

# BASTYR UNIVERSITY

## Moodle Student Guide

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### Getting Started

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### What is Moodle?

Moodle (the Modular Object Oriented Dynamic Learning Environment) has been around for over ten years. Moodle is your source for course documents and communicating with your instructor. Depending on your instructor's requirements, you will use Moodle to take exams, upload assignments, view course documents, participate in forums, and check your grades.

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### Accessing Moodle

You can access Moodle in two ways.

Login to [MyBU](#) and click MY STUFF > My Courses > Course Info

Go to <https://elearning.bastyr.edu>

You will use your email id and password to log in to Moodle.

If you are having trouble logging in, you may need to:

### Quick Tips and Help

- [I don't know how to log in to Moodle!](#)
- [I can't see my courses!](#)
- [My profile picture won't upload!](#)
- [I can't submit my assignment!](#)
- [I am trying to take a quiz, but Moodle is not cooperating!](#)
- [I can't open the documents my instructor put on Moodle!](#)
- [I'm getting too many emails from Moodle!](#)
- [It's a Moodle emergency! I need to talk to someone!](#)

Reset your password: Email [helpdesk@bastyr.edu](mailto:helpdesk@bastyr.edu) or Call 425-602-3055  
Firefox is the best browser to use when accessing Moodle.  
Free download: <http://www.mozilla.org/en-US/firefox/new/>

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## Viewing your courses

Your courses will be listed in the Navigation block under the My Courses > Main Campus menu.

Generally the Navigation block is located on the left side of the course home page.

If you do not see your course:

Ask your instructor:

Has the course been created in Moodle?

Have all students been enrolled the course?

Is the course visible or available to students?

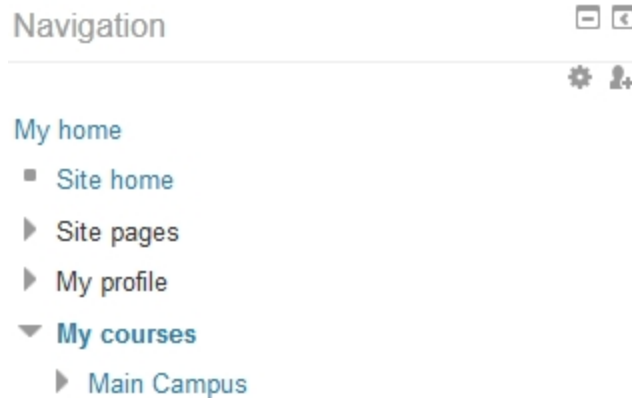
Consider timing differences:

Are you adding a class late in the quarter?

Has your enrollment status changed with the Registrar and Financial Aid?

Please contact your instructor or the Registrar to see if you can be added to a Moodle course sooner than waiting for nightly automation to occur between the Registrar (CAMS) system and Moodle. Note the automated process can be up to 24 hours.

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## Navigating a course

Moodle is organized as a Web page per course. There are generally three columns on a page; the left and right columns (or sidebars) generally offer automatically-generated information, with the large middle column used for the course Activities & Resources prepared by your instructor. When the browser cursor hovers over a hyperlink, you will often see an informative box pop up to confirm what clicking there will perform.

You can view a listing of your courses from the Navigation block or the My courses block. Note: not all pages may have the My courses block displayed on the course page, however the Navigation block is consistent throughout Moodle. Each instructor customizes the layout and design of their courses. There is a multitude of options that they may choose to include or remove from the course page.

Basic parts of the screen

### Left and right sidebars

The sidebars include “blocks” that contain quick links to any resources or activities your professors have included in your courses.

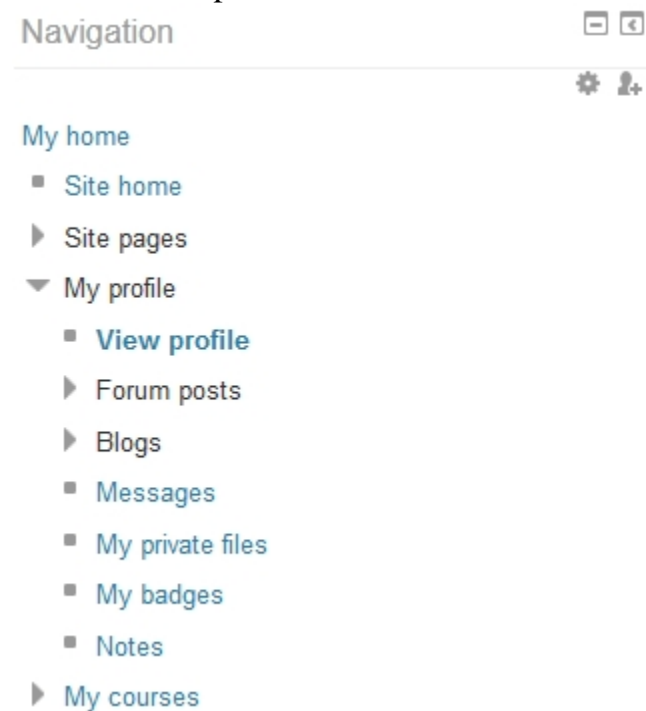
### Center panel/ Weekly Section or Topic list

Moodle courses are organized in boxes called weekly sections or topics. Depending on the preference of the professor, the boxes may represent weekly assignments or related subject matter. In each box, you will find all of the resources and activities related to that topic.

