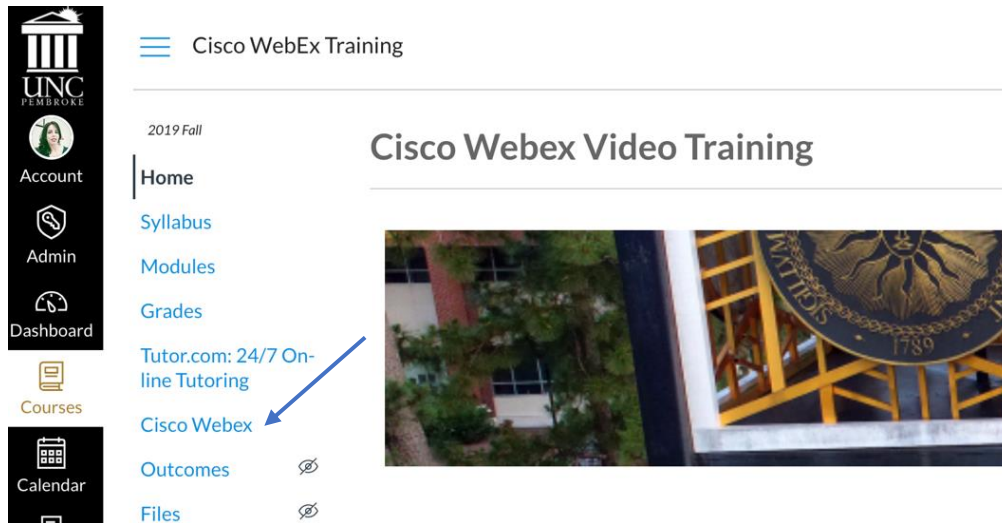


# Re-authenticating WebEx in Canvas

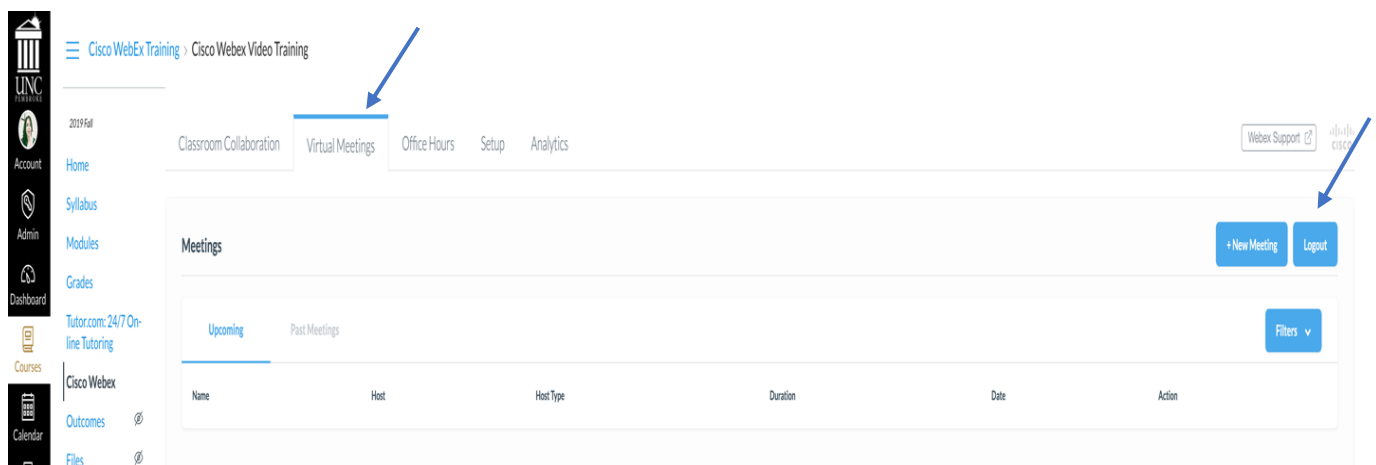
The authentication error occurs when the session between Canvas and Cisco WebEx Meetings expires and requires reauthorization. In order to authenticate the session, this must be done by accessing Cisco WebEx within Canvas.

