Canvas Known Issue: Changing Language Settings for Chrome Users

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 when a Chrome user is trying to change language settings in Canvas.

Step-by-step guide

If Chrome users attempt to change Canvas language settings through `Account > Settings > Language`, and the settings do not update:

1. Confirm that the user experiencing this issue is using Chrome
2. If yes, have them go to `chrome://settings/languages`
   a. Make sure English is selected
   b. Deselect all other languages
3. Have the user return to `https://canvas.yale.edu/` and verify the language settings have been updated appropriately

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