



**Connect** with **Webex**

Upgrade from Mobility to  
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*UntrustedEmailFlow*

# Upgrade from Mobility to **Connect** with **Webex**

**Step 1:** Sign Out of Mobility completely and close the application.

Please also ensure that you manually sign out of any other Webex accounts you may have before starting.

**Step 2:** An Upgrade Notice email from the Admin provides link access to the User Activation Portal.



Click the link in the **email** communication from the Admin to access the User Activation Portal and get started.

Enter your current Mobility  
Username & Password

A screenshot of a login form. At the top center is a green speech bubble icon containing a white letter 'M'. Below it, the text 'Enter your username' is followed by a small eye icon. There are two input fields: 'Username' and 'Password'. At the bottom is a grey 'Submit' button.

Enter your complete work  
email address when prompted

A screenshot of an email verification screen. At the top center is a green speech bubble icon containing a white letter 'M'. Below it, the text 'Hello 2059782461@mymtm.us' is displayed. A paragraph of text reads: '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.' Below this is an input field with the placeholder text 'Enter your email address'. Underneath the input field, it says 'Email is required'. At the bottom is a grey 'Submit' button.

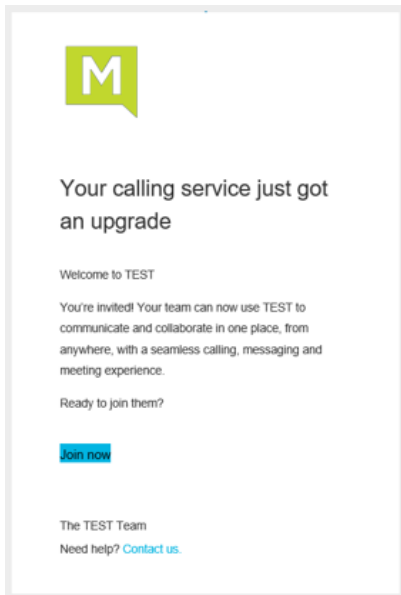
A verification link is sent to the  
email address you just entered

A screenshot of a confirmation screen. At the top center is a green speech bubble icon containing a white letter 'M'. Below it, the text reads: 'We sent the verification link to [katie.may@momentumtelecom.com](mailto:katie.may@momentumtelecom.com)'. At the bottom, it says: 'Please check your email and follow the instruction to complete the process'.

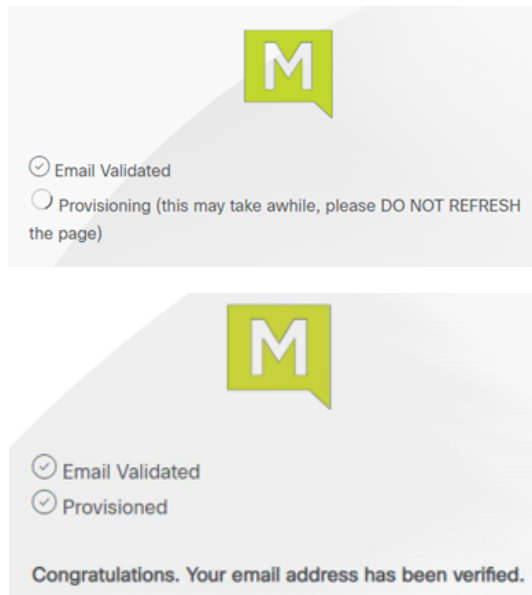
### Step 3: Complete Email Verification by clicking the **Join Now** link you received

The system will validate and provision, and then the page will refresh to offer the download options.

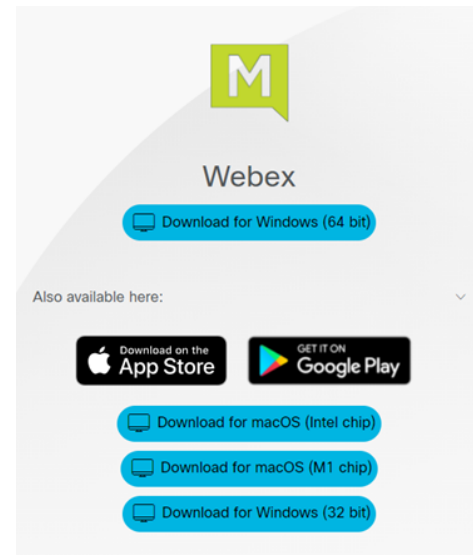
Click **Join Now** in the email.



Wait while validation and provisioning complete.

