

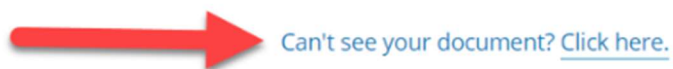
Troubleshooting Tips for Schoology Assignments using OneDrive

Tips for Students

The “OneDrive for Assignments” option in a Schoology assignment is really useful for teachers and students... when it works, which is actually most of the time. However, sometimes errors occur and make it hard to access the document or assignment. The following tips should help you fix any issue with a Schoology assignment using OneDrive.

Step 1: Is the whole class having trouble or just you? If it's just you, move on to step 2.

If the entire class cannot gain access, the teacher will need to go in the “in progress” section of the assignment and click the linked text stating “Can’t see your document? Click here.” That will allow the teacher to log back in and, as a result, give the students access to their files that are shared from the teacher’s OneDrive.

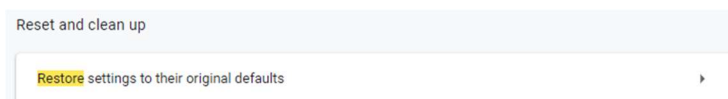


Step 2: Click “Can’t see your document?”

Click that link to re-login to the OneDrive to Schoology connection. Don’t click too fast! Check that you have used the full, correct email (username@students.westiron.monroe.edu) and your school password. Wait a few seconds for a preview or error message to pop up. Don’t click Edit until you see a preview of the document! If you still get an error message, move on to step 3.


Step 3: Restore your browser to original defaults.

In Chrome, at the top right, click ⋮ > Settings. Search for the word “restore” to find and select the following option:



Choose Reset Settings, give it a minute to complete the reset, and then close the browser and any additional tabs. Open Chrome again, log in to the internet page with the correct email (username@students.westiron.monroe.edu) and your school password. Then go to the assignment in Schoology. You may be asked to log in again there as well. Wait to see if you now have access to the document before clicking edit. If you still do not see the document, consider the following additional tips.

Additional tips:

- Check status.schoology.com to see if Schoology is having technical problems out of our control causing the issue.
- Did you restart your computer? You should have done that as the first step of troubleshooting! Do that now if you haven’t done it yet.
- Check the little blue cloud in the lower right corner of your screen.  Is there a red X? If so, click it and login or fix the errors.
- Try this link instead of the “Can’t see your document?” link in the assignment : <https://lti-submission-microsoft.app.schoology.com/authorize/logout>
- In some rare instances, the teacher may need to go into their Schoology Microsoft OneDrive folder and share the document manually with you.
- Have your teacher fill out a ticket or reach out to the Tech Department for additional help.