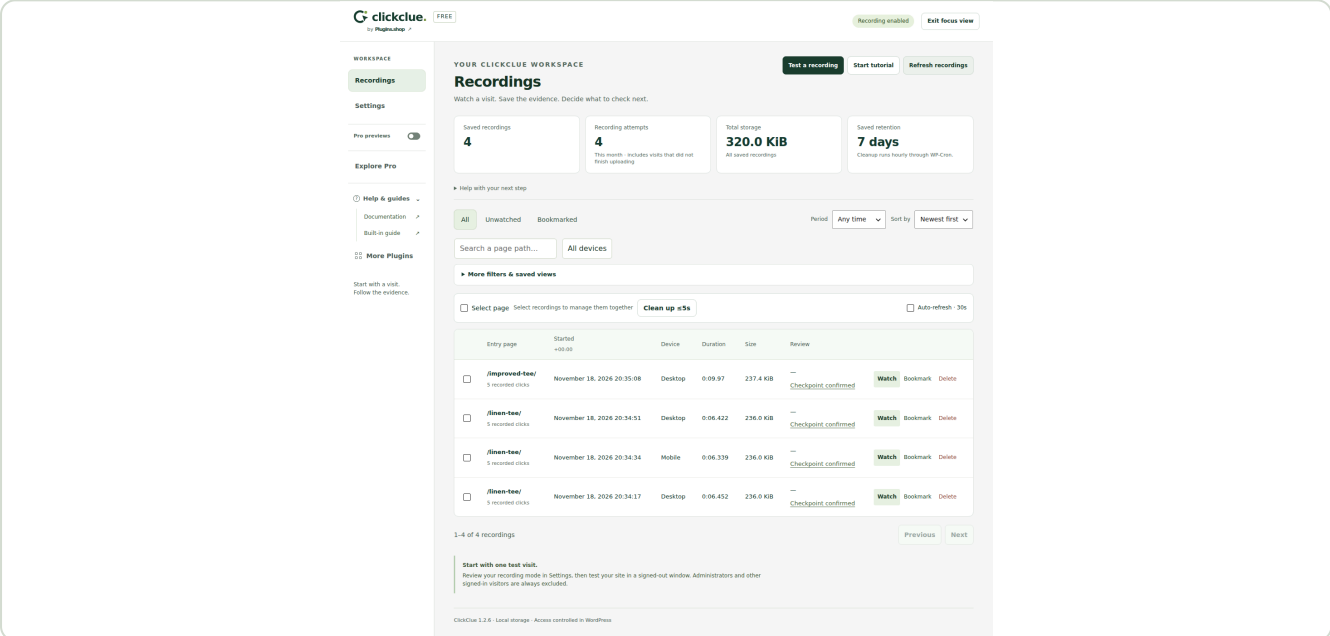
clickclue.

THE PRACTICAL GUIDE · NOVEMBER 2026

From a visit to a useful next step.

Set up ClickClue, check a real recording, and review the evidence with confidence.

Free and Pro 1.2.7 guide



ClickClue Free 1.2.6. Demonstration visits use synthetic information.

Before you begin
Install Free from WordPress.org. Pro 1.2.7 is a separate add-on available to eligible accounts. It requires Free 1.2.7 or newer. Update Free first, then Pro, without uninstalling.

Choose your recording mode, storage policy and visitor control deliberately. Test with synthetic details in a signed-out window, then inspect the saved replay and stop/delete control. Recordings stay on your WordPress hosting.

By Plugins.shop · Online documentation

FIND YOUR NEXT STEP

Contents

1. Your first recording
   Free + Pro
2. Consent, masking & exclusions
   Free + Pro
3. Find, replay & review sessions
   Free + Pro
4. Legacy WooCommerce integration
   Pro
5. Heatmaps & form activity
   Pro
6. Clues, journeys & comparisons
   Pro
7. Ask for optional visitor feedback
   Pro
8. Team roles & replay invitations
   Pro
9. Connect sites & export client reports
   Pro
10. Legacy email & AI summaries
    Pro
11. Storage, retention & deletion
    Free + Pro
12. Update safely & keep existing recordings
    Free + Pro
13. Troubleshoot a recording
    Free + Pro
14. Explore Grouped Clues
    Pro
15. Explore Pro Comparisons
    Pro
16. See Pro Team Tools
    Pro

> **New in the 1.2.7 guidance**
> Whole-visit event navigation, consistent durations, a remembered setup test step, fixed-length form masks and more precise built-in private-page rules. Public page text can contain personal information: use page-text masking or exclude sensitive regions and pages.

01 / START HERE · FREE + PRO

Your first recording

Install ClickClue, record a sample visit and check what your visitors would share.

Before you start

Use WordPress 6.6 or newer and PHP 8.1 or newer. Start on a staging copy with a database backup. ClickClue stores recording events in your WordPress database and eligible public design snapshots on your server; it does not need a cloud recording account.

- Activate the plugin separately on each site. Network activation is not supported.
- Use transactional InnoDB tables on MySQL/MariaDB. Allow space beyond the replay payload limit for database indexes and backups.
- Use synthetic details and sample form submissions for your first test.

Install the free plugin

1. Install ClickClue Free 1.2.7 from the official WordPress.org directory, or search for ClickClue in Plugins → Add New Plugin. Existing sites can use the update offered on their Plugins screen.
2. Choose Install Now, then Activate. If you downloaded the directory ZIP, use Plugins → Add New Plugin → Upload Plugin instead. Follow the upgrade guide if your existing installation uses an earlier plugin folder.
3. Open ClickClue. A new installation starts setup with recording paused and none of the three modes selected. Seven-day retention and readable ordinary page text are the defaults; typed values and private regions stay protected. Setup asks you to choose a storage policy and where visitors can stop recording before you enable it.

Record an eligible visit

In 1.2.6, optional public font-style loading no longer holds up recording startup. Recorder loading overlaps server authorization after sampling permits the visit. Capture still waits for the selected recording basis, eligible page and server approval; check an acknowledged upload before calling the test successful.

After Save & enable recording, reloading the same administration tab returns to Test a visit while the saved setup still matches. Choose Finish setup when you are done. This reminder is stored in that tab; it is not proof that a test recording arrived.

1. Choose Ask with ClickClue’s banner, Use my existing consent banner, or Record without asking first. The help button beside each choice explains it without selecting it. Opening setup, choosing a mode or moving to Review does not enable recording.
2. For ClickClue’s banner, publish your website-specific privacy policy and select it in WordPress Settings → Privacy. Use the review-step link and Check privacy notice again after returning. Setup cannot finish in this mode while the published policy is missing. For an existing banner, connect the consent APIs in this guide before relying on recordings.

3. Choose where visitors can stop and delete the current recording: the floating Replay privacy button, or your own footer/menu or connected control. The floating button remains off unless chosen. A custom-control choice is your declaration; it does not automatically create or verify the control.
4. Choose a storage policy explicitly: 0 for no plugin storage budget, or a positive budget your host can support. Review masking, exclusions and retention. Cart and checkout are excluded by default; their advanced inclusion requires Mask all page text. Select Save & enable recording only when ready. This saves 100% sampling until you change it.
5. Clear page/CDN caches. Copy the test link into a signed-out private window. Administrators and other signed-in users are excluded; a normal new tab may still be signed in.
6. Choose one public page and a question, such as whether someone can find the size guide. In banner modes, grant replay permission through the chosen connected banner. In the without-asking mode, visit directly; eligible capture follows the saved owner policy. Scroll and click using synthetic details, then leave the page open for activity to upload.
7. Choose Check for a recording. Enabled recording is only a setting; a newly received upload is separate evidence. The latest recording may belong to another visitor. Open it and check the page, time, masking and actual actions before treating it as your test.
8. After checking the replay, open the privacy control in your signed-out test tab. Stop the recording and wait for deletion confirmation. This removes that test recording; capture stopping alone does not confirm deletion. Test both acceptance and refusal if you use a consent banner.
9. Lower sampling to your intended rate or pause recording after the test. Existing installations can use Settings → Test & diagnostics → Prepare test settings; this only prepares a draft until Save settings is selected.

