## Re-authenticating WebEx in Canvas



The authentication error occurs when the session between Canvas and Cisco WebEx Meetings expires and requires reauthorization. In order to authenticate the session, this must be done by accessing Cisco WebEx within Canvas.

## Auth Token Expired Error in Canvas/Cisco WebEx LTI

• Open the course that has the Cisco WebEx LTI enabled, on the course navigation menu click on "Cisco WebEx".



• Access the Virtual Meetings tab, click the Logout option located at the far right hand side of the windowpane.

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Account	2019Fail Home		Classroom Collaboration	Virtual Meetings	Office Hours Setup Analy	ytics			Weber St	Aupport 🕜 - discla	
S Admin	Syllabus Modules		Meetings								
Dashboard	Grades Tutor.com: 24/7 C line Tutoring	Dn-	Upcoming Past Meetings								
Calendar	Cisco Webex Outcomes	ø	Name	Host	Host T	Type	Duration	Date	Action		
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• After the logout is successful, click "Sign in to WebEx Meetings".

Classroom Collaboration	Virtual Meetings	Office Hours	Setup	Analytics		Webex Support	(  11  1) CISCO
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					Please sian in with your Weber Meetings		
					account to continue.		
					Sign in to Webex Meetings		

• Enter your UNCP email address (first.last@uncp.edu) and password.



• Type in your BraveWeb *username* and password.



UNIVERSITY OF NORTH CAROLINA PEMBROKE					
Enter your BraveWeb username and password.					
Username					
Password					
Login Forgot your password? Reset your password					
Need Assistance?					
Contact IT Help Desk dolt.helpdesk@uncp.edu 910-521-6260 DoIT Help Desk Hours					
IT will never ask users to confirm account information, such as username and password, through email.					



• Select "Accept" to allow Cisco WebEx Education Connector permissions.



For assistance, please contact the DoIT Help Desk at 910.521.6260 or doit.helpdesk@uncp.edu.