Moodle FAQ

How do I login to Moodle?
Your Moodle user name is the same as your ISU email address without the @isu.edu part. If your ISU email address is smitjohn@isu.edu then your Moodle user name is smitjohn.

Your Moodle password is the same as your ISU email and BengalWeb password. If you do not know your ISU email password, you can change it from your BengalWeb.

Please note - your default Moodle password is NOT your month/year of birth.

You can find more instructions on the Moodle login page under the "Is this your first time here?" area:

- Or via the "Forgotten your username or password?" link:
For more help, view the following demonstrations (FlashPlayer is required, and there isn't any narration):
  • How to Change Your Moodle Password - click here
  • How to Edit Your Moodle Profile - click here

↑ top

Why can't I login to Moodle?

There could be many reasons, but the most probable is that you have forgotten your password or are entering it incorrectly. Some other things to think about:

  • Your user name is the same as your ISU email address without the "@isu.edu".
  • Your default password is NOT your month and year of birth; rather it is the same as the password to login to your ISU email account and BengalWeb account.
  • Passwords are case sensitive and must be entered exactly.
  • Your browser must be set to allow cookies. If cookies are not enabled, the message "Unfortunately, cookies are currently not enabled in your browser" may appear and you will not be able to login until you enable cookies. (See the section "How do I allow cookies for Moodle?")

What do I need to use Moodle?

Computer Hardware Requirements:

  • Mac OS 10.x 800 MHz + 512 MB RAM or better
  • Windows XP 800 MHz + 512 MB RAM or better
  • We are not aware of any compatibility issues regarding Windows Vista or Windows 7 operating systems

Browser Requirements:

Please note: Mozilla Firefox is the browser you need to use with Moodle. Instructions for a few other popular browsers are included here for your information; however, if you do choose to use a different browser than Firefox with Moodle, we cannot guarantee the results. Any known issues are also listed.

  • Mozilla Firefox 22 or higher (REQUIRED) - do not use other browsers
  • Free browser plugins
    • Use this link to test, download, and/or install the required plugins.
    • The plugins are available for both Windows and Macintosh platforms.
  • Cookies must be enabled.
    • Find out more information about the cookies Moodle uses by clicking on the question mark on the Moodle login page:
See "How do I allow cookies for Moodle?"  
- Pop-ups for "elearning.isu.edu" must be allowed (See "How do I allow pop-ups for Moodle?").  
- JavaScript must be enabled (See "How do I enable JavaScript?").

Internet Connectivity Requirements: Internet Service Provider (ISP)  
- ISU ISP, local or national ISP  
- AOL is not recommended  
- Because of the extensive use of streaming video, a dial-up Internet connection is below the minimum requirement and not acceptable.

How do I allow cookies for Moodle?

Below you will find instructions for enabling cookies in Firefox. Do not use other browsers with Moodle.

Firefox  
- Click on "Tools" (Win) or "Firefox" (Mac) and then select "Options" (Win) or "Preferences" (Mac).  
- Click on the "Privacy" tab (Win/Mac) and then select the check box to "Accept cookies from sites" and "Accept third-party cookies".  
- Under the "Keep until" drop-down menu select "I close Firefox" in order to remove cookies when you close Firefox.  
- Click on the "OK" button to close the dialog window.

How do I allow pop-ups for Moodle?

Below you will find instructions for enabling cookies in Firefox. Do not use other browsers.

Firefox  
- Click on "Tools" and then select "Options".  
- Click on the "Content" tab and then click on the "Exceptions..." button next to the "Block pop-up windows" check box.  
- In the "Address of web site:" box type "elearning.isu.edu" and then click on the "Allow" button and then click on the "Close" button.  
- Click on the "OK" button to close the dialog window.

How do I enable JavaScript?

Below you will find instructions for enabling cookies in Firefox. Do not use other browsers.

Firefox  
- Click on "Tools" (Win) or "Firefox" (Mac) and then select "Options" (Win) or "Preferences" (Mac).  
- Click on the "Content" tab and then check the boxes next to "Enable JavaScript" and "Enable Java".  
- Click on the "OK" button to close the dialog window.

