

MIGRATING FROM WEBEX MEETINGS DESKTOP APP TO THE WEBEX APP INSTRUCTIONS

Starting on **May 2, 2022**, the **Webex Meetings desktop app** will be replaced by the **Webex app**. Updating to the Webex app allows you to access the latest meetings features. Your meetings and settings move over to the new app automatically. You can update Webex through hosting a meeting in UM Learn or through the Webex Meeting desktop app.

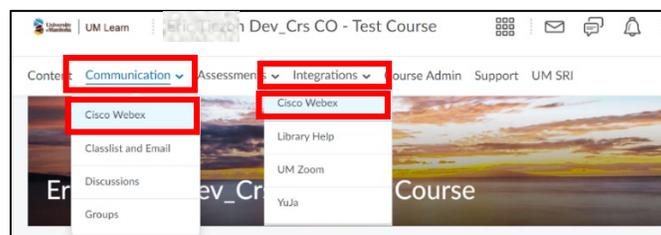
TRIGGERING THE WEBEX UPDATE IN UM LEARN

After May 2 when you host your first meeting using Webex, you will be prompted to update Webex. The update can take a few minutes. Once the update is complete, the meeting will start as usual.

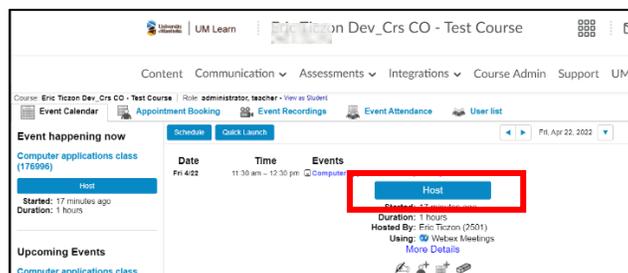
NOTE: We recommend to all instructors to conduct a test meeting in Webex before the first day of class to update Webex and avoid delays or issue during the first day of class.

The steps to update Webex through UM Learn are given next.

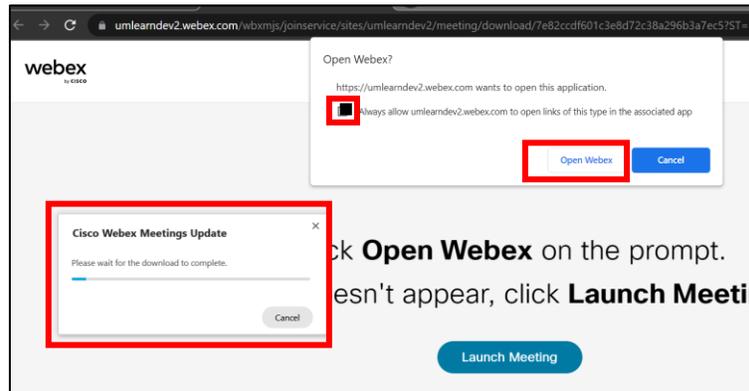
1. Log in UM Learn and select any course that is available to you.
2. Click **Communication**> **Cisco Webex** or **Integrations**> **Cisco Webex**.



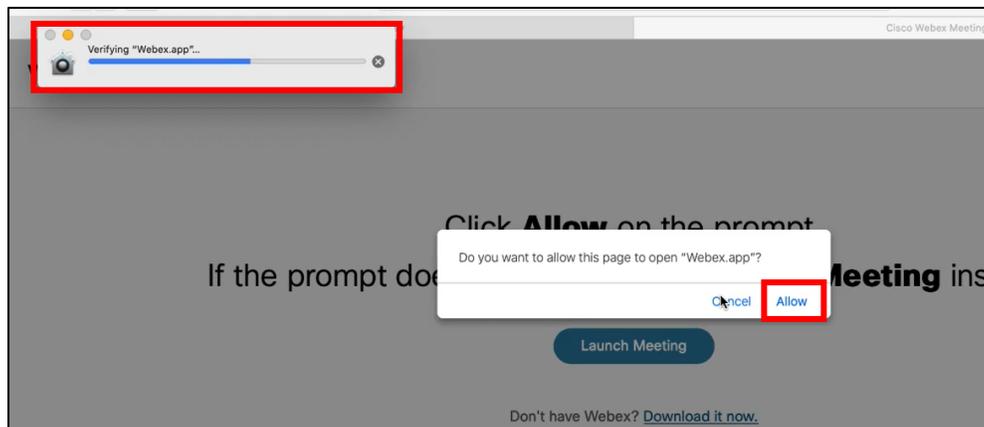
3. Schedule a new meeting and click **Host** or use **Quick Launch** to start a meeting.



4. Before the meeting starts, you will be prompted to update Webex.
5. If you are using a Windows computer, check the box “Always allow umlearn2.webex.com to open links of this type in the associated app” and then click the **Open Webex** button. Webex will take a few minutes to automatically update the app and when it is ready, your meeting will open as expected.