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

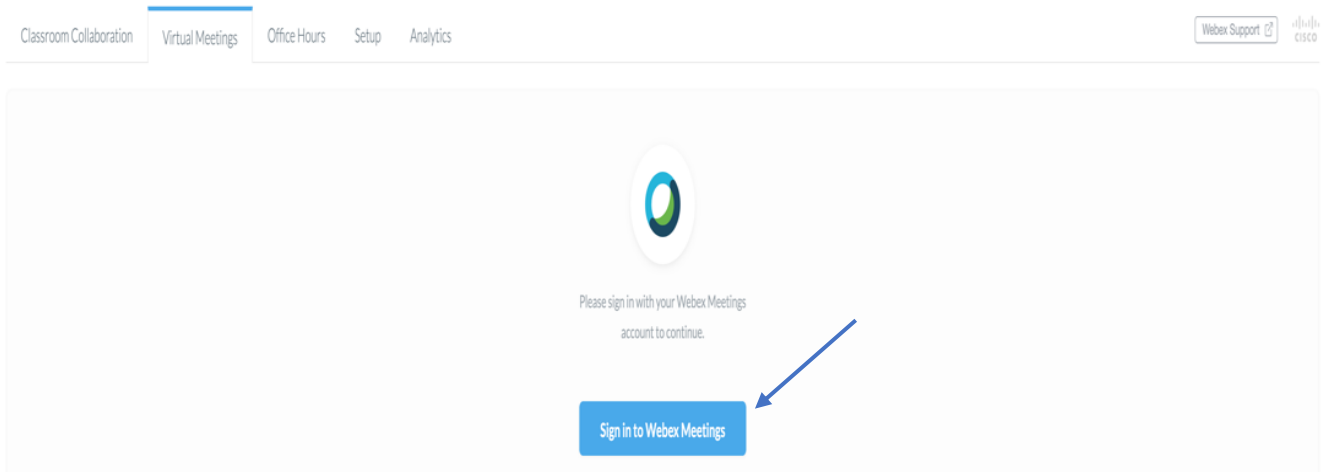
- Open the course that has the Cisco WebEx LTI enabled, on the course navigation menu click on “Cisco WebEx”.



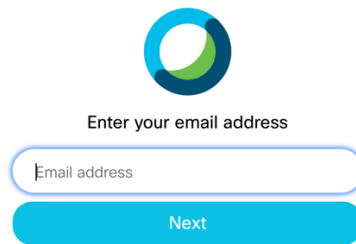
- Access the Virtual Meetings tab, click the Logout option located at the far right hand side of the windowpane.



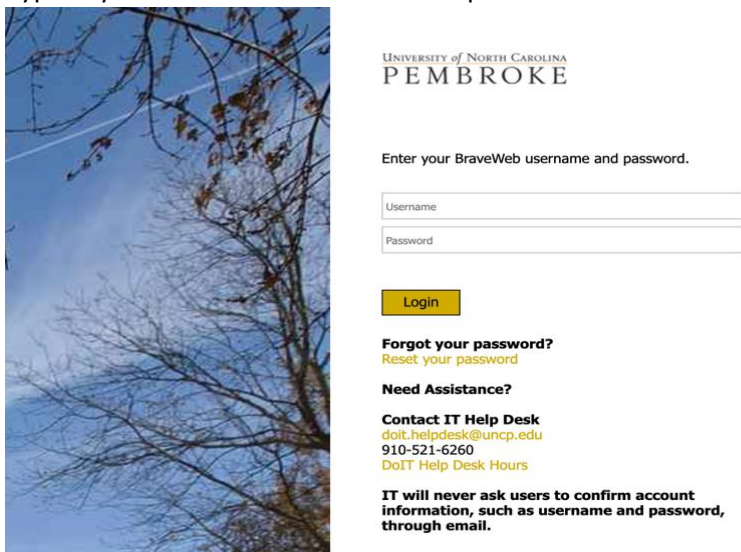
- After the logout is successful, click “Sign in to WebEx Meetings”.



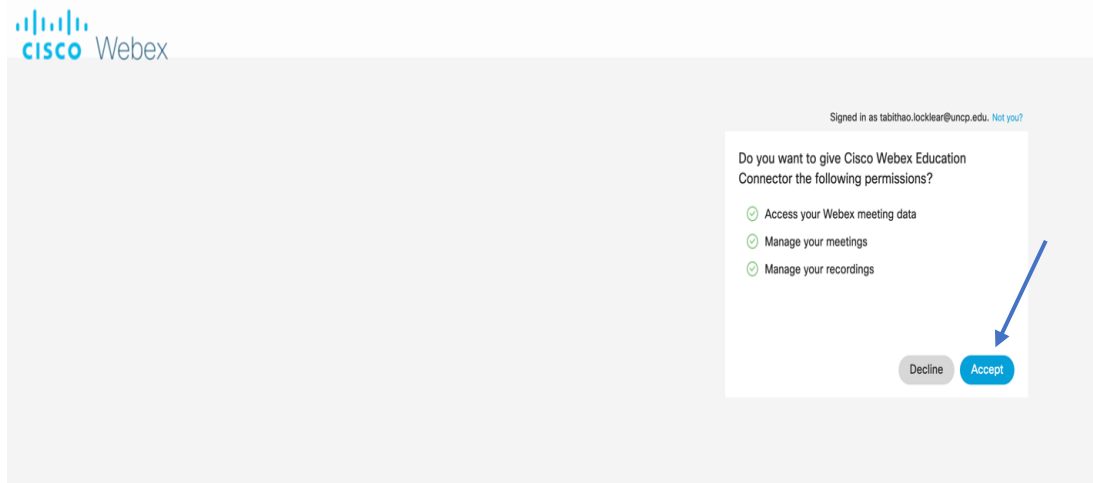
- Enter your UNCP email address (first.last@uncp.edu) and password.



- Type in your BraveWeb *username* and password.



- 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](mailto:doit.helpdesk@uncp.edu).