# Troubleshoot Google Drive and Canvas Integration Issues

To troubleshoot and resolve Canvas and Google integration issues, **focusing on OAuth 2.0 token management** and conflicts arising from multiple active Google accounts.

---

### ℹ️ Step 1: Identify the Problem

1. **Determine the Nature of the Issue:**
   a. Assess if the problem stems from expired OAuth 2.0 tokens or conflicts due to multiple active Google accounts.

### ⚠️ Step 2: Prepare for Troubleshooting

1. **Gather Necessary Access:**
   a. Ensure access to the student's Canvas account.
   b. Obtain access to all Google accounts that may have been linked.
2. **Check Browser Profiles:**
   a. Verify the active Google account by clicking the profile icon in the browser's top-right corner.

### ℹ️ Step 3: Remove Existing Integrations in Canvas

1. **Log into Canvas:**
   a. Access the student's Canvas account.
2. **Navigate to Settings:**
   a. Click on **Account** in the sidebar, then select **Settings**.
3. **Remove Google Integrations:**
   a. In the **Approved Integrations** section, identify and delete entries related to Google (e.g., "Google Drive LTI").



### ℹ️ Step 4: Revoke Access in Google Accounts

1. **Access Google Account Settings:**
   a. Open a Google service (e.g., Gmail).
   b. Click the profile icon and select **Manage Your Google Account**.
2. **Navigate to Security Settings:**
   a. Go to **Security** > **Third-party apps & services > See all connections**
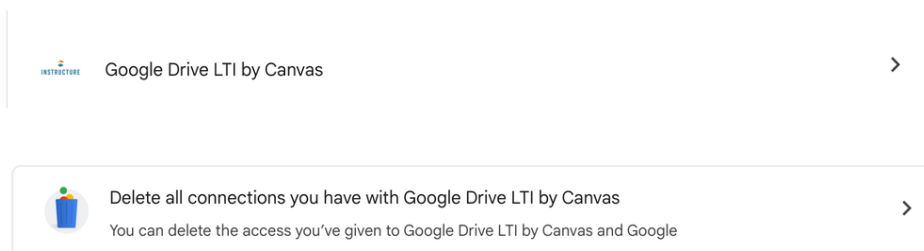
**Your connections to third-party apps & services**

Keep track of your connections to third-party apps and services

| | Atlassian | > |
| | Figma | > |
| | Google AppSheet | > |

+6 more

See all connections

3. **Remove Canvas Access:**

    a. Locate "Canvas" in the list and click **Remove Access**.

| INSTRUCTURE | Google Drive LTI by Canvas | > |

| | Delete all connections you have with Google Drive LTI by Canvas<br>You can delete the access you've given to Google Drive LTI by Canvas and Google | > |

4. **Repeat for All Relevant Accounts:**

    a. Perform these steps for each Google account linked to Canvas.

ⓘ **Step 5: Manage Multiple Account Sessions**

1. **Sign Out of All Google Accounts:**

    a. Ensure all Google accounts are signed out in the browser.

2. **Create Separate Browser Profiles:**

    a. Click the profile icon in Chrome.

    b. Select **Manage People** > **Add Person**.

    c. Set up individual profiles for each user to prevent account conflicts.

ⓘ **Step 6: Reauthorize Google in Canvas Using Incognito Mode**

1. **Open Incognito Window:**

    a. Click the three-dot menu in Chrome and select **New Incognito Window**.

2. **Log into Canvas:**

    a. Access the student's Canvas account.

3. **Initiate Google Drive Authorization:**

    a. Navigate to a course and click the Google Drive link.

    b. When prompted, select the correct school Google account.

c. Click **Allow** to grant necessary permissions.

---

✅ **Step 7: Verify Integration**

1. **Test Functionality:**

   a. Access a Google-linked assignment in Canvas to ensure documents are correctly shared and accessible.

---

▤ **Notes and Recommendations:**

- **Token Expiration Awareness:**
  - Be aware that OAuth 2.0 access tokens have limited lifespans and require periodic renewal.
- **Avoid Multiple Account Conflicts:**
  - Use separate browser profiles or incognito windows to prevent conflicts from multiple active Google accounts.
- **Regular Maintenance:**
  - Periodically review and manage third-party app access in Google account settings to maintain security and functionality.

---

I hope this guide helps you resolve any issues related to expired OAuth 2.0 tokens and conflicts caused by having multiple Google accounts open simultaneously.