

# **Moodle Student User Guide**



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# Welcome to Moodle!

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## Quick Tips and Help

[I don't know how to log in to Moodle!](#)

[I can't see my courses!](#)

[My profile picture won't upload!](#)

[I can't submit my assignment!](#)

[I am trying to take a quiz, but Moodle is not cooperating!](#)

[I can't open the documents my instructor put on Moodle!](#)

[I'm getting too many emails from Moodle!](#)

[It's a Moodle emergency! I need to talk to someone!](#)

# Getting Started

## What is Moodle?

Moodle is your primary source for course documents and communicating with your professor. Depending on your professor's requirements, you will use Moodle to take exams, upload assignments, view course documents, participate in forums, and check your grades.

## Accessing Moodle

### You can access Moodle in three ways:

- Click the Moodle link at the top of the on the [University's Homepage](#)
- Login to [ULink](#) and click the Moodle button in the top right corner
- Go to directly to <https://moodle.louisiana.edu>

### **You will use your ULID and password to log in to Moodle.**

#### **If you are having trouble logging in, you may need to:**

- Reset your password: <https://pwm-banner-prod.ucs.louisiana.edu:8443/pwm/>

Firefox is the best browser to use when accessing Moodle. Chrome is known to hide buttons.

 Free download: <http://www.getfirefox.com>

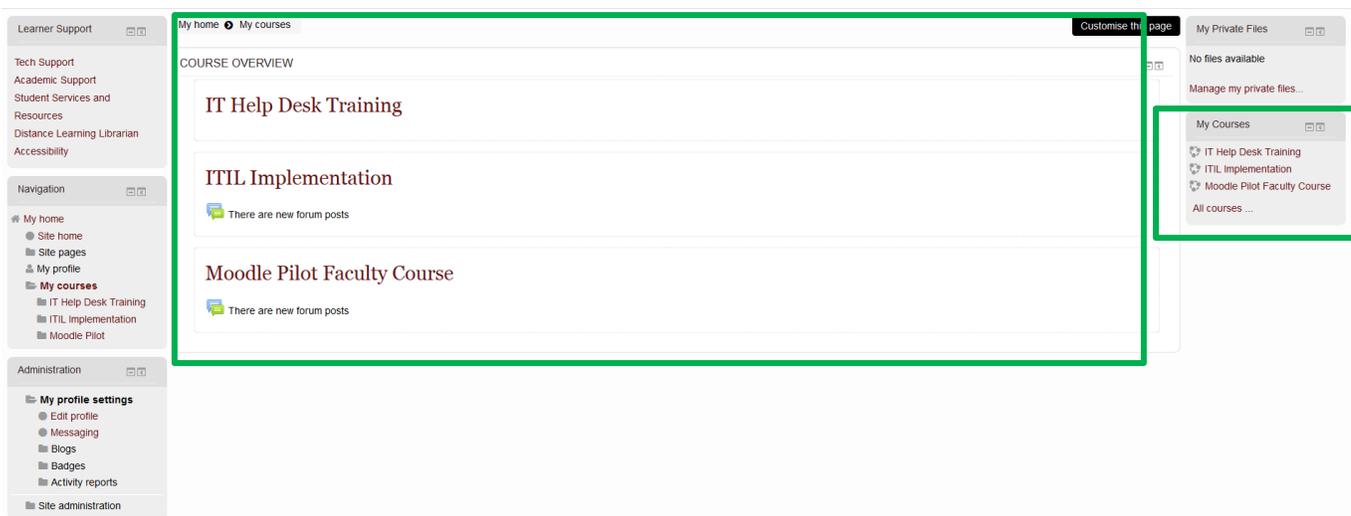
## Viewing your courses

Instructors are not required to open/make courses visible to students until the first day of class. Some instructors do open their courses before the start of classes, but many choose to wait. Some professors do not use Moodle, it is their choice. As long as your courses appear under Registered Classes in ULink there is no need to worry.

By default, your courses will be listed on the homepage of Moodle in the **Course Overview** section. With some customization, you can also add the My Courses block on the right side of the screen.

## Adding My Courses block

- Click Customize this page.
- In the *Add a Block* area, click the drop down arrow next to *Add...*
- Choose *Courses*, your page will refresh and reflect the changes you've made.
- Click Stop customizing this page to return to your homepage.



