| The wording of this guide is targeted to students however the content applies to all users of Moodle. Faculty and staff wishing to design their own courses should familiarize themselves with the contents of this guide first. |
What is Moodle?

Moodle is a Virtual Learning Environment (VLE) used by colleges, universities and schools worldwide. This is a web based application which is a safe and secure environment, where students can access learning materials and communicate with their instructors and other students. It is organized into areas called courses which are stored in categories according to academic program. If your OSHKI course has resources on Moodle your OSHKI instructor will inform you how to access them, this is known as being enrolled on a Moodle course.

Your Moodle account is linked to an OSHKI email address to which messages are sent, you should check this email account regularly in case your instructor has sent you messages.

Access to your courses on Moodle is available 24/7

How do I use Moodle?

When you enrol as a student at OSHKI you will be supplied with a Moodle username and password. Your username will be in the format of first name initial full last name, e.g. Jane Doe -> jdoe and your password will be Oshkixxxx where xxxx is a four digit student PIN number, e.g. 1234. So Jane’s Moodle username is jdoe and her password is Oshki1234.

As a student at OSHKI you will receive hands-on training in the use of Moodle during student Orientation Work or at the start of your program of study. You will be automatically enrolled in the Introduction to e-Learning course (EL-101). Using this course the Moodle instructor will help guide you through the different types of online assignments and activities that students are expected to use over the course of their study. You can also view the Moodle Features Demo course to learn more about the features of Moodle.

You can access Moodle from the link at the top of the page on the OSHKI Website. Click on the Moodle link.

Can I access Moodle from home?

Yes, this is the beauty of Moodle, it enables you to keep up-to-date with your course when you are away from campus. Simply connect to the Internet and type the following web address in your browser:

http://moodle.oshki.ca
(Do not put www in front of the address)
How do I log in?

At the top left of the Moodle homepage there is a login link. Click on the Login link (see previous page). Enter your Moodle Username and Password. Click on the Login button.

You should now see your full name displayed at the top left of the Moodle homepage.

Overview of the Moodle homepage

The Moodle homepage contains a central panel which has links to Moodle courses for OSHKI students; this central panel will also contain any important notices. Below are explanations of some of the blocks to the left and right of the screen, you will see blocks similar to these in other Moodle courses.

Welcome – Contains links to the OSHKI website, webmail, and weblog systems including Contact North’s Centra (e-Class) system.

Course Categories – This is a list of OSHKI academic programs and courses. Once you have logged in this will display a list of Moodle courses on which you are enrolled (under your program of study). This course list will grow as you progress in your studies. You enter a course by clicking on its course title.

When you first login to Moodle you will be automatically enrolled on the following Moodle courses under the Getting Started category: Introduction to e-Learning and Moodle Features Demo.

my Menu – Contains links to quickly access your courses, messages, student profile and files. If you have unread messages the number of messages will displayed here (see page 18 for more information about messages).

Timetables – Displays a list of on-campus and e-class (Centra) class timetables. You will need Adobe Acrobat Reader software to view these files (see page 6 for more information about files).

Help Desk – Contains OSHKI technical support information including e-learning guides and how-to’s.
How a typical Moodle course looks

Each course in Moodle contains similar elements, but may look completely different depending upon how your instructor has set it up and what resources it contains.

There are two basic elements on a Moodle page, **weeks/topics** and **blocks**. Blocks can go on either side or both, and usually display information relevant to the student, while the weeks/topics occupy most of the space in the middle of the page, and display or link to a majority of the course content. A Moodle course may be setup using a Weekly format or a Topic format (see page 9 for more information on course format).

The example below is from the Introduction to e-Learning course. Note that some of the blocks on the left and right of the screen are similar to ones you will have seen on the Moodle homepage.

What do all those icons mean?

Below is an explanation of some of the icons you may see in your courses. As each course is different, you may not see all of the icons described below.

<table>
<thead>
<tr>
<th><strong>Moodle resources and activities</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon] A webpage or text page</td>
</tr>
<tr>
<td>![Icon] A discussion forum</td>
</tr>
<tr>
<td>![Icon] A quiz/test</td>
</tr>
<tr>
<td>![Icon] Link to a website</td>
</tr>
<tr>
<td>![Icon] Information</td>
</tr>
<tr>
<td>![Icon] An assignment</td>
</tr>
<tr>
<td>![Icon] A survey – similar to a poll</td>
</tr>
<tr>
<td>![Icon] A lesson</td>
</tr>
<tr>
<td>![Icon] A message</td>
</tr>
</tbody>
</table>
The icons below are application files and will require you to have the relevant software application installed on your computer or viewers which can display the files. All OSHKI computers will have the necessary software installed, but you may need to install some software on your home computer. Below are details of where you can download application viewers and software.

