

# Moodle: Courses Not Showing Up

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Are you **logged into Moodle** but not seeing an academic course or site? These steps can help you pinpoint and fix what is causing the problem.

## Check your visibility settings

1. Click **My courses** in the top menu bar.
2. The **Course overview** section lists all Moodle courses — past, present, and future — that you have been added to in as a participant.

### Course overview

In progress ▾ Search Sort by last accessed ▾ Card ▾

Moodle 4 LTI Testing  
Sandbox Sites

General Chemistry I -  
bmc.CHEM.B103.merged.S23  
CHEM.S23

Intro to International Politic - ...  
POLS.F22

0% complete

- If a course is missing change the filter drop-down menu:
  - **In progress** shows only **current** courses (typically for the current term or academic year)
  - Choose **All** to also courses that have ended or not yet started.

**Note:** Instructors can prevent students from accessing courses from past and future terms. If you are a student and need content from a old course, please contact the instructor.

# Academic course troubleshooting

If an **academic** course is missing from your **My Courses** page, there are two things you should check.

## Is this the right Moodle?

Every member of the Tri-College Consortium has its own Moodle site, and your courses will be located on the Moodle site belonging to the **college that offers them**:

- [moodle.brynmawr.edu](https://moodle.brynmawr.edu) hosts **Bryn Mawr courses** (course numbers starting with B, e.g., HIST B200).
- [moodle.haverford.edu](https://moodle.haverford.edu) contains **Haverford courses** (course numbers starting with H, e.g. HIST H200).
- [moodle.swarthmore.edu](https://moodle.swarthmore.edu) contains **Swarthmore courses**

## Check that you are enrolled in Bionic

Registration for academic courses happens in [Bionic](#), so double-check that the course shows up for you there.

### If you are NOT registered in Bionic

- **Students:** contact the [Registrar's Office](#) for help troubleshooting your Bionic enrollment.
- **Faculty:** contact **your department chair** or the **Provost's Office**.

### If you ARE registered in Bionic

- **If it has been less than 1 business day** since you were added to a Bryn Mawr course in Bionic, **please wait a few hours** and check Moodle again. (Although Bionic sends enrollment data to Moodle frequently throughout the day, the transfers are not instantaneous and it can take up to a day for changes made in Bionic to show up in Moodle.)
- **If you need more immediate access:**
  - **Students:** try accessing [Moodle course as a guest](#) to view course materials, or ask your instructor to [enroll you as an Auditor](#) so you can complete course activities and submit assignments.
  - **Instructors:** If your students need immediate access, you can [enroll them as Auditors](#). If you need immediate access, please contact the [Help Desk](#) and let us know which course you need access to.
- **If it has been longer than 1 business day or there are multiple discrepancies in a Moodle roster**, please contact the [Help Desk](#) and tell us which **course subject and number** (e.g., BIOL.B101), which **section number** if it is a multi-section course, and the names of people affected if not you.

**NOTE: Auditors and Registered students have exactly the same permissions in Moodle.** If you add a student to a course as an Auditor and Bionic later officially enrolls them, an additional **Registered student** role will appear by their name in the course Participants list. You can then remove the Auditor

role if you would like, but it is not necessary -- having both does not affect a student's permissions or work in Moodle. Moodle course roles never impact Bionic registrations (the data feed is only one way, from Bionic to Moodle).

## Other kinds of Moodle courses

An **Instructor of record** or **Other editing teacher** typically enrolls students Moodle courses that are not academic courses, such as those for placement tests, advising, workshops and college committees.

**If you need access to a non-academic course Moodle site:**

- Contact a listed **Instructor of record** or **Other editing teacher** listed or the department that manages the course and ask them [to enroll you as a participant](#).

**If you manage a non-academic course Moodle site:**

- You can [enroll people](#) as participants in the course yourself.
- If someone already appears on the Participant, but can't access the course, please ask them to contact the [Help Desk](#).

## 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](mailto:help@brynmawr.edu) | [Service catalog](#)

**Location:** Canaday Library 1st floor