

Student FAQs & Troubleshooting Tips for the LabArchives Education Edition LMS Integration

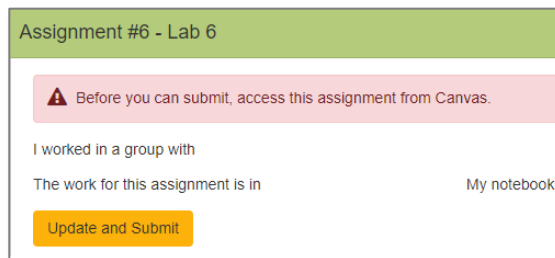
The LabArchives LMS Integration is compatible with Blackboard, Canvas, and Moodle. If you are viewing this document, it should be because your instructor has linked their LabArchives Course Notebook to your local Learning Management System.

For additional information on using the LMS integration with your LabArchives Student Notebook, please view the appropriate support article on 'How Students Access their LabArchives Notebooks and Submit an Assignment' using [Blackboard](#), [Canvas](#), or [Moodle](#).

Here are some common issues that you might be facing:

1 When attempting to submit an assignment, I see an error message telling me to submit through my LMS.

- Ensure that you have accessed your notebook by clicking on a linked assignment directly through your Learning Management System (Blackboard, Canvas, or Moodle).
- You may also see this error because you clicked on another assignment to initially access your notebook. Make sure that you click on the correct LMS assignment that matches your notebook assignment when it is time to submit.

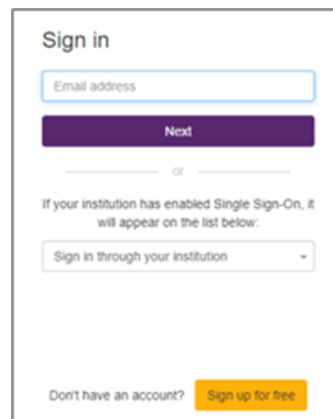


2 When clicking on a linked assignment in my LMS, I am directed to the LabArchives login screen instead.

- You should never have to enter a separate username and password to access your LabArchives notebook through your LMS.
- Clear your browser cache and try accessing the linked assignment once again.

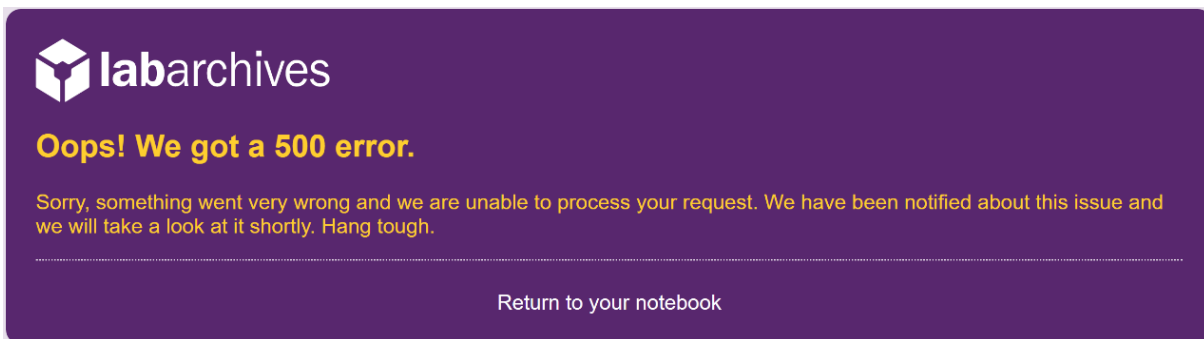


TIP: For the best experience, we recommend the following browsers: Google Chrome, Microsoft Edge, or Mozilla Firefox.





3 When attempting to access an assignment, I receive an error 500 message.



- Reach out to your instructor and have them verify that the email address you are logging in with is the same as the one that is enrolled in the course. If they do not match, have your instructor reset the email that is registered for your course.
- Request that your instructor double-checks the assignment in your LMS to ensure that it has been linked to the correct course and the correct assignment.

4 I cannot see the assignment I am looking for and/or my notebook is blank when I try to log in.

- Clear your browser cache. If you have done so and still see a blank screen, try reaching the notebook through a private/incognito tab through your browser.
- Try accessing your notebook through another internet browser. It is possible that the version that you are using is not supported by LabArchives.
- If you can log in but you cannot find the assignment you are looking for, make sure you are viewing the correct page in the correct folder, from the correct notebook.



TIP: LabArchives is not compatible with Internet Explorer!

Additional Help and Support Resources

While in the LabArchives Notebook, find help through the **Information** icon and visit the [Knowledgebase](#) to browse by support topic, view [Video tutorials](#) or submit a question directly to our [Support team](#). Register for one of our [Weekly webinars](#) to attend a live training session hosted by a LabArchives trainer.