<table>
<thead>
<tr>
<th>Moodle application files</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Link to a Word document (.doc)" /></td>
</tr>
<tr>
<td><img src="image3.png" alt="Link to an Excel spreadsheet (.xls)" /></td>
</tr>
<tr>
<td><img src="image5.png" alt="Link to a graphic/image file (.jpg, .gif)" /></td>
</tr>
<tr>
<td><img src="image7.png" alt="Link to a video file (.mpg, .mov)" /></td>
</tr>
<tr>
<td><img src="image9.png" alt="Link to an audio file (.mp3)" /></td>
</tr>
</tbody>
</table>

**What if I cannot open or download a file?**

If you are using an OSHKI computer, ask advice from a member of staff. If you are away from the campus, it is possible that your computer does not have the correct software installed to read that type of file.

Is your computer telling you what type of file it is? Most people should be able to open Microsoft Word documents, but you may not have the software to open an Adobe Acrobat file.

**If you have problems there are help pages which can be accessed from the ITSS section on the OSHKI website homepage.**

**Popup blockers:** Check that your computer is not blocking pop-up windows from the Moodle site. Depending on which browser you are using you can add [http://moodle.oshki.ca](http://moodle.oshki.ca) to your trusted sites.

**IMPORTANT**

OSHKI does not endorse any of the following sites, nor can it be held responsible for problems caused to your computer by incorrectly installing software.

**Installation of software on your home computer is entirely at your own risk.**

Make sure you read the instructions on these sites before downloading the software.

**Application Viewers**

Some resources in Moodle require you to have specific software installed on your computer in order to view the files.

<table>
<thead>
<tr>
<th>VLC media player</th>
<th>Viewers from the Microsoft Website</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Apple QuickTime player</th>
<th>Microsoft Windows Media Player</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Macromedia Flash and Shockwave Player</th>
<th>Open Office</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>7-Zip - free zip compression software</th>
<th>Adobe Acrobat Reader PDF reader</th>
</tr>
</thead>
</table>

**Microsoft Office 2007 – 60-Day Trial Software** - If you wish to download a free trial of Office 2007 you can download the software from [http://trial.trymicrosoftoffice.com/trialcanada/](http://trial.trymicrosoftoffice.com/trialcanada/)
How to access the Introduction to e-Learning course

Some courses in Moodle are closed which means that only authorized staff and students have access, these courses are protected by a password known as an enrolment key.

In most cases OSHKI will have already enrolled students on a Moodle course, in which case they will be able to access the course when they login to Moodle and an enrolment key is not required. These courses will be displayed under Course categories after logging in.

There are some courses in Moodle which do not have restricted access; the Introduction to e-Learning course is one of them. However, you will still have to login to access it. Once you have entered the course, you can explore the activities and resources available and work through at your own pace, to familiarize yourself with Moodle.

As a student, you will be expected to learn how to use six (6) different types of Moodle activities as follows:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Type of activity</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Completing and confirming a reading lesson</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Completing and submitting an assignment using an online editor</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Completing and submitting an assignment using an uploaded file</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Completing a survey</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Participating in a class discussion forum</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Completing and submitting a quiz/test</td>
</tr>
</tbody>
</table>

**Hands-on training will be provided to students during Student Orientation week or at the start of your program.**
Why can’t I access all of the courses on Moodle?

There are several reasons why you may not be able to access a course in Moodle. When you search for a course under course categories you will see icons next to the course name these indicate the access permissions for that course.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Access Type</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>🗝️</td>
<td>Guest Access (anyone can access the course)</td>
<td>Some courses allow guest access; a course that displays this icon alongside the course name can be accessed by anyone who logs in as a guest.</td>
</tr>
<tr>
<td>🗝️🔑</td>
<td>Guest Access with an enrolment key</td>
<td>Some courses only allow guest access to people who have the enrolment key; (this is a type of password) that a guest needs to enter each time to access a course.</td>
</tr>
<tr>
<td>🗝️👀</td>
<td>Guests are not allowed and only those who have the enrolment key can self enrol.</td>
<td>Some courses are set up this way and can only be accessed by course participants who have been enrolled on the course by their instructor or have been given the enrolment key. Enrolling on a course using an enrolment key is a one-time-only process. Students who have already been enrolled on a Moodle course by OSHKI do not need an enrolment key.</td>
</tr>
</tbody>
</table>

When an instructor is creating a course in Moodle, he/she may have chosen to not make the course available to students, in which case the course is hidden from view so you will not see it listed. Your instructor will inform you when it is available for you to access.

