

Resource Library

ZOOM & WEBEX QUICK FIXES

Below are steps to fix common issues with Zoom and Webex.

BEFORE WE START...

- ✓ Ensure that you downloaded and installed the Zoom and Webex applications for your device(s).
 - [Zoom Client Download Site](#)
 - [Webex Meetings Download Site](#)

ZOOM

Make sure your account is active by signing in to the FAU-Zoom website from a completely fresh internet browsing session.

1. Start by completely logging out of anything FAU-related (Canvas, MyFAU, Office 365, etc.). All of these websites usually have a **Log Out** or **Sign Out** button near your profile picture or any **Account** button/menu.
2. Close ALL internet browser windows.
3. Open a new internet browser window.
4. Go to <https://fau-edu.zoom.us> and click the **Sign In** button.
 - a. If prompted, click **Sign In with SSO** and enter "fau-edu" as the domain that it's requesting.
5. Sign in with your FAU credentials.

"USER DOES NOT EXIST" ERROR IN CANVAS

When clicking on the **Zoom** link in a Canvas course, some professors have reported that they see a "User Does Not Exist" error appear. Follow the steps below to resolve this issue:

1. Start by completely logging out of anything FAU-related (Canvas, MyFAU, Office 365, etc.).
2. Close ALL internet browser windows.
3. Open a new internet browser window.
4. Go to <https://fau-edu.zoom.us> and click the **Sign In** button.
 - a. If prompted, click **Sign In with SSO** and enter "fau-edu" as the domain that it's requesting.
5. Sign in with your FAU credentials.
6. If you already have a Zoom account associated with your FAU email address, you may encounter another prompt about Joining/Switching your account. You may also get an email confirmation to do this.
 - a. If you already have a Zoom account (paid or free) associated with your FAU account, [consult this document](#).
7. Once you confirmed/switched/joined your accounts, wait 5-10 minutes for these systems to sync up.
8. Try using Zoom in Canvas again.

WEBEX

Avoid a few initial speed bumps by signing in to the Webex Meetings application.



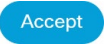
1. Open the **Webex Meetings Desktop** application on your computer/device. If you have not downloaded it, [click here](#)!
2. The app should prompt you for an email address after installing it. If not, open the application and follow the instructions for your operating system:

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- a. **Windows:** You will be prompted for your email address. Enter your **FAU Email address** and follow the prompts to sign into the application.
- b. **Mac:** Click **Cisco Webex Meetings** at the very top-left of your screen. Then, click **Preferences**. Here, Sign In to the app with your **FAU Email address**.
3. If prompted for the FAU Webex URL, it is "fau.webex.com".
4. After signing in, the app will display your name, FAU email address, and upcoming meeting information upon restart.

WEBEX ACCOUNT DEAUTHORIZED IN CANVAS

This error shows up in a red text box when trying to schedule Webex sessions in Canvas. It is fixed by doing the following:

1. Go to **Cisco Webex** in one of your Canvas courses.
2. After the tool loads, click the  button in the upper-right corner.
3. Click the  button.
4. A pop-up will appear asking you to allow certain permissions to the Cisco Webex Connector. Click the  button in the pop-up window.
5. Back in the Canvas window, reload (or refresh) the Cisco Webex tool. You can do this by clicking the **Cisco Webex** link from your course's navigation menu.

At this point, you should be able to continue scheduling Webex session in your Canvas course. If this issue persists, please let us know by filling out the [Help Desk request linked here](#).