An optional walkthrough in both editions

Choose Start tutorial at the top of the ClickClue dashboard. Free covers recording and review; Pro continues into grouped evidence, saved investigations, assignments and descriptive comparisons. Pause or resume whenever you like. The walkthrough never changes recording settings, grants consent or connects a service.

Progress is a checklist you mark yourself, saved in the current browser for your WordPress account and edition. It is not a verified setup result. Reset tutorial progress clears only that checklist. You can use every feature without completing it.

Add ClickClue Pro

Install a compatible Pro add-on alongside ClickClue Free. Update Free first, then Pro. Pro adds Clues, heatmaps, structural form insights, journeys, comparisons and optional feedback without requiring WooCommerce. Earlier checkout integrations remain documented separately. Pro 1.2.7 is available from eligible ClickClue accounts and requires Free 1.2.7 or newer. Update Free first, then Pro, without uninstalling either plugin.

Pro requires ClickClue Free and a successful first licence activation for this site. Annual bundles cover 1, 5 or 25 sites with the same Pro features. Open ClickClue → Pro licence to activate. Once unlocked, local tools keep working offline or after updates and support expire; eligible updates and support are separate.

From Pro 1.1.5, eligible updates appear on the normal WordPress Plugins screen. Keep Free compatible with your Pro version: update Free first, then apply an eligible Pro update when one is available. Free-only releases do not require a new Pro package. You can use WordPress's optional automatic-update control for Pro. Back up and test your theme and integrations before updating; automatic updates depend on WordPress's scheduled checks.

If you already use Pro 1.1.4 or earlier, download the current matching Pro ZIP from your eligible ClickClue account and replace it manually once to install the updater. Update Free to a compatible current version first. Future eligible Pro releases can then update through WordPress.

Explore page heatmaps and forms

Leave an honest review, when you are ready

The Help page always links to the WordPress.org review page. A small invitation can also appear inside ClickClue after at least 30 days from its first successfully recorded visit tracked by version 1.1.5, and after you have reviewed ten distinct recordings across five UTC days. These bounded counters and your choice stay in this WordPress installation; they are not interest analytics sent to ClickClue.

Choose Leave an honest review, Remind me in 30 days or No thanks. No thanks permanently dismisses the invitation for your administrator account; updates preserve that choice. You can still use the Help link later. Opening the review page does not tell ClickClue whether you posted a review.

Keep your workspace useful

New installations open setup first. Existing installations normally keep the Recordings starting view and are not forced through setup again. An unfinished test step saved in the current tab can return until you finish it or change the setup. Status distinguishes unfinished setup, paused recording, a missing privacy notice, a full storage budget and cleanup checks. Follow the linked setting to review the cause. Recording mode and enabling changes require an explicit save.

In Free, the Pro previews switch hides or shows three optional feature previews. The choice is saved for your WordPress account on this site; existing hidden choices remain hidden after updating. Explore Pro stays available. The switch does not enable or disable recording or paid features.

Help & guides opens public Documentation or the installed guide. More Plugins lists companion tools from Plugins.shop, with useful matches first and original logos stored inside the plugin. Installed badges use local known-plugin checks for administrators who can manage plugins. Links open a new tab only when selected; no remote catalogue request, installation or marketing signup is made.

Check the visit, then choose your recording settings

After your first test, compare the actual clicks, scrolling and page navigation with the replay. The event list includes clicks and grouped scrolling; select an event to inspect that moment. A scroll label describes recorded movement, not a heatmap or a measure of how much content a visitor read.

The Size column and replay header include the assets used by that recording. Total storage counts shared image and font snapshots only once, so it may be less than the sum of individual sizes. Page structure and styles affect size; inspect representative pages before changing sampling, retention or your storage budget.

Saved through the last checkpoint means the announced uploads arrived; it does not guarantee that every moment of a visit was captured. Final upload unconfirmed means the visit may still be arriving or may have ended without a final receipt. Recording interrupted means capture reported a gap or announced uploads are missing. Load latest activity to check for newer saved events.

Current online guide: clickclue.com/docs/quick-start

02 / START HERE · FREE + PRO

Consent, masking & exclusions

Control when recording starts, protect private elements and handle withdrawal.

Understand the defaults

The small recording loader runs first. Capture loads only after the saved recording mode, visitor privacy choices, sampling and server authorisation permit it. Banner modes wait for visitor permission. Record without asking first uses an explicit owner policy and does not create a positive visitor-consent choice. Form values are always masked. From 1.2.7, non-empty form values use a fixed-length mask so their original length and spaces are not retained; empty values stay empty. Older stored recordings, exports and backups are not rewritten by this change. Ordinary page text stays readable on new installations; enable Mask all page text to hide it too. Existing saved masking choices stay unchanged on upgrade, and private regions remain protected.

Do Not Track and Global Privacy Control stop recording. Signed-in users and administration, login, account, order-pay and order-confirmation paths are excluded. Cart and checkout are also excluded by default, including configured WooCommerce pages, custom slugs and plain permalinks. Browser navigation into an excluded path stops active capture.

Include cart and checkout pages is an advanced opt-in that requires Mask all page text. Test Classic or Blocks checkout with your actual theme and gateway using sample details before enabling it. Account, order-pay and order-confirmation exclusions remain. Personal text shown outside a form is ordinary page text elsewhere too: mask it or exclude its region.

- Capture public design assets saves eligible public images, backgrounds and fonts into shared local snapshots. It starts on for fresh installations and off on upgrades until explicitly enabled. Private regions still take priority. Legacy individual image approvals remain available.
- Safe SVG geometry can remain. SVG scripts and foreign content, canvas, audio, video, embedded frames, hidden inputs and editable regions remain excluded. Separate SVG files require the PHP DOM extension; unsupported files are omitted safely.
- URL query values and fragments are removed, except a verified public WordPress post or page ID used to distinguish plain permalinks. Recorded links and arbitrary asset URLs are stripped.
- Replay reconstructs the page. Dynamic or complex layouts can differ from the original; inspect a sample visit on your actual theme.

Choose how recording starts

New installations have no recording mode selected and remain paused until the final Save & enable recording action. All three choices have equal standing in setup and remain available in Settings. Existing installations keep their former behavior: the built-in banner remains the banner

mode, and a connected external-consent setup remains external. An upgrade never silently chooses recording without asking first.

The existing Pro feedback and order-association integrations still require a visitor-consent recording. Owner-policy capture does not widen those integration permissions.

- Ask with ClickClue’s banner: display the built-in prompt and wait for replay acceptance. A published privacy policy must be selected in WordPress before setup can finish.
- Use my existing consent banner: wait for your connected banner to call the local consent APIs. Installing another banner alone is not an integration. Test acceptance, refusal and withdrawal.
- Record without asking first: start eligible signed-out visits under the owner’s explicitly chosen policy. No permission prompt or positive visitor-consent choice is created. Provide a floating button or your own footer/menu or connected privacy control so visitors can stop and delete the current recording.
- Every mode respects valid refusals, Do Not Track, Global Privacy Control, unresolved deletion requests, signed-in/private-page exclusions, masking, sampling and storage protections.

Connect an existing banner

Public design snapshots

When Capture public design assets is enabled, eligible public local images, backgrounds and fonts are saved once and shared by recordings that use the same bytes. A later change to a file does not replace an older saved copy. Theme/plugin assets and public WordPress media attachments are eligible; private files and arbitrary remote URLs are not.

To preserve Google Fonts already used by a page, the browser can reread its public font stylesheet from fonts.googleapis.com without cookies or referrer, and the server can copy font binaries from fonts.gstatic.com. Google receives the respective browser/server IP and font request, never recording contents. Original public raster images retain their quality and may retain embedded metadata. Files over 8 MiB, unsupported formats and unsafe SVG content are omitted; a missing asset does not erase the recording.