How do I tell if Moodle is set to the correct time zone?
The due dates and times will always correspond to the Mountain time zone as that is the time zone of the university location. By default, Moodle will be set to "Server's local time", which is the correct time zone. By changing the time zone, Moodle should display the correct due dates and times according to your location; however, be aware that time zone issues will not be an accepted reason for missing deadlines.

You can edit the time zone from within the edit profile settings in Moodle. Refer to the editing your profile demonstration (click here) for instructions to edit your Moodle profile. We strongly recommend leaving the time zone set to the default to avoid confusion or other as yet unforeseen issues.

**Why doesn't my Moodle course page look the same as those in the screen shots and presentations?**

Moodle 2 has a new feature for the blocks called "docking". This is most likely the reason for any differences in appearance. Below is a screen shot of the course homepage with the blocks docked (left) compared to not docking the blocks (right). When the blocks are docked, they appear as tabs along the left-hand side of the page. You can access the block options by hovering over the individual tabs. To close a block you've hovered over, you can click on the "x" icon in the upper right corner or just click somewhere else on the page to deactivate the menu.

To dock the blocks, click on the icon in the upper right corner of the block.

To undock a single block, hover over the tab on the left side of the page to show the block. Click on the icon in the upper right corner of the block to undock it.
To undock all of the blocks, click on the icon in the lower left corner of the page.

Moodle 2 also allows you to minimize the blocks by clicking on the “plus/minus” icon in the upper right corner of each block. This is one likely reason for any differences in appearance. The image below shows the blocks maximized (left) versus minimized (right). The plus/minus icons are also outlined.

I don't use my ISU Gmail account, can I forward it to my regular email?

You bet! View this quick demo (click here) on setting up a forward in your ISU Gmail account (Flash plugin required). It only lasts about a minute and doesn't have any audio.

Why am I getting all these emails?

If you are receiving a lot of emails in your regular email account it probably has to do with your Moodle profile settings. Moodle might be set to send you
an email every time someone posts to a forum or it may also be set to automatically subscribe you to forums. Below are some suggestions to cut down
the volume of emails sent to your regular email account.

Change forum subscription preference

1. Login to Moodle (elearning.isu.edu)
2. Click on your name
3. Click on the "Edit profile" link
4. From the "Forum auto-subscribe" drop-down menu, select "No: don't automatically subscribe me to forums"
5. Scroll down to the bottom of the page and click on the "Update Profile" button to save the changes

Change email settings

1. Follow steps 1-4 above (change forum subscription preference)
2. From the "Email digest type" drop-down menu, select
   a. "Complete (daily email with full posts)" to receive one email per day that includes all of the day's forum posts
   b. "No digest (single email per forum post)" to receive individual emails for each forum post
   c. "Subjects (daily email with subjects only)" to receive one email that includes all of the subjects for the day's forum posts
3. Scroll down to the bottom of the page and click on the "Update Profile" button to save the changes when you have chosen one of the options

Unsubscribe from forums

1. Login to Moodle (elearning.isu.edu)
2. Enter your course
3. Click on the forum from which you want to unsubscribe
4. Click on the "Unsubscribe from this forum" link located in the "Administration" block under "Forum administration"
5. Please note: some forums (i.e. Latest News Forum) force you to be subscribed.

How do I access the course Google calendar?

Please view the demonstration - click here (Flash plugin is required; there is no narration).

How do I change my Google calendar settings?

Please view the demonstration - click here (Flash plugin is required; there is no narration).

Where are the lectures?

You can find the lectures in the Moodle Books. The books are found in the topics that correspond to that subject matter (i.e. Subject Topic Areas). One example of a Subject Topic Area would be the "Organization of the Human Body (Chapters 1-4)" topic in the Biology 3301 course. Please note, the Subject Topic Areas will be course-specific. The screenshot below from one class shows the previous mentioned Subject Topic Area, but your particular Subject Topic Areas may be different. As indicated in the screenshot, you can click on the links next to the Book icons to open the books.

There are multiple chapters in each book. Each chapter is a link that you can click on to open more information. The lecture presentations are one chapter included within the book (as indicated by the screenshot below).
Where are the lecture questions?

Just as questions are posed to students during in-person classes, questions can also be asked during online lectures. The lecture questions are only delivered through the lecture presentations. Not viewing the lecture presentations is equivalent to skipping an in-person class, and the lecture questions are a way to ensure attendance in the online environment. Keep in mind that not all lectures will have lecture questions.

