

Canvas

Fixing Google Authorization Issues

If you try to Authorize your Google Account in Canvas and it fails or if you have trouble with Google in your Canvas course, follow these steps to correct the issue.

Disconnect and Reconnect Google

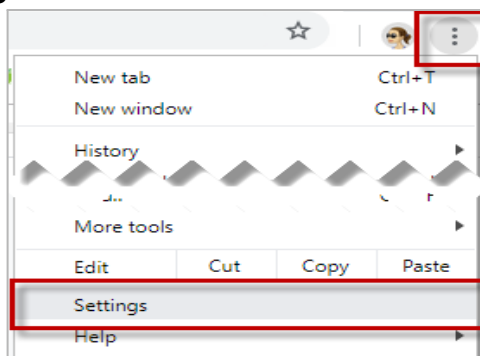
Complete **all 4** of these steps, in this order:

1. In **Chrome**, click the 3 dots (top right) then settings. Make sure your FISD Chrome/Google account there and, if possible, is set to sync.
2. Go to drive.google.com and sign out of ALL Google accounts. Then sign back into only your FISD one.
3. In **Canvas**, click Account (top left) and settings. Disconnect then reconnect your FISD Google Drive account.
 - On a Chromebook with an FISD login, disconnect, follow Step 4, then come back to reconnect.
4. In **Canvas**, go to a Canvas course that has "Google Drive" in the navigation on the left. Click on Google Drive. Sign out of the Google account and back into only your FISD account.

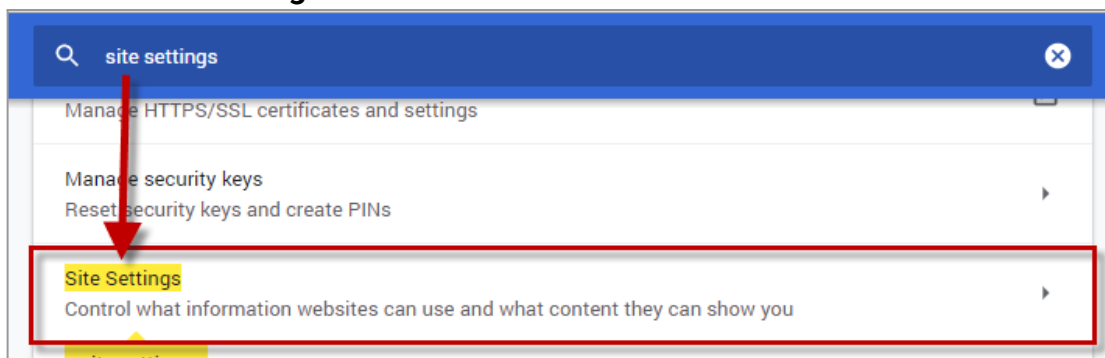
If that does not work, continue to the next item.

Chrome Settings: Cookies

Within **Chrome**, click ⋮ then **Settings**.



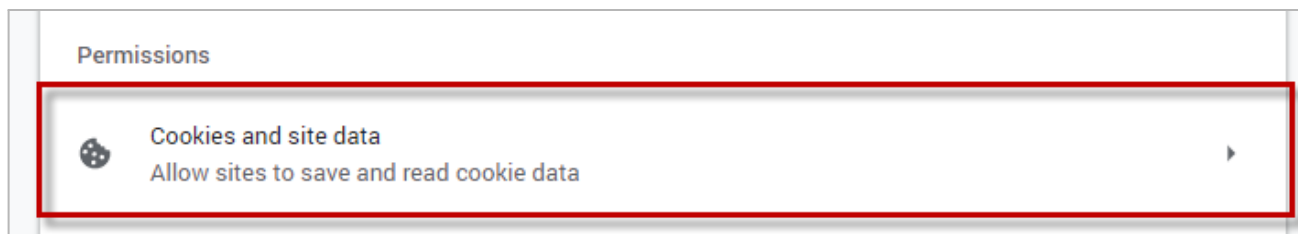
Search for and select **Site Settings**.



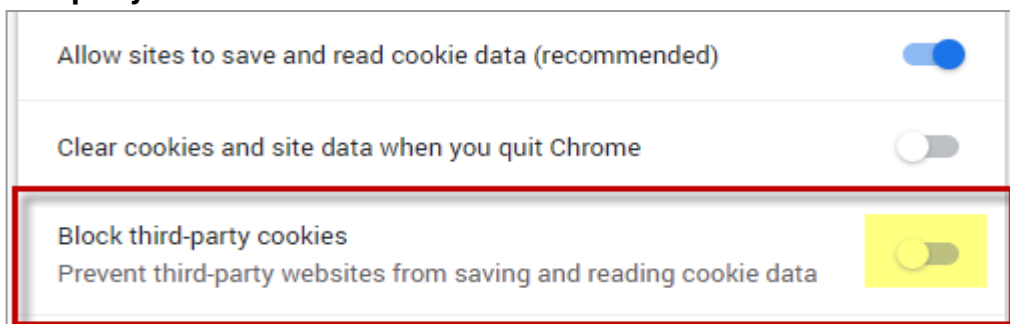
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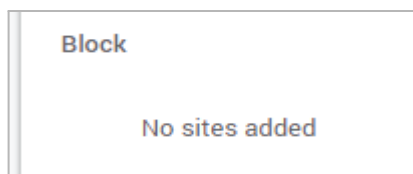
Select **Cookies and site data**.



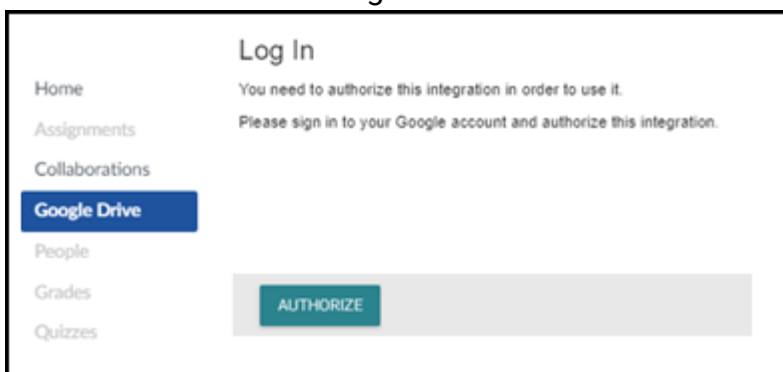
Turn off **Block third-party cookies**.



Make sure Google and Canvas are NOT on the list of blocked sites.



Close out of all Chrome browser windows then log back into Chrome and click to Authorize again.



Last Troubleshooting Tip

If it still does not work, follow [these directions](#) to fully remove any other Google accounts from Chrome. The [video](#) is 10:37 and all steps need to be followed in order.