Moodle Frequently Asked Questions – Students

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

A: The IT Department provides technical support for Moodle courses. Should you ever have problems with accessing your account or experiencing technical issues about your Moodle course(s) and if you need immediate assistance, they are available 24/7 by phone 617-243-2200. If the issue is not urgent, please submit your request to the Help Desk at helpdesk@lasell.edu

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

A: Access to the Moodle logon page can be accomplished in one of two ways:
- Go to my.lasell.edu, and select the Moodle tab
- Go directly to moodle.lasell.edu

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

A: Even though you may access Moodle via any browser, we highly recommend using an up-to-date Firefox browser. It is available as a free download for Windows PC and Mac systems.

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

A: Moodle uses the same authentication as the does the Lasell Network. One possible solution is to try resetting your Lasell password at http://password.lasell.edu. If you are a graduate student and can access MyLasell, but are still unable to access Moodle, please check your Self-Service account on MyLasell to see if you have a Stop on your account. If so, contact the appropriate office to remove the Stop. Once the Stop is removed, you will have access to Moodle in about 24 hours.

If you are still having problems with accessing your account, please contact the IT Technology Help Desk (helpdesk@lasell.edu) about your Lasell account and password.

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

A: Please check your Self-Service account on MyLasell to see if you have a Stop on your account. If so, contact the appropriate office to remove the Stop; otherwise please contact your instructor to make the course available to students.

6. 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 anywhere you have an internet connection.

7. Q: What can I do when I get a reminder that my password will expire soon?

A: You may change your password at any time at https://password.lasell.edu. If you still have questions, please contact Lasell IT at phone 617-243-2200.

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

A: Look for the Syllabus link on your course web page.

9. 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. Go to Adobe 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.

Moodle Frequently Asked Questions – Students

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

A: Use a Firefox browser. 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.

11. Q: What is the best way to copy content from Microsoft Word to Moodle?

A: No matter where you want to paste – labels, weekly summaries, or resource/activity descriptions, you can use the "Paste from Word" icon in the HTML editor. It will remove all unnecessary formatting code from Microsoft Word.

12. Q: I am using Firefox and cannot copy and paste text using the right-click button on my mouse. How can I copy and paste text inside of Moodle?

A: To copy and paste text inside of Moodle, place your cursor in front of your text and highlight the text. Then press Ctrl + C (or Command + C for Macs) on the keyboard to copy the text. Click your cursor in the place you want to paste your text. To paste your text, press Ctrl + V (or Command + for Macs).

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 document 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. For example in Microsoft Word, go to File > Save As and select Save As a "Word 97-2003 Document" .doc file.

14. 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

Note: students will need the appropriate software and plug-ins to view the media files.

15. 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 if your instructor chose **"Force everyone to be subscribed."** You might ask your instructor to adjust the forum settings.

16. Q: When I log into Moodle all my past courses are no longer listed, what happened?

A: At the end of each semester, the courses will be archived after four weeks of the Final Week. Students will not have access to previous semester's courses. If you would like to see the course contents for past semesters, please contact the course instructor.

17. Q: Where can I access the Moodle Help Document?

A: Go to http://moodle.lasell.edu and click the Moodle Student Guide link to find login instructions and user guides offered as videos and text.