How do I answer the lecture questions?

Answers to lecture questions are only accepted via the Lecture Question Evaluations. The evaluations are found directly above the quiz to which the questions correspond.

If you send an answer to a lecture question via email, you will receive a response to review the instructions and submit your answer correctly. It will NOT be accepted via email. If you submit more than one answer to a lecture question, only the first submission will be graded.

When are the lecture questions due?

Lecture questions are due before the initial assessment over that material. The due dates will be clearly marked in the course.

We do our best to grade and provide feedback for the lecture questions so as soon as you've completed the evaluation, you will be able to review your answers with the feedback. Submit lecture questions early as they are an excellent source of feedback. Expect to see similar questions on quizzes and exams.

Why can't I watch the lectures?

There could be several different reasons for not being able to view lectures. Below are some suggestions and more information to help you troubleshoot and resolve the problem(s). Remember, you can also call the ISU HelpDesk (282-HELP) for assistance or search their Knowledge Base.

- Pop-ups are blocked. Refer to the allow pop-ups section for more information.
- Java Script is disabled. Refer to the enabling JavaScript section for more information.
- You are not connected to the internet. Check your power, cables, modem, or ISP.
- Download and install FlashPlayer if you haven't done so already.
- Download and install Shockwave Player if you haven't done so already.

(Note: Shockwave Player and FlashPlayer are not the same. Each one plays content created by specific software so please make sure you download and install both players.)

- You can test your installations of both Flash and Shockwave Players [here](#).
- The lecture presentations are delivered in two formats: Flash Video and Flash Shockwave files
- Below is a screenshot pointing out the features of the Flash Video controls
The Flash Shockwave player bar may be a different color or shape and may not always appear in the same place; however, the basic buttons always look the same and have the same functions illustrated below.

<table>
<thead>
<tr>
<th>Rewind</th>
<th>Back</th>
<th>Play</th>
<th>Pause</th>
<th>Forward</th>
<th>Exit</th>
</tr>
</thead>
</table>

Why can't I see all of the lecture video in the player?

If all of the video screen doesn't fit in the player, you may have adjusted the browser's zoom setting using the Ctrl++ or Ctrl-- shortcuts. Try resetting the zoom by using the Ctrl+0 shortcut. Hold the control button and click on the zero number key to reset the browser zoom.

How do I know when there are new forum posts?

Track individual forums
1. Login to Moodle (elearning.isu.edu)
2. Enter your course
3. Click on the forum you want to track
4. Click on the "Track unread posts" link located in the "Settings" block

Track all forums
1. Login to Moodle (elearning.isu.edu)
2. Click on your name
3. Click on the "Edit profile" link
4. From the "Forum tracking" drop-down menu, select "Yes: highlight new posts for me" to track new forum postings for all forums.

5. Scroll to the bottom of the page and click on the "Update Profile" button to save the changes.

6. View the editing your profile demonstration for more help (Flash plugin required; there is no audio).

What are the vocabulary builders?

The vocabulary builders are exercises to help you understand important terms and language, which will also help you better understand concepts. Vocabulary builders are not included in all of the courses, so if your course doesn't have them you don't need to worry about them. Vocabulary builders are delivered using Moodle quizzes. The vocabulary builders are on in the subject topic areas of the Moodle course under the "Student Activities" headings. The vocabulary builders are optional, but you can expect to see similar questions on quizzes and exams.

How do I submit data for the lab exercises?

The online lab courses will include several simulations and activities that require the submission of collected data. Lab identification assignments will be delivered using Moodle quizzes. You can use your books and notes to identify specific anatomical structures and submit your answers through the Moodle quiz.

The simulation exercises will require you to collect data and then submit that data in a Moodle database. We suggest printing a hard copy of each data submission form (database) to fill in while working through the corresponding simulation or activity. Login to your Moodle course using Firefox and open the database you want to print. Click on the Add Entry tab and then use the keyboard shortcut control+P (Apple/Command+P on Mac) to print the page. Alternatively, you can select File > Print from the browser toolbar. In windows you can also use the Print Preview to scale the form to fit on one page or to a percentage that you feel looks good. On a Mac, you can use the File > Page Setup menu to scale the form to your liking.

