Userlane Selector Troubleshooting Checklist

Use this to help quickly diagnose why a Selector cannot find or highlight an element.

1. Page & Setup Check

☐ **You are on the correct page and URL**

Check you are on the correct url for that recorded step/tooltip

☐ **The page is included in Userlane Application URLs**

If the application url is not in the url list, please add it.

☐ **The Guide is published and available to the user**

Check that the content is published and the segmentation is correct.

2. Element Availability

☐ **The element is visible on the page**.

Check that the recorded element is on the current page. If not, try to navigate to the correct page to test the selector. If you are on the correct page, then an element reselect in the editor might be needed.

☐ **The element does not require a prior click, hover, or scroll to display**

You might need to click, hover or scroll to display the targeted element. Some elements might not actually load until you scroll and the element is present.

☐ **The element is not hidden in a collapsed menu, tab, or modal**

Check that the element is not within a dropdown or a pop-up, etc. It could be that you need to activate these to display the element.
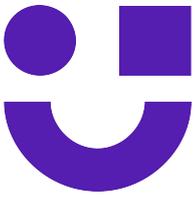
3. Dynamic Pages & UI Changes

☐ **The page does not dynamically reload or re-render the element.**

Check that the element does not dynamically change with a page reload. With some elements, the HTML code can change with each page reload. This is often displayed in the code selector with a long string of numbers and/or letters. These can often be removed to make a stable selector. Adding element text can also help on single language applications.

```
"selector": "DIV[id=\"extensions_SectionContainer_847362\"]",
```

Selector with the dynamic part removed: "selector": "DIV[id*=\"extensions_SectionContainer\"]",

Help document to adjust the selector.

☐ **The element does not change/ disappear between users or sessions (e.g Roles/Permissions)**

Check that the element is present for all permissions and roles. Access may be limited to some users, which can mean elements are not present for them. Often skip conditions and/or segmentation can help in these cases.

☐ **The application UI has not recently been updated**

A UI update can often mean changes in the HTML code of elements, removal and addition of elements and repositioning of elements. Check to see if any UI updates have occurred.

☐ **The page is not responsive based on screen size**

Some applications can change the UI based on screen size. A common change is dashboard tabs changing to a burger menu when the screen size is reduced, and the tabs are then hidden in the burger menu. This example can be easily resolved with additional steps and skip conditions. You can also set a minimum screen size on which Userlane will display in the portal.
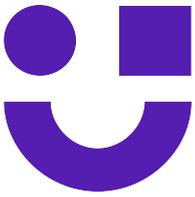
4. Selector Stability

☐ **The element uses a stable identifier (e.g. data attributes)**

☐ **The selector does not rely on auto-generated IDs or styling classes**

You will see these in the code selector in the editor. You can create selector rules in the portal to insist on or block certain element attribute. (settings-selectors)

Element Attribute	Stable?	Why
data-userlane-id="createUser"	✅ Yes	Intentional & semantic
data-test-id="emailField"	✅ Yes	Built for automation
id="btn_928374"	❌ No	Likely auto-generated

☐ **The element exists consistently in the same location**

If the element shifts location depending on the user, screen size, or customisation, for example. Then, try to tie the selector to the element with 'add element text' in the code selector for single-language applications and/or make the selector as unique to that element as possible. SubSelectors can also help.

5. Frames & Embedded Content

☐ **The element is not inside a cross-origin iframe**

If the element is within a cross-origin iframe for browser extension clients, you should be able to record within the iframe without any additions.

For snippet clients, the snippet would need to be added to the code of the application that the iframe relates to.

If not able to record, in both cases, we advise you to reach out to your CVM.

6. Page and User Segmentation

☐ **The page and user segment set in the content are correct.**

Check that the user is part of the user segment (has the required attributes) and/or the page segment has the correct URL.