WalkMe Service Ending

Please be aware that the WalkMe service used in different applications of UCPath is ending on December 15, 2023.

WalkMe is primarily used on the Funding Entry page in UCPath to provide reminder prompts for the appropriate use of chartstring values. This functionality will no longer be needed as we move to a new chartstring validation method in November 2023, which will help prevent the use of incorrect chartstrings.

About this Decision

The WalkMe Service is being decommissioned in response to valuable feedback from our campus community and with a commitment to providing more effective user training solutions.

With WalkMe originally introduced by the ESR program as a temporary solution to support user adoption of new systems, we added it to the UCPath system to support you during this transition.

Please review the WalkMe Decommission Announcement for more information. Also, be aware that as part of decommissioning this service, our central and distributed IT community are asked to remove the WalkMe browser extension from university issued and managed workstations. When this work begins in February 2024, you will be notified directly by your IT support and instructions will be published.

To learn more about the WalkMe service decommission, including participating systems and how to reach them directly for help, visit walkme.ucsd.edu.

For questions about the changes, please submit a ticket to Budget & Finance Support and select the following options:

- **I Want To:** Ask a Questions or Make a Request
- **About:** Financial Accounting
- **Related to:** Payroll Financial Management