Turning public design capture off stops new asset copies. Existing copies follow the linked recordings and are removed after their last recording is deleted or expires. Old recordings cannot recover assets that were never captured. Keep Mask all page text enabled when that is your intended policy; typed values and private regions remain protected in either setting.

Google privacy policy

Google terms

Styling and older recordings

Free 1.2.4 checks captured CSS for private text and unsafe URLs before storage. Older recordings are checked when read, including compatible Pro 1.2.4 recording exports; the player also keeps its privacy checks. Supported public layout, font and icon styling can remain.

Stored cleanup of older CSS runs in bounded background batches through WP-Cron and dashboard activity. Keep WordPress cron working and check reported cleanup problems. Backups and files already exported are not rewritten. Review their access and retention separately.

This does not detect every piece of personal information in ordinary page text, images, classes or IDs. Exclude sensitive regions and test your actual pages with sample details. Keep Mask all page text enabled wherever your recording policy requires it.

Organise approved public images

The older individual-approval image option remains off by default and is separate from Capture public design assets. Explicitly approve individual public static WordPress attachments and organise them into named collections. The catalogue holds up to 256 approvals. Add or move images in groups of up to 16; browse 12 previews per page. Moving between collections does not alter consent. The separately bounded prepared catalogue holds about 46 MiB of encoded image data and URL metadata. Image copies stored with recordings count toward the recording payload budget.

A recording saves only used copies, bounded to 64 images and 2 MiB within its existing payload allowance. Images are prepared locally without metadata; only supported same-origin local URLs are matched. Private and masked regions always take priority. No arbitrary image URL is fetched.

Removing an individual approval or switching the older image-copy option off removes its affected retained copies. Automatic public design snapshots instead remain until their linked recordings are deleted or expire; disabling that option stops new copies. Downloaded exports and backups need separate handling. Updated capture scope requires current authorisation; banner modes can require a renewed choice.

New 1.2.6 recordings can include clicks on eligible public or approved images. This evidence uses a safe structural identity and position; it does not send raw image source or alternative text as click metadata. Private regions and image-source filtering remain in force.

Publish your notice and keep the recording basis clear

In WordPress Settings → Privacy, select a published page with your operator identity, privacy contact, replay purpose, legal basis, recipients, retention, transfers and visitor rights. Adapt the ClickClue suggested text there. The built-in prompt links to this page and blocks capture if it is missing. Allow replay and No thanks have equal visual prominence.

In banner modes, browser-reported permission includes a reported choice time and notice revision. This is not independent proof that a person made the choice. Older positive signals or relevant notice/retention/masking/edition changes can require a fresh signal; a valid refusal stays refused. Changing the recording mode also invalidates earlier authorisation. Clear page/CDN caches so visitors receive the current loader and revision.

New recordings retain the client-reported recording basis, server acceptance time, matching revision and retention deadline. A browser assertion or signed admission ticket does not prove a human clicked a banner or gave informed consent. Owner-policy capture is distinct from client-reported visitor consent. Increasing retention later does not extend an existing deadline. A changed notice stops uploads under earlier authorisation. Keep appropriate dated notices and any independent CMP records.

Finish your website-specific privacy setup

This is a configuration guide, not a compliance certificate. Establish your controller/processor roles, applicable national cookie rules, access controls, processor agreements and international-transfer arrangements. Assess whether a DPIA and a DPO are required for your actual processing before collecting real visits.

Document how you receive and answer access, erasure, objection and other rights requests, normally within one month. The current-visit withdrawal token is not an identity search across every visit. Do not collect new identity data just to make anonymous visits identifiable.

Review cleanup, backups, exports and enabled email/AI/agency services separately. Maintain an incident response process, including authority notification within 72 hours when required and notification to affected people when the applicable threshold is met. Keep your local legal review and decisions with the installation record.

Exclude sensitive regions

Add data-tw-block to a private element or enter its CSS selector in Settings → Recording & privacy. Existing data-private and .rr-block regions are also excluded.

Structural classes and IDs may remain for layout. Exclude elements whose attributes contain personal information. Inspect dynamic content, account widgets and order details in a synthetic recording before real use.

Excluded page paths can use up to 2,000 UTF-8 bytes and additional selectors up to 500 UTF-8 bytes. Longer rules are rejected without changing saved settings. Review the error and shorten the list; ClickClue never silently cuts an exclusion to fit.

Built-in private-page rules match complete path parts: /my-account/ and its child pages stay excluded, while a public article such as /my-accounting-tips/ can record. The same applies to /order-pay/ versus /order-payment-faq/. Other custom page-path exclusions retain their existing substring matching, so review broad custom rules separately.

```
<div data-tw-block>Private customer information</div>
```

Connect your existing consent banner

Choose Use my existing consent banner in setup or Settings. This mode waits for your banner to grant replay permission and never assumes that another banner is connected. Wire and test the local APIs below before relying on capture. Call grant only after replay acceptance; call withdraw on refusal or later withdrawal.

This consent-based mode is separate from Record without asking first. Do not simulate visitor acceptance by calling grant for everyone on page load. The without-asking option uses its own explicit owner-policy setting instead.

The tracewell:status and tracewell:recording-started events include the current state in event.detail.status. The tracewell event names remain for compatibility. Read ClickClue.status() when connecting your listener for an initial state. These status events are not upload or server-deletion receipts; keep checking the relevant confirmation.

- Keep your current recording setup paused while connecting and testing the external banner.
- Test accept, decline, later withdrawal, cleared storage and the next page visit. A current notice revision is required by the start endpoint.
- Archive your CMP notice and consent records. Change the clickclue_consent_notice_revision filter value whenever your CMP replay purpose or notice changes, then clear caches.
- Use window.ClickClue.grantConsent() and window.ClickClue.withdrawConsent() for new integrations. Existing integrations remain compatible.

```
// Call after the visitor grants replay consent.
window.ClickClue?.grantConsent();

// Call when replay consent is withdrawn.
window.ClickClue?.withdrawConsent();

// Optional local status display; not an upload/deletion receipt.
window.addEventListener('tracewell:status', (event) => {
  const status = event.detail?.status;
  // Update your status display with this state.
});
const initialStatus = window.ClickClue?.status();
```

Stop capture and confirm deletion

Replay privacy lets the visitor stop and delete the current authorised recording in every mode, including recording without asking first. Capture stops immediately; a separate confirmation reports whether saved data was deleted. A saved refusal or opt-out is not cleared simply by changing modes.

A failed deletion keeps a tab-local retry token when session storage is available. Use Retry deletion; reloading that tab or reconnecting also retries. New capture stays off while deletion is unresolved. A former capture token can request deletion for up to 30 days after expiry, but cannot upload. Older recordings follow retention and administrator deletion.

Understand retention and backups

Choose where Replay privacy appears

The floating Replay privacy button remains off by default. Setup separately asks where visitors can stop recording: use the floating button, or confirm that you provide your own footer/menu or connected control. Choosing your own control is an owner declaration, not an automatic verification. Existing installations keep their button and recording settings and show a reminder if no placement is declared. This choice does not change the recording mode or hide the initial consent prompt.

To put the controls in your own footer or menu, add a custom link named Replay privacy with the URL #clickclue-privacy. On public pages where ClickClue runs, selecting it opens the controls even with the floating button off. The link does not grant permission. Visitors can stop recording and request deletion there.

A developer can also call window.ClickClue.openPrivacy() after ClickClue has loaded. Existing grantConsent() and withdrawConsent() integrations continue to work. Test while signed out: open your chosen control, stop the test recording and wait for deletion confirmation. This removes the current test recording. Paused recording, excluded pages and signed-in visitors do not load the recorder or its privacy panel.

```
<a href="#clickclue-privacy">Replay privacy</a>

// For a custom JavaScript control, after ClickClue has loaded:
window.ClickClue?.openPrivacy();
```

Current online guide: clickclue.com/docs/consent-and-masking

Find, replay & review sessions

Find useful visits, replay interactions, manage selected recordings and safely clear very short visits.

