Back Button Widget Troubleshooting

Troubleshooting · https://wpfactory.com/docs/back-button-slug/



BACK BUTTON ANYWHERE WIDGET FOR WORDPRESS

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

View plugin →

If the button from Back Button Anywhere Widget for WordPress does not appear, first check its placement: the widget must be in an active widget area under Appearance > Widgets, or the [alg_back_button] shortcode must be in the page content. This article also covers other common issues, with settings under WPFactory > Back Button.

1. The button does not appear or does nothing

- **Check the placement:** confirm the widget is in an active widget area (Appearance > Widgets), or that the `[alg_back_button]` shortcode is in the page content, not in a builder module that strips shortcodes.
- **Nothing happens on click:** the button repeats the browser's back action. If the visitor opened the page directly or in a new tab, there is no previous page to return to. See Understanding back button navigation behavior.

- **Menu integration (Pro):** if the button is missing from a menu, recheck the selected menu location(s) in Menu Options, and make sure Enable section is set to Yes.
- **Plugin conflict:** deactivate other plugins, confirm the button works, then re-enable them one by one to find the culprit.

2. The floating button is in the wrong place (Pro)

- **Adjust the margins:** in Floating Button Options, change the Horizontal margin and Vertical margin values (both default to 40 px).
- **Theme CSS:** a theme rule can override the fixed position. Try a default theme to confirm, then add a small CSS override targeting the `alg_back_button_floating` class.

3. Font Awesome icons are not loading

- **Enable loading:** Font Awesome is a free feature. In the Font Awesome section, set Load to Yes so the library is available. See Font Awesome icon not showing.
- **Already loaded elsewhere:** if your theme or another plugin loads Font Awesome, set Load to No here to avoid loading it twice.
- **Check the URL:** confirm the Font Awesome URL in settings points to a valid, reachable stylesheet.

4. General checks

- **Clear caches:** flush your caching plugin, CDN, and browser cache after each change.
- **Update the plugin:** run the latest version so you are not chasing a fixed bug.
- **Still stuck:** gather your WordPress version, plugin version, theme, and how you added the button, then contact support.

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: Additional Tips

- Back Button Widget Settings Reference
- Back Button Widget: Shortcodes Guide
- Back Button Widget: Free vs Pro Versions Compared