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## Changing profile information

1. Log in to Moodle.
2. From the Navigation block expand the My profile menu
3. Click View profile



4. From the Administration block at the bottom of the left sidebar, expand the My profile settings menu
5. Click Edit profile.



▼ **My profile settings**

- [Edit profile](#)
- ▶ Roles
- [Security keys](#)
- [Messaging](#)
- ▶ Blogs
- ▶ Badges
- ▶ Activity reports

6. Modify or change your information and preferences.
7. Click Update profile.

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## Uploading a profile picture

1. Log in to Moodle.
2. Click on My profile settings in the Administration block at the bottom of the left sidebar.
3. Click Edit profile.
4. Scroll down to the User picture section and click Choose a file.
5. Click Upload a file.
6. Select Browse, choose your picture, and click Open. \*Max file size is 8 MB.
7. Click Upload this file.
8. Click Update profile.

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## Changing profile information

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## Course Tasks

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[To view your blogs](#)

## Viewing resources

Professors can upload resources in a variety of formats. If you are having trouble viewing a document, you may need to install the appropriate software. Click any of the icons or links below to navigate to the software website.



PDF Files (.pdf) Adobe Reader (free) <http://get.adobe.com/reader/>

**Document Files (.doc, .docx, .ppt, .pptx, .xls, .xlsx)**

**Offline Applications (install on desktop or laptop)**



**Libre**

Libre Office (free) <http://www.libreoffice.org/download>



**Office**

Microsoft Office <http://www.microsoftstore.com/>



Apple iWork <http://www.apple.com/iwork/>

**Online Applications (web based)**



Google Drive (free) <https://drive.google.com>



Microsoft Skydrive (free) <https://skydrive.live.com>

**Multimedia Files (audio/video player software)**



VLC (free) <http://www.videolan.org/>



Adobe Flash (free) <http://get.adobe.com/flashplayer/>

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## Submitting an assignment

After logging into Moodle and selecting the course:

1. Select the assignment that requires you to upload a document.
2. Click Upload a file.
3. Select Choose a file.
4. Select Browse, choose the file you want to upload, and click Open. \*Check the max file size.
5. Click Upload this file.
6. Click Save Changes.

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## Taking a quiz

After logging into Moodle and selecting the course:

1. Click on the quiz you want to take.
2. Click Attempt quiz now.
3. Answer the questions and press next as necessary.
4. Press Submit all and finish.

If you are having connection issues, see the F.A.Q. section.

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## Checking your grades

After logging into Moodle and selecting the course:

1. Click on Grades in Administration block in the left sidebar under Course Administration menu.
2. You will see your grade for each assignment and quiz that has been graded.

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## Posting in a discussion forum

After logging into Moodle and selecting the course:

If you want to post a new thread (or discussion)

1. Select the forum you want to post in.

2. Click Add a new discussion topic.
3. Type a subject and a body and add attachments if necessary.
4. Click Post to forum.

If you want to reply to an existing post

1. Click on the post you want to reply to
2. Click Reply
3. Type a subject and a body and add attachments if necessary
4. Click Post to forum.

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## **Sending a message to another student**

After logging into Moodle and selecting the course:

1. Click on Participants in the People block generally located along the left sidebar.
2. Click on the name of the participant.
3. Click Send a message under the profile picture.
4. Type your message and click Send message.

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## **To view your messages**

After logging into Moodle:

1. Click on My profile in the Navigation block on the left sidebar.
2. Click on Messages.

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## **Adding a blog entry**

After logging into Moodle:

1. Click on My profile in the Navigation block on the left sidebar.
2. Click on Blogs and select Add a new entry.
3. Create your blog and click Save changes.

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## **To view your blogs**

After logging into Moodle:

1. Click on My profile in the Navigation block on the left sidebar.
2. Click on Blogs and select View all of my entries.

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## **Frequently Asked Questions**

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## **What if I do not have an Internet Service Provider?**

You can connect to wireless internet on campus. You can also use any of the labs on campus.

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## **What is a MyBU Account? Where do I find assistance with these services?**

Bastyr University IT Department provides computing resources to all Bastyr students and departments. This includes email, webmail, academic disk space, access to workstations, Moodle and many academic application software packages. Access requires the activation of a MyBU account. Go to the Bastyr University IT Help Desk [Web site](#), for information.

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## **Moodle won't let me log in. What could be the problem?**

1. Check your browser. Firefox is the best browser to use when viewing Moodle. You will want to make sure that you have enabled Cookies, Java-script, and Pop-ups.
2. If that doesn't solve your problem, check your password. You must give the same username and password that you give to MyBU. The system is case sensitive. It recognizes the difference between an upper case letter and a lower case letter. Make sure the CAPS LOCK key is off.
3. If your problem persists, please contact the Computer Help Desk in

[helpdesk@bastyr.edu](mailto:helpdesk@bastyr.edu)

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## **What can I do when my web browser doesn't work right with Moodle?**

For best results, only use Firefox.

