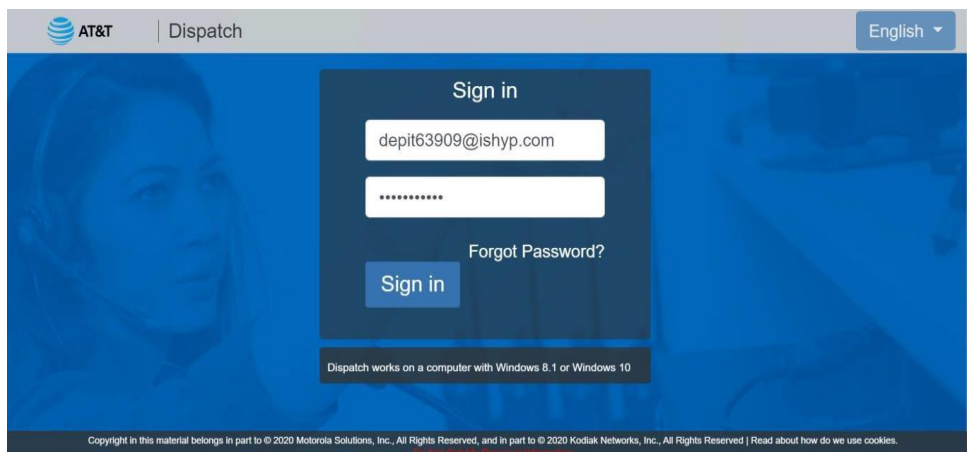# Instructions to Upgrade WDS to Version 11.3

**PREREQUISITES:** Please check prior to proceeding:

- Ensure multiple dispatcher plugins are not installed in Laptop/Work-Station (This can be verified in Control Panel->Programs->Programs and Features).
- Time in Laptop/WorkStation where the dispatcher will be accessed should be up-to-date. There should not be any offset.
- Google Chrome Version should be up-to-date. Minimum Chrome version needed for extension 1.4 extension (chrome manifest v3) is 107/108.
- Microsoft Visual C++ Redistributable (x86) 2013 or whatever version is required. (This can be verified in Control Panel->Programs->Programs and Features. For Windows 10, this can be checked in Settings > Apps). If not installed, please contact your organization's IT team for assistance.
- Always use the below URL to login to ATT WDS and highly recommend bookmarking the URL. https://wds.eptt.kodiaknetworks.com/WebDispatcher/idmui/index.html#/login
- ***NOTE: If multiple individuals who have unique log-in credentials use a given PC, each user will have to perform this procedure on the PC.***

1. Login to 10.x WDS

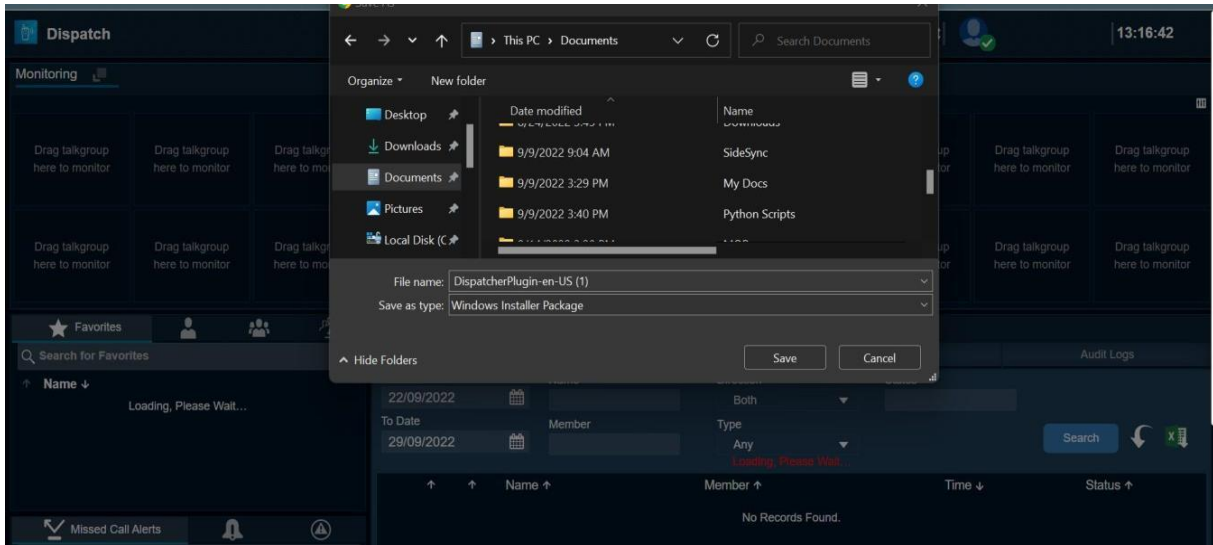https://wds.eptt.kodiaknetworks.com/WebDispatcher/idmui/index.html#/login

