

MOODLE FAQ

Customized for the Adler Graduate School

Access and Navigation

Why can't I log in?

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

- Usernames must be entered in with all lowercase letters.
- Are cookies enabled on your browser

I forgot my ID and/or password

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- At the login screen click "Lost password"
 - Enter your username or email (they should be the same), and click search.
 - This must be the username/email that is used to login
 - The system will send you a password reset link to the address provided
- If you are still not able to login, please email moodlesupport@alfredadler.edu for assistance.

How do I open a course page?

- Enrollment into a course within Moodle processed by Adler staff
- Students cannot enroll themselves into a Moodle course, as registration is carried out in Sonis.
- To see a list of courses that you have been enrolled into, click the "My Courses" link in the navigation menu (upper left-hand of your screen)

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

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. AOL users may also not receive e-mails if the administrator has banned the use of AOL email addresses.

How can I stop all of these e-mails?

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

 Edit your profile and change your e-mail settings to digest, whereby you will get only one email each day that lists all the messages for that day.

 Unsubscribe from non-essential forums (although they are there for a reason!)

 Disable your e-mail address in your profile although this is not recommended as it will prohibit you from participating in the course.

Assignments and grades

Why is there no upload box?

This is either because:

- The assignment has now closed

- The assignment is not yet open

- You already uploaded something and the settings prevent resubmissions

How can I see my recent assignment feedback?

There are many ways you can access their feedback. The most common method is by simply going to the same place where you uploaded the work. Another common method is to follow the link in the recent activity block (if the teacher has included it on the course). Another method would be to access the grade book and then follow the link for the required assignment. Depending upon how the assignment was set up, you may receive an email when it has been marked with a direct link to the feedback.

Why is my course average so low?

Don't panic! The Moodle 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