

Moodle: Courses Not Showing Up

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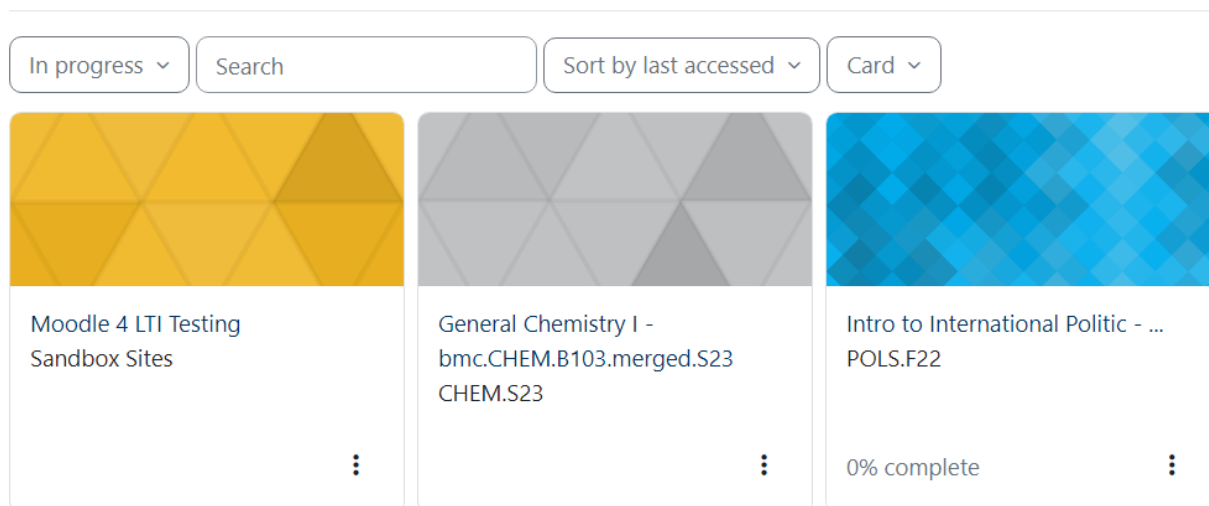
Are you **logged into Moodle** but not seeing an academic course or site? These steps can help you pinpoint and fix what is causing the problem.

Check your visibility settings

The **My courses** page in Moodle contains a **Course overview** of the Moodle sites for all courses—past, present, and future—for which you are a participant

If you can't find a course within this menu, change the time period filter.

Course overview



The screenshot shows the 'Course overview' section of the Moodle 'My courses' page. At the top, there are three filters: 'In progress' (selected), a search bar, and 'Sort by last accessed'. Below the filters, three course cards are displayed. The first card is yellow and titled 'Moodle 4 LTI Testing Sandbox Sites'. The second card is gray and titled 'General Chemistry I - bmc.CHEM.B103.merged.S23 CHEM.S23'. The third card is blue and titled 'Intro to International Politic - ... POLS.F22', showing '0% complete'. Each card has a three-dot menu icon in the bottom right corner.

Set it to **In progress** to show only your current courses. Set it to **All** to show every course you are or have been enrolled in.

Check that you're in the right Moodle.

Each member of the **Tri-College Consortium** has its own Moodle site. Academic courses will show up on the Moodle site of the college **hosting** the course:

- moodle.brynmawr.edu: Bryn Mawr courses (course numbers starting with B, e.g., HIST B200).
- moodle.haverford.edu: Haverford courses (course numbers starting with H, e.g., HIST H200).
- moodle.swarthmore.edu: Swarthmore courses

Check that you're enrolled in Bionic.

If an academic course is missing from your **My Courses** page, double-check that you are enrolled in it on [Bionic](#), as that's where enrollment for academic courses happens first. That enrollment data is then sent to Moodle to create class participant lists.

If you are not enrolled in a course on Bionic, please do the following:

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

If you just enrolled in a course on Bionic, please wait 24 hours. It can take that long for Bionic to transfer information to Moodle. If you need access to a course page in the meantime, please do the following:

- **Instructors:** contact the [Help Desk](#) and ask to be added as an instructor on the Moodle course page.
- **Students:** access a [Moodle course as a guest](#) to view course materials, if possible. Ask the course's **Instructor of Record** to [enroll you as an Auditor](#) if a course isn't guest-accessible or if you need to complete course activities and submit assignments.

Note: Auditors and Registered students have exactly the same permissions in Moodle. When registration data from Bionic syncs to Moodle, any **Auditor** who is a **Registered student** will be listed as having both roles. This will not affect any of their permissions or work they have submitted.

If 24 hours have passed and a course still isn't showing up on your **My Courses** page, please contact the [Help Desk](#) and tell us the course subject, number, and any section information (e.g., CHEM.B101.002). Also, if you're trying to get anyone added besides yourself, please provide their name.

Other kinds of Moodle courses

Many departments use Moodle pages for things other than academic courses, such as placement tests, advising programs, and academic resources. These courses are created manually and thus are not handled by Bionic. As a result, **Instructor of records** or **Other editing teachers** manually add students to the course.

- **Students:** If a non-academic course Moodle site is missing from your **My courses** page, contact the person or department who manages it and ask them to [enroll you as a participant](#).
- **Faculty:** If you manage a non-academic Moodle site, you can [enroll anyone](#) who is not already a course participant. If someone is already a participant but can't access your site, contact the [Help Desk](#) and give them the person's name and the course's name.

Questions?

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

Phone: [610-526-7440](tel:610-526-7440) | [Library and Help Desk hours](#) 

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

Location: Canaday Library 1st floor
