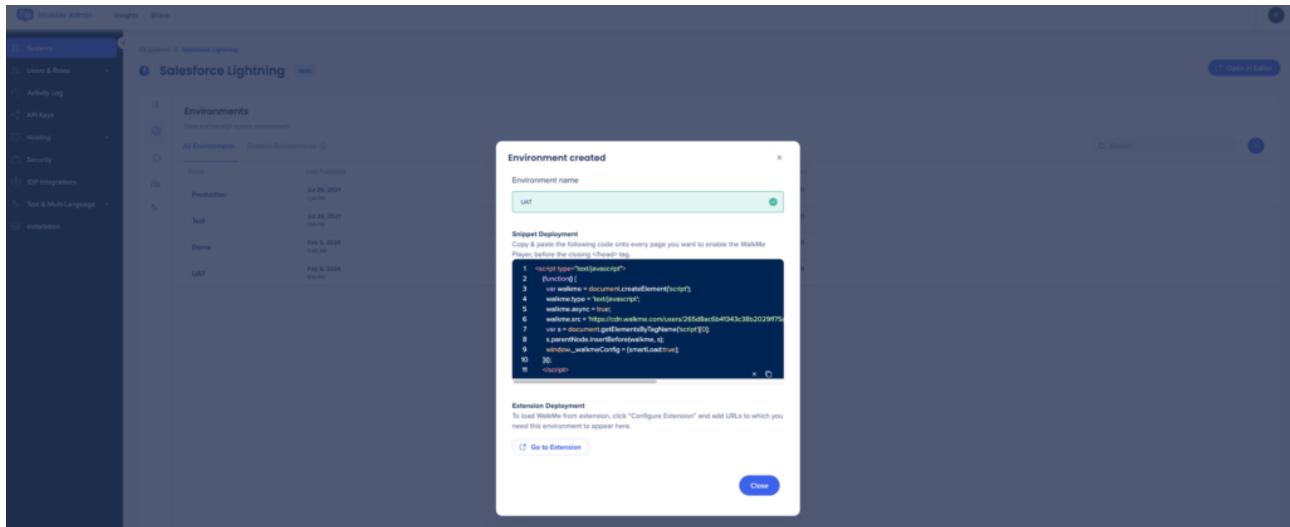
- The name assigned to the environment must be a single word, max length - 100 characters, without spaces or special characters
- The name can't be "Preview"



Once a new environment is created, the admin will be prompted to copy the corresponding snippet for their system.

If the deployment method is using an extension, relevant URLs for the environment can be configured in the **Extension** tab.

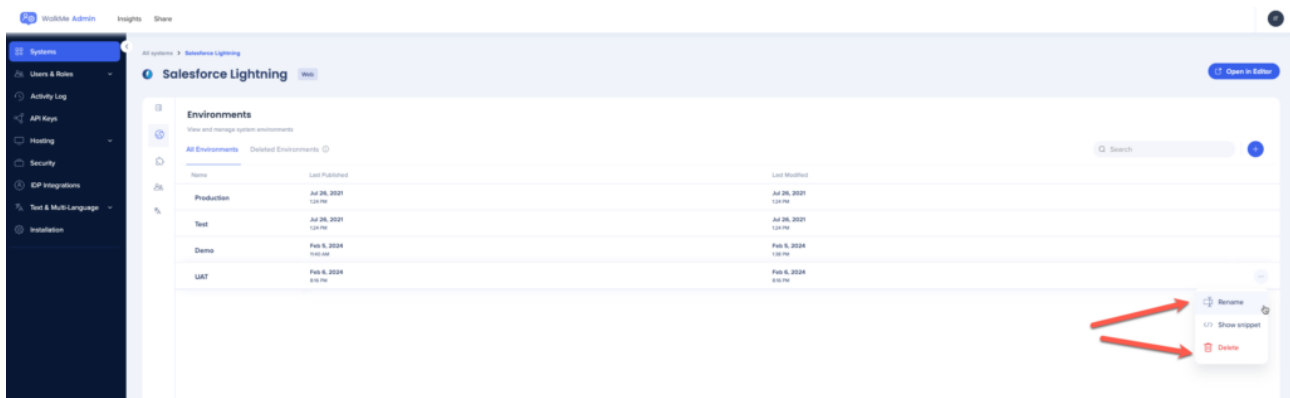
For detailed requirements, refer to the "Extension" section.



