

Preparing to Use Moodle | Accessing Your Online Course Components

Your course is supported by the web program "Moodle". In order to access course materials, participate in online discussions with your classmates and instructor, and to complete your course assignments, you will need to sign on to the course Moodle site.

NOTE: Your course Moodle site will be available for login **Wednesday, January 4, 2012**. You should review the three steps outlined below now, but please do not try to login to your course (*Step #3*) before that time.

Technical assistance will not be available over the Christmas break; regular hours will resume on Tuesday, January 3, 2012.

Review and complete the three steps outlined below to access your online course components. If you have any technical problems accessing Moodle, please contact the **Distance Education Onlinehelp Desk**.

Step 1. Test your browser to ensure you can use and access Moodle.

To confirm that your web browser can support Moodle and that you do not have any security programs in place on your home computer that could block your access to Moodle or Moodle functions, run the **Browser Detection** test provided by UVic's Moodle administrators: <http://moodle.uvic.ca/file.php/1/detect/index.htm>.

Please note that because the network security policies of many workplace institutions can prevent access to certain functions on Moodle, the Onlinehelp Desk can only assist you if the problems are not a result of your workplace electronic security policies.

Step 2. Read the Moodle Startup Kit*.

The Moodle Startup Kit is a collection of online tutorials that will show you how to use the various Moodle functions. The **Moodle Startup Kit** can be accessed from the Onlinehelp Desk's home page: <http://distance.uvic.ca/onlinehelp>.

(Please note that there are links to other Startup Kits on this website; make sure you select the **Moodle Startup Kit** link.)

This Kit includes instructions on how to set up a UVic NetLink ID. You **must have a NetLink ID in order to access your Moodle course.*

Step 3. Login to your course Moodle site.

On or after the login date listed above, and after completing the Moodle Startup Kit tutorial, go to <http://moodle.uvic.ca>.

Click the **Sign in** button to access the Moodle login page. You will be prompted to enter your NetLink ID and password on the login page to access your course site.



Technical Assistance from the Distance Education Onlinehelp Desk

If you have any technical or connectivity problems with Moodle or questions about Moodle functions throughout the course, please contact the **Distance Education Onlinehelp Desk**.

- Phone (local) 250.721.8476
- Phone (toll free North America) 1.888.721.8476
- Phone (International) 00.1.250.721.8476
- E-Mail [**dehelp@uvic.ca**](mailto:dehelp@uvic.ca)
- Website (with Technical Tutorials) [**http://distance.uvic.ca/onlinehelp/**](http://distance.uvic.ca/onlinehelp/)

The Onlinehelp Desk is open during the following hours (Pacific Time), except for Canadian and British Columbian statutory holidays; the Onlinehelp Desk will re-open after the Christmas holiday on **Tuesday, January 3, 2012**:

- Monday to Thursday 9:00 am to 8:00 pm
- Friday 9:00 am to 5:00 pm
- Sunday 8:00 am to 12:30 pm

We will try to respond to messages as soon as possible and within 24 hours, during our hours of operation.