Digioh FAQ

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How do I install Digioh?

To install Digioh, you need to add your unique Digioh JavaScript snippet to your website. This script should be placed as high in the <head> tag as possible.

You can find your account's install tag located here: https://account.digioh.com/HQ/Installation

Once installed, Digioh will begin evaluating your pages and displaying campaigns based on your configured rules.

How do I add a new user to Digioh?

Click your name in the upper-right corner of your account, then select "**users**" from the dropdown menu. Click the **Add New User** button.

This article explains step by step how to add a new user to your account.

What is a Custom Domain?

With the release of iOS 26 and macOS Tahoe, Safari will begin automatically blocking most 3rd party tracking from properly running in the browser. Because of this, we recommend using your own domain (like forms.yourwebsite.com) for our JavaScript. This is a simple and easy process, and you will enjoy a visibility boost to all your campaigns. This will also prevent your Digioh campaigns from getting blocked by tools like AdBlock!

This page from our help docs has more information.

What types of campaigns does Digioh support?

Digioh supports popups, banners, sidebars, and embedded campaigns.

Does Digioh have any best practices for designing campaigns?

Of course! Our design team has put together this help doc: /docs/recommended-sizes-for-pop-ups-on-desktop-and-mobile

How do I insert links into text elements?

Digioh supports the use of standard HTML anchor tags anywhere text is being entered: Click here

Your link must always include the target="_blank" tag to ensure that the user's browser is

redirected.

Can I insert tooltips into Digioh campaigns

You can using a custom HTML element within a campaign. This page from our help docs walks through the process.

Why can't I click one of the fields on my form?

Another element may be overlapping the field. Adjust spacing or layout to resolve.

Why am I seeing my campaigns zoom in on mobile devices?

This can happen when the *input font* for your forms is set to 16px or less. See this page for additional details.

How do I QA or test campaigns safely?

Use these tools for testing:

- Preview Mode in the editor for layout and design checks
- Forced preview URLs for on-site testing
- Incognito windows to bypass session rules
- Condition monitoring to confirm rules are evaluating correctly

My campaign won't appear. What should I check?

If your campaign isn't showing, review the following:

- **Script installation –** Ensure the correct Digioh JavaScript is installed on your site.
- **Campaign status –** The campaign must be turned on and published.
- **Display Rules –** At least one display rule must be set, and it must evaluate as true.
- **Session-based rules –** Try testing in an incognito window to avoid cookie or session restrictions.

How are campaigns prioritized if more than one can appear?

By default, campaigns are evaluated top to bottom in the Campaign List. The first eligible campaign displays.

The Restrict Campaign Simultaneous Display extension can be used to allow different types of campaigns to fire simultaneously.

How do I include URL parameters with submissions?

Use the Universal Merge Tags app: /docs/digioh-universal-merge-tags

Does Digioh support multiple languages?

Yes. Use the Internationalization (Translation) App: /docs/internationalization-translation-app

What AI features does Digioh have?

Digioh has an AI assistant built into your account, plus a set of AI tools that speed up quiz building.

- **Digioh Agent:** An AI assistant built into your Digioh account. Ask it about your campaigns, analytics, Display Rules, integrations, or account settings, and it answers based on what's actually in your account. Look for the green icon in the bottom-left corner of your account.
- **AI Campaign Builder:** Builds complete pop ups or product recommendation quizzes from your product catalog
- **AI Landing Page Builder**: Builds complete on-brand landing pages
- **AI Questions Generator:** Writes quiz questions based on your product attributes.
- **AI Weights Generator:** Creates keyword-based product matching rules. Useful for large or frequently changing catalogs.
- **AI Outcomes Generator:** Creates customer personas with product recommendations for personalized result pages.
- **AI Styles Importer:** Pulls fonts and button styles from your website so your quiz matches your brand.

You can review, edit, or regenerate any AI-generated content before you publish it.

What is Digioh AI?

Digioh AI is the name for all of our AI capabilities. It's included in every plan at no extra cost.

- **Digioh Agent:** the AI built into your account. Tell it what you want, and it builds the campaign for you, on brand, with your integrations set up. It also answers questions using your Digioh, GA4, Shopify, Klaviyo and Meta Ads data. You can use it in Digioh or from Claude through Digioh MCP.
- **Create with AI:** the button on your Campaigns page that turns a prompt into a campaign or quiz.
- **AI quiz tools:** generate quiz questions, product weighting and result personas from your product catalog.

Nothing goes live until you publish it, and you can undo any change.

Digioh AI: Features, Controls & Data Privacy

Digioh's AI features are built so you stay in control of your content and your data. Review our full article here.

- **Your data is not used for training.** Digioh does not provide customer data to any AI model

for training purposes.

- **No access to PII.** The Digioh Agent is built to exclude personally identifiable information (PII) data sets.
- **Access stays within your account.** The Agent reads data from your Digioh account only when you ask it something. It can't access other accounts or anything outside the Digioh platform, and it doesn't keep your Digioh data after your session.
- **Your data is encrypted.** Data is encrypted in transit and at rest.
- **AI providers.** The Digioh Agent is powered by Claude (Anthropic). Conversation context is sent to Anthropic to generate responses and is handled under Anthropic's privacy policy.
- **You decide what goes live.** Nothing AI-generated is published until you publish it.
- **Prefer not to use the Agent?** Contact support@digioh.com and we can turn it off for your account.