## Navigating a course

Moodle is organized as a Web page per course. There are generally two or three columns on a page (depending if you've made any customizations). The left and right columns (or sidebars) generally offer automatically-generated information, with the large middle column used for the course content prepared by your instructor. When the browser cursor hovers over something clickable, you will often see an informative box popup to confirm what clicking there will perform.

With some customization, you can view a listing of your courses in the *My Courses* block the right sidebar (See **Adding My Courses block**). If you do not see your course listed, ask your instructor if they have made the course visible to students yet. If you add a class late, there is a possibility that you were not enrolled in the class with everyone else, but be patient—the enrollment is automatic. Also, some cross-listed courses may appear under a different name.

Professors are able to customize the layout and design of their courses. There is a multitude of options that they may choose to include or remove from the student screen.

## Basic parts of the screen

### Left and Right sidebars

The sidebars include “boxes” that contain quick links to any resources or activities your professors have included in your courses.

### Center panel/ Topic list

Moodle courses are organized in boxes called topics. Depending on the preference of the professor, the boxes may represent weekly assignments or related subject matter. In each box, you will find all of the resources and activities related to that topic.

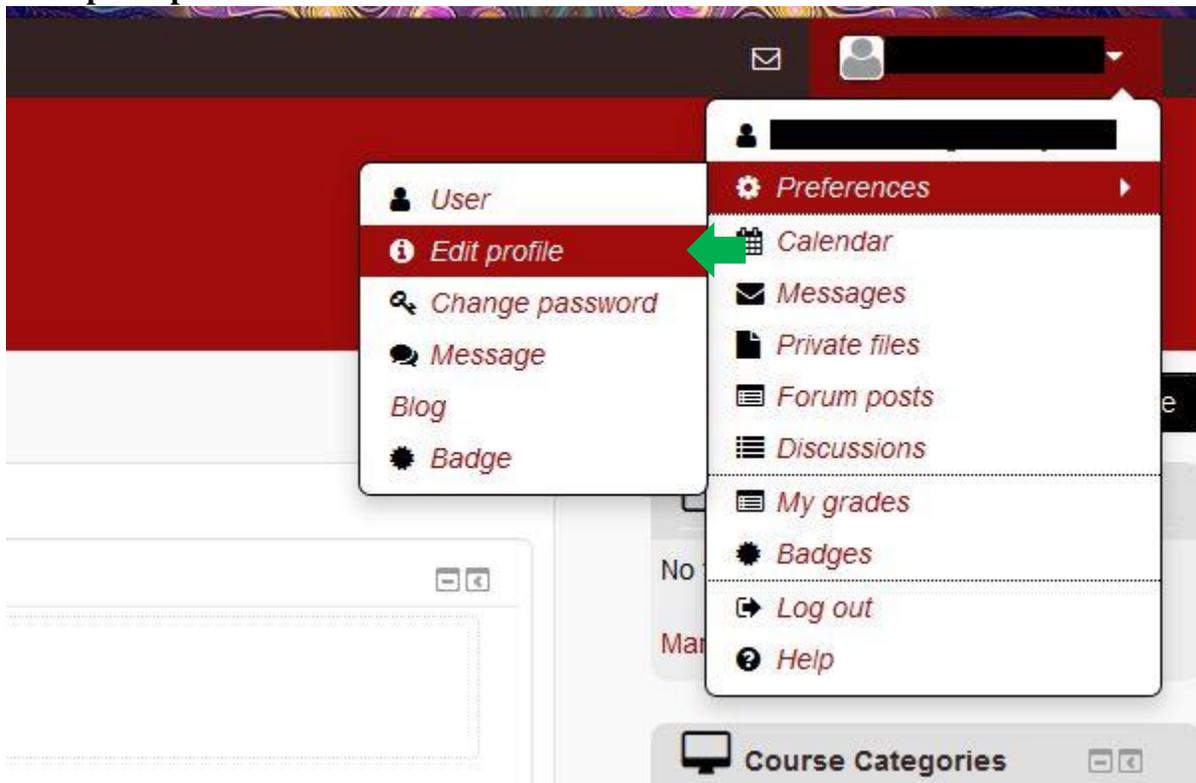
The screenshot shows a Moodle course page for Louisiana State University. The page is divided into three main sections, each highlighted with a green box and a label:

