

# Why Do Some Steps Have a “Back” Button and Others Don’t?

## Issue

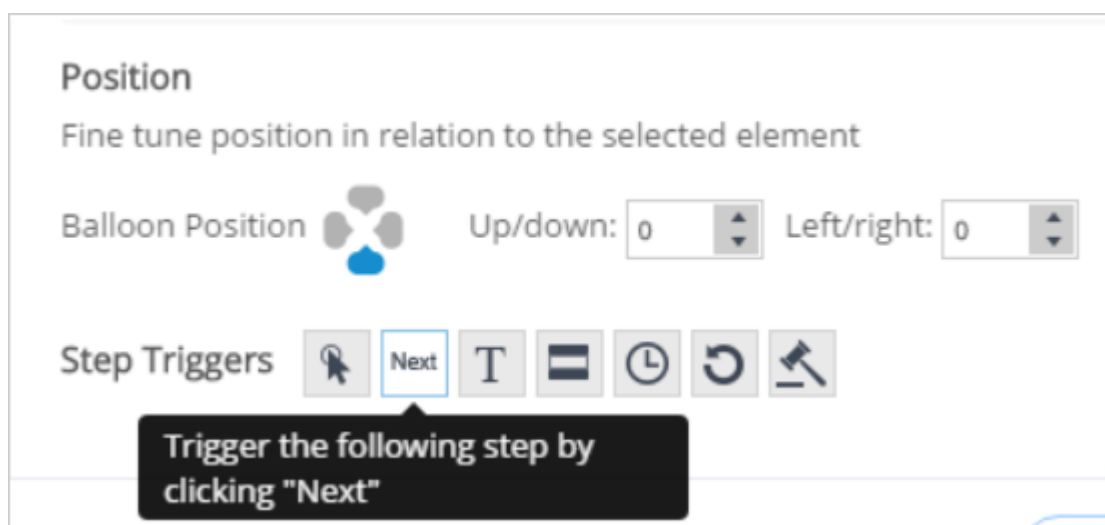
I have noticed that some of my steps have a back button that allows the user to go back to the previous step in the Smart Walk-Thru. How can I apply this to my other steps?

## Solution

“Back” buttons can’t be added manually and are **only** available in the following scenarios:

1. Steps with “Next” type triggers that were *directly* preceded by another step with a “Next” type trigger.
2. Steps with “Next” type triggers that were *directly* preceded by a Popup step.
3. Popup steps that were *directly* preceded by another Popup step
4. Popup steps that were *directly* preceded by a step with a “Next” type trigger

**Note:** You will not see the “Back” button when you play the full preview in the Editor. You will see it during the Step preview and once Published.



In all scenarios listed, the steps **must be sequential** for the “Back” functionality to appear. If there is a Wait for condition/page action/switch to frame/etc step between the two steps, the “Back”

button will **not** appear.

To change the Button Text, see article here:

<https://support.walkme.com/knowledge-base/change-text-in-next-done-buttons/>

## How-to Video