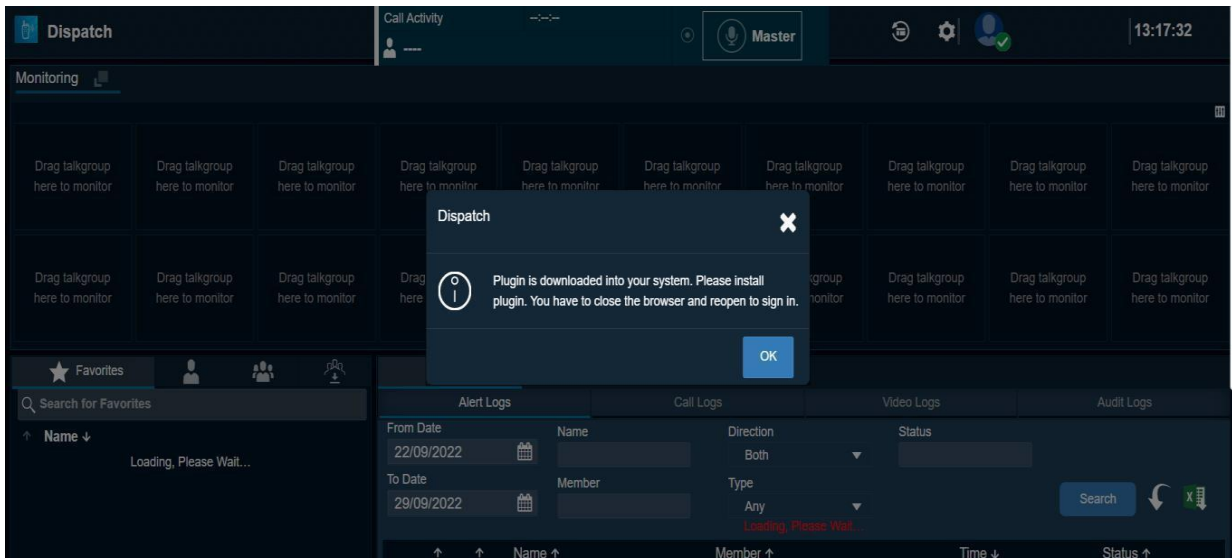2. The pop-up shown below will be displayed
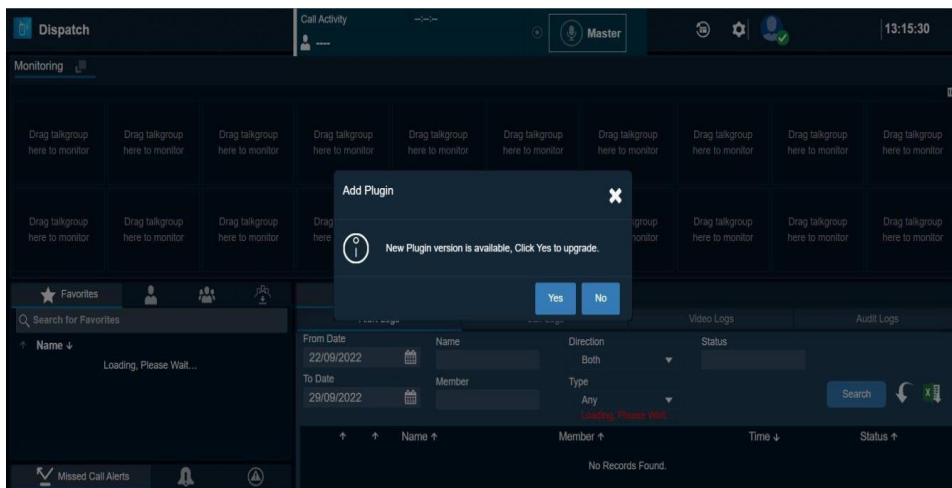
Instructions to Upgrade WDS to Version 11.3