- Left Sidebar:** Contains navigation and support links such as "Learner Support", "Tech Support", "Academic Support", "Student Services and Resources", "Distance Learning Librarian", "Accessibility", "Navigation", "My home", "Site home", "Site pages", "My profile", "My courses" (with sub-items: IT Help Desk Training, ITIL Implementation, Moodle Pilot), and "Administration" (with sub-items: My profile settings, Edit profile, Messaging, Blogs, Badges, Activity reports, Site administration).
- Center panel/topic list:** Displays the "COURSE OVERVIEW" for "IT Help Desk Training". It lists "ITIL Implementation" and "Moodle Pilot Faculty Course", each with a notification "There are new forum posts".
- Right Sidebar:** Contains "My Private Files" (No files available), "Manage my private files...", "My Courses" (listing IT Help Desk Training, ITIL Implementation, Moodle Pilot Faculty Course), and "All courses ...".

At the top of the page, there are navigation tabs for "dashboard" and "My courses", and a "You" profile indicator. Social media icons for Google+, Twitter, Facebook, LinkedIn, and YouTube are also visible.

## Changing profile information

1. Log in to Moodle.
2. On the right side of the screen, click on your user name. From that drop down menu that appears, select Preferences. This further expands the menu. In this new menu, click on **Edit Profile**.
3. Adjust your information and preferences.
4. Press **Update profile**.



## Uploading a profile picture

1. Log in to Moodle.
2. Click on **My profile settings** found in the drop down menu on the top right of the screen.
3. Click **Edit profile**.
4. Scroll down and click on **User picture** (to expand that section).
5. Next to New picture, click on  (the add file button).
6. Click **Upload a file**.
7. Select browse, choose your picture, and click **Open**. \*Max file size is 800 MB.
8. Click **Upload this file**.
9. Press **Update profile**.

# Course Tasks

## Viewing resources

Professors can upload resources in a variety of formats. If you are having trouble viewing a document, you may need to install the appropriate software like:

- **Adobe Reader (.pdf files):**
  - <http://get.adobe.com/reader/otherversions/>.
- **Microsoft Office (.doc, .ppt, and .xls, files):**
  - To get the free student versions of Microsoft software (provided to every student of ULL) follow the instructions and link here:
  - <http://helpdesk.louisiana.edu/get-help/knowledgebase/software/free-microsoft-software-students>.

## Submitting an assignment

After logging into Moodle and selecting the course:

1. Select the assignment that requires you to upload a document.
2. Click **Add submission**.
3. Click on  (the add file button Click **Upload a file**).
4. Select **Choose a file**.
5. Select **Browse**, choose the file you want to upload, and click **Open**. \*Check the max file size.
6. Click **Upload this file**.
7. Click **Save Changes**.

## Taking a quiz

After logging into Moodle and selecting the course:

1. Click on the quiz you want to take.
2. Click **Attempt quiz now**.
3. Answer the questions and press next as necessary.
4. Press **Submit all and finish**.