Find the right recording

You can save up to 20 filter combinations per account on each site. In Pro, category filters narrow the list to matching checkout signals.

1. Open Recordings and filter by page path or device. Use Today or Last 7 days in the site timezone shown above the list, or exact From/To dates in UTC. Sort by newest, oldest, longest, shortest or largest.
2. Choose watched/unwatched or bookmarked recordings. These states belong to your WordPress account.
3. Name a useful combination and choose Save these filters. Select it later from Saved filters, or use Clear filters to reset.

Work through the replay

Clicks on eligible public or approved images appear in new 1.2.6 replay evidence. Older recordings cannot recover image-click events that were not captured. Escape exits the replay fullscreen view; the visible exit control remains available.

From 1.2.7, saved click, scroll and page markers are indexed across the visit when you open the replay; you do not need to play through each moment first. Long lists load in bounded sections: use Earlier events and Later events to browse them, then select a marker to load its saved page. Previous and Next can move across those sections. Only events that actually arrived can appear.

- Use play/pause, seeking and playback speed to inspect a moment.
- Skip inactivity, move to the previous or next recorded event, or use First clue in Pro when a clue is available.
- Space toggles playback and arrow keys move five seconds when a form control is not focused.
- A successfully loaded replay is marked watched for accounts with review permission. A failed load leaves it unwatched.

Keep useful context

Bookmark a recording and add a concise session note: what you observed, what you want to check and the change you plan to test. Notes are visible to authorised reviewers; they are not a private notebook.

Each recording can hold up to 20 notes of up to 1,000 characters each. The note’s author or an administrator can delete it. Avoid customer names, payment information, passwords and pasted order details. An administrator can delete the recording in either edition. With the separate Pro add-on, administrators can also export permitted recording data; treat downloaded copies with the same care as the original.

Your own notes are labelled You. Other authors keep the available privacy-safe label. Displayed durations use whole seconds consistently; the original event timing still controls replay.

Understand recording completeness

Saved through the last checkpoint means every batch declared by that received checkpoint arrived. Activity after an unexpected browser closure cannot be confirmed. Recent activity may still be uploading; Final upload unconfirmed does not by itself establish a lost ending or visitor abandonment.

The recorder retries identical batches and recovers from temporary disconnection using a bounded memory-only queue. Navigation and browser back/forward restoration preserve their own stream checkpoints. Closing the browser can destroy unsent events; do not interpret a missing ending as visitor abandonment.

Replay uses the saved page structure, original eligible styles and public design snapshots. Private regions and unsupported content remain excluded. A recording cannot recover text, assets or events that were never saved. Confirm the appearance and masking on a representative test visit.

Validated saved fonts can use a data-font fallback when the host permits data fonts but blocks blob fonts. Replay stays isolated from the live website; unsupported or oversized font expansion can still fall back to another font.

Select, sort and clean up recordings

Use the checkboxes to select individual recordings or the current page. Apply Bookmark, Remove bookmark, Mark watched or Mark unwatched to those recordings. Review state belongs to your WordPress account. Administrators can also delete selected recordings after confirming the count and combined recording size. Related notes and shares are removed; shared public design files remain while another recording uses them.

Sort by newest, oldest, longest, shortest or largest. Today and Last 7 days follow the WordPress timezone shown above the list. Exact From/To date filters remain UTC. Set a minimum duration in More filters & saved views. Older durations without a timestamp index are shown as unknown until the replay prepares its index; they are excluded from duration filters and short cleanup. Click counts cover uploaded events; older recordings can show that the count is unavailable.

Clean up ≤5s previews matching recordings across the site, regardless of current filters. It does not delete automatically. Bookmarks from any team member, unknown durations and visits with data or transport receipts in the last 15 minutes are excluded. Review the preview and confirm deletion. Each batch rechecks the session under its upload lock; changed or newly bookmarked recordings are skipped. A preview expires after 30 minutes.

Optional Auto-refresh checks every 30 seconds while the recordings view is visible. It pauses during selection, text entry, dialogs and actions, and preserves the current page and filters. This choice stays in your browser for your WordPress account.

Open a recording’s upload label to see the last received data and checkpoint status. View details in the awaiting-page notice lists recent starts without a replayable page. A server cannot infer the reason for an upload it never received. Pro reviewers can view these details, analysts can manage their own review state, and only administrators can delete recordings.

A deletion preview identifies the recordings as well as their count and size. Check the named entries and choose Cancel first if the selection is not what you intended. Date-filter errors appear beside the controls; correct the range before applying it.

Current online guide: clickclue.com/docs/replay-and-review

04 / LEGACY INTEGRATIONS · PRO

Legacy WooCommerce integration

Use the optional legacy checkout tools already included in Pro, with their existing data and settings.

Where to find the legacy tools

By default, ClickClue excludes cart, checkout, account, order-pay and order-confirmation pages from recording. Cart and checkout can be included only with the explicit advanced setting and Mask all page text enabled. Account and payment-specific pages remain excluded. Check both Classic and Blocks checkout with your own theme before changing this policy.

ClickClue focuses on WordPress replay, heatmaps and visitor interactions. The optional tools below remain in Legacy checkout for existing installations. Recorded data, access and configured services are preserved. Enable only the integrations you need and test them with your own checkout before using their observations.

In Free 1.2.4, cart and checkout are excluded from recording by default, including configured WooCommerce pages and plain permalinks. Include cart and checkout pages requires Mask all page text. Account, order-pay and order-confirmation pages remain excluded. Review this choice after updating; checkout observations depend on eligible capture and are not guaranteed for every gateway or extension.

What the integration observes

Classic checkout uses known frontend events. Checkout Blocks uses cart events and visible error notices. Fixed categories include shipping, coupon, validation and general checkout errors; raw notices, payment details and order IDs are not included in those markers.

Embedded payment frames are excluded. Test your actual theme, checkout extensions and payment gateway in staging.

Read the ordered funnel

Legacy checkout → Checkout funnel shows recorded visits, add-to-cart, checkout view, checkout submit and confirmed paid. Each step counts recordings that reached the steps in order. The displayed conversion and drop-off figures refer to this consenting, sampled, retained set.

A submit is an attempt. Only a linked WooCommerce server paid event can add payment confirmation. The association uses a short-lived capture cookie and a keyed order hash rather than storing a raw order ID in ClickClue. Missing linkage, navigation, sampling or retention can leave an order outside the funnel. Recording without asking first does not grant the visitor consent required for this checkout association.

These observations do not calculate recovered revenue or prove why a customer left.

A missing step can reflect excluded pages, masking scope, missing events or a changed sampling population. Check those settings before comparing a funnel from before and after an update; do not treat missing recording coverage as a change in sales.

Turn an error into an investigation

1. Open Legacy checkout → Checkout issue inbox and select a category. Read the affected-recording counts and suggested checks.
2. Choose Watch latest example to open a replay with two seconds of context, or View matching recordings to review the group.
3. Download an investigation brief when you need a text summary of counts, example references, suggested checks and your category note. Review it before sharing.
4. After making and testing a store change, select Mark a fix. A later matching signal changes Monitoring to Observed again.

Measure investigation time

Open Legacy checkout → Legacy checkout investigation pilot in Pro to time matched staging tasks against your usual workflow. Record completed and incomplete tasks, confidence and interruptions. Results stay in the current browser for this WordPress account; export CSV before clearing storage. No study data is sent to ClickClue.

Interpret before and after carefully

Comparisons use equal windows around a fix marker, up to seven days each and limited to retained recordings. Small samples show counts instead of percentages. A single visit may span both windows.

The change history records WordPress update hooks, not every possible deployment. Timing alone does not establish that an update caused an error.

