



Canvas Issue

Student Login Errors or Inability to Authorize Google Tools

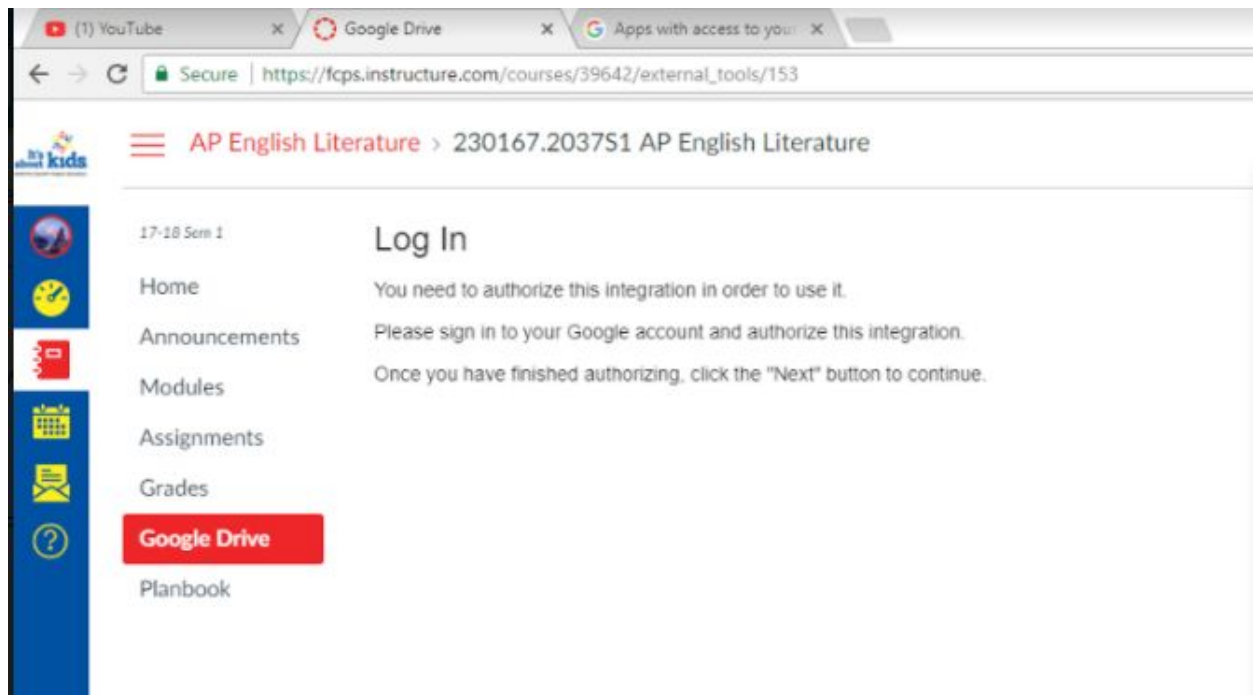
Issues:

- Login Error:

When some students attempt to log into Canvas, they receive an error message telling them they don't have access.

- Google Authorization Failure

The user usually receives the message seen in this screenshot:



Reason: The reason is most likely users accessing multiple email accounts in the browser, such as a personal Gmail and the user's FCPS email -- or different FCPS emails in the case of shared devices.

Problem Created: Students cannot log into Canvas or access Google tools, even documents shared by teachers.

Solution: Use one of the following options.

- **Clear the Cache**

- Chrome Browser -- paste the following link into the Chrome browser
 - *chrome://settings/clearBrowserData*
- Firefox Browser
 - Hit **CTRL-SHIFT-DEL**.
- Edge -- we recommend not using this browser.

- **Logging in Again**

- Make sure to log out of Google and O365 -- and Canvas as necessary.
- Open a tab and log into Google with FCPS credentials.
- Open a new tab and log into O365.
- Open a third tab and log into Canvas.
- Re-try the login or Google-related task/module item in question.

Note: While only one school has reported the problem so far, we wanted all users to be informed in case it happens to them.