Renaming and Deleting Environments

“Production” and “Text” environments cannot be altered, but you can rename and delete custom environments.

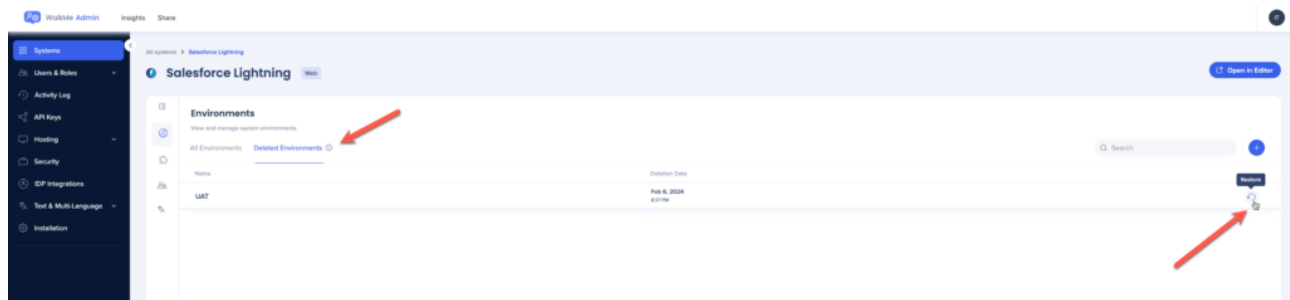
1. Hover over the custom environment
2. Click on the 3-dot options menu
3. Click **Rename** or **Delete**



Restoring Deleted Environments

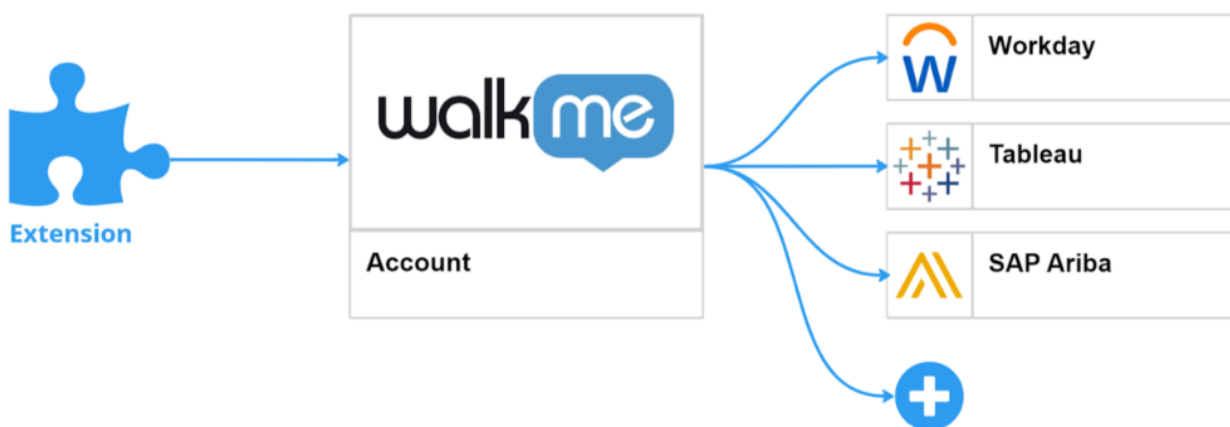
Any custom environments that have been deleted will be moved to the **Deleted Environments** tab and can be restored at any time.

1. Hover over the custom environment
2. Click the **Restore** button



Extension

An extension is automatically created for each account, and any new system created is added to the extension but not activated by default.



Note

Extension settings are configured on a **per-environment basis**.

