**Moodle**, or **Modular Object-Oriented Dynamic Learning Environment**, is an online Learning Management System (LMS).

This document will assist you in using Moodle. If you cannot find what you’re looking for or require additional support please contact computercommons@norquest.ca.

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System Setup

Browsers
Before logging into Moodle, you will need to make sure you have the right browser. Recommended browsers when using Moodle include:

- Google Chrome
- Firefox

Other Applications
In order to view some files, media or other items that may be available in your course, you may need some of the following software:

- Adobe Flash
- Windows Media Player
- Java
- Adobe Reader

For more details on how to check for these, please look at the Frequently Asked Questions (FAQ) section.

Technical Support
If you have any problems while using Moodle or other applications such as web conferencing tools like Bridgit or Blackboard Collaborate, Skype, etc. please contact Computer Commons:

Contact Information
5th Floor, Learner Centre
10215-108 Street
Edmonton, AB T5J 1L6
Phone: 780.644.6085
Email: computercommons@norquest.ca

Hours:
Monday to Thursday- 7:30 AM to 7:00 PM
Friday- 7:30 AM to 5:00 PM
Saturday – 12:00 PM to 4:00 PM (Fall and Winter terms)
Sunday & Statutory holidays- Closed
Logging in to Moodle

The NorQuest College Moodle address is https://myclass.norquest.ca

When the page loads, click on the ‘Log in’ (white) link on the right hand side of the page, or click on Login located at the top left corner.

You will then need to enter your username and password:

- Your username will be the same as your MyQuest login (first initial + last name + 3 distinct numbers eg. fsmith157)
- Your password will be norquest+ last 4 digits of your student id number er.norquest4321).

You will be prompted to change your password after your first login\(^1\).

If you experience any difficulties logging in, please contact Computer Commons using the contact information provided on the previous page.

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\(^1\) If you already used Moodle but your forgot your password, see the instructions in the FAQ section for resetting your password.
Navigating Moodle
There are 2 ways to move to the different parts of Moodle.

1. Breadcrumbs
One method to navigate within Moodle is to use "Breadcrumbs". Breadcrumbs are at the top of every page and tell you where you are in a course, and how you got there. For example:

![Breadcrumbs Diagram]

2. Navigation block
You can also navigate within Moodle by using the Navigation block on the left side of the screen:

![Navigation Block Diagram]

To watch a video about logging in and navigating Moodle, please go to https://www.youtube.com/watch?v=sEJYddYK5B4&feature=youtu.be
Administration

Subtopics under "My profile settings", in the Administration Block, will allow for you to edit your profile and change your password.

Settings

Clicking “Edit Profile” will allow you to change your preferences.
My Home

Once you have logged in, you will be directed to your home page.

Links - Library, MyQuest, MyMail and Technical Support links are found along the top of the screen.

Course Overview - This block shows a list of all your available Moodle courses and the most recent course updates.

Navigation - This block includes quick links to your home page, your profile, and your courses.

Administration - You can update your profile settings and change your password using the Administration block.

Moodle Help - This block includes a list of helpful Moodle tutorial videos.

NorQuest Links - This block includes a list of important and helpful NorQuest links.
My Profile Settings

Edit Profile
You can customize your profile and some Moodle settings using the Edit Profile under My Profile Settings in the Administration block. The settings highlighted in red with a star are required. **As your profile will be public within Moodle, please keep your profile content appropriate.**

![Profile Page Screenshot]

**DO NOT Change your First name, Surname or Email address.** This will limit Course and College news.

**The Description box is used to tell us about yourself! Keep in mind that text in this box will be shown to everyone, so please keep it appropriate.**

**Forum settings** – you can request subscriptions (email updates) of the forums you post in, and highlight posts you have not read yet.
You can upload a **Picture** of yourself using this box. You can **drag** the file into the box with the blue arrow, or click the **Add** button to find the file and upload it.

You can list your **interests** here. They will show on your profile as tags.

If you want to list **other contact information**, you can enter it here. This is completely optional.
Navigating Your Course

Course Layout

Your Moodle course will display in a 3 column view. The broad center column is where most of the course materials and activities are located, organized by Topics, Weeks or Modules. This content column is divided into large squares, or "sections," and can include several different kinds of activities, resources, and links set up by your instructor.

Your course may be set up so that you can open and close sections while you work on them. If you wish to view only the week or section that you are currently working on, you may click the ‘Close all’ button (looks like a minus sign ☹️ or a downward pointing arrow ▼, depending on the course) on the upper right side of the section to close the sections. Then, click the ‘Open Section’ button to open the section you want to view (this will look like a plus sign ☺️ or a right-facing arrow ►, depending on the course).

To watch a video to support this chapter, please watch: How to Navigate your Moodle Course at this link
https://www.youtube.com/watch?v=_bpfuw1rkk0&feature=youtu.be
Grade Book

If your instructor uses the Grade Book feature, you will be able to view your grades by selecting Grades, located in the Administration Block.
Assignments

Your instructor may require you to upload digital content and/or submit online responses for grading. For example, essays, spreadsheets, presentations, webpages, photos, video clips or a typed paragraph response may be required.

