**Webex service upgrade.**

Your Webex service will be upgraded on date to a new version that will provide you with a better user experience.

**What's new?**

* **New skin tones and new reactions** have been added to encourage users to better express themselves non-verbally.
* **Cohosts can manage invitations and registration** once a Webex meeting or webinar is scheduled by the host.
* **Administrator controls for virtual backgrounds** includes the following administrator capabilities:
  + Enabling virtual background features at the organization level.
  + Customizing options for Webex default virtual backgrounds, to use administrator uploaded virtual backgrounds, or allow users to use their own virtual background images.
  + Allowing guest users to use administrator uploaded images as virtual backgrounds.
  + Cascading virtual background options to each site in control hub.
  + Overriding virtual background configuration for each Webex site.
  + Uploading a maximum of 10 approved images as virtual background images.
* **Customizable email template and setup reminder**. Hosts can customize email templates that are sent to panelists and attendees for a webinar, including invitation, reminder, thank you, and cancellation emails.
* **Improved lobby notifications**. Hosts or cohosts are able to easily identify a participant joining a meeting as Internal to their organization, External to their organization, or Unverified. Notification of a participant waiting in the lobby is now more prominent and is not hidden in the Participant List.
* **New virtual backgrounds**, both static and animated are updated in the library of virtual backgrounds. Users can still upload their own as desired. Animated virtual backgrounds are not available when starting or joining a meeting from Webex App.

During the upgrade, you may be prompted to undertake a few simple actions.

If prompted, please follow the instructions on your screen to complete the upgrade.

If you don't get prompted, this upgrade will happen automatically. Any Webex meetings you scheduled prior to this upgrade will launch and operate as normal.

**Need support?**

Contact your IT Manager.