Read about enabling and configuring the extension:

[Extension Settings in Admin Center](#)

System Users

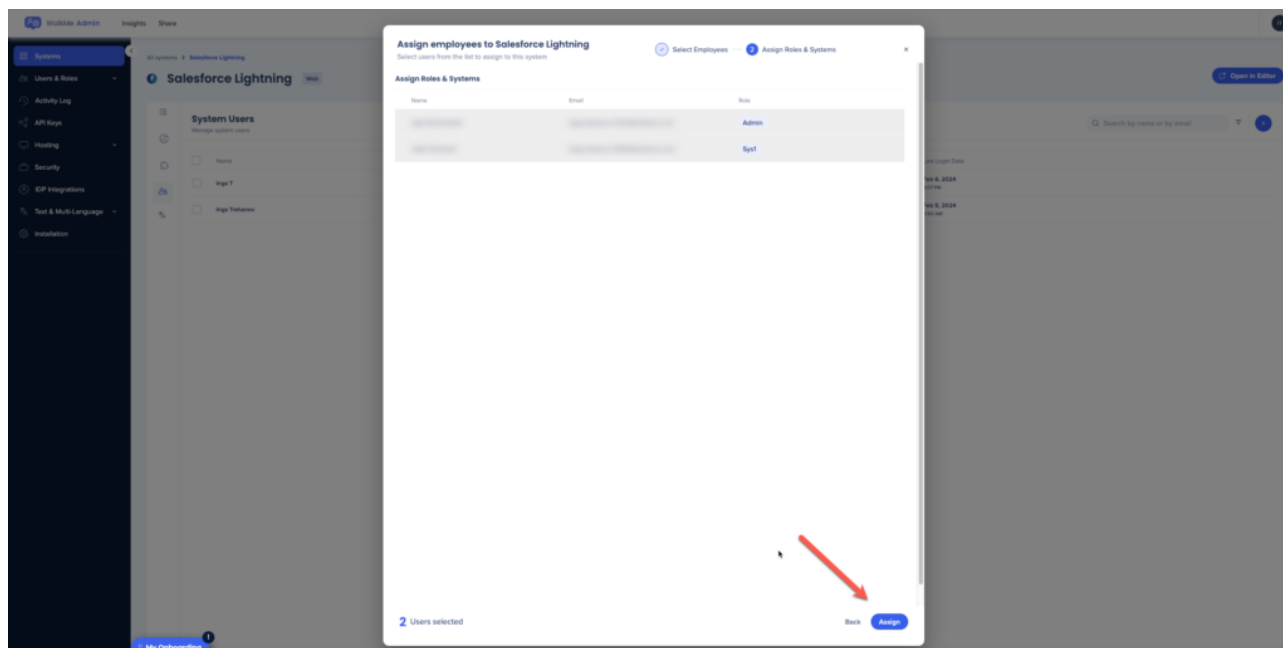
The **Systems Users** page displays a list of all users assigned to work on the system.

- ### Note

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- The screenshot displays the Salesforce Lightning interface for managing system users. The left sidebar contains navigation links for various system components. The main content area, titled 'System Users', features a search bar and a table listing active system users. The table columns are 'Name', 'Role', and 'Last Login Date'. Two users are currently listed, both with the role of 'User'. The first user's last login was on February 6, 2024, at 8:47 PM, and the second user's last login was on February 5, 2024, at 7:50 AM.
- | Name | Role | Last Login Date |
|------|------|---------------------|
| User | User | Feb 6, 2024 8:47 PM |
| User | User | Feb 5, 2024 7:50 AM |

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- The screenshot displays the Salesforce Admin console with the 'Users & Roles' section active. A modal window titled 'Assign employees to Salesforce Lightning' is open, showing a list of system users. Two users, 'Admin' and 'Sys1', are selected. The 'Assign' button is highlighted with a red arrow. The background shows the 'Users & Roles' section of the Salesforce Admin console.

- 71 Stevenson Street, Floor 20 San Francisco, CA 94105 | 245 Fifth Avenue, STE 1501 New York, NY, 10016 | 421 Fayetteville St STE 215 Raleigh, NC 27601 www.walkme.com



Lexicon

Complete technical requirements for the **Lexicon** page are available.

[Lexicon Translation Upload](#)