Current online guide: clickclue.com/docs/woocommerce

05 / INVESTIGATE · PRO

Heatmaps & form activity

Compare click positions, scroll reach and structural form observations within compatible layouts.

Select the page layout first

A layout fingerprint is a structural grouping aid. It is not a screenshot, a security identifier or a guarantee that every dynamic layout is identical.

An invalid date range identifies the affected controls and keeps the previous result visible. Correct the dates and build again. If no compatible page or layout is available, the selector shows an explicit empty state rather than suggesting a valid selection.

1. Open Heatmaps & forms and choose your date/device scope.

2. Choose a page path, layout fingerprint and viewport group. Refresh after recording a new synthetic visit.
3. Read the recording counts alongside the result. Do not combine different layouts to claim a single page-wide result.

Read click and scroll observations

The heatmap shows coarsened positions from the top to the bottom of the page. Larger cells represent more clicks. A table gives the displayed cells' counts and distinct recording counts.

Scroll reach counts observed depth thresholds. It does not establish that someone read or understood the content. Private regions are excluded. The grid remains available for older recordings without measured layout dimensions. The overlay is a reconstruction, not a screenshot; blocked media, fonts and dynamic layout differences can affect its appearance.

In new 1.2.6 recordings, clicks on eligible public or approved images also participate in heatmaps and repeated-click evidence. Masking, private regions and eligibility checks still apply; this does not add missing observations to historical recordings.

1. Choose Open recorded page overlay to reconstruct a matching masked page.
2. Switch between Click density and Scroll reach.
3. Use the page-position slider to inspect the relevant part of the page.

Inspect fields without their values

Fields use structural positions such as Form 1 · field 2, rather than entered values or labels. The table reports focus, validation signals and submit attempts.

No submit observed counts focused fields in recordings inactive for at least five minutes without a same-form submit. Missing signals, navigation and custom form behaviour can affect it; this is not a confirmed abandonment count.

When form structure changes, select the corresponding new layout. Test AJAX forms and custom validation in your own theme before relying on the observations.

Name structural elements and compare periods

Whole-range element and form reports let reviewers name an important button or structural field in administration. These aliases are owner-provided context, not text collected from a visitor.

Compare chosen UTC periods and device categories, keeping layout identifiers separate. Open supporting recordings before making an interpretation. Input values remain excluded and focus duration is not typing duration.

Current online guide: clickclue.com/docs/heatmaps-and-forms

Clues, journeys & comparisons

Follow an interaction, save a funnel and compare two periods with clear sample counts.

Review a clue in context

A clue is a lead, not proof of a broken button. Legitimate interactions can meet these conditions. The review status applies to this observation, not an entire website.

1. Open Clues and choose an observation. Watch opens shortly before its recorded moment.
2. Inspect what happened before and after. Three clicks within one second can create a repeated-click clue; an eligible button with no observed response for about 1.5 seconds can create a possible unresponsive-click clue.
3. Mark the observation New, Reviewing, Resolved or Ignored. Note the evidence and the next thing you will check.

Follow an ordered path

Journeys shows page paths within a retained recording. Save up to twenty funnels, each with two to eight ordered steps matching page paths, clues or form observations. A path prefix includes its child paths.

Use a recorded layout ID when structural field positions matter. Journeys do not identify a person across separate visits or devices.

Compare two periods fairly

The instant Compare screen analyzes batches of up to 200 retained recordings. Use Whole-range reports for all eligible recordings in the period. Consent, sampling, retention and bounded observations affect coverage. Changes in rates do not establish that a website edit caused the difference. Older recordings do not receive invented new observations.

1. Choose two separate UTC date ranges.
2. Use matching page, device and layout filters where appropriate.
3. Read the sample counts and denominators before interpreting rates.
4. Inspect representative replays from both periods before drawing a conclusion.

Build a whole-period report

Use Whole-range reports for all eligible retained recordings in the chosen UTC period. Progress and the observation cutoff remain visible while bounded jobs process the indexes. WP-Cron continues work; manual advancement also works on low-traffic sites. Refresh to include later arrivals.

Counts exclude deleted and expired recordings. A report cannot reconstruct observations that were never captured. Legacy instant Discovery views still show their sample limits; heatmap aggregation follows its separate existing path.

Temporary jobs expire after one hour and are limited to two per reviewer and eight per site. Each job can hold up to 100,000 recording memberships and 500,000 derived facts; reaching a bound is labelled partial. Narrow the period to complete a larger investigation. Each recording retains up to 300 indexed observations.

Invalid ranges and failed requests keep the last successful report visible. Its scope remains the scope shown with that report; it is not a result for the rejected dates. New results replace it after a successful build.

Follow up a recurring clue

Whole-range reports groups repeated observations by kind, page, layout, device and structural target. Review affected visits, frequency, trend and replay moments. Set an owner and review state, and record an edit date when relevant.

Before/after comparisons describe observations. They cannot establish that your edit caused a change. Layout changes, sampling, consent and different traffic can all affect the result.

Configure meaningful goals

Use Goals to create fixed named success observations and select supported form adapters. Manual integration must call the goal only from your actual successful-completion callback. Never pass form values, email addresses, customer IDs or other identifying content.

An integration-reported completion is separate from a submit attempt and does not prove delivery, payment or a business result. Configuring enabled goals changes the consent scope. Use timed funnel steps and the product, enquiry and sign-up templates to inspect the journey before completion.

Current online guide: clickclue.com/docs/clues-and-journeys

07 / INVESTIGATE · PRO

Ask for optional visitor feedback

Publish a rating or fixed-choice question and review responses alongside their recordings.

Create a short optional campaign

Visitor feedback supports multiple campaigns. Choose up to three rating or fixed-choice questions, an optional conditional follow-up, public paths, a UTC schedule and browser-session frequency controls. Preview the flow and publish your site-specific privacy notice before enabling it.

A campaign requires current replay consent and an eligible sampled recording. Signed-in, private, account and checkout pages stay excluded. No free-text responses are collected. Never ask for identifying or sensitive information. Recording without asking first does not grant visitor consent for this Pro integration.

Feedback has its own exclusions. Opting into masked cart/checkout recording in Free 1.2.4 does not enable a feedback campaign there or grant consent for feedback. Keep the campaign on eligible public pages and test its acceptance and withdrawal flow.

Review feedback with its context

Filter results by date, page and device. Responses remain linked to the exact saved question revision and current recording. Legacy single-question results remain available. Pausing stops new responses; deletion, withdrawal and retention remove linked responses.

A browser-session quiet-period marker is stored only after consent, cleared on withdrawal and does not identify people across visits. Responses are voluntary and cannot represent every visitor.

Current online guide: clickclue.com/docs/visitor-feedback

08 / MANAGE YOUR WORKSPACE · PRO

Team roles & replay invitations

Give colleagues the access they need and share one replay with an existing account.

Assign roles in WordPress

The dedicated ClickClue reviewer and analyst roles normally land in ClickClue after signing in. Explicitly requested login destinations remain respected. This landing page does not grant broader WordPress administration permissions.

1. Sign in as a WordPress administrator and open Users → All Users.
2. Edit the existing account that needs access. Under Role, choose ClickClue analyst or ClickClue reviewer.
3. Select Update User. Ask the person to sign in with their own account and confirm the expected ClickClue access.

Role	Can review	Can change
Administrator	Recordings, analytics, notes and audit	Settings, exports, deletion, services and invitations
ClickClue analyst	Recordings, analytics and shared notes	Review state, bookmarks, notes and saved filters
ClickClue reviewer	Recordings, analytics and shared notes	Read only
Invited existing account	Only the specifically invited recording	No access to the full recording list

Invite someone to one recording

An invitation is not a public replay link. It expires, binds to one account and recording, and stops working when the recording is deleted.

1. As an administrator, open a recording and expand Invite someone to this replay.
2. Choose an existing WordPress account and an expiry of 1–168 hours. Create the invitation.