3. Download the new plugin to your local desktop and install the plugin after download is completed.
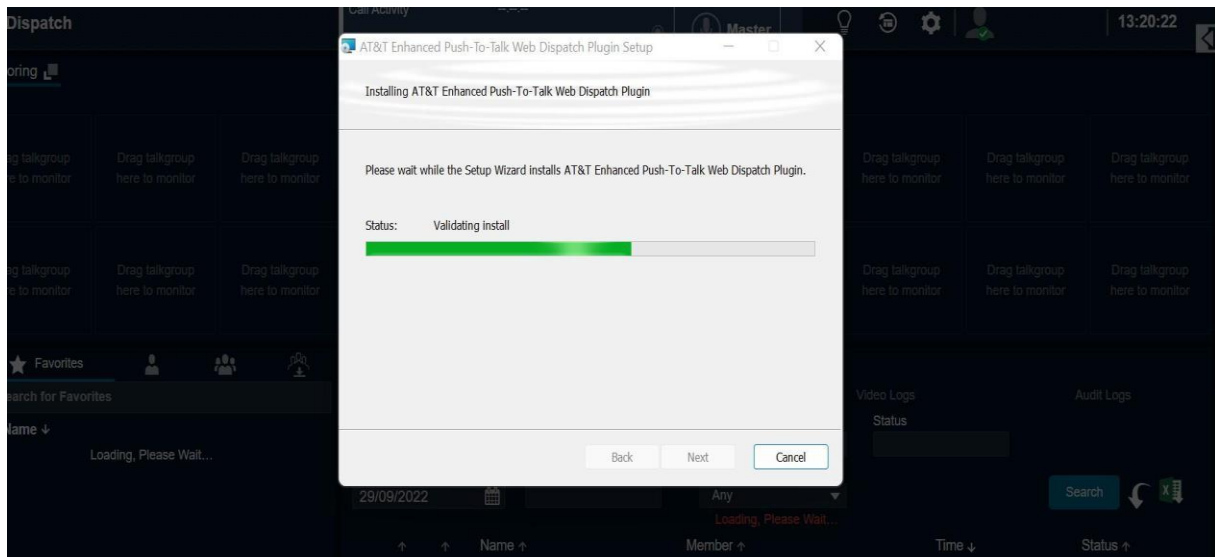

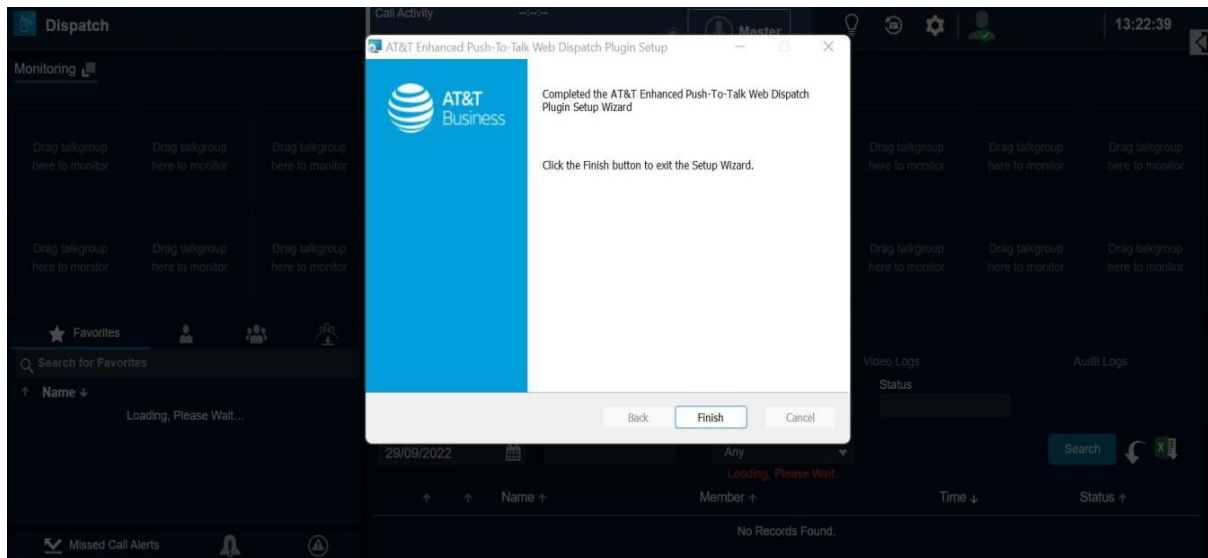4. This pop-up is shown until the plugin is installed.