### Here is a Quiz

Summary of attempt

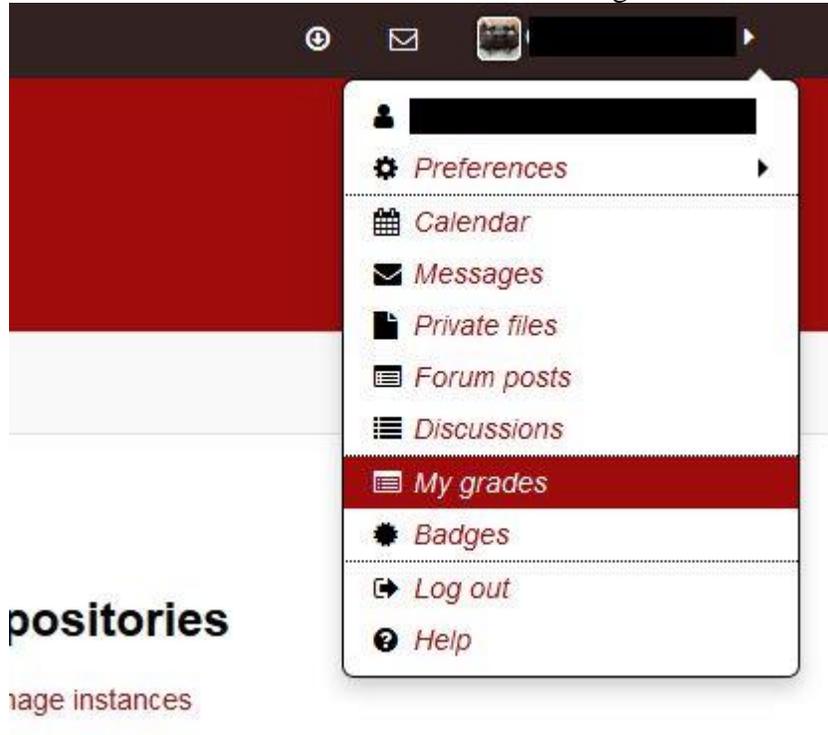
Question	Status
1	Not yet answered



## Checking your grades

After logging into Moodle and selecting the course:

1. Click on **Grades** in **User Profile** menu on the right.



2. You will see your grade for each assignment that has been graded and posted.

## Posting in a discussion forum

After logging into Moodle and selecting the course:

If you want to post a new thread (or discussion)

1. Select the forum you want to post in.
2. Add a new discussion topic.
3. Type a subject and a body and add attachments if necessary.
4. Click **Post to forum**.

If you want to reply to an existing post:

1. Click on the post you want to reply to.
2. Click **reply**.
3. Type a subject and a body and add attachments if necessary.
4. Click **Post to forum**.

## Sending a message to another student

After logging into Moodle and selecting the course:

1. Click on **Participants** in the **People** box on the top of the left sidebar.
2. Click on the name of the participant.
3. Click **Send a message** under the profile picture.
4. Type your message and press **Send message**.

## To view your messages

After logging into Moodle:

1. Click on the mail button  located on the top right hand side of the menu.

## Adding a blog entry

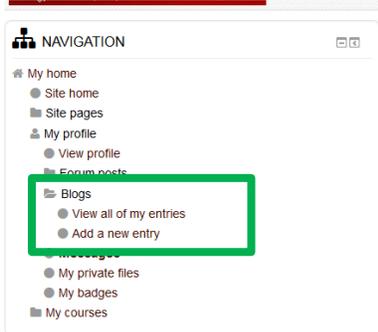
After logging into Moodle:

1. Click on **My profile** in the **Navigation** box in the right sidebar.
2. Click on **Blogs** and select **Add a new entry**.
3. Create your blog and click **Save changes**.

## To view your blogs

After logging into Moodle:

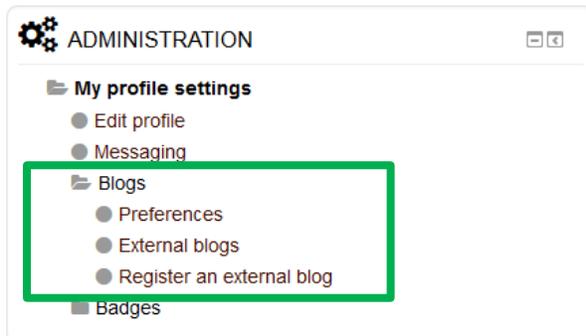
1. Click on **My profile** in the **Navigation** box in the right sidebar.
2. Click on **Blogs** and select **View all of my entries**.



## Registering an external blog

After logging into Moodle:

1. Click on **My profile settings** in the **Settings** box in the left sidebar.
2. Click on **Blogs** and **Register an external blog**.



3. Input the blog information and click **Save changes**.

# Frequently Asked Questions

## What if I do not have an Internet Service Provider?

You can connect to wireless internet on campus or you can also use any of the STEP labs on campus.

## What is a UCS Account? Where do I find assistance with these services?

UCS (University Computing Services) provides computing resources to all UL Lafayette students and departments. This includes email, webmail, Moodle, and many academic application software packages. Access requires the activation of a UCS account. Go to the UCS [IT Help Desk](#) Web site, for information.

