This article provides answers to frequently asked questions about Moodle.

Course access

My instructor says that I am enrolled in their course but I cannot access it on Moodle. I found the course manually on Moodle but I could not enroll myself in this course. What should I do?

I realized I am not enrolled in the Moodle site for an Organization I am a part of, so I don’t have access to the materials which I need immediately. How can I solve this?

I am enrolled in a class at Swarthmore. How can I access the course’s Moodle page?

I am a Swarthmore student enrolled in a Bryn Mawr class and I am currently unable to view my course’s Moodle page. I have registered for the course through the Swarthmore and Bryn Mawr registrars. What should I do?

Login

I recently changed my BMC password and have used it successfully to log in to my Bryn Mawr email and to BiONiC, but I have been locked out of Moodle since I changed my password. What can I do to get access to Moodle?

I cleared my cache but I still got an error message stating that my credentials are invalid when logging in Moodle. I have all my course information on Moodle and I really want to be able to access it now.

I will be soon returning to teach at Bryn Mawr so I would like to reactivate my account. My new contract will not officially renew until this fall but I am wondering if there’s a way for me to log in and begin working on my Moodle page for the fall?

How long will I be able to log in to Moodle after graduation?

How can I access Moodle after the 90-day period post-graduation? Is there a simple way to export all of my Moodle materials from my college years?

I can log in to Moodle using Google Chrome, but why doesn’t Internet Explorer let me in?

Add/Remove Participants

How do I add/remove students from my course? Can I do the same with Haverford students? Swarthmore? What do I do if I need to add a non-Tri-Co person to a course?
Who should I contact to if I need admin access to a Moodle Page (ex. SGA Moodle Page)?

I have a TA for a course that I am teaching. How can I give them access to the Moodle page for my course? What if I need them to have access to the Grades function?

**Edit content**

One of my students reported that they could not see all the materials on Moodle. What is causing this and how should I fix it?

Is there any way I can change the course name but still keep the original content?

I would like to move a part of my Moodle course to another part of the same course. What is the best way to do this efficiently?

How do I move the audio files from my old Moodle page to the current one?

How can I save or download content from a course I teach regularly so that I can upload it directly into Moodle the next time I offer the course? How can I transfer content from the right-hand column as well as the main sections of the site?

How do I add more “topic” sections to my Moodle course?

How can I see what my course page will look like to enrolled students?

Can I save quiz questions that I have used in previous years for the next time I teach?

**Email**

How can I send messages to all students enrolled in my course through Moodle?

I have been sending general announcements to students in my course by using the News Forum on Moodle. However, some students are not receiving these emails. How can I ensure that students are receiving these messages?

**Miscellaneous**

I am unable to access to my email and Moodle at the moment. Is there a way I can gain access to the information of my enrolled courses without logging in to Moodle?

Are there instructions for how to set up quizzes and/or exams in Moodle?

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

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