Once you have completed the simulation or activity and have your hard copy of collected data, open the submission database in the lab course to input and submit your answers. DO NOT hit the enter key before all of your data has been entered in the form as it will submit the incomplete data. You can use Tab and shift+Tab to navigate between fields (NOT ENTER). Don't use the 10-key to type your answers because hitting enter is almost an automatic response.

You are only allowed ONE database submission so make sure you enter all of the data before submitting the form. It is also a good idea to double-check your answers for typos as you will not be able to edit them once they have been submitted. After you have entered ALL of your data, save and submit your answers by clicking on the "Save and view" button at the bottom of the form. Click on the "View single" tab to review your submitted answers (or to make sure your answers were submitted). The date and time of submission are also included with your data so that we know exactly when the data was submitted. If more than one submission is allowed only the first submission will count; any subsequent submissions will be deleted. Late submissions will not be accepted.

How do I tell if I submitted the lab data?

To review any data submissions using the database tool (indicated by this icon):  

1. Click on the link for the data you want to review to open the database
2. Click on the "View Single" tab (illustrated below) to open and review your submitted answers
How do I submit the Lessons?

The lessons are provided to help aid in your understanding of complex materials. You are allowed to use your notes, book, etc to complete the lessons; however, it may be more beneficial to see if you can remember and apply the concepts. They are a series of pages with information, images and questions. The lessons are similar to an open book quiz; you will be given some basic information and then asked a related question, and answers with explanations are given. Once you answer the final question there will be a "Continue" button. To complete the lesson you must click on the Continue button or your answers may not be submitted. Remember to write down your answers - once submitted, you will not be able to review the lesson with your answers.

The lessons may or may not be timed. Although you are allowed to use your notes and book, we ask that you notify the instructors if you choose to complete the lessons as a group. Study versions of the lessons will be made available for you to review, but only after the graded lesson is closed. Make-up lessons are not possible.

How do I tell if I submitted the Lessons?

1. Login to Moodle (elearning.isu.edu) and open the course.
2. Click on the link for a lesson to see the lesson summary.
3. If you have completed the lesson, the lesson summary will include that information (once the lesson has been graded and released).

Inflammation & Healing Lesson

You are not allowed to retake this lesson.

Return to the course

How do I take a screenshot?

Mac users have a tool called "Grab". You can find it by going to "Applications" > "Utilities" > Grab. Double-click on the Grab icon to open it. Windows Vista and Windows 7 and 8 users have the "Snipping Tool". Click on the Windows start button, select "All Programs" > "Accessories" and choose the "Snipping Tool". If your keyboard has a "PrtScn" (print screen) key, you can press that button to capture your current screen and save it to the clipboard. Then paste the contents of the clipboard to another program (i.e. Paint, Office Word).

Alternatively, both Mac and Windows users (as well as Linux users) can use the shortcuts provided here.

How do I print in Moodle?

Select File > Print from the Firefox browser toolbar. In Windows you can also use the Print Preview to scale the form to fit on one page or to a percentage that you feel looks good. On a Mac, you can use the File > Page Setup menu to scale the form to your liking. Although Moodle is the required browser for all activities, you may find that Chrome prints content better. If you find yourself unable to print a page in Firefox, give Chrome a try. However, make sure you use Firefox to complete and submit activities (such as quizzes, forum discussions, assignments, etc.).

To print the lab activities, please refer to the "How do I submit data for the lab exercises?" section.

To print content from Moodle Books, use the printing options located in the Administration Block as illustrated below.
What should I know about taking Moodle exams and quizzes?

Before you take a quiz or a lesson, it is a good idea to reboot your computer and/or Internet connection to avoid time-out issues. This will also clear any cache in your browser's history which could potentially cause problems during a quiz or exam. Always wait for a page to fully load before continuing to avoid interruptions. DO NOT wait until the last minute to take a quiz or exam. Occasionally Moodle can get "bogged down" and there are server errors that cause Moodle to crash. If you take a quiz/exam early enough, there will be time to reset your attempt, but if you wait until the last minute of the due date, the instructor may not be immediately available to reset it for you. If Moodle seems sluggish, please be patient and let it fully load. If the server times out, please notify the instructor and after verifying the error, the instructor may make any necessary adjustments. Do not use a wireless internet connection to take quizzes and/or exams. There can be problems with wireless connections timing out or otherwise preventing submission.

