Setting up a WebEx Account in Canvas

Request a WebEx Account

WebEx Meetings are created and hosted through Canvas. To use WebEx, you must first request an account using the online form, found here: [http://www.baylor.edu/canvas/index.php?id=865032](http://www.baylor.edu/canvas/index.php?id=865032).

Once you have submitted the WebEx Account Request Form, you will receive an email confirmation within 1-2 business days.

WebEx meetings must be tied to a Canvas course. If you do not have a course or would like to have a new one created specifically for hosting WebEx meetings, you can submit either the Demo Course Request Form or the Organization Request Form, found at the same link above. The Organization Request Form is ideal for a group that wants to share a course and hosting privileges, such as several members in the same department, while the Demo Course Request Form is more intended for an individual user.

Activate WebEx in a Course

Once you have both your WebEx account and course created, you will need to Enable WebEx in the course settings. Sign into Canvas and select the course you want to use to create WebEx meetings. Click **Settings** on the left, then the **Navigation** tab.

Scroll down to find **WebEx**, then click on the three dots to the right and select **Enable**. The WebEx item will now appear in the top list. You can click and drag any items in this list to adjust the order in which they will appear on the left. Once you have made these changes, scroll down and click **Save**. You will now see WebEx in the list on the left.
Click on the **WebEx** tab on the left to go to your WebEx page. The first time you click this link, you will see a page with “WebEx Events” at the top, and after several seconds you should see 3 green check boxes appear, confirming your WebEx account is active.

![WebEx Example](image)

Click on the **Event Calendar** tab in the upper left, and you should see a pop-up window asking you to set your time zone. Select your appropriate time zone (if you are on Baylor’s Waco campus, we recommend America/Chicago), then click **Done**.

![Configure Time Zones](image)

You are now ready to create and host WebEx meetings.
Troubleshooting

If you encounter the following error when first trying to create a meeting:

“Conferencing Account: [User name] has no accounts registered with this platform. [User name] must visit their account settings and configure at least one conferencing account before scheduling on their behalf will be possible.”

The issue is likely that something happened during the step when you were waiting for the three green check boxes when you first went to the WebEx tab. To fix this issue, you will need to go to **Account Settings**.

**Account Settings** are found in the upper right on your WebEx page. After clicking on the link, go to the **Conferencing Accounts** tab and the green check boxes should finish loading after several seconds.

If you need to change your time zone, you can also access the settings via the button in the bottom left of the Event Calendar page.