



Saint Martin's  
UNIVERSITY

## **Moodle's Frequently Asked Questions: Students**

### ***I am unable to sign into Moodle. What can I do?***

If you are unable to sign in, first confirm your username. Student usernames are typically formatted "Firstname.Lastname." Do not use your email address as a username, they are not the same! If your name legally changes, the account does not automatically change. Passwords expire every six months; once a password is expired, you will be unable to sign into your account. Please contact ITS for help.

### ***When I sign into Moodle, I am missing a course. What can I do?***

First, confirm that there are no holds on your account. Contact the Office of the Registrar or Student Financial Services to see if there are any holds on your account. Once you have confirmed that there are no holds, confirm that you are truly enrolled in the course. Your enrollment status is visible in Self-Service, or you can contact the Office of the Registrar. If you are officially enrolled and there are no holds on your account, contact your instructor to ensure the course is turned on for student viewing.

### ***I want to see a paper I turned into Moodle a year and a half ago. What can I do?***

Courses are archived one full semester after their completion (Ex: Fall 2012 course would be archived at the end of Spring 2013). When a course is archived, it is hidden from all students. This means you cannot access any courses more than a semester old. If you absolutely need access to something from a past course, you may contact the ITS Help Desk with your reason for accessing the old course.

### ***I graduated three years ago, but I want to see my old courses. What can I do?***

Students lose access to their SMU network accounts, including Moodle, six months after leaving SMU. Under special circumstances, ITS can sometimes provide short-term access to an account to retrieve items if the reasoning is strong, but this is only possible within one year of your graduation or departure from the University. We apologize for any inconvenience this may cause!

**Need help? Contact the ITS Help Desk!**

Monday - Friday, 8:00am to 5:00pm

Help@stmartin.edu

360-688-2222