The Moodle quiz tool will provide you with a "Next" button at the bottom of each page (whether the quiz has a single page or multiple pages). Once you've clicked Next on the final page, an attempt summary opens. This page shows you whether you've answered all of the questions:

If there are unanswered questions listed, click on the question number to go directly to that question and select an answer. Moodle 2.0 also gives you the opportunity to "flag" questions. This means if you run into a difficult question, you can mark it so you can easily come back to it because the question number will have a little red "tick" mark in the upper right corner as illustrated in the image below:
Why can't I see the images in Moodle quizzes?

1. Make sure you are using the updated version of Firefox - click here to go to the Firefox download page.
2. Make sure you are allowing pop-ups from elearning.isu.edu
   a. Open Firefox
   b. Click on "Tools" and then select "Options" (Firefox > Preferences for Mac)
   c. Click on the "Content" tab
   d. If the box to "Block pop-up windows" is checked, click on the "Exceptions..." button next to it
   e. In the "Address of web site:" box type "elearning.isu.edu" (without the quotation marks) and then click on the "Allow" button and then click on the "Close" button
   f. Click on the "OK" button to close the dialogue window.
3. Make sure you are allowing images to load
   a. Open Firefox
   b. Click on "Tools" and then select "Options" (Firefox > Preferences for Mac)
   c. Click on the "Content" tab
   d. Check the box next to "Load images automatically"
   e. Click on the "OK" button to close the dialogue window.
4. Do not use a wireless internet connection to take quizzes. Make sure you are plugged into a high speed internet connection to ensure pages fully load all content and images.

How do I view my past quiz scores?

You should see your quiz or exam scores immediately after submitting them, and then you won't have access to that again until after the quiz has been graded and released. Once the instructor has reviewed the quiz/exam and made any necessary adjustments, you will have access to your submission.

1. Login to Moodle (elearning.isu.edu) and open your course
2. Click on the link for a quiz to see the quiz summary

   - Miscellaneous Pathology IQ Eval - Due 5/1 at 8 PM
   - (305) Quiz #13 Misc Pathologies - Due 4/30 at 8 PM
   - Renal & Diabetes LQ Eval - Due 5/1 at 8 PM
   - (305) Quiz #12 Renal & Diabetes - Due 4/23 at 8 PM

3. If you have completed the quiz, the summary will include that information (once the quiz has been graded and released)
4. Below is a snapshot of the review page for the selected quiz. After the quiz has been graded and released, you can review the questions and your answers and see which questions you got right or wrong. The navigation block shown in the image will show correct answers as green boxes and incorrect answers as pink boxes. Also illustrated in the image below:
   A. indicates the number of points the question is worth ("Marks")
   B. indicates the radio button you selected as your answer
   C. indicates whether you got the question correct or incorrect
Is there somewhere I can view all of my activity including assignment submissions?

Sure! It’s called an Activity Report. It allows you to view your activity within the Moodle course. There are a couple of different views so we’ve included some step-by-step instructions.

1. Login to Moodle (elearning.isu.edu) and open the course
2. From the “Administration” block, click on the arrow next to “Activity reports”

3. The options listed include
   a. Today’s logs
   b. All logs
   c. Outline report
   d. Complete report
   e. Grade (if grades are available)
4. Below is a partial screen shot of the "Outline" report. It includes the resources in the order they appear on the homepage and any applicable information such as grade received.
5. Below is a partial screen shot of the "Complete" report. It is similar to the outline view (shown above) except that it also includes information regarding your access of the resources.

6. Below is a partial screen shot of the "Today's logs" report. It illustrates your activity according to the time, your IP address, the action, and the resource for that day.
7. The "All logs" report is similar to the report shown above for "Today's logs" except that it shows the detailed records for all days.

