

***The following FAQ (frequently asked questions) are designed to give you some preliminary steps toward identifying and fixing your technology issues.***

## **MOODLE**

(1) I can't log in to Moodle

- \* On your keyboard, is your **Caps-Lock** turned on?
- \* Your login username is the same username that *precedes* the **@**, of your student email address.  
I.E. If your student email address is 'John.Doe@ptstulsa.edu', then your login name = **John.Doe**
- \* Have you tried using a different Web Browser?

(2) I can't play a video in Moodle

- \* Can you access YouTube.com or Vimeo.com and play any video?

(3) I can't access my Course

- \* When did your Professor say it would be available?
- \* Does the Course title appear on your home page? (If not, check with your Professor to see when the course will become available)

(4) I can't find the Syllabus for my Class

- \* Do you see the blue **Syllabus** folder icon listed *underneath* the Course Announcements forum icon?
- \* Click into the Course Announcements forum icon to see if the Professor has indicated anything regarding the Syllabus status.

(5) I can't access the Moodle website

- \* Have you tried using a different Web Browser?
- \* Do you know if anyone else is having the same problem?
- \* Try clearing your Browser Cache (usually under a Tools-Options heading).

## **CONNECTIVITY**

(1) The Moodle website/PTS Website takes a long time to load / is acting really sluggish

- \* Could anybody else be using/sharing your internet connection?
- \* Try clearing your Browser Cache (usually under a Tools-Options heading).
- \* Reboot your system and try again (this is a healthy thing to do, frees up system resources back to square one)