Canvas Known Issue: Exec Ed Registration Link

Summary

Courses at Yale SOM are hosted on Canvas, a learning management system (LMS) supported by Yale University, SOM and the Center for Teaching and Learning. Use this article to learn about a known issue with Canvas of the registration link in the Register module of Exec Ed courses not loading properly for students unless "Load in a new tab" is selected when it is created.

Step-by-step guide

If the registration link in the Register module of Exec Ed course is not loading properly for students:

1. The student will receive the following error message:

2. You can send them the following document to implement the solution: Registration link.docx
3. Or have them follow these steps from the document above:
   1. From the Modules page, under the Register, click the + icon
   2. Select External URL
   3. Paste the URL to the registration link
   4. Name the page Registration Form
5. **Check Load in a new tab** (if this is not checked, the link will not load for the students)

![Add Item to Register](image_url)

- **Add**: External URL to Register
- **URL**: https://yale.qualtrics.com/jfe/form
- **Page Name**: Registration Form
- **Load in a new tab**: Checked

6. Click Add Item
7. Publish the Registration Form in the module so it appears to students

---

**Help us improve**

Your Rating: ⭐⭐⭐⭐⭐ | Results: ⭐⭐⭐⭐⭐ | 10 rates

---

**Related articles**

- Custom Program Registration Process and Steps
- Canvas Support Contact Info
- Canvas: LTI Tools