There are three types of assignment submissions:

1. File submissions (students submit a file(s) for assessment)
2. Online text (students can type their responses directly in Moodle)
3. Submission comments (students can type comments to their instructor before submitting an assignment)

When you enter an assignment, you will see the instructor’s directions to complete the assignment.

**File submission**

There are two ways you can submit a file. To submit a file, complete the following steps:

**Drag and Drop Method:**

1. Find the file on your computer.
2. Click and drag the file into the box with the blue arrow and wait for the file to upload. When the file is successfully uploaded, you will see an icon for it in the File submission box.
3. Click ‘Save changes’.

**Add Submission Method:**

1. Click the ‘Add Submission’ button to bring up the file upload page.

For a video about how to upload and submit an assignment, please go to: [https://www.youtube.com/watch?v=v1NJ9fuADg0&feature=youtu.be](https://www.youtube.com/watch?v=v1NJ9fuADg0&feature=youtu.be)
2. Click on Add and select your file(s) from the computer.
3. Click ‘Save Changes’.

There should now be a Last modified date and the file(s) uploaded will also be displayed.

If changes are required, click on ‘Edit my submission’.

Once ready to submit, click ‘Submit assignment’. Note that once the assignment is 'submitted' no further changes are allowed.

**Online text**

To submit an online text submission, students complete the following steps:

1. Click the ‘Add submission’ button to bring up the online text editor page:

2. Type the relevant text into the box, or paste from a previously written file.
3. Click ‘Save Changes’.

There should now be a Last modified date and the first 100 characters entered will also be displayed.

Depending on how the assignment is setup the status will either read ‘Submitted for grading’ - in which case no further action is need, or ‘Draft (not submitted)’

If changes are required, click on ‘Edit my submission’.

Once ready to submit, click ‘Submit assignment’. Note that once the assignment is 'submitted' no further changes are allowed.
Submission comments
Depending on how the assignment has been setup, you may be able to leave submission comments to provide any additional information about your submission to your instructor.

You will then submit the assignment for grading:

Please Note: Your instructor may require you to accept a statement saying that the work you submitted is your own, and that you have acknowledged the works of other people if you used them. In this case, you will see a submission statement after you have clicked the ‘Submit assignment’ button. If you agree with the statement that the work you are submitting is your own and you’ve acknowledged the work of others, click the checkbox and ‘continue’ button.
Forums

Forums are online discussion boards that allow for interaction amongst students, instructors, and others involved in this course. Your instructor may make participation in these forums part of your grade.

Forum Icon – Forums in Moodle are indicated with the ‘speech bubble’ icon.

Forum Types

- **Single simple discussion** – This type of forum is a single topic. The topic and replies are all kept on one page, making this useful for short, focused discussions.
- **Standard forum for general use** – This is an open forum where anyone (student or instructor) can start a new topic at any time.
- **Each person posts one discussion** – In this forum, each person can only post one discussion topic. Participants are free to reply to any topics posted.
- **Q and A forum** – In order to view and reply to postings made by others, students are required to post their own perspectives. Once posted, students can view and reply to postings that other students have made.

Forum Definitions:

- **Post** – any message within the forum, including the discussion topic and any replies.
- **Subject** – the title of a post.
- **Thread** – A string of replies (or replies of replies) to an original post.
- **Topic** – The subject of the original post of a thread.

Moodle Technical Questions and Help Forum

Clicking the Forum Icon will bring you to this page, containing instructions from your instructor and any topics posted.

- Click the subject of a topic to go to that discussion.
- Click the ‘Add a new discussion topic’ button to post a new topic.

This is a discussion within a forum.

- To reply to a discussion, click ‘Reply’ on the far right of the posting.
Forum Etiquette
To keep our online community safe and welcoming, it is important to follow a few guidelines when posting within the course forums:

Be nice

- No ‘flaming’ – in other words, avoid personal attacks, pettiness, abuse. Respect other users, and if you disagree with them, explain why.
- No ‘trolling’ – trolls are posts deliberately designed to provoke an angry response. That doesn’t mean you can’t be controversial, if you really mean it.
- No personal disputes – if it gets personal, take it offline.
- Avoid typing in ALL CAPS, which is considered shouting or yelling.
- Learn to let go – don’t keep harping on about the same thing.
- If someone else’s post offends you, don’t immediately fight back online. Consider whether they really meant to cause offence. It can be easy to sound rude without meaning to, but if you really are troubled by the post, don’t respond – take it to your teacher instead.

Be effective

- Post in the most appropriate forum.
- Stay on topic – try to focus on the original topic. In particular, don’t change subject in the middle of an existing thread – start a new topic.
- Conversely, don’t start a new topic if your post relates to an existing one – reply to the existing thread.
- When starting a new topic, make the subject line clear and informative.

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Quizzes

Quiz icon – Quizzes in Moodle are indicated with a ‘page and red check mark’ icon.

