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:
   a. From the Modules page, under the Register, click the + icon
   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)

f. Click Add Item

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

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