

INSTALLATION GUIDE

WalkMe for Salesforce Communities

for WM4SF version 2.19



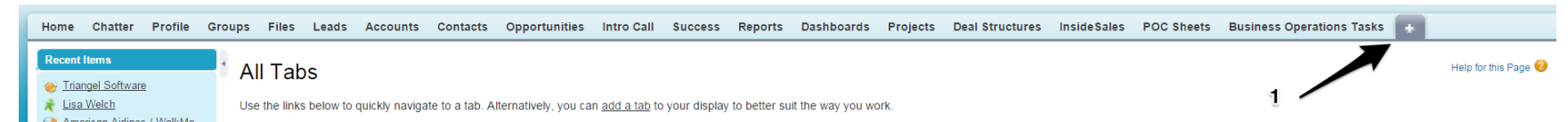
This Installation

This guide covers all the steps necessary to add WalkMe to your Salesforce Communities environment. In order to complete the installation you must have access to a Salesforce Administrator account and installed the WalkMe for Salesforce Package.

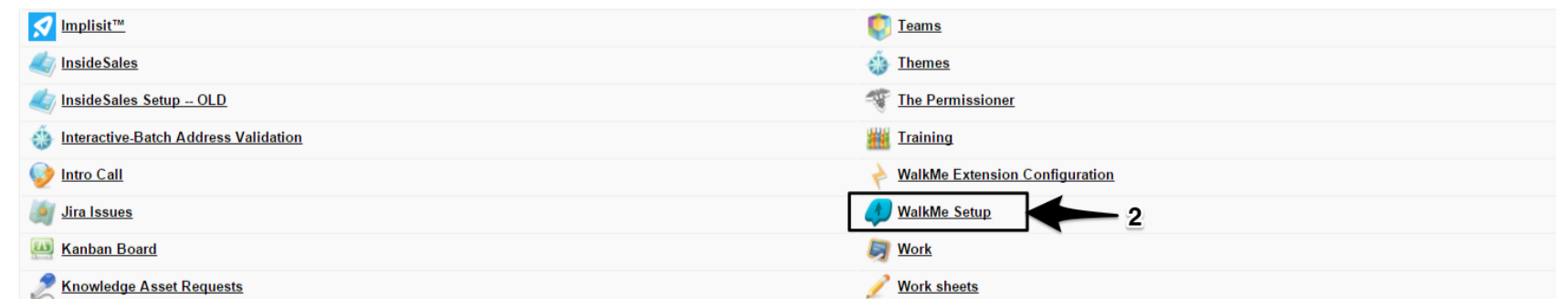
Please refer to our support center for instructions on adding Walk-Thrus and publishing them to your users.