3. Copy the link and share it with that person through your own approved channel. Creating the link does not send an email.
4. The recipient must sign in as the chosen account. Revoke access from Workspace → Active replay invitations when it is no longer needed.

Review access and changes

Workspace displays the latest 30 entries from a bounded log of up to 100 administrative actions. It includes the actor ID, action, target reference and time, not replay contents. This is a recent activity aid, not a tamper-proof compliance archive.

Work in shared investigations

Create private or team collections, add retained recordings, assign an eligible WordPress account and choose a review status. Add a discussion at a replay timestamp to keep evidence and context together. Assignment does not grant access or send a message.

Private collections belong to their owner and administrators. Team sharing still requires a ClickClue-capable WordPress role. Deleted or expired recordings lose their linked collection membership and discussion. Avoid putting sensitive visitor details in notes.

New collections default to Private. Deletion names the collection in its confirmation; choose Cancel if it is not the intended collection. Deleting a collection removes that organisation and discussion, not the underlying recordings.

Current online guide: clickclue.com/docs/team-and-sharing

09 / MANAGE YOUR WORKSPACE · PRO

Connect sites & export client reports

Bring authorised site health summaries together while recordings stay on each site.

Connect a remote site

Connections use HTTPS and do not follow redirects with credentials. Use the final canonical site address. Application passwords are encrypted on the central server using its WordPress salts.

1. Install and activate compatible ClickClue Free and Pro packages on the remote HTTPS site.
2. Create a dedicated ClickClue reviewer account there. Generate a WordPress application password in that user’s profile.
3. On your central site, open Workspace → Your sites → Connect another WordPress site.
4. Enter the remote site address, reviewer username and application password. Select Connect site.

Understand the overview

The overview includes the local site and up to 25 remote connections. It reports capture state, retained recording counts, issue counts and other summary information. Remote summaries may be cached for five minutes.

Open WordPress takes you to that site’s workspace. Each site keeps its own recordings, access controls, sampling and storage settings. The overview does not pool storage or increase a single site’s capacity.

- Download client report exports a CSV of site summaries with their observation time.
- It does not export recording payloads, customer identities or a branded PDF.
- Review the report’s site names and contents before sending it to a client.

End a connection

Disconnect removes the saved connection from the central workspace. Revoke its application password at the remote WordPress account when access should end completely. A changed site address, password, certificate or security rule may require reconnecting.

Save and export an investigation report

Investigations saves filter recipes combining clues, journeys and feedback. Report totals and exports share their retained population and coverage. Reopening a report reloads live eligible evidence instead of preserving hidden copies of removed recordings.

CSV and JSON exports require the appropriate administrative access. Keep exported files private; the plugin cannot recall files already downloaded. Connected-site summaries remain aggregate health overviews rather than a central store of remote recordings.

Current online guide: clickclue.com/docs/agency

10 / LEGACY INTEGRATIONS · PRO

Legacy email & AI summaries

Configure checkout digests and event summaries in the Pro add-on.

Configure the legacy checkout digest

The digest covers the legacy checkout categories. Digests contain fixed category counts and a link to the site’s admin area, without recording payloads or session notes. Digests are deduplicated to at most once per 24-hour interval after acceptance. Notifications start disabled.

1. Configure and test your WordPress mail transport.
2. Open Legacy checkout → Legacy checkout notifications & AI and enable the daily email digest. Enter an authorised recipient and a minimum affected-recording threshold.
3. Save workspace settings. Saving does not itself send an email. The scheduled digest runs through WordPress cron.
4. Check the mail status and verify actual inbox delivery. Transport acceptance alone does not prove delivery.

Summarise legacy checkout evidence

This integration summarises legacy checkout evidence only. It does not summarise ordinary click and scroll activity or the visual replay. A recording without checkout signals has no evidence for this tool.

The request sends fixed event categories, counts and relative timing. It excludes DOM content, page paths, notes, raw order IDs and customer details. Usage is charged to the connected API account; the plugin caps requests at 20 per UTC day.

Outputs must cite existing evidence references, but a cited interpretation can still be wrong. ClickClue does not automatically change a store or establish a diagnosis.

Requests use store:false. That setting is not a promise of zero provider retention; check your account’s data controls.

1. In Legacy checkout → Legacy checkout notifications & AI, enter your OpenAI API key and a Responses-compatible model. Enable manual AI summaries and save.
2. Open a recording with legacy checkout signals. Expand Legacy checkout AI summary and read the processing description. Choose Summarise checkout with OpenAI only when you want to send that evidence.
3. Review the interpretation and use its evidence buttons to inspect the corresponding signals.

Remove credentials

Remove OpenAI key disables further processing. Disable email to stop future digests. Keys and application passwords are encrypted with authenticated encryption and WordPress salts; changing those salts can require reconnecting.

Current online guide: clickclue.com/docs/email-and-ai

11 / START HERE · FREE + PRO

Storage, retention & deletion

Plan for your host, understand sampling and keep recording data for only as long as needed.

Local recording in either edition

Choose the edition by its analysis and collaboration tools. More traffic does not require Pro. Sampling, retention, storage and your host determine how many recordings you can keep.

Current releases have no fixed 30-minute or 8 MiB per-visit cutoff. Long recordings upload in batches and play in sections. Individual requests, replay sections and request rates retain technical protections. A positive owner-chosen storage budget pauses capture when full; 0 removes the plugin budget. Your host still supplies the disk, database and processing capacity.

Control	Free	Pro
Monthly recording quota	None	None

Control	Free	Pro
Retention setting	0 for manual deletion, or 1–365 days	0 for manual deletion, or 1–365 days
Replay payload budget	Optional owner-chosen budget; 0 means no plugin budget	Optional owner-chosen budget; 0 means no plugin budget
New-install defaults	7 days / explicit storage choice during setup	7 days / explicit storage choice during setup

Choose a budget from measured recordings

Settings → Storage & retention shows recent recording sizes. When a positive storage budget is set, it estimates how many additional recordings may fit using up to 200 recent recordings with no upload in the last minute. A small sample is provisional, and visits can resume and grow. With a budget of 0, manage available space through your hosting account.

New installations start paused with seven-day retention. Setup requires an explicit choice between no plugin budget (0) and a positive budget. Choose 0 days for manual deletion or a cleanup period. A positive storage budget pauses capture when reached. Updating preserves existing storage and retention; an undeclared policy shows a reminder without silently changing the budget.

Lowering the payload budget does not delete recordings. Capture stays paused until space is available. Budgets exclude database indexes, backups and hosting logs. MiB means 1,048,576 bytes.

The list shows each recording’s size, including its design assets. Total storage counts a shared image or font snapshot once; individual recording sizes can therefore add up to more than the total. Shared snapshots remain until their last linked recording is deleted or expires.

Saved-font expansion has a separate fallback for each loaded replay section. It is not an additional recording-storage quota and does not guarantee a bound on the browser’s total memory use. Storage budgets, retention and hosting capacity remain the owner’s choices.

Clear short recordings deliberately

Use Clean up ≤5s to preview recordings of five seconds or less across the site. It is a manual action, independent of the current list filters. Review the number and estimated size, then confirm deletion.

Recordings bookmarked by any team member, unknown durations, and visits with uploads or transport receipts in the last 15 minutes are excluded. The plugin rechecks each recording before deletion and skips visits that changed. Cleanup runs in batches; stopping leaves completed deletions in place. Shared asset reuse means the disk space recovered can differ from the sum of recording sizes.

Preserved version 0.5.1 reference

Version 0.5.1 allowed Free 200 starts / 7 days / 50 MB and Pro 5,000 starts / 30 days / 500 MB. These figures describe that historical release only. Follow the current installation and consent guides for setup; notice and consent requirements changed in version 0.6.2.

