

Blackboard - Known Issue

Cloud Storage integration provides faculty and students the ability to upload files saved to DropBox, OneDrive, Box, and Google Drive to Blackboard.

Cloud Storage Account Connection Categorization

Users may connect a Google Drive account to their [Blackboard profile](#) for easy access. Connections to @matc.matc.edu Google accounts will be listed under Institution Accounts, but connections to @matc.edu Google accounts will be listed under Personal Accounts. This is due to how the Google accounts are issued to users at the college. Both types of connection work exactly the same; please ignore how they are organized.

File Sharing Process Limitations

The sharing process is different than sharing a link to a file for collaboration in the following ways.

- This tool is meant for selecting files that have valid file extensions (for example: .xls, .docx, .pptx).
- The Cloud Storage integration creates a *hard copy* of a selected file that is added to the course. Changes made to a file *after* submission are not reflected in Blackboard.
- Due to a Google API limitation, documents created via Google Apps do not import into Blackboard with file extensions. This prevents Google documents from previewing in Blackboard and from opening in desktop software programs.

Recommended Workarounds for File Sharing

You may [share Google Docs as links](#) with the appropriate share settings. If you find a Google Apps' document has been shared through the Cloud Storage integration, download the file and manually rename it with a file extension so that it will open in a program.

1. Right-click on the name of the downloaded file. In the menu that appears, select "Rename".
2. In the editable field that appears, add the appropriate file extension to the end of the document's name (see table for suggestions).

Google App Document	File Extension to Assign	Program it Opens In
Google Doc	.DOCX	Word
Google Slides	.PPTX	PowerPoint
Google Sheets	.XLSX	Excel

3. Click off the field to save your changes. The document's icon will change to match the extension. You may now open the file in the program associated with the file extension.