



ITRC Guide

Mozilla Firefox and Other Browsers

Mozilla Firefox is an open source browser recommended for Moodle and supported by the ITRC. If you don't already have Firefox installed, you can download it for free from: <http://www.mozilla.com/en-US/firefox/> (either Mac or PC versions) and click on the "Download Firefox – Free" link. When given the option to run or save, select save in order to download the installation file to the desktop. Once downloaded, double-click on the installation file to install. Other browsers may be used such as Internet Explorer, Netscape, Safari, etc. However, because there are known problems with other browsers, we strongly recommend using Mozilla Firefox.

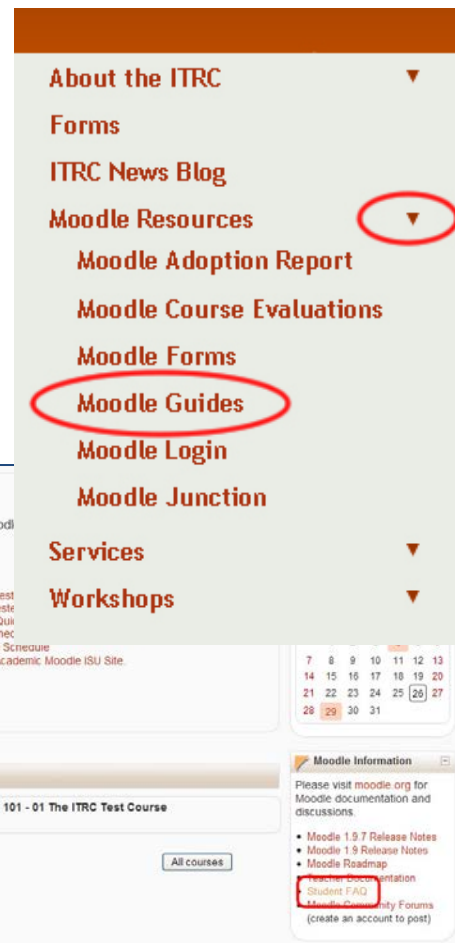
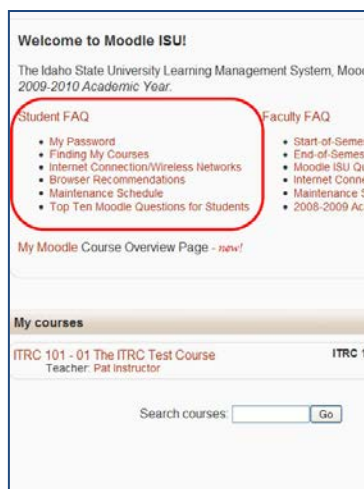
Where Can I Find a Link to Moodle?

You can find a link to Moodle by going to the Idaho State University homepage (<http://www.isu.edu>), and then clicking on the **BengalWeb** link . Sign in, then click on the **Moodle**  icon on the top right of the page. You may also type elearning.isu.edu in your web browser.

Where and How Do I Get Help with Moodle?

Student Moodle documentation can be found in the following places:

- at the ITRC website (<http://www.isu.edu/itrc>). To see what is available, go to the ISU homepage, click on **Faculty & Staff**, under the **Teaching and Advising** section, click on **Instructional Technology Resource Center (ITRC)**, click on the **Down arrow**, then **Moodle Guides**, then go to the "Moodle Resources for Students" section.
- Moodle Student Guide (all students are automatically enrolled)
- Your instructor
- The ITS Help Desk 282-HELP (for password and login issues)
- Other Student resources can be found within Moodle under the Student FAQ section and the Moodle Information block.



How do I Sign In and Out of Moodle?

To sign into Moodle, you will need to know your username and password. Your username is the same as the first part of your e-mail address. For example, if your ISU email is doejane@isu.edu, your user name is doejane. The password for Moodle ISU is the same as the password for your ISU email. If you have forgotten your password, you can look up the information in **My ISU** or call the help desk at 282-HELP (4357).

To log out, click on **Logout** next to your name at the upper right-hand corner of the screen.

You are logged in as Abu Al-Khwarizmi (Logout)

Why am I Having Problems with Moodle?

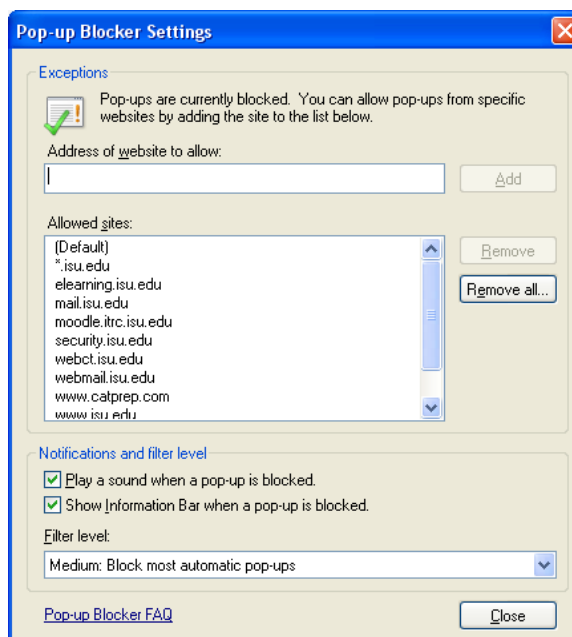
You might be having problems with Moodle if:

- The pop-up blocker is blocking pop-ups from Moodle.
- Cookies are disabled (uncommon).
- JavaScript is disabled (uncommon).

There are some functions in Moodle that require that the popup blocker be turned off.

In Firefox, you can enable pop-ups from Moodle by going to Tools, Options, Content, and clicking on Exceptions (the first button from the top). In the **Address of web site** field, type “*.isu.edu” (without the quotations). Click **Close**, then **OK** to save and close the remaining window.

In Internet Explorer, to allow pop-ups go to the **Pop-up Blocker** section (located below **Sites**), click on the **Settings** button, and add the “*.isu.edu” web address as the previous step.



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