Moodle Student Info Sheet

FAQs

What browser should I use when accessing Moodle?
Google Chrome and Mozilla Firefox work best with Moodle. Safari works well on a Mac. It is a good idea to have two different browsers available on your device. If something in Moodle is not displaying or functioning correctly on one browser, try another browser.

Why can't I log in?
Usually, login issues are related to an incorrect username and password.
- To check your username/password click the **Forgotten your username or password** link below the Moodle login button.
- Type your username and password exactly using correct uppercase and lowercase letters.
- Make sure cookies are enabled in your browser.

If you are still unable to login, click the **Student Help Request** link at the top of your Moodle page and submit the form.

Why is my class missing from Moodle?
Keep in mind, classes will sometimes not appear in your Moodle course list until the first day of class.
- If you are officially registered for the course (it is listed in your schedule in WebAdvisor), contact the professor to make sure they have made the course "available" in the system.
- Make sure the courses are not hidden in your view. If you see no courses listed, you may have the "Course Overview" list docked on the left side of the screen. You can undock the list by hovering over the Course Overview tab and clicking the small left-pointing arrow at the top of the list. If you see only a few courses listed, click **Customize this page** in the upper right corner and check your settings.

If you are still unable to see a course, click the **Student Help Request** link at the top of your Moodle page and submit the form.

Why am I getting so many emails from my Moodle class?
If you are receiving an overwhelming number of emails from your Moodle courses, you may need to change the email settings in your profile.
- Under **My profile settings** on your Moodle home page click **Edit profile**. Open the **Preferences** section.
    --**Email digest type** will allow you to choose to have your discussion forum emails combined into one big email.
    --**Forum auto-subscribe** lets you choose **not to** automatically subscribe to (receive emails from) forums when you post.
- Instructors may set some forums—such as Announcements or Course News—so that you will automatically receive emails regardless of your profile settings.

Why am I not receiving emails from my Moodle class?
If you are not receiving emails from your Moodle class, check to make sure the emails are not in your email's Junk or Spam folders. If you still cannot locate the emails, click the **Student Help Request** link at the top of your Moodle page and submit the form.

Where can I find my grades in Moodle?
You can find your grade by clicking on the "Grades" link in the "Administration" block.

Why is there no "Grades" link in the "Administration" block? I used to have access to my grades but now I can't find the link. Why not?
If the "Grades" link is not visible, your professor chose to hide it from students' view. Professors can show or hide this link at any point during the semester.

Accessing Course Content

Tips for Successfully Accessing Course Documents

Depending on which Internet browser you are using, when you click on a document link in Moodle, the file may automatically download to your computer, or the browser may ask you if you want to open or save the file. To prepare for these options:

☐ **Make sure you have the correct software to open the files.**
   For example, if your instructor posts files in PDF format, you will need to have Adobe Reader installed to read PDF files (https://get.adobe.com/reader)
☐ **Set your browser's pop-up blocker to allow pop-ups from your Moodle account.** Search your browser's Help for instructions for pop-up settings.
☐ **Locate your browser's automatic download location.**
   This is where files are stored when they are downloaded. Some browsers will download files to the *Downloads* or the *My Documents* folder on your computer.
☐ **Download a second browser on your computer.**
   Browser or system updates can sometimes prevent you from accessing course documents temporarily. Having a second browser as an option is a great idea. Mozilla Firefox and Google Chrome work well with Moodle.

Completing Moodle Activities

Locating Activities
No two courses are the same. Instructors may place assignments, activities, and quizzes in different locations within their courses. Make sure to read the course instructions to determine when and where to access activities in your course. Most course content and activities are located in the center column of the course page. If you are not able to locate an activity, contact the instructor.

Submitting an Assignment
Moodle has several different types of assignments, so you may need to attach a document or type or paste text directly into an assignment textbox. Make sure to read your instructors directions carefully.

To submit an assignment:
1. Click the link for the assignment.
2. Read the instructions at the top of the screen. Note the Due Date.
3. Click the **Add Submission** button.
   - If you need to upload a file, you can drag and drop a file into the File Submissions block. If drag and drop is not available, click the **Add** button, and then select **Upload file** to browse your computer for the file.

   - If you need to add text, type or paste your text into the textbox. If you are pasting from a Microsoft Word document, use the Paste from Word tool in the textbox's toolbar.
4. Click **Save Changes**.
5. On some assignments you may also need to click a **Submit** button to complete the process.
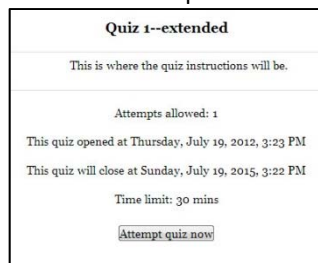
Notes:
Some assignments may allow you to submit multiple times. Check with your instructor about the expectations for the assignment.

Taking a Quiz or Test
Moodle quizzes are usually set to be available for a period of time. It is best to take the quiz early rather than waiting until the last minute to avoid technology issues. Read all instructions for the quiz.

To take a quiz or test:
1. Click the link for the quiz. Note any instructions about availability and number of attempts.

> **Quiz 1--extended**
>
> This is where the quiz instructions will be.
>
> Attempts allowed: 1
>
> This quiz opened at Thursday, July 19, 2012, 3:23 PM
>
> This quiz will close at Sunday, July 19, 2015, 3:22 PM
>
> Time limit: 30 mins
>
> Attempt quiz now

2. Click **Attempt quiz now**.
3. Answer the questions presented on the screen.
4. Click the **Next** button at the bottom of the screen to move to the next page of the test (Some tests will have only one page of questions.)
5. On the *Summary of attempt* page, click the **Submit all and finish** button to submit the test.
6. Click **Submit all and finish** in the pop-up confirmation window. (Depending on your instructor's settings, you may be taken to a review screen where you can see the test, answers, and your score.)

Notes:
- Try to use a wired connection when taking a quiz.
- If you get bumped out of a quiz, try to log back in immediately.

Posting to a Forum (Discussion)
Discussion forums in Moodle may be set to allow you to create a new topic (thread) or reply to an existing topic. Read the instructions for the forum and post accordingly.

To add a new topic post to a forum:
1. Click the link for the discussion forum.
2. Click the **Add a new discussion topic** button.
3. Type in a Subject and Message.
4. If you need to upload a file, you can drag and drop a file into the File Submissions block. If drag and drop is not available, click the **Add** button, and then select **Upload file** to browse your computer for the file.
5. Click **Post to forum** at the bottom of the screen. (You may see a message letting you know you have 30 minutes to edit the post.)

To reply to a forum posting:
1. Click the link for the discussion forum.
2. Locate the post you want to reply to.
3. Click the **Reply** link in the lower right corner of the post.
4. Type in a Subject and Message.
5. Attach a file if needed.
6. Click **Post to forum** at the bottom of the screen. (You may see a message letting you know you have 30 minutes to edit the post.)

To edit your forum post (if available):
1. Click the link for your post.
2. Click the **Edit** link in the lower right corner.
3. Make changes to the post.
4. Click **Save Changes**.

For help with Moodle, complete the Student Help Request form at the top of the Moodle screen, or visit the ITS-Student Computing Services - Tech Support Center in Kearns 113 or call (843) 349-2220 for support.
http://www.coastal.edu/services/scs