

If you are having trouble opening collaborations, try these two options.

Adjust Canvas Settings

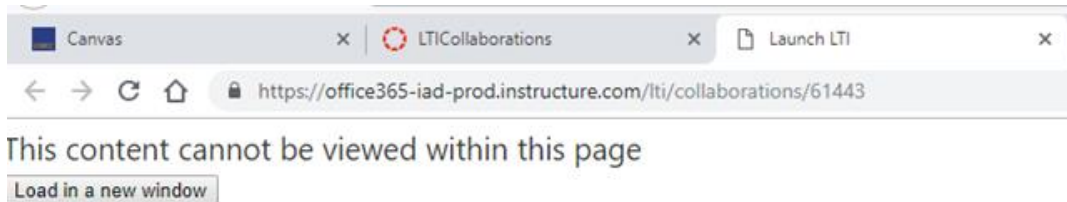
1. Login to Canvas, click on **Account**, and click **Settings**.
2. Scroll down to the *Approved Integrations* section and click the **trashcan icon** next to any Office 365 apps.

Approved Integrations:

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

App	Purpose	Dates	
Rollcall		Expires: never Last Used: Feb 22 at 12:08pm	details
Kaltura		Expires: never Last Used: Feb 21 at 9:40am	details
Office365 Prod lad		Expires: Feb 15 at 3:54pm Last Used: Feb 15 at 2:54pm	details
Office365 Prod lad		Expires: Sep 12, 2018 at 1:57pm Last Used: Sep 12, 2018 at 12:57pm	details

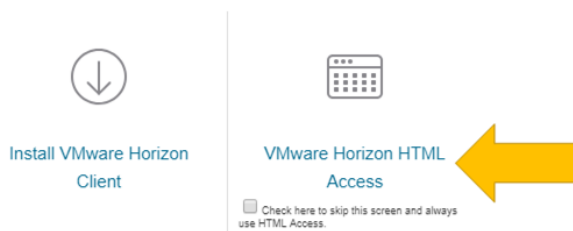
3. Go into your Canvas course and click the **Office 365** tab.
4. Click the **Logout** button on the upper righthand side of the screen.
5. Click the blue **Log In** button and login using your UW-Eau Claire username and password.
6. Open one of your Collaborations.
7. Click **Load in a new window**.



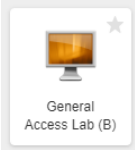
Virtual Lab

Some security settings on your computer or browser may prevent you from opening a collaboration, so you can use our Virtual Lab.

1. Go to <http://virtual.uwec.edu>.
2. Click the **VMware Horizon HTML Access** link.



3. Enter your UWEC username and password and click **Login**.
4. Click the **General Access Lab** link.



NOTE: It may take several minutes to get to the next step the first time you use the virtual lab.

5. Open **Chrome** and login to Canvas.



6. Access the course and open one of your Collaborations.
7. Click **Load in a new window**.

