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:

![Registration Form 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:
   a. From the Modules page, under the Register, click the + icon
   ![Modules Page]
   b. Select External URL
   c. Paste the URL to the registration link
   d. Name the page Registration Form
e. **Check Load in a new tab** (if this is not checked, the link will not load for the students)

![Add Item to Register](image)

f. Click Add Item

g. Publish the Registration Form in the module so it appears to students

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