Current installation steps

Current consent setup

Choose a useful sample

Estimate eligible visits under your saved mode and visitor privacy choices, then apply sampling. Sampled recordings are not the same as total traffic. A very low sample can miss less common interaction problems.

First-install setup explicitly saves 100% sampling. It remains 100% until you choose another rate in Settings; finishing the test does not restore 10%. After testing, select a rate your host and storage budget can sustain. Review measured recording capacity in Settings → Storage & retention; estimates are not a traffic forecast.

Free 1.2.4 enforces sampling admission on the server with short-lived signed tickets. A rejected sampling decision cannot be changed just by editing the browser request. Anonymous start and upload endpoints still need rate protections; a ticket is not proof of a human visitor or consent. Repeated requests, shared proxy addresses and hosting controls can affect delivery.

Retention and deletion

Scheduled cleanup uses WordPress cron, with bounded cleanup during dashboard access and session creation. Configure a reliable cron trigger on low-traffic sites. Failed cleanup appears in health checks.

Deleting a recording removes its chunks, issue index, analytics metrics, session review state, notes, invitations and payment association together. Failed database transactions are reported for retry. Bulk deletion stops if progress cannot be confirmed.

The last 100 administrative audit entries, saved filter preferences and connection settings have a separate configuration lifecycle. Deactivation keeps stored data. The optional Delete data when uninstalling setting removes plugin tables and configuration.

Downloaded exports, backups and hosting logs are outside recording deletion. Plan their retention separately and take care not to restore previously deleted recordings from a backup.

Current online guide: clickclue.com/docs/limits-and-retention

12 / START HERE · FREE + PRO

Update safely & keep existing recordings

Update ClickClue Free and Pro while keeping your recordings and configuration.

Update to Free and Pro 1.2.7

Free 1.2.7 is available from WordPress.org. Pro 1.2.7 is available from eligible ClickClue accounts and requires Free 1.2.7 or newer. Back up first, update Free, then update the separate Pro add-on, without uninstalling either plugin.

Reload open administration tabs and clear page/CDN caches so the dashboard, recorder and player use matching assets. Test a fresh signed-out visit with sample details and inspect its replay, masking and stop/delete confirmation.

Whole-visit event navigation now indexes saved click, scroll and page markers before playback. Long lists are loaded in bounded sections; selecting a marker opens its saved page. Free and Pro share the same navigation behavior.

Durations display consistently in whole seconds, your notes say You, and the setup test step survives a reload in the same tab while its saved state still matches. Storage and connected-policy wording is clearer.

Newly captured form values use a fixed-length mask. Built-in private-page rules match whole path parts, and consent status events include the current state. Existing custom path rules retain their semantics. Existing exported files and backups are not rewritten; old recordings cannot gain actions or assets that were never saved.

Get the current packages

Read the release notes

1.2.6: capture startup and review improvements

Free 1.2.6 is available from WordPress.org. Pro 1.2.6 is available from eligible ClickClue accounts and requires Free 1.2.6 or newer. Back up first, update Free, then update the separate Pro add-on, without uninstalling either plugin. An ordinary upgrade preserves saved recordings, bookmarks, notes, settings and licence state.

Reload open administration tabs and clear page/CDN caches so parent, recorder and player assets match. Make a fresh signed-out test visit using synthetic details. Existing recordings cannot gain events or assets that were never saved.

Free 1.2.6 starts capture without waiting for optional public font styles and overlaps recorder loading with server authorization after sampling permits the visit. Eligible public or approved image clicks now contribute to replay and Pro observations. Validated saved fonts can fall back to data fonts under compatible host security policies.

Pro 1.2.6 keeps the last successful report visible during invalid date ranges or request errors, identifies affected date controls and explains empty page/layout selectors. Dedicated reviewer and analyst sign-ins normally open ClickClue. Named collection deletion confirms the target while retaining the underlying recordings.

Get the current packages

Read the release notes

1.2.5: delivery and safer review actions

Free 1.2.5 protects newer recording and privacy settings from older open tabs or simultaneous saves. A conflict retains the draft and offers an explicit reload. Final upload checkpoints take priority, duplicate background handoffs are avoided, and delivery labels distinguish recent activity from an unconfirmed final checkpoint.

The configured public WooCommerce placeholder can appear in saved design assets while private attachments remain protected. Recording deletion previews identify their targets. Date-filter errors appear beside the controls, and saved-filter names that become empty after markup removal are rejected.

Pro 1.2.5 waits briefly for concurrent reads while preserving exclusive mutation and licence guards, lets entitled reviewer and analyst roles reach their authorized workspace through WooCommerce’s admin restriction, and defaults collections to Private with clearer field validation. It requires Free

1.2.5 or newer. These historical changes are included in the matching 1.2.6 pair.

ClickClue Free and ClickClue Pro

The current installer ZIPs use the clickclue and clickclue-pro folders. Both editions keep existing recordings, settings, licence state, consent choices and integration identifiers.

If you previously installed a package under another folder name, deactivate the existing Pro and Free copies before uploading these ZIPs. Activate the new Free copy first, then Pro. Leave old copies inactive and do not delete or uninstall them to change names.

Update inside WordPress

From Pro 1.1.5, eligible updates appear on the normal WordPress Plugins screen. Keep Free compatible with your Pro version: update Free first, then apply an eligible Pro update when one is available. Free-only releases do not require a new Pro package. You can use WordPress’s optional automatic-update control for Pro. Back up and test your theme and integrations before updating; automatic updates depend on WordPress’s scheduled checks.

If you already use Pro 1.1.4 or earlier, download the current matching Pro ZIP from your eligible ClickClue account and replace it manually once to install the updater. Update Free to a compatible current version first. Future eligible Pro releases can then update through WordPress.

Pro checks update eligibility through the ClickClue licensing service. Download eligibility and package integrity are checked again before installation. A network or verification failure stops that update; it does not remove earned local Pro tools. Manual eligible-account ZIP replacement remains available.

A valid first licence activation unlocks this site. Once unlocked, local Pro tools keep working offline or after the update and support subscription expires. Expired subscriptions do not receive new Pro packages. Deactivate licence releases the site remotely when available; Forget local licence only clears this installation’s saved licence details. Either action locks Pro tools and pauses scheduled reviews without deleting recordings or settings. A copied site needs its own activation.

Replace the installed packages

1. Back up your WordPress database and plugin files. Test on a staging copy first.
2. Download the current ClickClue Free ZIP and, if entitled, the matching Pro ZIP from your account. Use each installable plugin ZIP separately; the WordPress.org SVN repository kit is not an installable plugin.
3. For an installation already using the clickclue and clickclue-pro folders, upload Free first and accept WordPress’s replacement comparison, then replace Pro.
4. When moving from older folders, deactivate existing Pro and Free first. Upload and activate Free, then Pro. Leave the old copies inactive; do not click Delete or uninstall. Never activate two copies of either edition.
5. Clear page/asset caches. Check your saved settings and record a signed-out synthetic visit. Confirm masking, playback and the interactions you intend to review.

Recover from an unsuccessful update

Pause capture if the updated site behaves unexpectedly. Keep a copy of the error and your previous package/database backup. Restore the matching plugin files from your known-good backup, then verify the database and settings on staging before resuming.

If WordPress cannot complete the update, obtain the matching eligible Pro ZIP from your account and use manual replacement. Do not uninstall to update. Check ClickClue → Pro licence if activation or update eligibility needs attention.

Current online guide: clickclue.com/docs/updating

13 / GET HELP · FREE + PRO

Troubleshoot a recording

Work through the common reasons a replay, page observation or connection is missing.

No recording appears

Separate startup from delivery. In 1.2.6, optional public font styles do not delay starting capture, and recorder loading overlaps authorization after admission. The selected recording basis and server approval are still required. The local test status and an acknowledged upload show different stages of that process.

