



Moodle Frequently Asked Questions - Students

1. **Q: How do I access my courses on Moodle?**

A: Access to the Moodle logon page can be accomplished in one of three ways:

- Go to my.lasell.edu, and click on the Moodle link
- Go to selfservice.lasell.edu, and select the Moodle link from the Home tab
- Go directly to moodle.lasell.edu

In the center of the Lasell College Moodle home page, you will find Moodle Student Guide that will give you an understanding of how you can access some really cool features in Moodle.

Remember these two easy steps:

1. Log into Moodle using your Lasell username and password.
2. Select the course name which is listed under "My Courses" to enter the course page.

2. **Q: What if I can't log into Moodle?**

A: Moodle uses the same authentication as the does Lasell Network. If you can't log into Moodle and MyLasell, you need to contact the IT Help Desk about your Lasell account and password.

Technology Help Desk Contact Info:

Email: helpdesk@lasell.edu

Phone: x2200 or 617-243-2200

3. **Q: What if I don't know how to work within the Moodle environment?**

A: The Technology for Learning Center (TLC) provides **drop-in** services and appointment services for students:

- When: Walk-in services on Mondays 1:00 PM - 5:00 PM or by appointment.
- Where: Brennan Library 101 (ground floor, inside the Teaching and Learning Commons)
- Call 617 243-2001

4. **Where can I access Moodle Help Document?**

A: Go to <http://moodle.lasell.edu> and view the Welcome to Moodle message which includes a Welcome Students section where you can find login instructions and user guides offered as videos and text.

5. **Q: Are there restrictions on when and where I can access my course content on Moodle?**

A: You can access your course on Moodle anytime and at anywhere if you have Internet connection.

6. **Q: My course is not showing up on the My Courses page on Moodle. What should I do?**

A: Please contact your instructor to make the course available to students.

7. **Q: Could I use any web browser to access Moodle?**

A: Even though you may access Moodle via any browser, it is recommended that you choose a browser that supports Moodle's integrated HTML editor. This is a WYSIWYG (what-you-see-is-what-you-get) editor with an interface similar to you would see in most word processing applications, which can help you to format your text.

This in-line HTML editor will only appear if you use Firefox, Internet Explorer, and Netscape. If you do not use one of these browser types, you can still use Moodle just fine, but without the luxury of a WYSIWYG editor.

As a result, we highly recommend to use up-to-date Firefox or Internet Explorer on Windows operating system, and to use Firefox on Mac system.

8. **Q: Where do I find the class syllabus?**

A: If your instructor has posted the syllabus, look for the Syllabus link on the course introduction section, which is located at the top of your course.



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9. Q: I have a specific question about the course and have contacted instructor but I haven't heard back. What should I do?

A: Please contact the chair of the department.

10. My instructor uploaded PowerPoint slides to my course, why I AM having problems viewing them?

A: There might be a few possible issues. Here are the fixes:

- a. Use Firefox instead of Internet Explorer as your browser. This will fix the problem. Here is a link to the [free download](http://www.mozilla.com/en-US/firefox/ie.html) (<http://www.mozilla.com/en-US/firefox/ie.html>).
- b. If you are using Internet Explorer to view the course page, when you click on the Power Point link, instead of selecting "open" file, choose "save." The file will download to your computer and then you should be able to open it.
- c. If you are using Internet Explorer to view the course page and when you click on PPT, a blank page opens up, you need to add <http://moodle.lasell.edu> to your Internet Explorer's trusted sites. Click [here](#) to see how to do that.
- d. If you don't have PowerPoint on the computer that you are using to view the files, you won't be able to view PowerPoint slides unless you have a PPT Viewer. You can download a free PowerPoint Viewer from the Microsoft website (<http://www.microsoft.com>).

11. Q: When I click on the link to view a PDF file, it just hangs and doesn't download the file.

A: You may need to update the version of Adobe Reader on your PC. Go to [Adobe Reader](http://get.adobe.com/reader/) (<http://get.adobe.com/reader/>) and download the latest version. Once the install is complete, try clicking on the file link again in Moodle and the document should open immediately.

12. Q: I tried to upload a file, but it didn't work. What went wrong?

A: Uploading a file is generally very simple. If it didn't work, check the name of the file. It shouldn't have any punctuation in it: no commas, apostrophes, etc. Remove all punctuation by renaming the file and then try the upload again.

13. Q: I posted a Word.docx file to Moodle as an assignment but my instructor can't open it.

A: This is a compatibility issue. Microsoft Office 2007 files have an extra x on the end of the extension, so a Word.doc will look like Word.docx if you are using Word 2007. Your instructor may have older Word versions and, therefore, will not be able to open these files. To fix the issue, you can re-save your document as an older version. If you are in MS Word, go to "save as" and select save as a .doc file.

14. Q: I don't want every discussion forum posting emailed to my Lasell email account. What can I do to stop it?

A: Every forum postings goes to your email box because your instructor chose "Force everyone to be subscribed" the forum posting. You need to ask your instructor to adjust the forum settings.

15. Q: What kind of media files are supported by Moodle?

A: The following media files can be viewed within Moodle.

- Graphics: GIF and JPEG
- Audio: WAV, MP3, .aac, .ra
- Video: swf, .mov, .wmv, .mpg, .avi, .flv, .ram, .rpm, .rm

16. Q: I have read through all of the Frequently Asked Questions and cannot find the answer to my question. Where can I get help?

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