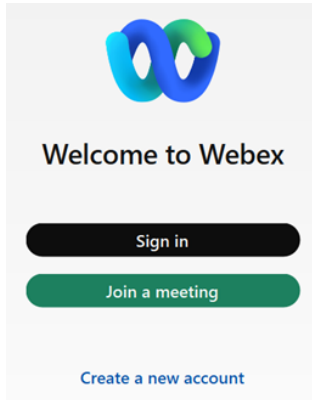


Click **Download for Windows 64 bit** and follow prompts to install on your desktop

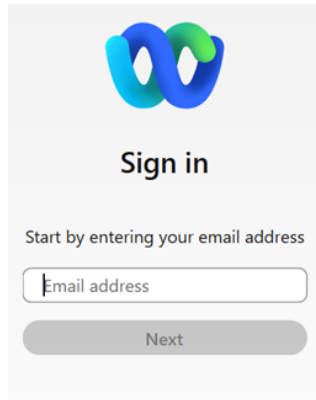


**Step 4:** Launch the new **Connect** with **Webex** Application and Log In with your Mobility credentials.

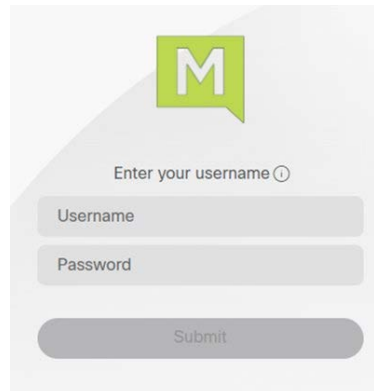
Click Sign In



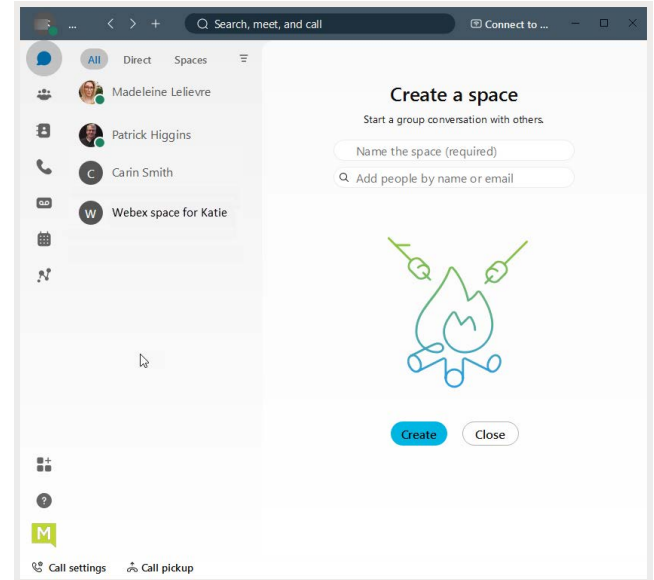
Enter your email address



Enter your Mobility  
Username and Password

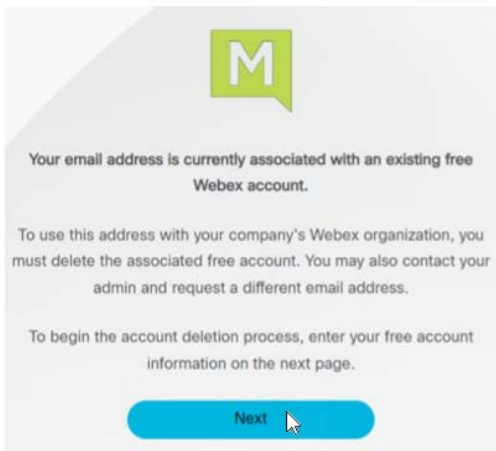


Welcome to Connect with Webex!

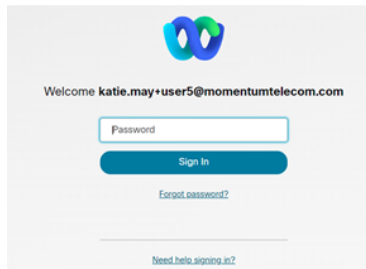
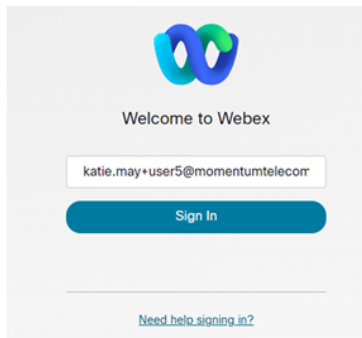


**IMPORTANT:** If you receive a notification during Step 3 that you have an existing Free Webex Account, you must delete it. Note: You will need to know the Username and Password credentials for your free Webex account.

Click the **Next** link in the communication from Webex



Enter your email and password for the free account when prompted.



Click **Delete account** and wait while the account is deleted - then you may continue to download, install, and Sign Into the Webex App.

