

Troubleshooting Instagram Feed on Caltech Sites

Have you recently reset your password? You'll need to generate a new access token.

Has Facebook notified you about a password reset? You'll need to generate a new access token.

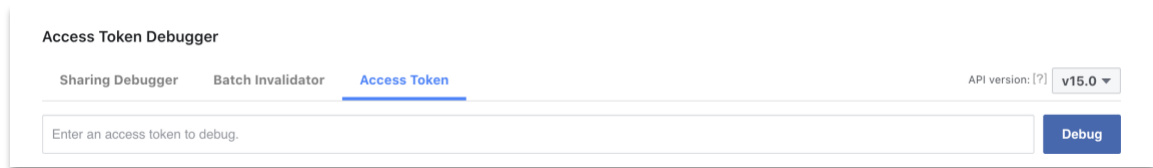
Is the Facebook App deactivated? You'll need to reactivate the Facebook App and generate a new access token for the test user. Possible reasons for deactivation are that sometimes Facebook might try to force you to upgrade the Graph API version, or the Facebook App has been inactive for too long.

You will need:

- the **Instagram Access Token** from your site's **Settings > Site Preferences > Social Media** tab to check if it's valid
- developer or admin access to the Facebook App
- access to the **Test User Instagram Account** to authorize and generate a new access token

Verify that your Instagram Access Token is valid

1. Log into <https://developers.facebook.com>
2. Go to <https://developers.facebook.com/tools/debug/accesstoken/>

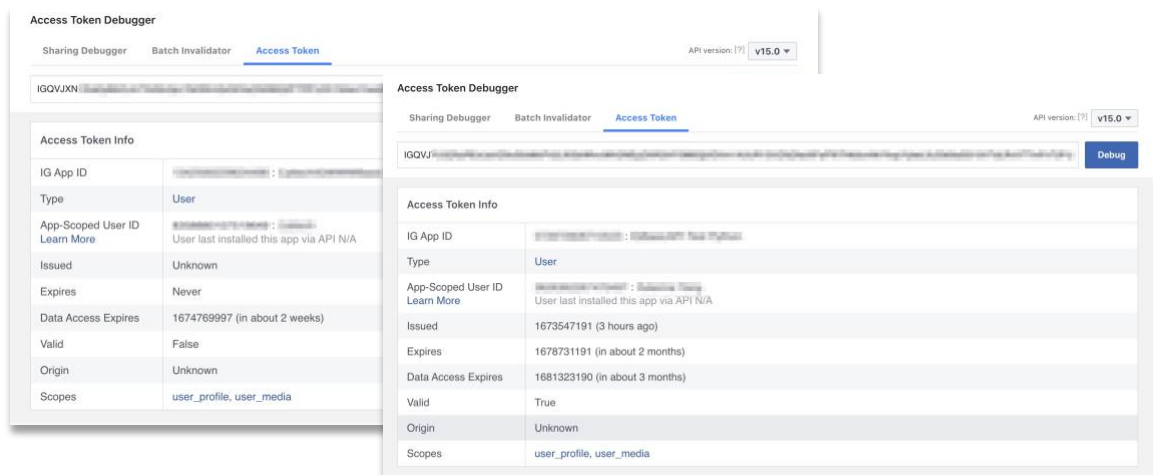


Access Token Debugger

Sharing Debugger Batch Invalidator **Access Token** API version: [?] v15.0

Enter an access token to debug.

3. Copy and paste in your Instagram Access Token from your Caltech Site
4. Check results and look at **Expires** for a valid date, and **Valid** is **True**. Otherwise, a new access token needs to be generated.



Access Token Debugger

Sharing Debugger Batch Invalidator **Access Token** API version: [?] v15.0

IGQVJXN...

Access Token Info

| | |
|---------------------|--|
| IG App ID | ... |
| Type | User |
| App-Scoped User ID | ... |
| Learn More | User last installed this app via API N/A |
| Issued | Unknown |
| Expires | Never |
| Data Access Expires | 1674769997 (in about 2 weeks) |
| Valid | False |
| Origin | Unknown |
| Scopes | user_profile, user_media |

Access Token Debugger

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IGQVJ...

