

User Guide to migrate from Office UC to Webex

Dear Phone System user,

As your phone system provider, we need to update your desktop and mobile applications from Office UC to Webex for Broadworks. This is because Office UC is being retired in favour of a more enhanced unified collaboration tool that only Webex can provide.

Detailed below is a guide to assist you to easily self-migrate from Office UC to Webex.

To do this you will need the following:

- a. Your Office UC Username (this is the username you use to log in to Office UC).
- b. Your Office UC password (this is the password you use to log in to Office UC). If you cannot remember your password, please contact us so we can assist in resetting the password with you).
- c. Your unique email address (this is your individual work email address and Webex will use your email address and password for future log ins once activated).

FAQs

Q1. Do I need to sign out or uninstall Office UC to activate Webex?

Answer: No, you can stay signed into Office UC while you are activating Webex.

Q2. What do I do if I have a problem activating Webex?

Answer: please call our support team who will assist if your experiencing any issues activating Webex.

Q3. I've successfully activated Webex, what do I do with Office UC?

Answer: Once Webex is successfully activated you can sign out and exit Office UC. You can uninstall the application from you PC / mobile if you so desire.

Self-activating Webex

You can use your Office UC log in detail (application username and password) to commence self-activating Webex for Broadworks. You will use your email address later in the process to validate Webex. If you cannot remember your password, please contact us so we can assist in resetting the password with you.

Please click on the link (ctrl + enter) below to commence the Webex activation process

https://bwks-uap.webex.com/start_activation?partner-org-uuid=5343abe8-231b-4094-b7db-c19df2b6a3f6&config-set-uuid=72f95b9d-13a1-4384-9abd-7d7edddc4867

The Link will open a browser window where you will need to enter your “Application Username” and “Password” and select “Submit”.

Enter your username ⓘ

User.001@rem.migration

.....|

Submit

In the next screen, enter your company email address and select “Submit”.

Hello **User.001@rem.migration**

To secure your Webex account, we will need to verify an email address. Please enter the email you would like to use as your Webex User ID. We will then send you a verification email with instructions on how to proceed.

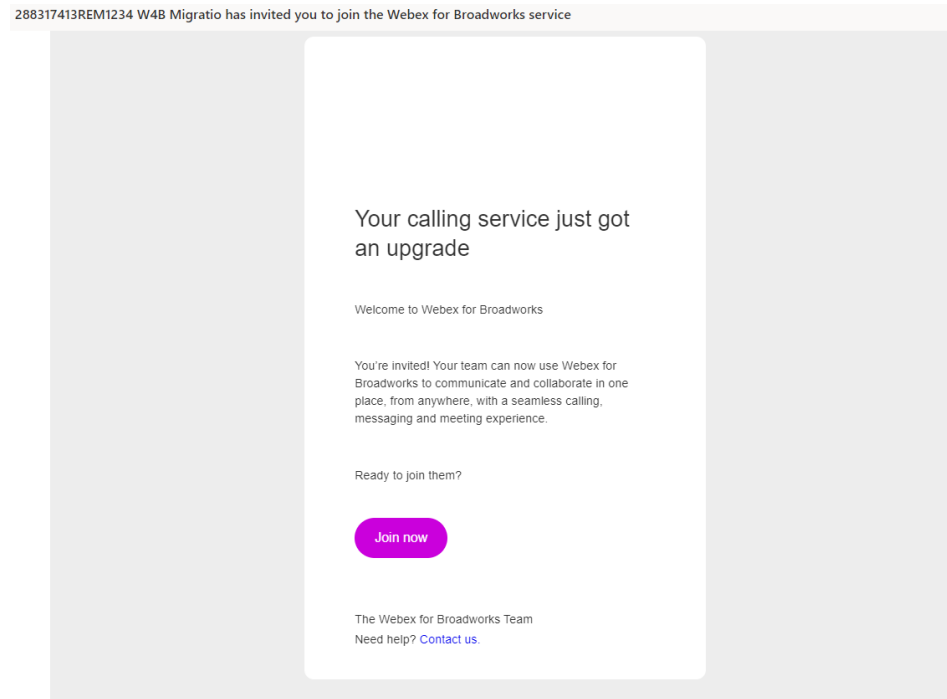
Submit

The next screen will confirm a verification email has been sent to your In box.

