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Quick Tips and Help
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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 2?
Moodle 2 is your primary source for course documents and communicating with your professor. Depending on your professor’s requirements, you will use Moodle 2 to take exams, upload assignments, view course documents, participate in forums, and check your grades.

Accessing Moodle 2
You can access Moodle 2 in two ways.
- Login to ULink and click the Moodle button in the top right corner
- Go to https://moodle2.louisiana.edu
You will use your CLID and password to log in to Moodle 2.
If you are having trouble logging in, you may need to:
- Sync your password: https://www.ucs.louisiana.edu/cgi-bin/sync_pass.pl
- Reset your password: http://helpdesk.louisiana.edu/?q=content/ucs-accounts-forgot-or-change-your-password
Firefox is the best browser to use when accessing Moodle 2.

Viewing your courses
Your courses will be listed in the My Courses box in the right toolbar.
Navigating a course

Moodle is organized as a Web page per course. There are generally three columns on a page; 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 pop up to confirm what clicking there will perform.

You can view a listing of your courses on the bottom of the right sidebar (column). If you do not see your course listed, ask your instructor if they have created the course yet in Moodle and have added all their students to the course. They may also need to make the course visible to students. If you add a class late, there is a possibility that you were not enrolled in the class when everyone else was enrolled. 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.

Changing profile information

1. Log in to Moodle2.
2. Click on My profile settings in the settings box at the bottom of the left sidebar.
3. Click Edit profile.
4. Adjust your information and preferences.
5. Press Update profile.

Firefox is the best browser to use when accessing Moodle 2.
Uploading a profile picture

1. Log in to Moodle 2.
2. Click on My profile settings in the settings box at the bottom of the left sidebar.
3. Click Edit profile.
4. Scroll down to the User picture section and press Choose a file.
5. Press Upload a file.
6. Select browse, choose your picture, and click Open. *Max file size is 800 MB.
7. Click Upload this file.
8. 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.

Adobe Reader (.pdf files)
http://get.adobe.com/reader/otherversions/

Microsoft Office (.doc, .ppt, and .xls, files)
Open Office (and other free software downloads) http://helpdesk.louisiana.edu/content/FLOSS Free student versions of Microsoft software such as Microsoft Office http://louisiana.onthehub.com

Submitting an assignment

After logging into Moodle and selecting the course:
1. Select the assignment that requires you to upload a document.
2. Click Upload a file.
3. Select Choose a file.
4. Select Browse, choose the file you want to upload, and click Open. *Check the max file size.
5. Click Upload this file.
6. Click Save Changes.

Firefox is the best browser to use when accessing Moodle 2.
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.

If you are having connection issues, see the F.A.Q. section.
Firefox is the best browser to use when accessing Moodle 2.

Checking your grades
After logging into Moodle and selecting the course:
1. Click on Grades in Settings box in the left sidebar under Course Administration.
2. You will see your grade for each assignment and quiz that has been graded.
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.

Firefox is the best browser to use when accessing Moodle 2.

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 My profile in the Navigation box in the right sidebar.
2. Click on Messages.

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.
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. 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, web page space, personal disk space, academic disk space, access to UNIX workstations, Moodle, compilers in various languages, remote dial-up connections to the Internet, 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 CLID or UCS login ID, 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. You may also need to sync your password.
4. 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?

Why does everything look so weird when I try to copy text from Word document and paste it into Moodle?
Moodle doesn't recognize some of the formatting used by 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).

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 none of your instructors have not put their courses on Moodle yet or they have not made the course visible to students. If you added courses late, your instructors will have to manually enroll you in the courses. The best thing to do is to ask your instructor(s) to contact ULL Moodle support for assistance, if they are indeed using Moodle for your class.

Can I bookmark a course and access the course from the bookmark?
Yes. Of course, you will be asked to login but then you will be placed at the bookmarked page.

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?
Mostly no. We may change this answer as we get more experience with Moodle2. 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 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. You could try using a computer in a STEP lab on campus because a student does not get dropped for inactivity. Another option is to generate network activity at various intervals by refreshing your email or another Web site. If, however, 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; he/she 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?**
To send email to ALL the students and teachers in a course, post your message to the course’s forum. All the students and teachers in a course are by default subscribed to the course forum and will thus receive an email for each posting. Please note that other users may only receive forum notifications once a day or may have disabled forum notification emails. The postings are still available for viewing within the forum.

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 2.

**Can I check my email from within Moodle2?**
There is no capability to read email from within Moodle2. At the time you activate your UCS account at the IT Help Desk, your university email account is created. You can read your University email using Zimbra, a web based email program. There are links to it in Moodle and Ulink.

**How can I change my email address for Moodle2?**
1. Log in to Moodle2.
2. Click on My profile settings in the Settings box at the bottom of the left sidebar.
3. Click Edit profile.
4. Type in your preferred email address.
5. Press Update profile.

**Moodle is sending me too much email! How can I fix this?**
1. Log in to Moodle2.
2. Click on My profile settings in the Settings box at the bottom of the left sidebar.
3. Click Edit profile.
4. Select your preferences in the **Email digest type** and **Forum auto-subscribe** boxes.

5. Press **Update profile**.

How do I prevent my email address from being visible to all?

1. Log in to Moodle2.
2. Click on **My profile settings** in the **Settings** box at the bottom of the left sidebar.
3. Click **Edit profile**.

4. Select your preferences in the **Email display** box.

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 doesn't recognize some of the formatting used by 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).

Who do I contact for more support?

Your instructor is your first level of support. If you still have problems contact the Help Desk. You can email us at helpdesk@louisiana.edu, call us at 482-5516, or come see us at Stephens Hall Room 201.