

Outdated Webex desktop app to be decommissioned on June 1

OIT Help Desk

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To: Rutgers IT <rutgers_it@rutgers.edu>

Colleagues:

On June 1, Cisco will decommission the Webex desktop app. The [new Webex app](#), introduced last June, will be the only application available for users. Please note many users have already been using the new Webex app throughout the past year and will not be affected.

What does this mean?

Users with the old Webex app on their devices will not be able to use it starting June 1. They will be prompted at login starting June 1 to automatically update to the new Webex app, if they haven't done so already.

What if a user doesn't see how to update to the new app after logging in on June 1?

If users do not see a message to update to the new Webex app, they should [contact the Office of Information Technology Help Desk for assistance](#).

What resources are available to help users?

To learn more about how users can update to the new Webex app, Cisco has developed a [video tutorial](#) and a [knowledge base article](#) for users.

Questions?

If you have additional questions, please [contact the Office of Information Technology Help Desk](#). For more information on Webex at Rutgers, visit [our Webex website](#).

Thank you,
Office of Information Technology Help Desk
833-OIT-HELP