GO.gov® Quick Reference Guide

WalkMe

This guide provides step-by-step instructions for employees to navigate the WalkMe features within the GO.gov platform. WalkMe simplifies the user experience, guiding users in real-time, click-by-click. It uses on-screen prompts and analytics to help users learn and complete tasks quickly, reducing training needs and boosting adoption.

Benefits of WalkMe

- Provides guidance directly on the screen.
- Helps users complete tasks step-by-step.
- Reduces confusion during new or unfamiliar processes.
- Highlights important fields, buttons, or required actions.
- Provides reminders and announcements when needed.
- Gives users access to resources without leaving the GO.gov platform.

Using WalkMe

- When you log in to GO.gov, a WalkMe pop-up will appear. Select an option in the pop-up to quickly navigate to that section of the menu. The menu options are:
  - Book Travel
  - Manage Expenses
  - Update My Profile
- To utilize WalkMe while you are already in GO.gov, locate the WalkMe guidance icon (?) in the bottom right corner. This will take you to a list of WalkMe prompts.
- WalkMe prompts appear as you navigate the platform. Prompts guide you through the platform without leaving the page.
- (Optional) After completing key tasks, complete the pop-up survey allowing you to rate your GO.gov experience and offer feedback.

Tips for Using On-Screen Prompts

1. Read each prompt carefully.
2. Follow the highlighted area or instruction.
3. Select the area prompted and fill in the appropriate information.
4. At any point, select “X” on a WalkMe pop-up to exit the guide.
5. If needed, restart the guide from the WalkMe menu at any time.

Opting Out of WalkMe

You may opt out of WalkMe at any time, and opting out will not affect the GO.gov platform.

1. When the WalkMe pop-up appears upon opening GO.gov, select the “X” in the top right hand of the pop-up.
2. You have closed WalkMe, and it will not appear again during this session.