


WalkMe can't find an element on the page

Issue

After I've selected an element for my step and try and play my Smart Walk-Thru, WalkMe says "The element is not present on this page".

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Solution

Often, a step will not play or a launcher will not appear on the page if WalkMe cannot find the element. To solve this, try selecting a new element. Go to options menu for your step, launcher, or SmartTip and click "re-select element". Once you've selected the element, check the element grade. If the element grade is less than 3 bars, try using the enhanced settings to find a different element that has 3 bars or more.

What if it's still not working?


- The element you selected may have a variable ID, which means the ID is constantly changing. This makes it difficult for WalkMe to identify it. To resolve this, you can configure WalkMe to ignore the ID of your element. Go to Step Options > Selected Element, and check "Element ID" to resolve the issue.

Element Attributes to Ignore

- ☐ Text within the element (for multi-language)
- ☒ Element ID (if ID changes on the page load)
- ☐ Position (if element's location changes)
- ☐ Page ID (usually for header/footer) 

- The element you selected may not be identified by WalkMe because its location on the screen has changed. This may happen if your user has a different screen size, and the element appears in a different place. To resolve this, configure WalkMe to ignore the position of your element. To do so, go to Step Options > Selected Element, and check "Position".

Element Attributes to Ignore

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- The element you selected may not be identified by WalkMe because its text on the screen has changed. This is a good option if the site supports more than one language, or if the element's text is liable to change. Go to Step Options > Selected Element, and check "Text within the element" to resolve the issue.

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