

## **OneDrive Assignments Troubleshooting How to Disconnect and Reconnect Your Account**

### **1. Enable third party cookies in the browser**

#### Chrome

1. Go to Chrome Settings [Navigate to: chrome://settings/content/cookies]
2. Click Advanced
3. Select Content Settings
4. For cookies, enable "Allow sites to save a read cookie data" and disable "block third-party cookies"

#### Firefox

1. Navigate to: about:preferences&privacy
2. Under History change it to "Use custom settings for history"
3. Make sure that "Accept cookies from sites" is checked off and "Accept cookies from sites" is set to Always.

#### Internet Explorer:

1. In Internet Explorer, select the
2. Tools button, and then select Internet options.
3. Select the Privacy tab, and under Settings, select Advanced and choose to allow third party cookies.

### **2. Clear Cache**

- a. Click the three dots in the upper right hand corner.
- b. Go to "Settings"
- c. Navigate to "Privacy and Security" and click "clear browsing data"
- d. Check the box next to "Cookies and other site data" and "Cached Images and Files" and click clear data.

### **3a. Force logout- OneDrive:**

1. Navigate to the Assignment (where they see My Documents)
2. Have them visit this URL: <https://lti-submission-microsoft.app.schoology.com/authorize/logout>
3. Have them navigate back to the assignment and reconnect their OneDrive account

### **3b. Revoke access- OneDrive:**

1. Have the user log into his/her OneDrive account.
2. Click on your name in the upper right hand corner and select "My account"
3. Go to My apps
4. Under "Your App Permissions", find "Schoology LTI Submission"
5. Select "Revoke" for the Schoology Microsoft Integration.
6. Go to Schoology and reconnect your OneDrive through the assignment