Enabling WalkMe for Salesforce Communities

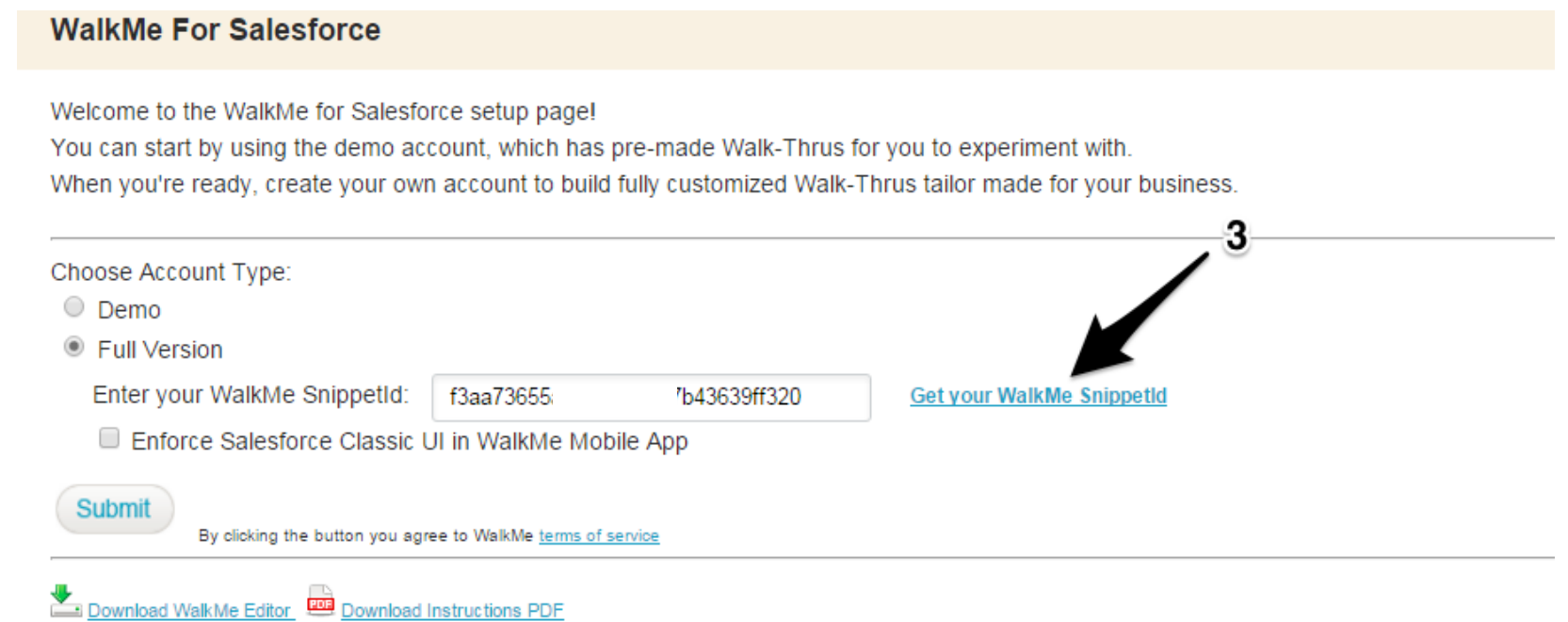
1 Click the plus icon.



2 Select **WalkMe Setup**.



3 Click **Get Your WalkMe Snippet ID**.

A screenshot of the 'WalkMe For Salesforce' setup page. The page has a yellow header with the title 'WalkMe For Salesforce'. Below the header, there is a welcome message: 'Welcome to the WalkMe for Salesforce setup page! You can start by using the demo account, which has pre-made Walk-Thrus for you to experiment with. When you're ready, create your own account to build fully customized Walk-Thrus tailor made for your business.' Below this, there is a section titled 'Choose Account Type:' with two radio buttons: 'Demo' and 'Full Version'. The 'Full Version' option is selected. There are two input fields for 'WalkMe SnippetId': the first contains 'f3aa73655' and the second contains 'b43639ff320'. To the right of these fields is a blue link labeled 'Get your WalkMe SnippetId' with an arrow labeled '3' pointing to it. Below the input fields is a checkbox labeled 'Enforce Salesforce Classic UI in WalkMe Mobile App'. At the bottom of the form is a 'Submit' button. Below the button, there is a line of text: 'By clicking the button you agree to WalkMe terms of service'. At the very bottom of the page, there are two links: 'Download WalkMe Editor' and 'Download Instructions PDF'.

4

Enter your Editor email and password and click **Save**. Your SnippetID will automatically generate in the snippet field.

