

Error with YouTube Link

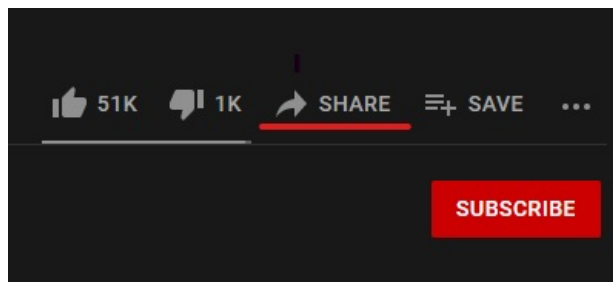
Issue

While customizing my course activity, I received an error message saying "cannot connect to YouTube" when I entered a YouTube link. Why has this error occurred?

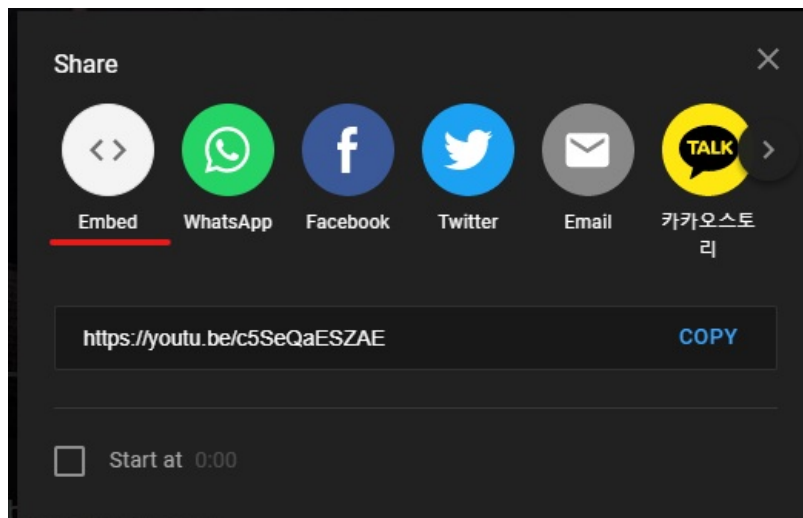
Solution

This issue occurs when an Administrator inputs the URL from their browser's address bar. Please note that the link you should insert when customizing course activities can be found in the share/embed section of the video.

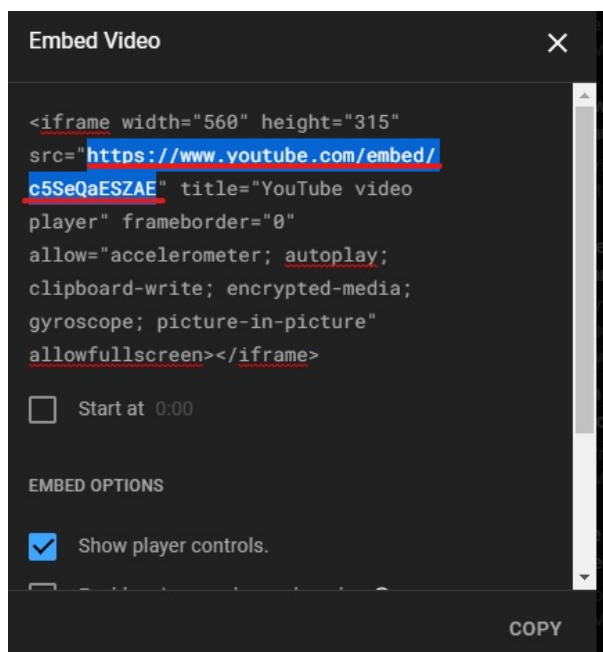
Step 1: First, click on the share button beneath the video.



Step 2: Click the embed button.



Step 3: Copy only the highlighted part of the embed video link below. Pasting this link into the course will not return an error message and the YouTube video will be available.



If you have questions or need further support, please contact our Support Team: support@mentoringcanada.ca

Revision #2

★ Created Thu, Jun 16, 2022 4:23 PM by Turie Emakpore

✎ Updated Mon, Mar 27, 2023 9:24 PM by Michèle Mantero