Back Button Widget: Additional Tips

Troubleshooting · https://wpfactory.com/docs/additional-tips-back-btn/

Additional troubleshooting tips

When Back Button Anywhere Widget for WordPress does not behave as expected, first confirm a plain [alg_back_button] shortcode works on a normal page. Then switch to a default theme, disable other plugins one at a time, and clear your caching plugin, CDN, and browser cache. When you contact support, include your versions, theme, and how you added the button.

Isolate the cause first

- **Test the free basics before Pro features:** if a menu or floating button (Pro) is misbehaving, first confirm a plain `[alg_back_button]` shortcode works on a normal page. If the shortcode is fine, the issue is in the Pro placement, not the button itself.
- **Switch to a default theme:** temporarily activate a stock theme such as Twenty Twenty-Four. If the button then works, your theme or page builder is interfering.
- **Disable other plugins:** turn them off, confirm the button works, then re-enable them one at a time to find a conflict.
- **Clear caches:** flush your caching plugin, CDN, and browser cache after any change, so you are testing the current output.

When you contact support



BACK BUTTON ANYWHERE WIDGET FOR WORDPRESS

See every feature and the pricing on the Back Button Anywhere Widget for WordPress plugin page.

View plugin →

Include as much detail as you can, so the team can reproduce the problem quickly:

- WordPress version and Back Button Widget version (free or Pro).
- Your active theme and whether you use a page builder.
- How you added the button: widget, shortcode, PHP, menu, or floating button.
- What you expected versus what happened, with a screenshot or the page URL.

Need a hand?

Our team answers every ticket on the Back Button Widget support forum.

Related articles

- Back Button Widget Issues with Custom or Block Themes
- Back Button Widget Troubleshooting
- Back Button Widget Settings Reference
- Back Button Widget: Shortcodes Guide
- Back Button Widget: Free vs Pro Versions Compared