Navigating your course

You can move around a course using the breadcrumb bar. The example shown below is from the Introduction to e-Learning course.

**Breadcrumb Bar** - this is a menu positioned below the course title which shows your position in the course. The notes below will make this clearer.

```
Introduction to e-Learning - EL 101

Breadcrumb Bar in Moodle

Home icon: Clicking on this icon would take you back to the OSHKI Moodle homepage.
Home link: Clicking on this link (blue) will take you back to the homepage of the course.
1-1A: Getting Around: This is in a different colour (black) and indicates that this is the resource currently being viewed.
```

The above is only one example of how the breadcrumb bar may appear; it will be different in each course. Keep an eye on this as you navigate around, you will notice that it changes to reflect your current position in the course.
Course formats

Topic Format

Some courses will be setup using a topic format; this is useful when structuring a course according to the chapters or units of a textbook.

If your course is setup using a topic format and contains a lot of topics it can be tiresome having to scroll up and down the page.

You can collapse all of the topics by clicking on the **square box** to the right of the topic heading. When you collapse a topic only that topic is displayed and the remaining topics are hidden.

Opposite is an example of the topics collapsed, the topics can be fully restored by clicking again on the **double squared box** to the right of the current topic.

You can also use the **jump-to-box** at the bottom of the topic to navigate to another topic.

Weekly Format

Most courses will be setup using a weekly format; this is an additional way to navigate content. Most courses will use an 8-week setup which corresponds to the duration of study of most OSHKI courses.

Weeks can be selected by clicking on any **yellow coloured tab**; this will display the content in that week of study. A **grey coloured tab** cannot be selected because that week has not yet occurred.

The weekly tab menu works in the same way as the **jump.to** - it only displays the week you have selected, the remaining weeks become hidden. Click the **All tab** to reveal all the weeks.

**Note:** if you use any of the above navigation methods, or click on the links in the breadcrumb bar to navigate to another area of the course your input may not be saved. To avoid this always ensure that you complete what you are doing within the activity first e.g. post to a forum, completing a quiz, make sure you save or submit changes before navigating away from the page.

Finally, it is possible to navigate between pages by using the backward and forward buttons on your web browser. **This is not recommended**; you will obtain more consistent results by using the navigation options within Moodle and the course pages.
What is a profile?

A Moodle profile contains information about you, such as your name, your home community, and details of Moodle courses on which you are enrolled. It also contains other information some of which you can change. This is similar to profiles used in social networking sites like Facebook. Note that other students can see your profile by clicking on your name.

How do I edit my profile?

Once you have logged into Moodle, you can access your profile from almost anywhere, by clicking on the link to your name at the top or the bottom of the screen.

When you are in your profile, click on the Edit profile tab. You will then see the following screen.

On this screen you can edit your name along with other options. **We recommend that you do not change your email address** as you will not receive messages sent by your instructor or other learners in Moodle. See page 17 for more information regarding setting up email and forum preferences.

Enter information in the Community field as this is good to let others know where you are participating from.

You should write some basic information about yourself in the description box, in addition to your program name that you will see here, so that other users know who you are. For obvious reasons it is not a good idea to include personal details such as your home address and phone numbers.

A picture is linked to all Moodle accounts which by default is a smiley face, you can change this to any other suitable image if you wish, see next page on how to do this.

Click Update profile when done.

How do I access my blog?

If you would like to keep an academic blog/journal, either to keep track of your academic activities or if you just want to share your comments with other students, you can do this by using the blog feature. Blogs contain journal entries that others can view.

In your profile you will see a tab labelled Blog. Clicking on this tab will enable you to view and edit your blog using the following Blog Menu.

Click Add a new entry to create a new blog entry.
How do I change my picture?

You can upload a picture from your computer to Moodle which will be used in various places to represent you. The best image to use is a close-up of your face, but you can use any you like. When using images you should be aware of copyright law and should not use anything belonging to someone else whose permission you do not have.

