

You are getting the authentication error because the email that is selected in Canvas is not the same email used to authenticate you in Zoom. We can fix this error by adding in and selecting your alternate WNMU email in Canvas.

1. Navigate to your Canvas settings
2. Click + Email Address in the upper right hand corner in the Ways to Contact section
3. Add in your alternate WNMU email address (It will be in the firstname.lastname@wnmu.edu or firstinitiallastname#@wnmu.edu format)
4. Click Register Email
5. Check your email inbox and confirm the email registration
6. Go back to the Ways to Contact section in your Canvas Settings and verify that the new email address is the one that is starred
7. Go to Zoom LTI to verify that the error has gone away and your services are operational

The screenshot displays the Canvas user interface for managing contact information. On the left, a dark sidebar menu contains links for Profile, Files, Settings, ePortfolios, and Shared Content. The main content area is titled 'Ways to Contact' and features a '+ Email Address' button in the upper right corner. Below this, there is an 'Email Address' label followed by an empty text input field. A blue 'Register Email' button is positioned below the input field. At the bottom of the visible section, a star icon is shown, indicating that the new email address should be selected as the primary one.