## Moodle won't let me log in. What could be the problem?

1. **Check your browser. Firefox is the best browser to use when viewing Moodle.** You will want to make sure that you have enabled Cookies, Java-script, and Pop-ups.
2. If that doesn't solve your problem, **check your password.** You must give the same username and password that you give to ULINK. Your username, also known as your ULID, is printed on your student ID card. The system is case sensitive. It recognizes the difference between an upper case letter and a lower case letter. Make sure the CAPS LOCK key is off.
3. If your problem persists, please **contact the Help Desk** in Stephens Hall Room 201.

## What can I do when my web browser doesn't work right with Moodle?

For best results, only use Firefox. **Free download:** <http://www.getfirefox.com>.

## Why does everything look so weird when I try to copy text from Microsoft Word document and paste it into Moodle?

Moodle doesn't always recognize some of the formatting used by Microsoft Word. If you want to type text into a word processing application before putting the information into Moodle, you should use a more basic application such as Notepad (Windows- in **Accessories**) or TextEdit (Mac- in **Applications**). You can also paste without formatting by using the Shift+Ctrl+V key.

## Moodle doesn't list any of my classes. What is wrong?

If you logged in successfully (as indicated by your name appearing in the top right corner) and have nothing listed under *My Courses*, it is possible that your instructors have not put their courses on Moodle yet or they have not made the course visible to students.

Instructors are not required to open/make courses visible to students until the first day of class. Some instructors do open their courses before the start of classes, but many choose to wait. As long as your courses appear under Registered Classes in ULink there is no need to worry.

## How do I change my name in Moodle?

You must contact the Registrar's Office (Martin Hall Room 171) in order to change your name with the University.

## Are there any restrictions on the names of files that I upload or attach to Moodle?

For the most part, no. We do ask that you keep file names short and sweet. Profile pictures cannot be bigger than 800MB. Size limitations for individual assignments can be set by a professor if they choose.

## I am getting disconnected while taking a quiz. What is wrong?

Many ISP's (Internet Service Providers) drop a user if they do not detect activity for a certain amount of time. Unfortunately this can occur when you are taking a quiz because the time spent without any interaction with the Moodle web server is considered idle time by the ISP. **It is important to SAVE**

**EARLY and save often when taking a quiz.** Another option is to generate network activity at various intervals by refreshing your email or another Web site. If a disconnect does occur, you may reconnect to Moodle and re-enter the quiz. You will receive a Continue the last attempt? prompt if you have resumed the quiz within the allowed time to complete the quiz.

**You should contact your instructor as quickly as possible if you experience any type of technical issue.**

#### **Can I control the feedback I get while taking an online quiz?**

No. The instructor chooses when, if, and how to provide feedback when he/she designs a test.

#### **Why is my grade a zero?**

This can happen if you get disconnected or forget to click on **Submit all and finish**. This can also happen if you do not complete the assignment by the due date. **You should contact your instructor to determine the best way to proceed.** The professor may allow multiple attempts or may offer to reset your attempt so you can retake the quiz.

#### **How do I send email to other students in my course?**

You can send email to an individual by clicking on that person's name in the Participants listing. This requires that your browser handle the mailto: function. You can also copy and paste their email address from his/her profile into an email that you are composing. An easier option may be to Sending a message to another student in Moodle.

#### **Moodle is sending me too much email! How can I fix this?**

1. Log in to Moodle.
2. Click on your User name in the top right hand corner. Select Preferences, and then mouse down to the Messages Button.
3. Edit your settings within there.
4. Select your preferences in the **Email digest type** and **Forum auto-subscribe** boxes.
5. Press **Update profile**.

#### **Why does everything look so weird when I try to copy text from Word document and paste it into Moodle?**

Moodle sometimes does not recognize the formatting used by MSWord. If you want to type text into a word processing application before putting the information into Moodle, you should use a more basic application such as Notepad (Windows- in **Accessories**) or TextEdit (Mac- in **Applications**).

#### **Who do I contact for more support?**

**Your instructor is your first level of support.**

If your problem persists contact the **IT Help Desk**. You can email us at helpdesk@louisiana.edu, call us at 482-HELP (24/7), or come see us at Stephens Hall Room 110.