We sent the verification link to **Rem.Test2@outlook.com**

Please check your email and follow the instruction to complete the process

The Webex verification email will contain a “Join now” button (the link in this email will remain active for a maximum 72 hours). Clicking this button will begin the authentication and provisioning process.

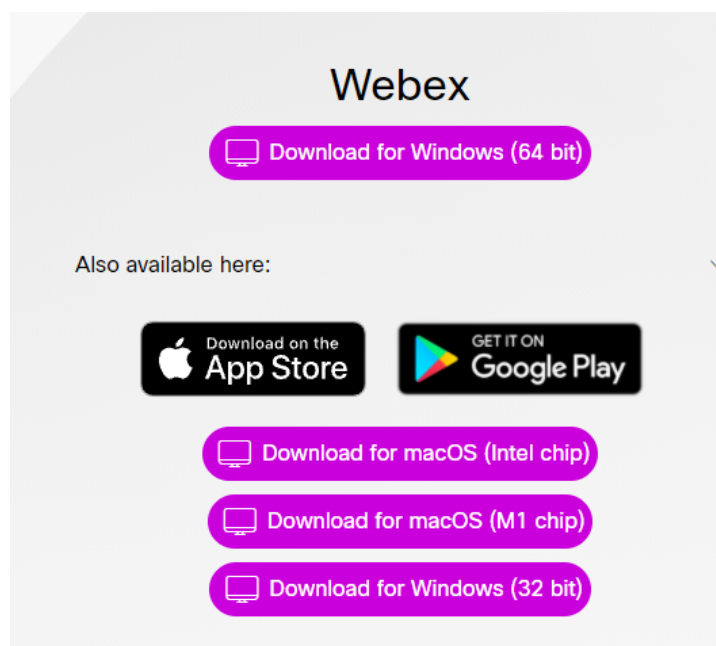


The email address will be validated and the provisioning of Webex will commence.

- Email Validated
- Provisioning (This may take a while, please let this continue to finish.)

Once complete, wait 5 minutes before attempting to Log In to Webex for the first time.

The next screen will provide the Webex application download options. It will automatically recognise which operating system you are using and recommend which download to use by displaying this option as the upper most download icon. Mobile Apps can be downloaded from the relevant app stores.

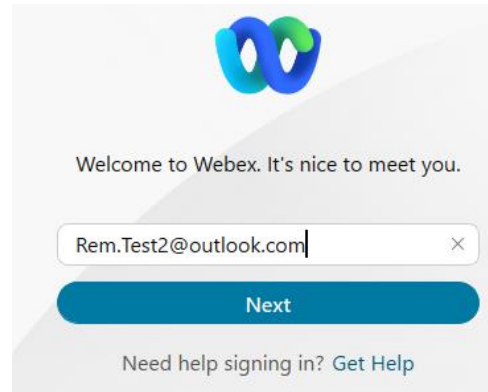


First Log In to Webex.

We recommend that 5 minutes have elapsed before attempting to Log in to Webex for the first time.

Webex will now require the your email address and the application password to log in.

First enter the email address and click Next.

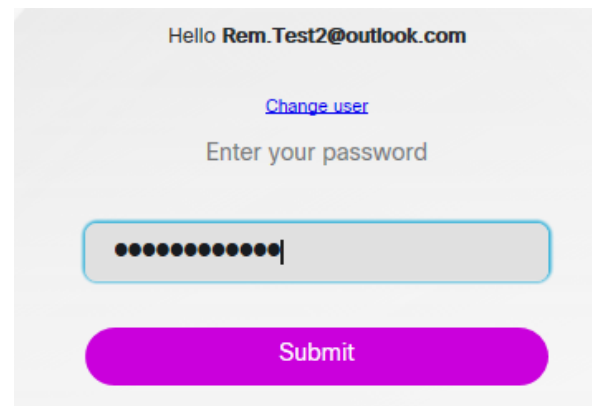


Webex logo

Welcome to Webex. It's nice to meet you.

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In the next screen, enter the application password and click Submit.



Hello **Rem.Test2@outlook.com**

[Change user](#)

Enter your password

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You will then be logged in to Webex and can follow the help tips to access and navigate Webex for Broadworks.