1. Confirm setup is finished, including the explicit storage and visitor-control choices. Check recording is enabled and sampling is suitable. Setup saves 100% sampling until you change it. Clear page/CDN caches after changes.
2. Use a signed-out private window on an included public page. Administrators and other signed-in users are excluded. Cart and checkout are excluded by default; do not use them as your first capture test.
3. Check the saved mode. ClickClue’s banner needs a published privacy policy and visitor acceptance. An external banner must send the replay-consent signal. Without-asking mode needs the explicit owner setting, and still respects valid refusals, Do Not Track and Global Privacy Control.
4. Open the test link from setup or Settings → Test & diagnostics and read its local status. Look for storage-budget, asset-loading, excluded-page or authorisation errors.
5. Confirm an upload was actually acknowledged; enabled settings alone are not an upload. Back in WordPress, clear date/path/device filters and refresh the list. Check the latest recording’s page and time to identify your test. Final upload unconfirmed is not proof of a complete visit.

Starts, saved visits and short durations

Recording attempts counts recording starts this month. Saved recordings counts visits that delivered a replayable page. A start can appear before its first upload, or remain without a saved replay if delivery stops. View details in the awaiting-page notice and open Test a recording to inspect the current tab.

Use the upload label beside a recording to inspect its last received data and checkpoint status. A status of 0:00 can mean only the initial page arrived; it does not prove the visitor left immediately. Update to the current version, refresh and inspect a new signed-out visit. Existing missing events cannot be recovered.

If the test panel reports a host response such as 429, the host is throttling requests. Let the recorder retry, check the host's request logs and ask about the affected ClickClue endpoint. Avoid repeatedly reloading the test or disabling the site's protection broadly. A server cannot diagnose an upload it never received.

A visitor cannot find the stop control

The floating Replay privacy button is off unless selected. Check the placement saved in setup or Settings. If you chose your own control, provide a same-page #clickclue-privacy footer/menu link or connect the local openPrivacy() API where ClickClue runs.

Test while signed out on an included page with recording enabled. Open the control, stop capture and wait for deletion confirmation. A saved custom-control declaration does not verify the link, and stopping capture alone is not a confirmed deletion. Use Retry deletion when shown.

The replay looks different

Review the page-text masking choice and keep private-region exclusions in place. Enable Capture public design assets to include eligible public images, backgrounds and fonts. Use fit-width or fit-window, then adjust zoom. Existing recordings cannot recover omitted assets.

Replay uses saved eligible public design assets. Only the public Google Fonts stylesheets already used by the page and their font binaries may be copied from the fixed provider; other remote-only assets are excluded. Video, canvas and embedded frames remain excluded. Dynamic builders, animations and browser-specific styles can still differ. Reproduce the page with synthetic content when reporting a problem.

Use matching current Free and Pro versions, reload open administration tabs and clear page/CDN caches after updating. A validated saved font may use a data-font fallback if the host allows it. Do not weaken Content Security Policy or permit live-site scripts to repair a replay. Image-click evidence missing from an older visit cannot be backfilled.

A checkout or payment signal is missing

Free 1.2.4 excludes cart and checkout by default. Include cart and checkout pages requires Mask all page text. Account, order-pay and order-confirmation pages remain excluded. These rules can reduce coverage in an existing checkout funnel after updating.

Confirm WooCommerce and both ClickClue packages are active. Test the relevant classic or Blocks checkout with synthetic data and a gateway in test mode.

A form submit does not confirm payment. Server-confirmed markers need a consenting, linked recording and a paid event. Redirects, browser privacy choices, missing linkage or third-party extensions can affect coverage. Owner-policy recording does not unlock that consent-gated association.

Legacy checkout email, AI or a remote site fails

- Email: verify WP-Cron and WordPress mail delivery, the recipient and the threshold. Check the reported transport status.

- AI: confirm opt-in, a valid key, model access and available API budget. Check whether the daily request cap was reached.
- Agency: use the final HTTPS address, a dedicated reviewer and a valid application password. Check security rules and certificate validity.
- Deletion: use Retry deletion and check database health. Do not treat stopped capture as a confirmed deletion.

Prepare a useful report

Write down the expected behaviour, actual result, versions, page, theme, relevant extensions, reproduction steps and the exact non-sensitive error. A recording ID can be useful inside an authorised support exchange.

Do not send API keys, passwords, full recordings, payment information or real customer details. Use synthetic data and review any exported brief before sharing.

Current online guide: clickclue.com/docs/troubleshooting

14 / INVESTIGATIONS · PRO

Explore Grouped Clues

Turn recorded evidence into a scoped investigation without changing capture or consent.

Use the evidence carefully

After reviewing individual recordings, Pro can group repeated observations so you can inspect their supporting evidence together. In Whole-range reports, select a date range and Grouped clues, then run the local analysis. Read the population and any partial-coverage warning before choosing a replay.

Older recordings cannot be upgraded into missing observations. Review your Pro observation settings, selected recording mode and current notice, clear cached pages and record a new eligible test visit when coverage is missing. Consent-only integrations still require a genuine visitor choice. A clue is an observation for human review; it is not a diagnosis.

Use Save page investigation to open a report draft with its actual page, viewport, layout and report period. Nothing is saved until you choose Save report. Run it against retained data; saved filters do not preserve expired evidence.

If dates are invalid or a request fails, the previous successful result remains visible with its original scope. Correct the controls and build again before interpreting a new period.

Keep using Free

Free includes recording, playback, bookmarks, notes and saved recording filters. Neither edition has an edition-based recording-start quota. Sampling, retention, bounded payloads and your hosting capacity still govern capture.

Current online guide: clickclue.com/docs/commercial-grouped

15 / INVESTIGATIONS · PRO

Explore Pro Comparisons

Turn recorded evidence into a scoped investigation without changing capture or consent.

Use the evidence carefully

From a saved investigation choose Compare this page, then select separate before and after UTC ranges and the relevant layout groups. Read the sample counts and missing coverage alongside each percentage. A layout or traffic change can alter the population.

Comparisons are descriptive. They do not establish causation, recovered revenue, conversion lift or that a fix worked for every visitor. Collect suitable new eligible visits under your chosen recording mode if a period has insufficient observations; do not treat missing data as zero friction.

Current online guide: clickclue.com/docs/commercial-comparisons

16 / INVESTIGATIONS · PRO

See Pro Team Tools

Turn recorded evidence into a scoped investigation without changing capture or consent.

Use the evidence carefully

Collection evidence, discussions and live reports remain subject to deletion and retention. Authorised users can see shared notes; keep personal and payment information out. Private investigations start visible only to their owner and administrators.

Collections default to Private. A collection deletion names the item and preserves its underlying recordings. Dedicated ClickClue reviewer and analyst accounts normally enter ClickClue after login without gaining broader WordPress administration access.

1. In a replay, open Add to an investigation. Choose an existing collection or create a named private investigation with that replay.
2. Choose Open investigation and assign to set a next check, eligible WordPress account and work status. Deliberately choose team sharing if required. No link grants new access.
3. Use saved Investigation reports for a repeatable question; Review grouped clues connects the saved scope to group assignments and edit dates. Compare this page opens a descriptive comparison.
4. Administrators may opt into weekly or monthly Scheduled reports for an eligible WordPress account. The email contains only a private WordPress link, never replay, note or clue details. The live report checks access and current retention when opened. Saving does not send an email; disable the schedule to stop future emails.

Local guidance and optional commercial services

Optional Pro suggestions appear after relevant review actions. Dismiss a suggestion to keep it hidden in this browser for your site and WordPress account. Local guidance preferences can restore them. Intent, bounded local usage counts and dismissals are not sent to ClickClue, contain no note text or visitor identifiers and do not change recording settings. When browser storage is blocked, choices last only for the current visit.

Pro requires the Free plugin and a successful first licence activation for this site. After activation, earned local tools keep working offline or after updates and support expire. Eligible private updates and support require current entitlement. Reading this guide does not activate a licence, begin a subscription or enable email.

Current online guide: clickclue.com/docs/commercial-team