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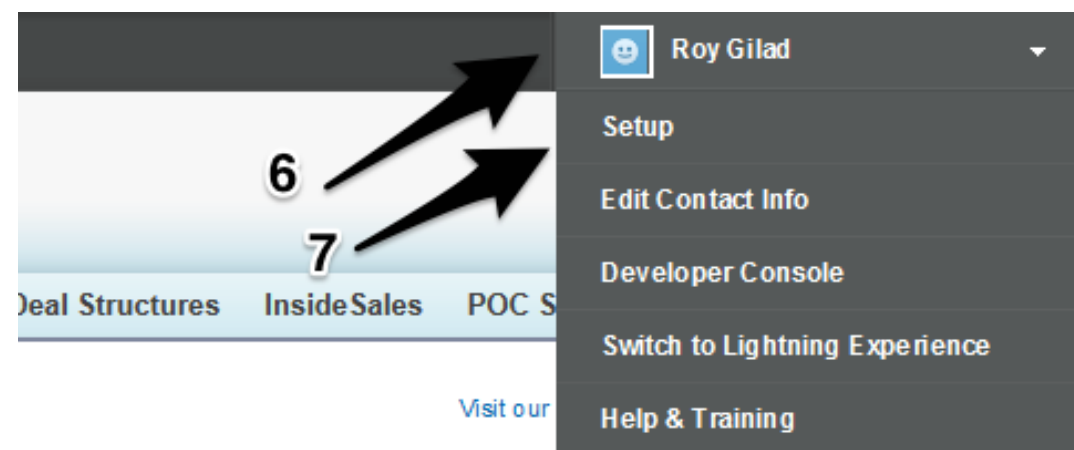
Click **Submit**.

6

Hover over your user name.

7

Click **Setup**.

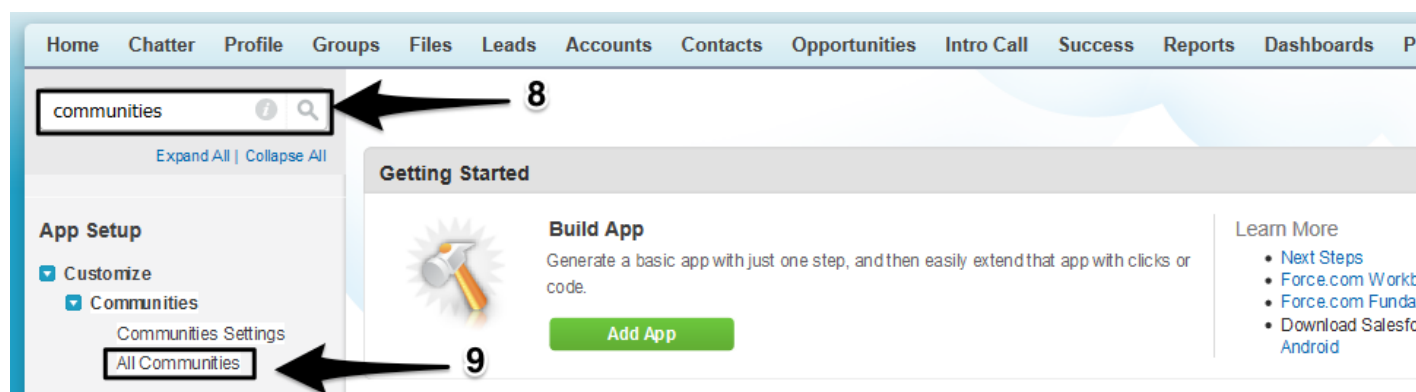


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In the Search Bar type "**Communities.**"

