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.

How do I edit my Moodle profile?

After you've logged into Moodle, you'll see your name (with a drop-down menu) in the upper-right corner. Click on your name to open the menu and view the options - choose **Profile**. Under **User account**, click **Forum preferences**. For the **Forum tracking** setting, choose "**Yes: highlight new posts for me**." When finished, be sure to click the **Save changes** button at the bottom of the page to save any changes you made.

How do I check my grades?

In the **Administration** block, click on **Grades**. From there, you can click on the name of any assignment completed, review your attempt(s), and view any comments.

How do I submit an Assignment in Moodle?

Moodle assignments   are shown on the course homepage. Some departments put each assignment within its corresponding Moodle course e.g. AC100, LN132 etc. The assignment submission page will show the assignment deadline and further details. The exact steps for submitting an assignment depend on the settings chosen by your lecturer.

- For file submissions, either drag and drop your file(s) into the File submissions field, or browse for the file to upload by clicking on Add… in the left top corner. Finally, click Save changes to confirm.
- For text only submissions, click Add submission and type into the Online text box. Save changes. You may edit your submission until the due date.

  You may be able to read, edit and resubmit your assignment type depending on the settings your lecturer has chosen. If your lecturer is providing feedback and grades through Moodle you be able to see this by clicking on the assignment once it has been marked.

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.

I dropped a course, how can that Moodle site be removed from the list of "My courses"?

If you officially dropped a course that uses Moodle, you will be automatically removed from the course site in a few days following the add/drop period. However, if you withdraw *after* the add/drop period ends, you will remain listed in the course site in Moodle.

Need help? Contact the ITS Help Desk!
Monday - Friday, 8:00am to 5:00pm
Help@stmartin.edu
360-688-2222