

Student Canvas/Google Authorization Issues

When a student cannot authorize or need access to Google inside of Canvas

 Google Slides

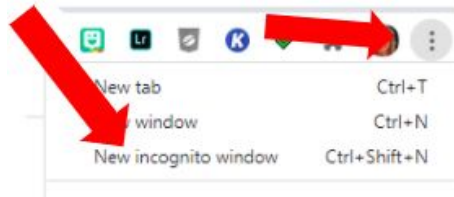
You need access

Ask for access, or switch to an account with access.
[Learn more](#)

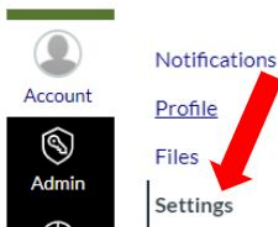
Message (optional)



This needs to be done by a teacher on a teacher computer and not on a Chromebook. The teacher needs to click on the 3 dots in the upper right corner and select **New incognito window**



- 1) In the url type **my.ncedcloud.org**
- 2) **Log in as the student.** (Look in student Username Lookup for password)
- 3) **Click Account** in the upper left corner and click on **Settings**



- 4) **Click the trash can** (delete) next to *Google Drive LTI IAD-Prod* (under *Approved Integrations* section)

Approved Integrations:

These are the third-party applications you have authorized to access the Canvas site on your behalf.

| App | Purpose | Dates | |
|---------------------------|---------|--|---|
| Google Drive LTI IAD-Prod | | Expires: Aug 27 at 10:45am Last Used: Apr 5 at 4:37pm | details  |

5) Hover over *Google Drive* (under *Registered Services*) and click the red x to delete.



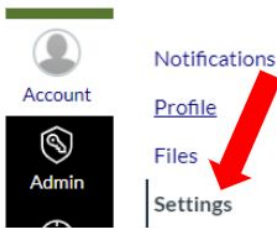
6) Click on **Account and Logout** in Canvas



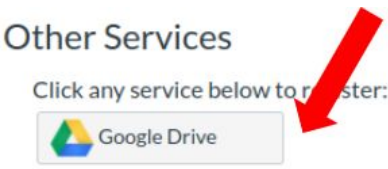
7) In *NCEDCloud*, click **Logout** in the upper right hand corner



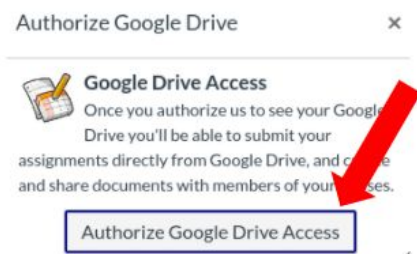
8) Log back in to **Canvas** and click on **Account > Settings**



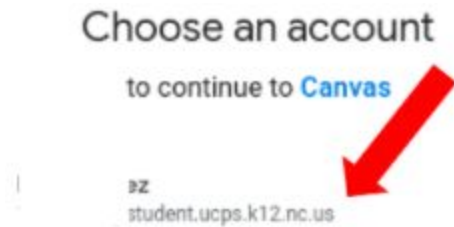
9) Under **Other Services** click on **Google Drive**



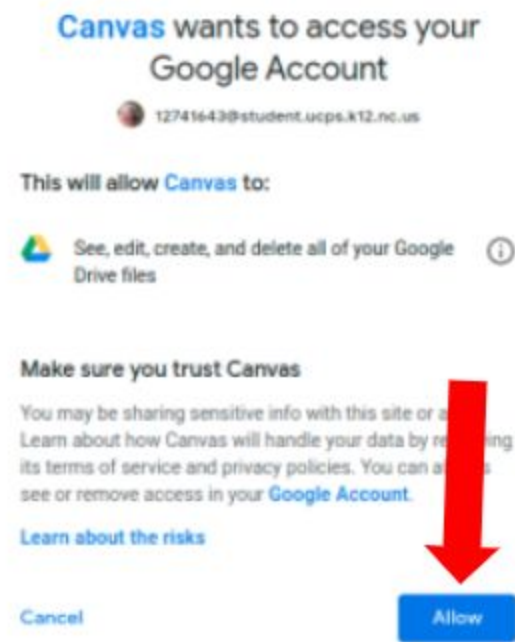
10) Click on **Authorize**



11) Select your UCPS Google Account. Log in with their studentnumber@student.ucps.k12.nc.us



12) Select Allow



13) You have now connected the student's UCPS Google Account to Canvas

14) Close the Canvas window

15) Log out of NCEDCloud