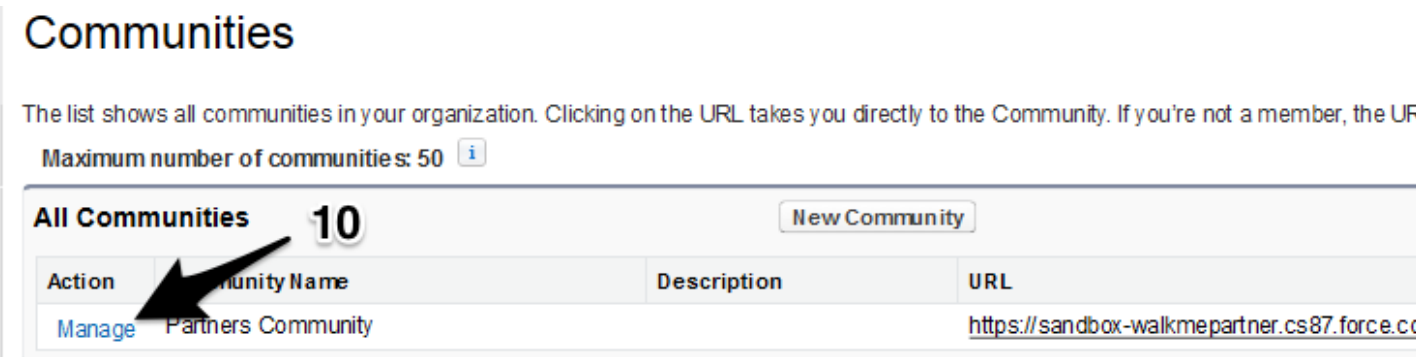
9

Under the Communities category, select **All Communities**.



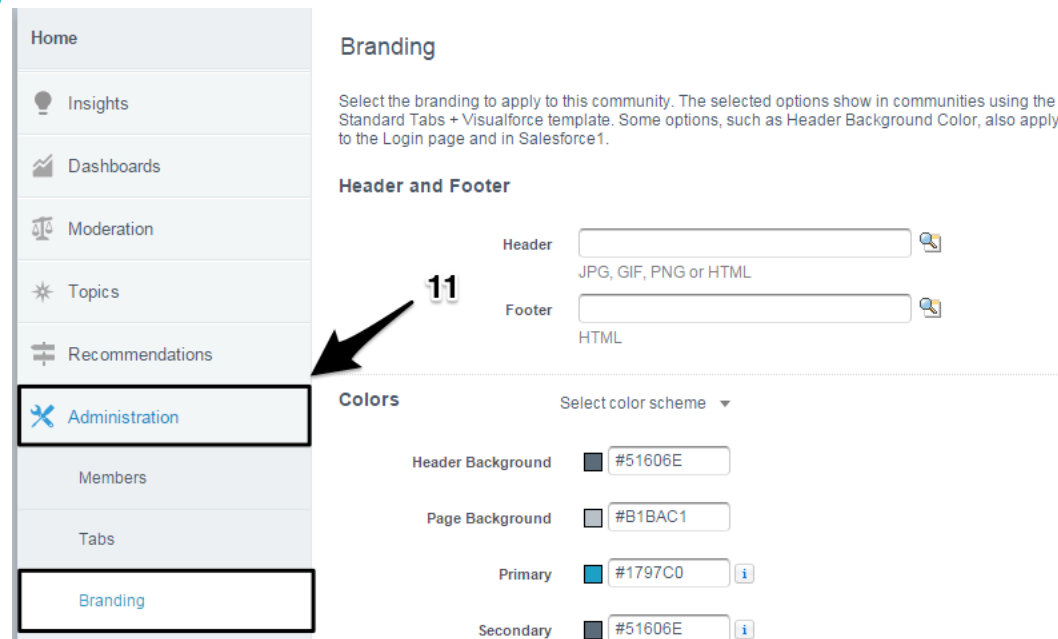
10

Click **Manage** next to your community.