Once you enter a quiz, you will see instructions provided by your instructor, the attempts allowed, the date and time the quiz is available, and when the quiz will close. To begin the quiz, select the **Attempt quiz now** button. If the quiz allows for multiple attempts and you have made an attempt, the button will read **Reattempt quiz**. If the quiz only allows a single attempt, a window will appear asking if you wish to continue.

To watch a video to support this chapter, please watch: *How to Complete and Online Quiz* at this link [https://www.youtube.com/watch?v=01-Z8gbmJks&feature=youtu.be](https://www.youtube.com/watch?v=01-Z8gbmJks&feature=youtu.be)

It is a good idea to try logging into Moodle the day before any test just to be sure your login works.
Once you begin the quiz, be sure to read each question carefully. You can flag questions that you wish to skip and/or later review.

Quizzes can have multiple pages. Click the **Next** button located directly under the last question to move to the next page. Clicking **Next** on the final page of the quiz will conclude the quiz.

**'Next' Button:**
- Clicking the “Next” button will bring up the next page of the quiz.
- Clicking “Next” on the last page is the equivalent of clicking “Finish attempt”.
Moodle quizzes have a navigation window located on your left hand side of the page. A grey background indicates an answered question. The red corner indicates flagged questions. You can click on the numbers to jump to those questions. When you have completed the quiz, select **Finish attempt**.

### Quiz Navigation:

- Grey background indicates an answered question.
- Red corner indicates a flagged question.
- Click on a number to jump to that question.
- When quiz is completed click “Finish attempt”.

Once you have finished the quiz, a summary page will appear. The question status box will inform you of questions answered, not answered, and flagged. Click on a question number to jump directly to that question. Select the **Submit all and finish** button to conclude the quiz.

### Quiz Summary:

<table>
<thead>
<tr>
<th>Question</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Answer saved</td>
</tr>
<tr>
<td>2</td>
<td>Not yet answered</td>
</tr>
<tr>
<td>3.DOWN</td>
<td>Not yet answered</td>
</tr>
<tr>
<td>4</td>
<td>Not yet answered</td>
</tr>
<tr>
<td>5</td>
<td>Not yet answered</td>
</tr>
</tbody>
</table>

- Before ending your quiz you will see a summary of each question status.
- Click on a question number to jump directly to that question.
- Flagged questions are indicated.
- Questions will be marked as either answered or unanswered.
- Clicking “Submit all and finish” will end your attempt. A prompt will appear to confirm. Once accepted it cannot be reversed.
Blackboard Collaborate

Blackboard Collaborate is a virtual classroom for your course. When you log into Blackboard Collaborate you can write on the virtual whiteboard, talk to the instructor and the other students using a microphone, hear them over your speakers, and exchange messages using the chat window.

The first time you use Blackboard Collaborate you will need to download the program.

Once you have found the Blackboard Collaborate link in your course and clicked on it, a pop-up will appear. Type in your screen name and you will be directed to the virtual classroom. As more students, or the instructor, log in you will see their screen names appear on the left tool bar.

Some instructors, depending on the type of class, will record the Blackboard Collaborate session. This enables you to go back at a later time and play/rewind/fast forward/pause the recorded class.

You can write or type on this virtual whiteboard.
How do I check for Other Applications on my computer?

To check if you have Adobe Flash and Java

1. Click on the Windows Start button and then click on Control Panel
2. Look for Flashplayer and Java
To check if you have Adobe Reader and Windows Media player

1. Click on the Windows Start button and then All Programs

2. Check if you see Adobe Reader and Windows Media Player
If you are having trouble uploading your assignment
1. Make sure you are using Google Chrome or Firefox. Sometimes it is hard to upload assignments in Internet Explorer
2. Your file size may be too large. Contact your teachers to see if they would like to increase the limit for file size or if you can submit it a different way. Sometimes adding pictures will increase the file size.

The video or the PowerPoint won’t open on my handheld device.
You can easily use Moodle on laptop or desktop computers but handheld devices (iPad, iPhone, tablets etc.) cannot play videos or PowerPoints.

I am using the Moodle App and nothing is working
The Moodle App is not supported for NorQuest courses, try accessing it through the website https://myclass.norquest.ca/login/ directly.
How can I read the .zip file my teacher put on the page

1. Click on the name of the file before the .zip

2. You will find the file at the bottom of the page.
I don’t know my password for Moodle
Before you can reset your password you will need to use your NorQuest MyMail account. Contact the help desk at computercommons@norquest.ca if you can’t use your NorQuest email.

To reset your password in Moodle:

1. Click on Forgotten your username or password

2. Type your email address in the second box
3. Check your e mail – you should have an e mail with the name NorQuest: Change of Password Confirmation. Click on the link.

4. The link will take you to a Moodle page click Continue
5. Go back to your email, you will find this message:

![Image of email message]

6. Copy the password (highlight it and press CTRL and C at the same time)

7. Go back to the login page, type your username and then paste your password (click in the password box and press CTRL and V at the same time)

8. Next is the Change Password Screen. On this screen paste your password again in the current password box

![Image of change password screen]

9. Next write a new password that you won’t forget. Many people use the same password for their Moodle and their MyMail

10. Type your password exactly the same way again.