

Publish and Visibility Troubleshooter

Use this sequence when students say, "I cannot see it."

FTCC NOTE: This resource follows the workshop checklist. It does not include Classic Quizzes or Canvas-integrated AI features.

Check the visibility chain in order

- ☐ Is the student in the correct course and section?
- ☐ Is the course published and within the active course or section dates?
- ☐ Is the Course Navigation path visible?
- ☐ Is the parent module published?
- ☐ Is the individual item published?
- ☐ Are available-from, until, or unlock dates blocking access?
- ☐ Is a module prerequisite incomplete?
- ☐ Is the file published and accessible to course users?
- ☐ Does the external tool launch for students?
- ☐ Does the link work in Student View?

What the eye icon does not prove

- A published item can remain hidden inside an unpublished module.
- A published module can contain unpublished items.
- A valid instructor link can fail for students because of permissions.
- An open date window does not override an incomplete prerequisite.
- A visible navigation link does not guarantee the tool or content is configured.

Fast diagnosis table

Symptom	Most likely checks
Entire module missing	Module publication, unlock date, prerequisite, course dates.
One item missing	Item publication, item dates, module placement.
File opens for instructor only	File availability and permissions.
Tool appears but will not launch	Tool configuration, enrollment, vendor login, browser restrictions.
Link gives unauthorized message	Student permissions, source location, copied-course link.

Official resources

[Student View](#) (external)

[Link Validator](#) (external)

Guide-ready recording script

Scene	On-screen action	Voiceover
1	Show a published item inside an unpublished module.	Explain why item publication alone is not enough.
2	Publish the parent module.	Check the next level of the visibility chain.
3	Review dates and prerequisites.	Show the controls that can still block access.
4	Open the linked file.	Verify student permissions.
5	Enter Student View and run Link Validator.	Confirm the complete student experience.