5. This screen will be shown while the plugin is installing

6. The screen below is shown after the installation is complete.

7. Click OK after the plugin is installed
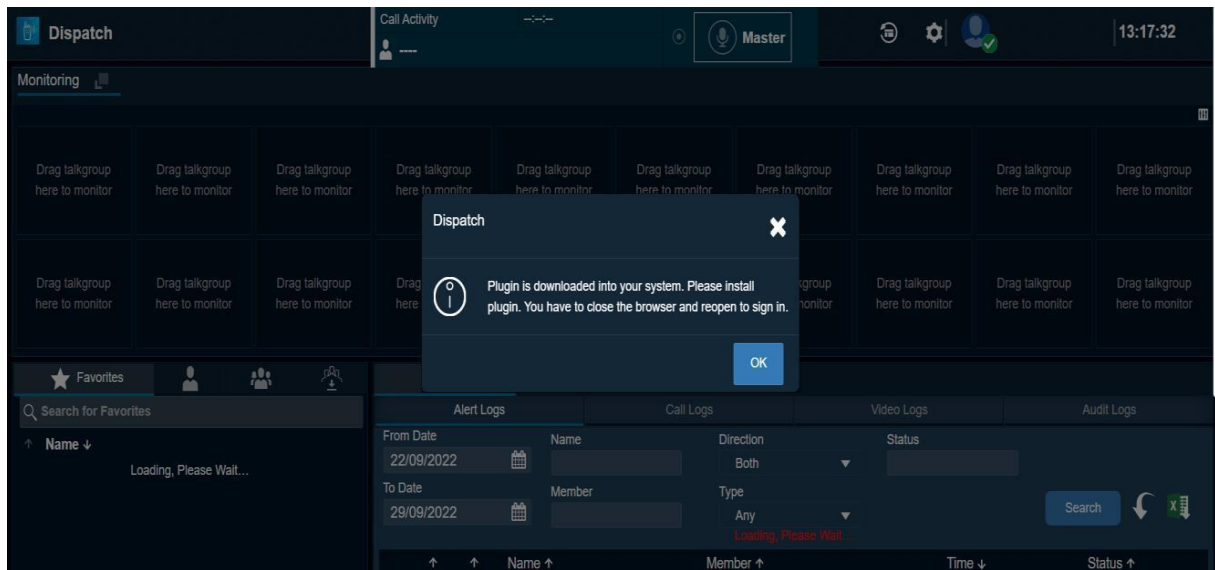
8. Close the Web Dispatch tab and Login again into WDS using the URL below.
https://wds.eptt.kodiaknetworks.com/WebDispatcher/idmui/index.html#/login

With WDS 11.3, there are new password requirements. If your previous password does not meet these requirements, you will be asked to update it. The requirements are:
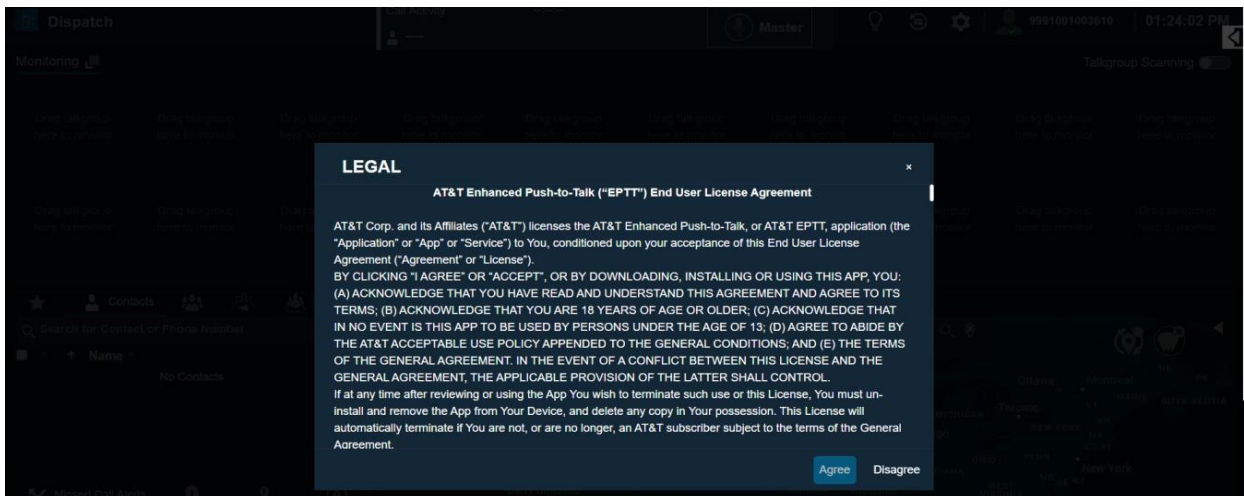
Password Complexity
○ At least 10 characters
○ At least one uppercase letter
○ At least one lowercase letter
○ At least one number
○ At least one special character
○ Cannot match the username

Additionally, there is a new requirement to change your password every 90 days.

9. The EULA will be displayed.

10. Once the EULA is accepted, the WDS upgrade is complete.