

# Troubleshooting Google Drive Issues in Canvas

When utilizing Google Drive within Canvas, encountering an authorization error or authentication failure is a common issue, especially if logged into non-UofM Google accounts. To resolve most problems, resetting the relationship between Google and Canvas is often the key. Below are some guidelines for addressing these issues and ensuring a smooth experience with Google Drive in Canvas.

## Authorization Issues:

Issues not related to authorization errors include:

- It's recommended **not to use the Canvas Teacher App** or the **Canvas Student App** with Google Drive. Opt for a desktop browser for Google Drive activities over the Canvas mobile apps, as they are not fully supported.
- Users of Safari must [enable Third-Party Tracking](#) for setup completion.

## Addressing Authorization Issues:

### 1. Signing out of Google Accounts:

- Ensure you are **signed out of all Google Accounts** by visiting [google.com](https://google.com).
- For Chrome users, click your **Profile** circle (top right) and then **Sign out**.
- For non-Chrome browsers, click on the profile image or initials and choose **Sign out** or **Sign out of all accounts**.

### 2. Turning off Sync:

- Disable browser sync settings in [Chrome](#) or [Mozilla Firefox](#) to prevent interference with Canvas account selection.

### 3. Starting fresh in your browser:

- [Clear your browser's cache and cookies](#) to ensure a clean connection between Canvas and Google.

### 4. Resetting the Relationship between Google and Canvas:

- If authorization issues persist, reset the relationship between Google and Canvas by following the steps below.

## **Steps to Reset the Relationship:**

### **Step 1: Removing Google Drive Integrations:**

1. Click on **Google Drive** in Course Navigation.
2. **Sign out** of your account and navigate to **Canvas Global menu > Account > Settings**.
3. **Remove Google Drive** from the **Registered Services** section.
4. **Delete the Google Drive LTI IAD-Prod** from the Approved Integrations section.

### **Step 2: Removing Third-Party Apps:**

1. Remove **Canvas third-party apps** with access to your **Google account**.
2. **Sign out of all devices** except the current one on your Google Devices page.

## **Changing Browser Usage:**

To prevent account conflicts:

- Use one browser for your UofM Google account and another for personal accounts.
- Use an incognito/private window for one of the accounts if needed.

## **Further Assistance:**

If issues persist, provide the following information and contact [canvas@ust.hk](mailto:canvas@ust.hk) for additional support:

- Error message(s)
- Browser(s) used
- Steps already attempted to resolve the issue