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 visibility settings

The Course overview block on your Moodle Dashboard lists all of the Moodle sites you are enrolled in as a participant.

- If you can't find a course, check the Filter menu, shown here.

  ![Course overview block](image)

  - Set the filter to In progress to show only your current courses (that is, courses with a past start date and a future end date).
  - Set it to All to show every course you are or have been enrolled in.

Note: The Recently accessed courses block on your Dashboard shows the last several courses you've entered. Guest-accessible courses you visit may show up here. Courses you are enrolled in won't show up unless you have visited them recently.

Check that you're in the right Moodle.

Each of the Tri-Colleges 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 Moodle Course overview block, double-check that you are enrolled in that course in Bionic (Bionic help for faculty, Bionic help for students). Enrollment for academic courses happens first in Bionic. That enrollment data is then sent to Moodle to create class participant lists.

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

- **Students** should contact the Registrar's Office for help with Bionic registration issues.
- **Faculty** should contact their department chair or the Provost's Office.

If you JUST enrolled in the Bionic course, it can take up to 24 hours for changes to fully sync to Moodle. In the meantime, please do the following:

- **Instructors** can contact the Help Desk and ask to be added as an instructor in a specific Moodle course.
- **Students** can find and enter academic Moodle courses as a guest to view course materials. They can also ask the course's Instructor of record to enroll them in course as an Auditor so they can participate in course activities and submit assignments.

Note: Auditors and Registered students have exactly the same permissions in Moodle. Both can submit coursework and receive feedback and grades. When registration data from Bionic syncs to Moodle, a "Registered student" role will be added to any Auditor who is also registered in Bionic, but this additional role will not affect any permissions or work the student has already completed.

If 24 hours have passed and one of your Bionic courses still isn't showing up in the Course Overview block on your Moodle Dashboard, something may be wrong. Please contact the Help Desk and tell us the course subject and number (e.g., ANTH.B101), the course section (if relevant), and the names of the people who don't have access (if they are not you).

Other kinds of Moodle courses

Many departments use Moodle for things other than academic courses—for example, for placement tests, orientation “courses,” programs, and advising. These courses are created manually and Instructor of records or Other editing teachers control who is enrolled.

- If a non-academic course Moodle site is missing from your Course overview block, contact the person or department who manages it and ask them to enroll you as a participant.
- If you manage a non-academic Moodle site:
  - You can enroll anyone not listed in the Participant list yourself.
  - If someone is already enrolled in the Participants list but can’t find or access your site, contact the Help Desk and give them the name of your site and the person having difficulty accessing it.
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