

Student Information File

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Access and Navigation

Why can't I log in?

There could be many reasons but the most probable is you have simply forgotten your password, are trying the wrong one or are entering it incorrectly. Some other things to think about include:

- Does your username or password contain a mixture of upper and lower case letters? It should be entered exactly
- Are cookies enabled on your browser

How do I gain access to a course?

Locate or search for the desired course (you can click 'All courses...' in the 'My courses' block) and click on the course name. If your teacher has given you an enrollment key, enter it when prompted, and click **Enroll me in this course**. Once you are enrolled in a course, it will appear under "My courses" any time that your are logged into that Moodle site.

How do I jump between my courses?

- 'My Courses' block if it has been added to the page you are on
- Go back to the homepage (see below) and then use the main course block (if it has been added!)

How do I get back to the homepage?

Use the navigation bar at the top left of the page or the button at the very bottom of the course

How do I find course X?

If you are not already enrolled in a course you can search for it by name and description.

Course content

Where have all of the weeks / topics gone?

You have probably clicked on the  icon. To reveal all of the other weeks / topics you need to click on the  icon which you will see in the right margin of the week / topic. You can also use the dropdown box underneath the displayed week / topic to jump to a hidden section

Emails and forums

Why am I not getting any e-mails and others are?

Chances are your email address in your profile is either wrong or disabled. It could also be that you are not subscribed to the forums that are generating emails

How can I stop all of these e-mails?

E-mails are an essential part. They are used to keep up to date with what is going on. If you wish to reduce the amount of emails you get you could:

1. Edit your profile and change your e-mail settings to digest
2. Unsubscribe from non-essential forums (although they are there for a reason!)
3. Disable your e-mail address in your profile although this is not recommended and may go against in house rules.

Quizzes and Grades

Which button do I press when I have finished a quiz?

That depends upon what you want to do

Why am I getting zero grade on my quiz?

You might exceed the quiz time limit.

This should never happen, because the count-down timer should submit the quiz automatically when time expires, and then the server should process your submission promptly. However, if the server is overloaded and running slowly, your responses may not be processed until after the 'too late' cut-off time, and so you will not receive marks for those questions.

Why is my course average so low?

Don't panic! The gradebook takes into account unmarked and unsubmitted work. In other words, you start with zero and as you progress through the course and complete graded activities the percentage will steadily rise