<table>
<thead>
<tr>
<th>Time</th>
<th>IP address</th>
<th>Full name</th>
<th>Action</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed 11 May 2011, 01:45 PM</td>
<td></td>
<td></td>
<td>course user report</td>
<td></td>
</tr>
<tr>
<td>Wed 11 May 2011, 01:45 PM</td>
<td></td>
<td></td>
<td>course user report</td>
<td></td>
</tr>
<tr>
<td>Wed 11 May 2011, 01:44 PM</td>
<td></td>
<td></td>
<td>course user report</td>
<td></td>
</tr>
<tr>
<td>Wed 11 May 2011, 01:43 PM</td>
<td></td>
<td></td>
<td>course view</td>
<td>BIOL 3301 - 05: Anatomy and Physiology (104033), Fall 2011</td>
</tr>
<tr>
<td>Wed 11 May 2011, 01:43 PM</td>
<td></td>
<td></td>
<td>course view</td>
<td>BIOL 3301 - 05: Anatomy and Physiology (104033), Fall 2011</td>
</tr>
<tr>
<td>Wed 11 May 2011, 01:42 PM</td>
<td></td>
<td></td>
<td>course view</td>
<td>BIOL 3301 - 05: Anatomy and Physiology (104033), Fall 2011</td>
</tr>
<tr>
<td>Wed 11 May 2011, 01:39 PM</td>
<td></td>
<td></td>
<td>course view</td>
<td>BIOL 3301 - 05: Anatomy and Physiology (104033), Fall 2011</td>
</tr>
<tr>
<td>Wed 11 May 2011, 01:39 PM</td>
<td></td>
<td></td>
<td>course view</td>
<td>BIOL 3301 - 05: Anatomy and Physiology (104033), Fall 2011</td>
</tr>
</tbody>
</table>

8. Below is a screen shot of the "Grade" report. Here you can see your grades for each item and the totals (if they have been made available to you). You can also access this view by clicking on the "Grades" link in the "Settings" block (if grades are available).

9. These activity reports should provide you with any additional information you may need as to whether you've submitted an assignment or other activity, but if you still have questions, feel free to ask!!

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**Why do I keep getting kicked out of Moodle and how do I avoid it?**

**Session Time-Out Explanation:**

When users are inactive on the internet for a certain period of time they can get kicked off of Moodle. Moodle has a set period of two hours that a user can be inactive before being logged out. Therefore, while on campus the limit for inactivity is two hours; however, off campus depends on the Internet Service Provider (ISP). Moodle does not recognize clicking radio buttons, or entering text in text fields as activity. Activity is recognized when web pages reload or refresh. DO NOT login to Moodle through BengalWeb. Please use the direct URL to login to Moodle ([http://elearning.isu.edu](http://elearning.isu.edu)).
For instance, if you spend two hours on an activity only clicking on radio buttons or selecting drop-down options, it is possible that Moodle will see that as inactivity and your session will time-out (expire). It's also possible for your session to expire for other reasons. Say at some point during an activity, your Internet connection dropped out. Because the page you've been working on was already loaded, you won't find out that you don't have a connection until you try to submit the page. We recognize that this can be incredibly frustrating, and want to help you avoid those problems. We suggest you refresh your browser every 10-15 minutes if you are not actively switching between different web pages or activities in Moodle. Below are some other suggestions for avoiding time-outs. (Please note: your course may not use all of the activities listed below.)

**Quizzes/Exams:**

- After clicking on the "Next" button, you MUST wait for the next page to fully load before you continue.
- Do not use a wireless internet connection to take quizzes and/or exams. There are problems with wireless connections timing out and preventing submission. If your IP address is reassigned during a quiz, Moodle may recognize that as an attempt to cheat and also prevent your submission.
- Do not login to Moodle directly from BengalWeb. There are problems with BengalWeb logging you out after a certain period of inactivity and this can also log you out of Moodle.
- Do not wait until the last minute to take the quiz. The instructor may not be available at the end of the quiz/exam period if you do run into problems.

**Data Submission Forms:**

- We suggest you print the data submission forms and get the answers while you work through the corresponding lab simulation or activity. (See section on submitting lab data for more detailed printing instructions.) By doing so, you shouldn't be timed out due to inactivity.
- Once you have completed the activity you can open the form again to complete and submit the collected data.
- If you submit more than once, only the first submission will count; any subsequent submissions will be deleted.
- When the forms are submitted, the date and time of submission are included with your data so that we know when the data was submitted.
- Late submissions will not be accepted.

**Where can I find more Moodle information?**

There are a number of resources linked in the Student support area of Moodle

- Login to Moodle (elearning.isu.edu)
- Click on the "Student Support" link in the top header area of any Moodle page
- Open and explore any of the links in the sub-menu

Happy Moodling!