Access Token Info

| | |
|---------------------|--|
| IG App ID | ... |
| Type | User |
| App-Scoped User ID | ... |
| Learn More | User last installed this app via API N/A |
| Issued | 1673547191 (3 hours ago) |
| Expires | 1678731191 (in about 2 months) |
| Data Access Expires | 1681323190 (in about 3 months) |
| Valid | True |
| Origin | Unknown |
| Scopes | user_profile, user_media |

5. Copy and paste the **user media link** below into a browser, and replace `{user_id}` with the **App-Scoped User ID** (returned by the debug results) and `{access_token}` with the access token you're checking:
`https://graph.instagram.com/v15.0/{user_id}/media?access_token={access_token}&fields=id,caption,media_type,media_url,permalink,thumbnail_url,timestamp,username`
6. You should get an error about why the access token is not working. Hopefully you'll just need to reactive your Facebook App or reauthorize access, but if you get an error message that's not covered by this troubleshooting doc, email templates@caltech.edu your user media link, a copy of the message, and a screenshot of the debug result.

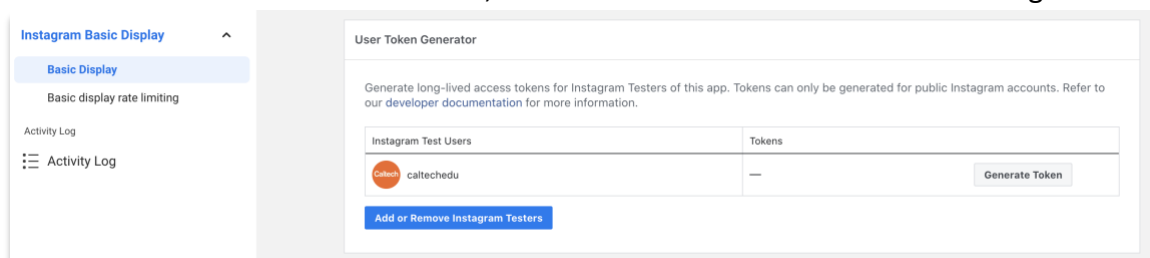
Verify that your Facebook App that's connected to your Instagram account is active.

1. Log into <https://developers.facebook.com>
2. Find and view your Facebook App
3. If your app was deactivated, your dashboard should show an alert, as well as in your Alert > Inbox.
4. Click "Restore Access"
5. Reauthorize your test user

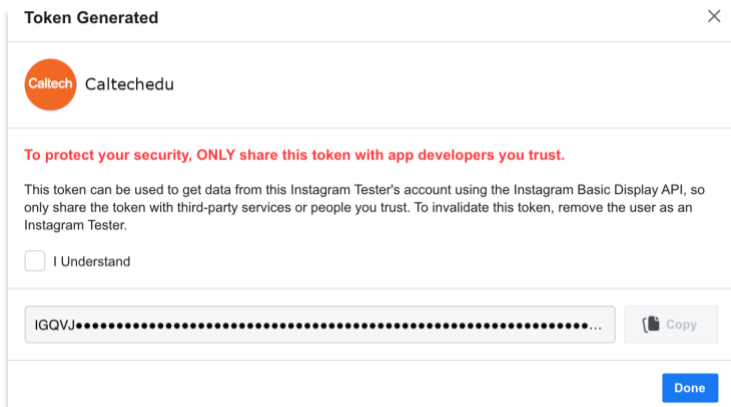
Reactivating your application may require you to update Graph API. At the time of writing this, v15 is the latest version, and still works on Caltech Sites. After reactivating, you will need to reauthorize the test user, to generate a new User Access Token, and to update your Caltech Sites' Instagram settings with it.

Reauthorizing test user and generate access code

1. Log into <https://developers.facebook.com>
2. Find and view your Facebook App
3. In your Facebook App, on the sidebar, go to **Instagram Basic Display > Basic Display**
4. On the User Token Generator section, click on **Generate Token** and authorize again.



5. After confirming click on **I Understand**, to copy the new user access and replace your old **Instagram Access Token** in your Caltech Site.



6. Update the **Instagram Access Token** from your site's **Settings > Site Preferences > Social Media** tab
7. Refresh the feed and see if it's restored.

If your Instagram feed has not reappeared after updating the access token, please email templates@caltech.edu with your user media link, a copy of the error message, and a screenshot of the access token debug result.