Free download: <http://www.mozilla.org/en-US/firefox/new/>

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## **Moodle doesn't list any of my classes. What is wrong?**

Moodle doesn't list any of my classes. What is wrong?

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## **Can I bookmark a course and access the course from the bookmark?**

Yes. Of course, you will be asked to login but then you will be placed at the bookmarked page.

Here is a tutorial using Firefox. <https://support.mozilla.org/en-US/kb/use-bookmarks-to-save-andorganize-websites>

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## **How do I change my name in Moodle?**

You must contact the Registrar's Office (Kenmore Campus Room ?) in order to change your name with the University.

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## **Are there any restrictions on the names of files that I upload or attach to Moodle?**

Mostly no. We may change this answer as we get more experience with Moodle. Profile pictures cannot be bigger than 300MB. Size limitations for individual assignments can be set by a professor if they choose.

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## **I am getting disconnected while taking a quiz. What is wrong?**

Many Internet Service Provider's (ISP) drop a user if they do not detect activity for a certain amount of time. Unfortunately this can occur when you are taking a quiz, because the time spent without any interaction with the Moodle web server is considered idle time by the ISP. You could try using a computer in a lab on campus because a student does not get dropped for inactivity. Another option is to generate network activity at various intervals by refreshing your email or another Web site. If, however, a disconnect does occur, you may reconnect to Moodle and re-enter the quiz. You will receive a Continue the last attempt? prompt if you have resumed the quiz within the allowed time to complete the quiz.

Bastyr University IT Department diligently works to keep Moodle up and running with minimal down time. Please be mindful that acts of nature are out of our control and we may have an occasional power outage. In the event this happens please email your instructor immediately to inform them of the situation and they will work with you to resolve the issue.

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## **Can I control the feedback I get while taking an online quiz?**

No. The instructor chooses when, if, and how to provide feedback when he/she designs an activity such as a quiz or an assignment.

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## **Why is my grade a zero?**

This can happen if you get disconnected or forget to click on Submit all and finish when completing a quiz. This can also happen if you do not complete an assignment by the due date. You should contact your instructor to determine the best way to proceed; he/she

may allow multiple attempts or may offer to reset your attempt so you can retake the quiz.

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## **How do I send email to other students in my course?**

To send email to ALL the students and teachers in a course, post your message to the course's forum. All the students and teachers in a course are by default subscribed to the course forum and will thus receive an email for each posting. Please note that other users may only receive forum notifications once a day or may have disabled forum notification emails. The postings are still available for viewing within the forum.

You can send email to an individual by clicking on that person's name in the Participants listing. (This requires that your browser handle the mailto: function.) You can also copy and paste their email address from his/her profile into an email that you are composing. An easier option may be using the instructions for [Sending a message to another student](#) in Moodle.

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## **Can I check my email from within Moodle?**

There is no capability to read email from within Moodle. At the time you activate your MyBU account at the IT Help Desk, your university email account is created. You can read your University email using your browser. There are links to it on [MyBU](#). Email Is Supplied by Google Apps

Your email box is available at <http://mailbu.bastyr.edu> or through a link on <https://mybu.bastyr.edu>. You get 25GB of storage space for mail and documents, it is accessible from anywhere and you still get full support from Computer Helpdesk if you need it.

Plus you have access to Google's great help center at <http://www.google.com/support/a/> if you need help quickly at odd times.

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## **How Long Do I Get to Keep My Account After I Graduate?**

You get to keep your account for life! Yep, you heard right. After you become a Bastyr Alum, you can have email and access to MyBU for as long as you like.

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## **How can I change my email address for Moodle?**

1. Log in to Moodle.
2. Click on My profile settings in the Administration block at the bottom of the left sidebar.
3. Click Edit profile.
4. Type in your preferred email address.
5. Click Update profile.

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## **Moodle is sending me too much email! How can I fix this?**

1. Log in to Moodle.
2. Click on My profile settings in the Administration block at the bottom of the left sidebar.
3. Click Edit profile.
4. Select your preferences in the Email digest type and Forum auto-subscribe boxes
5. Click Update profile.

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## **How do I prevent my email address from being visible to all?**

1. Log in to Moodle.
2. Click on My profile settings in the Administration block at the bottom of the left sidebar.
3. Click Edit profile.
4. Select your preferences in the Email display box.
5. Click Update profile.

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## **Who do I contact for more support?**

Your instructor is your first level of support. If you still have problems contact the Computer Help Desk.

You can email [helpdesk@bastyr.edu](mailto:helpdesk@bastyr.edu) or call 425-602-3055, or see them on Kenmore Campus Room #218.

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## **Why does everything look so weird when I try to copy text from Word document and paste it into Moodle?**

Moodle doesn't recognize some of the formatting used by Word. If you want to type text into a word processing application before putting the information into Moodle, you should use a more basic application such as Notepad (Windows- in Accessories) or TextEdit (Mac- in Applications).

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