Instructor FAQs & Troubleshooting Tips for the LabArchives Education Edition LMS Integration
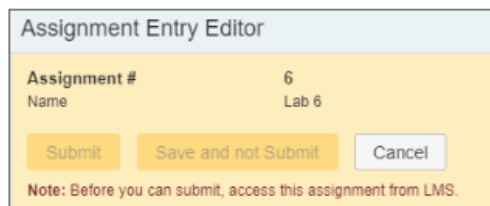
The LabArchives LMS Integration is compatible with Blackboard, Canvas, and Moodle. If you have not yet set up the integration with your course, please connect with your local LMS administrator and have them contact our support team at support@labarchives.com.

For additional information on using the LMS integration with your course, please select from our list of partners to learn more on how LabArchives works with Canvas, Moodle, and Blackboard.

Here are some common issues that you might be facing:

1 My students can complete some assignments in our LMS, but other assignments have a missing 'Submit' button.

- For the assignments with the missing 'Submit' button, this occurs when an assignment is linked to a notebook that is used for another course.
- You will want to access your Learning Management System and ensure that the assignment was linked to the correct assignment in the correct course.
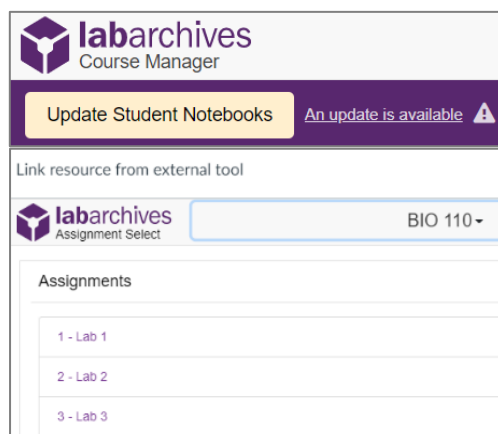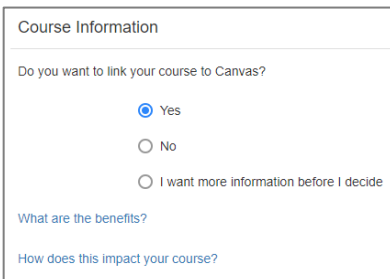

> 💡 **TIP: Remember, your students must always submit their work by clicking on linked assignments in your LMS!**

> 💡 **TIP: Title your course so that the first section helps you distinguish it from other courses!**
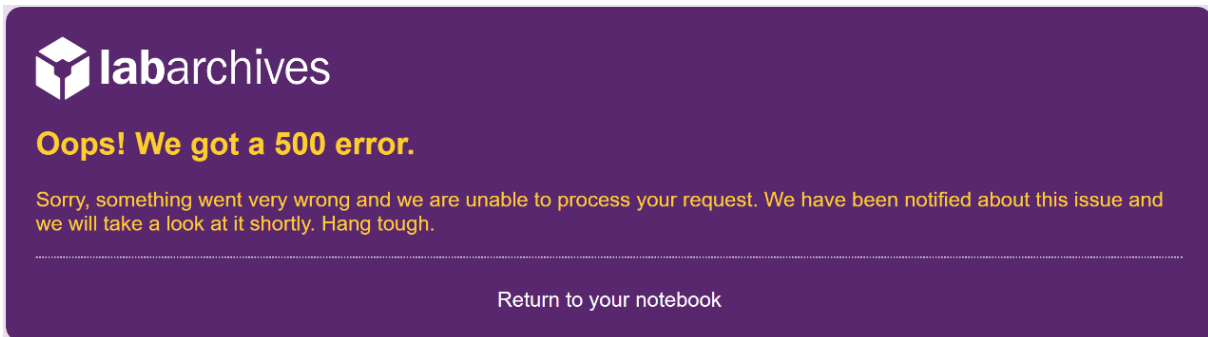
2 When I go to link an assignment in my LMS, I cannot see some of the assignments I created.

- In the LabArchives Course Manager, look for the Update Student Notebooks button. You must push out this update before you can link the assignment to your LMS.
- When linking your assignment from your LabArchives notebook to your LMS, make sure you choose the assignment from the correct course.
- Clear your browser cache and try to link the assignment once again**.**

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

labarchives

Oops! We got a 500 error.

Sorry, something went very wrong and we are unable to process your request. We have been notified about this issue and we will take a look at it shortly. Hang tough.

Return to your notebook

- Verify that you have already created your LabArchives account before you access an assignment.
- Verify that your LabArchives email address matches the email address associated with your LMS.
- Check that you have linked your LMS assignment to the correct assignment in the correct notebook in LabArchives.

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.

Looking to connect with the LabArchives Community and ask for advice from fellow Instructors? Create an account on our Instructor User Forum.