


Auto show on load – on-prem

 support.visualsp.com/knowledge-base/auto-show-on-load-on-prem/

November 5, 2019

Applies to: **VisualSP Classic**

Any help item can be configured to automatically appear on the page when a user visits that page. For example, when a user visits a SharePoint team site home page for the first time, they would be shown a specific help item.

To configure a help item to auto show on load, edit the help item and scroll down to the Auto Load section:

Auto Load

Auto load the help item when the user navigates to the page.

Auto Show on Load

You can choose to automatically show this help item if it is available. To automatically show the first time the item is loaded specify a value of 1 and to automatically show the second time the item is loaded specify a value of 2 and so on. To have the item NOT automatically shown specify a value of 0.

Auto Show After

If the auto show on load value is greater than 0 then you can have the load count only kick in after the specified date.

Auto Show on Load has a default value of “0”, meaning the help item will NOT show automatically at any time. If the field is set to “1”, it will show only on the first visit to the page. If the field is set to “2”, the Help item will only show on the second visit. It will not show on any other page visit.

As the administrator, it’s sometimes hard to verify this feature is working properly because every time you visit a page where your Help item is scoped to, VisualSP increments a visit counter. So it’s nearly impossible to guess at what number should be put into that field. One trick is to configure the **Auto Show After** date with tomorrow’s date. This will reset the visit counter on that date and you will get an accurate test of the Auto Show on Load feature.

You can also open the page in a new Incognito window. This will act like a first visit to the page.

Updated on November 5, 2019

Tagged: VisualSP Classic

Related Articles

VisualSP Classic videos