The picture must be in JPG or GIF format (i.e., the file names will usually end in .jpg or .gif).

You can get a picture file using one of three methods:

1. Using a digital camera: your photos will most likely already be on your camera/computer in the correct format.
2. You can use a scanner to scan a printed photograph. Make sure you save it as JPG or GIF format.
3. Search the web for copyright free images.

To upload your picture, open your profile and click on the Edit profile tab. Scroll down the page until you see the area which displays the default smiley picture (or no picture).

![Edit profile tab](image)

To upload the image, click the "Browse" button and navigate to where the picture is stored on your computer and select it.

NOTE: Make sure that the file is not larger than the maximum size listed, or it will not be uploaded.

Then click "Update profile" at the bottom of the page - the image file will be cropped to a square and resized down to 100x100 pixels. When you are taken back to your profile page, the image might not appear to have changed. If this happens just use the "Reload/Refresh" button in your browser or press F5 on the keyboard.

When you return to your profile you should see your new picture.

![Profile page](image)

IMPORTANT: Please make sure that any picture you upload is not copyrighted, rude or offensive as your picture can be viewed by all users of Moodle.
What if I am unable to login?

If you find that when you try to login to Moodle it does not accept your username and/or password you can request to reset your password by sending a link to your OSHKI e-mail address.

At the login screen, click on **Yes, help me log in**.

At this point, enter a valid username or email address. Click **OK**. The system will then search for your Moodle account and will send an email notification to your OSHKI email address.

You can now check your OSHKI email account to receive instructions on resetting your password. The message notification should look similar to the following screenshot.

If you still cannot login, see the following:

1. One of the reasons you may not be able to get into Moodle it is that your password may have been setup incorrectly by the system administrator (e.g., typo). You can reset your password by clicking on the **Yes, help me log in** button.

2. When on campus, if you have forgotten your username or password you should contact one of the staff in the program department who will be able to request the Helpdesk to reset your password for you.

3. If you are outside of campus and you cannot login, you should contact the Helpdesk for technical support over the phone.

4. If you are able to login to Moodle but are having problems accessing your Moodle course you should contact the Helpdesk to check that you are enrolled in the course.
Communication in Moodle

There are two main types of communication in Moodle: **Forums** and **Messages**.

While logged into a course you can read messages posted to the discussion forum(s) and reply to messages. Messages posted to forums may also be sent to course participants via email, depending on how the forum has been set up.

If you receive an email message from a forum, you will see that the short name of the course is shown at the beginning of the email subject line, e.g. EL 101, this is so you can identify which course/forum the message has come from. If you click on the *Reply* link at the bottom of the message, you will be prompted to log into Moodle and taken to the reply section of the forum.

**Using Forums**

Forums enable all course participants to communicate with each other.

These are essentially used in five different ways:

- **News/Announcement forum** – Most courses have this type of forum which is used by the course instructor to post announcement to students on a course. These messages are also automatically sent to users email addresses and displayed in the course forum. Generally you cannot reply to these messages.

- **A single simple discussion** - is just a single topic, all on one page. Useful for short, focussed discussions.

- **General Forums** – These forums can be set up in many different ways. They are used for discussion with your instructor and/or other students; anyone can start a new discussion topic at any time. The forums can be named anything by the instructor e.g. Class Discussion Forum, etc.

- **Each person posts one discussion** - Each person can post exactly one new discussion topic (though everyone can reply). This is useful when you want each student to start a discussion about say, their reflections on the week’s topic and everyone else responds to these.

- **Q and A Forum** - The Q & A forum requires students to post their thoughts/answers before viewing other students' postings. After the initial posting, students can view and respond to others' postings.

Any forum in which you can post messages also allows you to attach files to the message.

There is no limit to the number of forums which can be in a course.

Students enrolled on a Moodle course can be divided into groups. For example according to year, level or learning set. This enables forum postings to be targeted to a specific group.
Understanding Forums

When you enter a forum you will see a list of discussions topics. To start a new discussion, click on **Add a new discussion topic**. Each message will have a subject heading so that the reader will know what the discussion is about. Clicking on a **subject heading** will open the original message where you can view the message and any replies (replies to a message are known as a thread).

The front page of a forum also gives details on the name of the person who started the discussion, the number of replies and the date of the last posting; this is useful when checking to see if there are new messages. If you want Moodle to flag messages which you have not read, see page 17.

