

Userlane is not showing - Troubleshooting

Last Modified on 21.04.2026

Userlane not appearing is almost always caused by one of a small set of configuration or browser issues. Use this page to identify which one applies, then follow the linked checklist to fix it.

Diagnose the problem

Work through the questions below. Each row shows two possible situations and points you to the right next step.

Question	My situation	Where to go next
Is Userlane active on this page? (See "How to check" section below.)	No — Userlane is not loading	Check that the snippet is implemented on this URL, or that the browser extension is installed and active. Also verify the application URL in Portal → Settings → Application URLs matches the page address.
	Yes — it loads, but something is wrong	Userlane is running. The issue is with content visibility, targeting, or permissions. Continue with the questions below.
Does the problem affect everyone, or just one person?	Just one user	Focus on that user's browser settings, segment membership, SSO login, and extension installation. → Assistant checklist
	Everyone (or no one)	Likely a global configuration issue. Work through the full Assistant checklist , focusing on the Userlane toggle, public language, and chapter settings.
Is it the Assistant (end users) or the Editor (admins) that is not showing?	Assistant not showing	→ Userlane Assistant checklist
	Editor not showing	→ Userlane Editor checklist

Is the problem on every page, or only on specific pages?	Specific pages only	Check page-level segment rules, whether the snippet is excluded on that URL, and whether there are CSP errors in the browser console (F12 → Console) on that specific page.
	Every page	The issue is global. Check the Userlane toggle (Settings → General Settings), the application URL, and whether at least one public language and public chapter exist.
Are there red errors mentioning "Userlane", "CORS", or "Content Security Policy" in the browser console? (F12 → Console tab)	Yes, errors are visible	Your application's security policy is blocking Userlane. Share the CSP allowlist article with your development team.
	No errors	No CSP issue. Continue with the relevant checklist above.

How to tell if Userlane is active on a page

If you are not sure whether Userlane is loading at all, here are three ways to check — ordered from simplest to most reliable.

Method	What to do
Look for the Userlane icon on screen	The simplest check: can you see the Userlane Assistant icon anywhere on the page? If yes, Userlane is loaded. If not, continue below.
Check the browser extension icon (for Browser Extension implementation)	Look at the top-right corner of your browser. Is the Userlane extension icon coloured and active? If it is greyed out or missing, the extension is either not installed or not running on this page — which may mean the page URL does not match the configured application URL in the Portal.
Use the browser console (most reliable)	Press F12, open the Console tab, type <code>window.userlane</code> and press Enter. If you see a function or object returned, Userlane is loaded. If you see <code>undefined</code> , it is not loaded on this page.