Back Button Not Showing or Working

Troubleshooting · https://wpfactory.com/docs/back-button-not-working/

If the button from Back Button Anywhere Widget for WordPress does not appear or does nothing, the most common cause is placement. Add the Back Button widget to an active area under Appearance > Widgets, or put the [alg_back_button] shortcode in the page content. A click does nothing when there is no previous page in history.

Common symptoms

- No button where the widget or shortcode should render.
- The button shows but clicking it does nothing.
- The button appears on some pages but not others.

Typical causes

- The widget is not in an active widget area, or the shortcode is not in rendered content.
- A theme or page builder does not use standard widget areas, or strips shortcode output.
- A menu or floating button (Pro) is enabled but misconfigured.
- There is no previous page in the browser history, so there is nothing to go back to.
- Caching or minification is serving old markup.

Step-by-step fix

1. **Confirm the plugin is active:** go to **Plugins** and check that Back Button Widget is installed and activated. If you rely on menu or floating features, confirm you are running the Pro version.
2. **Use a supported placement:**
   - Widget: **Appearance > Widgets**, add the **Back Button** widget to an active area (sidebar, footer), and set the label.
   - Shortcode: put `[alg_back_button]` in the page or post content, for example `[alg_back_button label="Back to results"]`.

3. **Test with a default theme and minimal plugins:** switch to a stock theme (such as Twenty Twenty-Four) and disable other plugins. If the button then works, you have a conflict; re-enable plugins one at a time to find it.
4. **If using a menu or floating button (Pro):** recheck the selected menu location(s) in Menu Options, and the position and margins in Floating Button Options. A floating button with large margins can sit off screen.
5. **Clear caches:** flush your caching plugin, CDN, and browser cache so the new markup loads.
6. **Nothing happens on click:** the button repeats the browser's back action. If the visitor arrived directly or in a new tab there is no history to return to. See Understanding back button navigation behavior.

Still not working?

Collect your WordPress version, plugin version, active theme, list of active plugins, how you added the button, and what you expected versus what happened. Then contact us on the Back Button Widget support forum.



BACK BUTTON ANYWHERE WIDGET FOR WORDPRESS

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

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