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 | hosts Bryn Mawr courses (course numbers starting with B, e.g., HIST B200).
- moodle.haverford.edu
 contains Haverford courses (course numbers starting with H, e.g. HIST H200).
- 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 sents 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 <u>Moodle course as a guest</u> to view course materials, or ask your instructor to enroll you <u>as an Auditor</u> so you can complete course activities and submit assignments.
 - Instructors: If your students need immediate access, you can <u>enrol them as Auditors</u>. If you need immediate access, please contact the Help Desk and let us know which course you need access to.
- If 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).

Non-Academic Moodle courses

An **Instructor of record** or an **Other editing teacher** typically enrolls students in non-academic Moodle 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 participant₀.

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 | Service catalog Location: Canaday Library 1st floor