When you view a message you will see the replies. You can click on the **dropdown menu** at the top of the screen to determine the order in which you would like to view the thread.

To add your own reply to a thread, click on the **reply link** at the bottom of the message you are replying to. This will open the HTML editor, some of the toolbar icons are similar to those found in most word-processing programs. Type your reply to the message.

If you want to attach a file to your message there is an option at the bottom of the page. You can also select whether you want replies emailed to you.

When you have finished, click on **Post to forum**. You will then see a message informing you that you have 30 minutes in which to edit your post before it is posted to the forum and emailed to everyone who is subscribed to the forum.
Replying to forum messages received via email

When you receive a forum message via email, it will contain the text of the message and any attachments. The example below is a message from a course called MD 101. The various elements of the message are explained below.

**Note:** Your email software may not display your messages exactly the same as the one below. Your email account or operating system may want to block some content of the message. This can happen if the message contains a picture or an attachment. Clicking on the security link will unblock the content.

If you click on the **Reply** link at the bottom of the message, your web browser window will open and you will have to log into Moodle. This will then take you to the forum from which the original message was posted.

- **Show parent** – this will display the parent message to which this reply relates.
- **Reply** – this will open the message you are viewing with a reply box below the message, where you can post your reply to this message.
- **See this post in context** – will display the whole thread of messages relating to this topic.

It is important to remember that when replying to forum messages you should use the reply link at the bottom of the message so that you are taken to the original message in Moodle from where you can post a reply.

**Do not use the normal reply button in your email software on the toolbar** as this will send your reply to the personal email address of the person who posted the message, which means that your reply will not appear in the forum.
How to control forum messages

If a discussion forum has been set up with mandatory subscription, you will be able to view all the messages relevant to you and you will also receive copies via email.

If you are subscribed to several Moodle forums you can get overloaded with emails, luckily there are ways in which you can control your subscriptions and the way/amount of messages you receive. This page and the next describe how you can control forum messages.

How to subscribe or unsubscribe from forums

*Note:* The term subscription does not mean that you have to pay to belong to a forum.

The following shows you the different information you will see to the top right of your screen once you have entered a forum.

<table>
<thead>
<tr>
<th>Forum subscription</th>
<th>What you can do</th>
</tr>
</thead>
<tbody>
<tr>
<td>💼 Everyone is subscribed to this forum</td>
<td>In this instance everyone is subscribed to this forum by the instructor so you cannot unsubscribe. You will receive all of your messages sent from this forum via email.</td>
</tr>
<tr>
<td>💼 Everyone can choose to be subscribed</td>
<td>In this situation you will be able to choose if you want to subscribe to the forum, if you do subscribe (by clicking on the link to Subscribe to this forum), you will also receive the messages via email.</td>
</tr>
<tr>
<td>💼 Everyone can choose to be subscribed</td>
<td>You can unsubscribe from a forum at anytime by clicking on the link to Unsubscribe from this forum you will still be able to view the messages in the forum but you will no longer receive them via email.</td>
</tr>
</tbody>
</table>

When you are subscribed to a forum it means that you will be sent email copies of every post in that forum (posts are sent about 30 minutes after the message was written – this time delay gives the author sufficient time to change or edit their original posting before the message is sent out).

Reminder: if you unsubscribe from a forum the only way you will be able to view messages is by logging in and viewing them in the forum as you will no longer receive them via email. And you cannot unsubscribe from a forum in which your instructor has forced subscription - see next page for how to set up preferences for forum messages.
Setting up email and forum preferences

If you are on a course(s) which uses forums, you can sometimes be overloaded with forum messages coming to you via email, especially if you only check your email occasionally. Fortunately there is a way you can control this.

While logged into Moodle click on your name at the top or bottom of the page. This will take you to your profile. Click on the tab marked Edit Profile. You will see the following options (if not click the Show Advanced button to the top right).

We suggest you set your email preferences to be the same as the ones shown in blue below.

**Email display** - this allows you to select your email preferences. You should check that your email account is set up to **Allow only other course members to see my email address**. This is so that you can be contacted by your instructor who will send you important messages.

**E-mail activated** - Check that your email address is enabled, do not disable it, if you do you will not receive forum or email messages from your Moodle courses.

**E-mail format** - specify Pretty HTML format.

**Email digest type** - this is where you can set up how you want to receive forum email postings. The default is **No digest** this means that you will get every single individual message posted to your email account.

