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)