Canvas Collaboration Troubleshooting

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 Table]

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.

![Canvas and LTI Collaborations Menu]

**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](http://virtual.uwec.edu).
2. Click the VMware Horizon HTML Access link.

![Virtual Lab Link]
3. Enter your UWEC username and password and click Login.

4. Click the General Access Lab link.

   ![General Access Lab](image)

   **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.

   ![Chrome](image)

6. Access the course and open one of your Collaborations.

7. Click Load in a new window.

   ![Canvas](image)

   This content cannot be viewed within this page

   [Load in a new window](image)