**Complete** - is one single email containing all of the messages sent to you in one message per day.

**Subjects** - one daily email from all the Moodle forums to which you are subscribed. This one message contains the subject headings only, if you want to read the messages in full you will have to read them in the forums by clicking on the links in the message. Opposite is an example of a daily digest.

**Warning**: if you choose a complete or subjects daily email you may miss important messages sent by your tutor such as room changes etc, as email digests are automatically sent out at the end of the working day.

**Forum auto-subscribe** - you can select if you want to be automatically subscribed to a forum when you post a message, this means you will also receive replies and messages via email.

**Forum tracking** - keeps track of what messages you have read and highlights next to the forum name the number of unread messages in the forum. When in a forum you can quickly see which messages you have not read.
Messaging in Moodle

You can send a message to another person who is online within your course; this is carried out by clicking on an envelope icon under the Online Users block.

Clicking on an envelope adjacent to someone’s name will open up their message dialogue box; this is similar to instant messaging. You will not see an envelope next to your name as you cannot send yourself a message. If the person you send a message to goes offline, they will see it waiting the next time they login to Moodle. It will also be e-mailed to them.

Opposite is an example of a message. If the user is online, the message dialogue box will pop-up on his screen (if you have a pop-up blocker running this may not happen). If the user is offline the message will be sent to his email address (if he has enabled this option in his message preferences). The message dialogue box can be displayed using JavaScript or without JavaScript (see message preferences below on how to set this).

Or next time he logs in he will also see the message waiting for him in the My Menu box on the Moodle front page. Beside the My Messenger link the number of messages will be displayed; clicking on the My Messenger link will open the message dialogue box.

The messages dialogue box shows who messages are from and how many messages there are. Clicking on the contact pic/name will display the message. Clicking on the icons next to the name will perform the following:

- Add contact,
- Block Contact, and
- Message History

The message history holds a record of all of the messages you have sent and received from that individual.

Sending a message using Participants

You can also send a message to another student by clicking on Participants in the Participants block. You will get a listing of students enrolled in the course.

Click on the name of the student to view their profile. At the bottom of the profile page, click on Send Message.
Message preferences

When in your message dialogue box, click the Settings tab.

From here you can set up preferences for your messages which includes whether you want messages to be e-mailed to you when you are offline.

If you are experiencing technical problems with the message dialogue box try using/check the Version without frames and Javascript.

When done, click Save my settings.

You can also search for people by clicking on the Search tab.

Warning:
Note that all messages, logs and actions are recorded in Moodle and can be traced if the system is misused or abused.
FAQs and Troubleshooting

What does Moodle stand for?
The word Moodle is an acronym for Modular Object-Oriented Dynamic Learning Environment.

It's also a verb that describes the process of using Moodle for online teaching and learning. Anyone who uses Moodle is a Moodler.

Why are there not Moodle resources for all courses I am studying at OSHKI?
Faculty and staff are working towards putting resources online, but this takes time. Speak to your instructor(s) to find out if they will be putting course activities and resources in Moodle.

Why am I not receiving messages via email from forums?
You have probably not entered your email address correctly in your profile, or you have disabled your email address, see pages 10 and 17. If you are still having problems contact the OSHKI Helpdesk.

I am getting overwhelmed with messages from forums, what can I do about it?
Read the section Communication tools in Moodle pages 13 - 17.

I am getting instant messages from people I do not know, how do I stop this happening?
If you are having problems with messages, you can block people sending you messages. Page 18 explains how to do this.

I see that some people have pictures next to their name, how can I have a picture?
See page 11 on how to upload a picture to your profile.

Word documents keep opening in Internet Explorer, how can I make them open in Word?
This is due to the way your computer is set up. On the home page of Moodle under the Main menu you will see a link to some help sheets which explain how to overcome this problem.

I'm having problems downloading and opening files
You probably don’t have the correct software installed on your computer to view the file. See page 6. If you are unable to download it at home contact your instructor and ask him/her to email a copy to you.

How do I re-direct OSHKI emails to my personal email account.
For instructors only, it is possible to re-direct your OSHKI email messages to your personal email account. You must enquire with the OSHKI Helpdesk to do this.

I am having problems logging into Moodle
There could be several reasons for this, see page 12.

I am working online from home and I am having problems with my Moodle course, what should I do?
In the first instance you should contact the instructor of the Moodle course. If the instructor is unable to help you due to technical difficulties then contact the OSHKI Helpdesk.