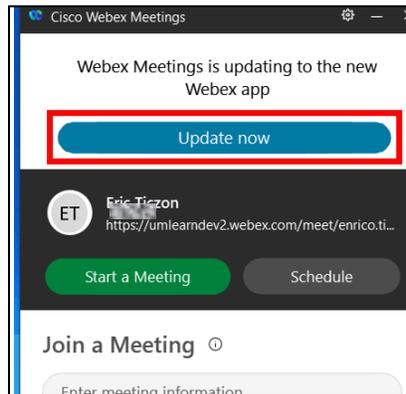


6. If you are using a Mac computer, click **Allow** to authorize the update to take place. Webex will update automatically when a dialog box opens as shown below. The update may take a few minutes and when it is done, your meeting will start.

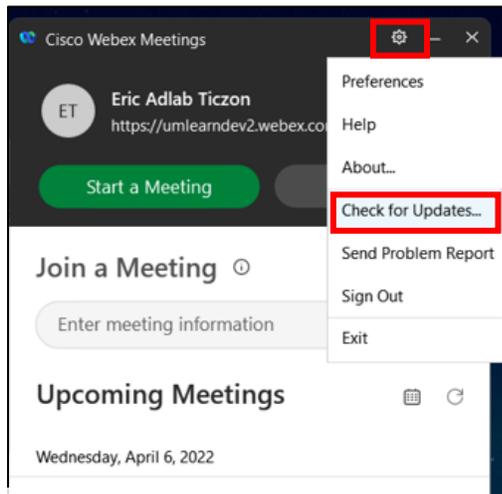


USING WEBEX MEETINGS APP TO RUN THE UPDATE

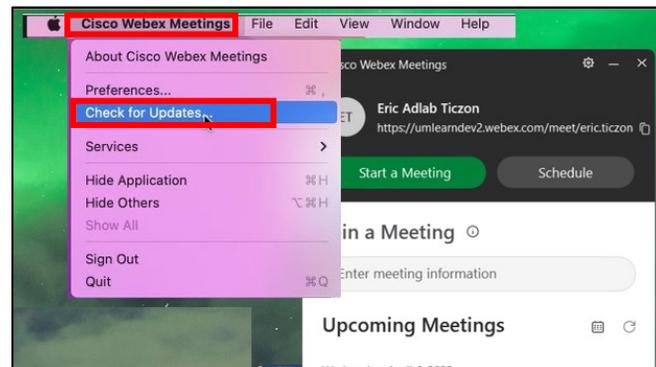
1. Log in Webex Meeting desktop app.
2. Click **Update now** to update to the new Webex app. **It will take a few minutes to complete the update.**



3. If the **Update now** button does not appear for you, search for updates in your app and shown below to run the update manually.

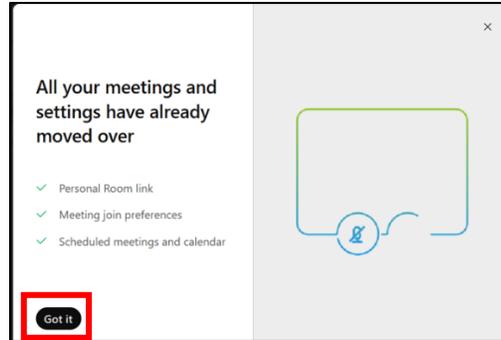


In Windows, click the **settings** icon 
> **Check for Updates...**



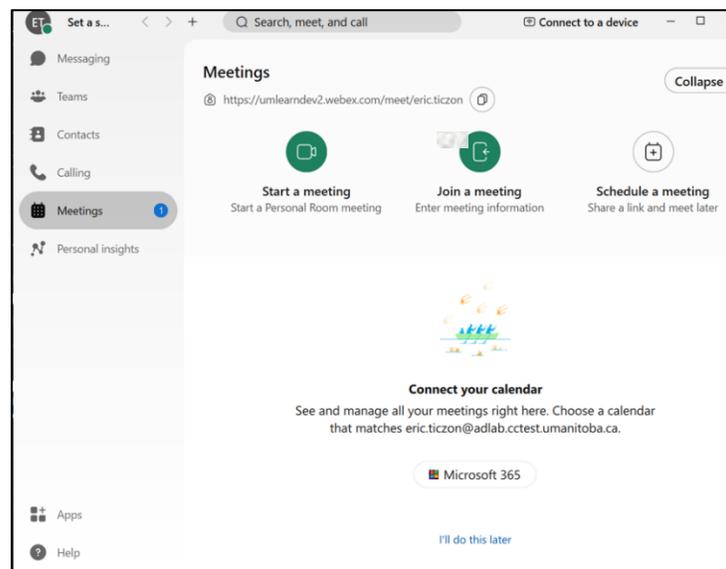
In a Mac computer, click the **Cisco Webex Meetings** menu, and then click **Check for Updates...**

4. Once the update is completed, a dialog box opens, informing you that all your meetings and settings have moved over to the new app. Click **Got it**.



5. The new Webex app will open, and you are ready to start your meetings.

NOTE: After the update, you will no longer be able to access the Webex Meetings desktop app.



SUPPORT FOR WEBEX

If you have issues with Webex or questions, please contact the IST Service Desk:

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