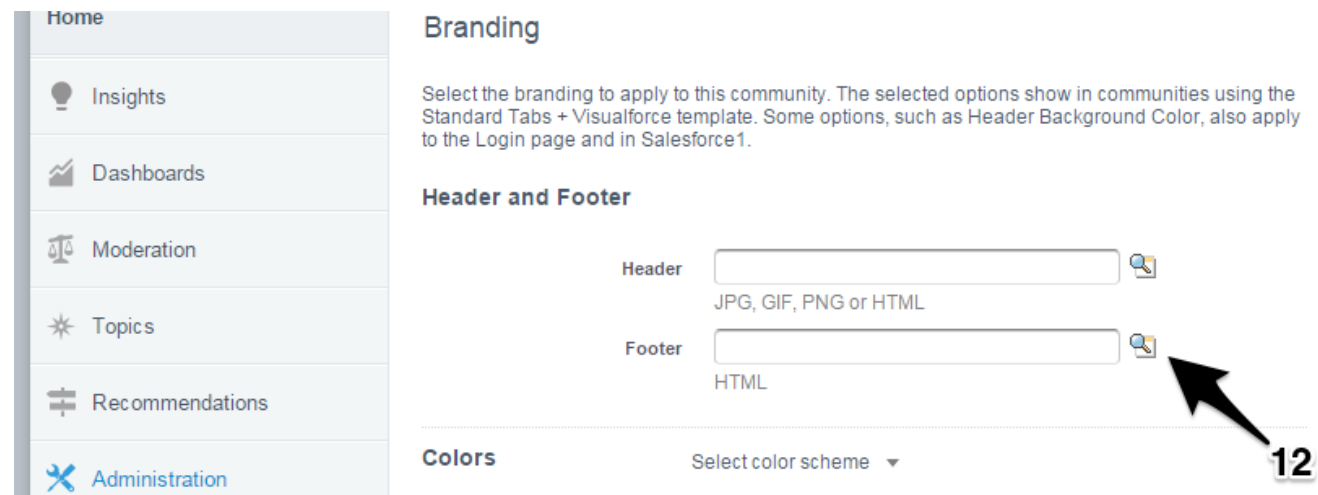
11

In the left hand navigation click **Administration > Branding**



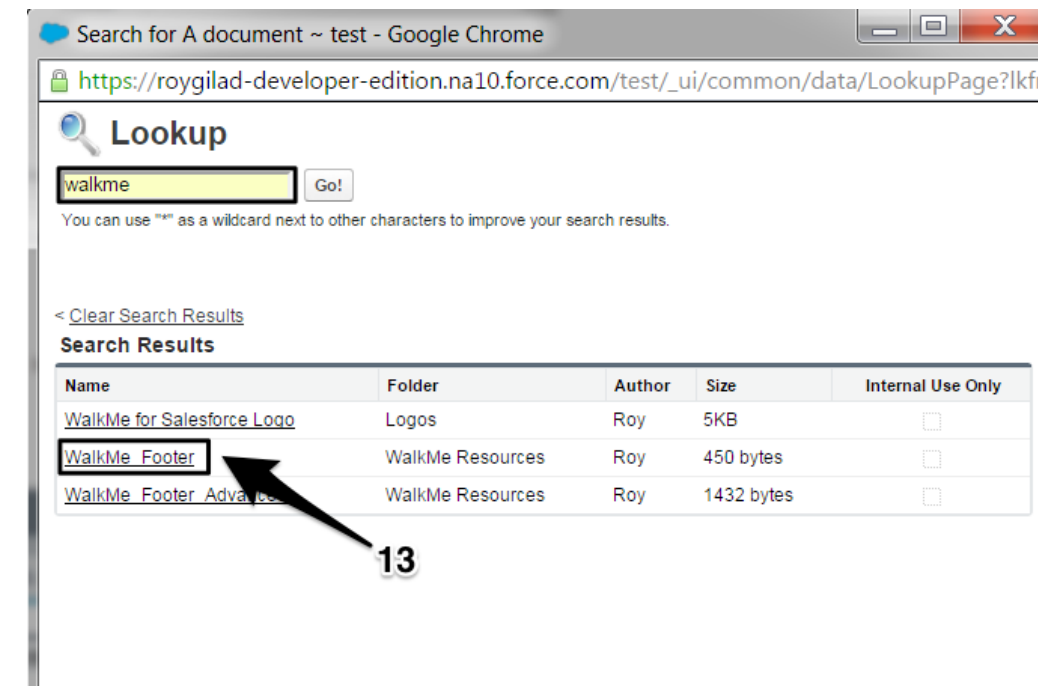
12

Click on the **Lookup** icon next to the footer field.



13

Search for **“WalkMe_Footer”** and click the name of the document.



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Click **Save**.

Congratulations! You have successfully completed the WalkMe for Salesforce Communities Installation.