Institutional login Information

In order to access courses at Bryn Mawr College, users have to make sure they are attempting to login to Bryn Mawr's Moodle portal. Login methods differs between the different members of the Tri-College Consortium.

- **Bryn Mawr Students:** Use your email username and password to log in. Your username is just the first part of your email address. Using your whole email address **will not work**.
- **Haverford students:** Use your Haverford username and password to log in. Your username is just the first part of your email address. Using your whole email address **will not work**.
- **Swarthmore students:** Use your Bryn Mawr issued username and password to log in. Logging in with your Swarthmore username and password **will not work**.

**Attention:** If you are a Bryn Mawr student taking a Swarthmore course, you will need to log in with your Swarthmore-issued username and password. If you have any problems logging in, please contact the Swarthmore Help Desk at 610-328-8513, help@swarthmore.edu.

General troubleshooting steps

If you are having difficulty logging in to Moodle, try the following:

1. Make sure you are clicking the **Bryn Mawr** or **Haverford** button to log in, as shown in the image below. Students from other colleges (e.g., Swarthmore) enrolled in Bryn Mawr courses should use the Bryn Mawr option.
   - Only use the **Login as guest** option if you do not have a Bryn Mawr or Haverford userid. Guests will only be able to access courses that are guest accessible.
   - Do not use the **Sysadmin login only** section. It will only work for Moodle system administrators.

![Login using your college account](image)

2. Try logging into your college email or Bionic account with your college credentials.
   - If you can't log in to these systems, there may be a problem with your account, password or Duo set-up.
3. Open a private browsing window (called “incognito browsing” in Chrome) and try logging in again.
   - Need instructions for private browsing? Do a web search for “private browsing” and the name of your browser (i.e., Safari, Chrome, etc.).
   - If you can log in through a private browsing window, then your web browser has cached or saved old data that is interfering with your log-in. You can fix this by clearing your browser’s cache (search for “clear cache” and your browser name to find instructions).
4. Open a different web browser and try logging in again (for example, if you usually use Safari, try Chrome).
   - If you can log in through a different browser, there is some incompatibility between your usual web browser and Moodle. Try upgrading your preferred browser to the most recent version. If that doesn’t fix the problem, you may need to use a different browser as a workaround until the incompatibility is resolved.

If you are new to Bryn Mawr

Moodle accounts and enrollments are created by Bionic. Bionic feeds data to Moodle periodically throughout the business day, but changes in Bionic do not instantaneously show up in Moodle.

IF
- you have just been hired OR
- you are a non-Bryn Mawr student who has just registered for your first Bryn Mawr course

AND
- You are unable to log in OR
- you can log in but see an error message saying you do not have a Moodle account
- don’t see courses are enrolled in

THEN your data has not had time to sync in Moodle.

Wait a while and try logging in again. If a day passes and you can’t access Moodle, and none of the troubleshooting steps above help, then there is definitely a problem — please contact the Help Desk (610-526-7636, help@brynmawr.edu) and let us know!

Former students, faculty and staff

Community members who graduate or leave the college will lose access to Moodle when their college username and password expires. For more information see Leaving Bryn Mawr College.

Questions?

If you have any additional questions or problems, don’t hesitate to reach out to the Help Desk!

Phone: 610-526-7440 | Library and Help Desk hours
Email: help@brynmawr.edu | Service catalog
Location: Canaday Library 1st floor