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Online learning: Introduction

Working online is an important part of learning in the Faculty of Education. If you are not confident with using computers or the Internet, we suggest that you identify friends, family or colleagues who can give you support from the beginning. The Library and Student Learning Centre have a variety of courses available on campus. You can find out more from the student pages on the Faculty website. You can also get help from the city Information Commons or the Epsom Library IT courses.

Your NetAccount

Your personal access to your course website requires you to use your UoA NetID and Password. This protects the confidentiality of communications between course members and ensures that copyright is protected for course resources. Please protect your password to maintain this.

See the next page for more information about your UoA NetAccount.

Moodle

Most flexible courses and an increasing number of campus-based courses use our Moodle online learning system, for course activities, communication and access to resources.

See page 5 for information on how to login and use Moodle.
Online learning:
Your NetAccount

All University of Auckland systems on the Internet (such as CECIL, Moodle, nDeva and WebMail) are accessed by using your NetID and NetPassword.

Your NetID is a unique identifier which will stay with you throughout your time at the University, and will be used if you return in the future. It combines four letters from your name with three digits (e.g. jblo123). You will have been given this when you enrolled.

Your NetPassword is required for security and you can change it at any time through the University web site.

How do I find out my NetPassword?
If you have already been enrolled in University courses previously you will probably know your NetPassword and if you have enrolled for the first time as a Flexi student you should have received an initial password in the mail. If you have enrolled for the first time and are also studying on campus you can go to a Print Station in the Library, swipe your ID Card and print out an initial Password.

If you are not on campus and do not know your password (or have forgotten it) you can get it reset by sending an email to onelogon@auckland.ac.nz with the following information;

- Full name
- NetID (e.g. jsmi006)
- University ID Number (on your ID card)
- Date of Birth
- Current course(s) you are enrolled in (if any)

Please make sure that your return e-mail address is correct.

The Helpdesk will send you a randomly generated password, which you should change online (see below).

How do I find information about Electronic Campus Services and NetAccount?
On the University web site you will find important information about services that you can access, including your free UoA webmail service provided by Google.

To access this information go to:

http://ec.auckland.ac.nz

Or follow the following links:

Go to the main University Home page
Select information for... Current Students

How do I change my UoA Net Password?
You should change your randomly generated initial password to one which you will find easier to remember. To do this...

- Go to the EC NetAccount page (see above)
- Click on the link to Change your UoA password
- Fill in the details and click the button.

When choosing your new password follow the instructions about how to choose an acceptable secure password.
Online learning: Moodle Basics

Many courses will include the use of a course web site in Moodle. This web site will provide information about the course content, assessment and resources; you will find different kinds of online activity such as discussion forums to aid your learning. Participation in these activities is compulsory for many courses, so you should read the instructions carefully.

The following pages provide basic information about how to get started using Moodle. For further help and information follow the advice given on page 19: Online learning help.

How do I connect to Moodle?

You need:

• a computer

• a connection to the internet – dial-up or broadband

• a recent web-browser, e.g. Mozilla Firefox (Windows or Mac) or Internet Explorer v.6 or later (Windows).
Logging in to Moodle

• Type the following web address (URL) into the location box of your web browser (e.g. Internet Explorer, Safari or Firefox - we recommend Firefox):

http://moodle.education.auckland.ac.nz

or

• Go to the Faculty of Education web homepage (http://education.auckland.ac.nz)

• Click on the Quick Links pull-down menu at the top right and choose the Moodle Login link

You will see the Moodle home page:

In the Login block:

• Type your University NetID and Password (see page 3)

• Click on Login

• This will take you to your personal Moodle homepage.
Selecting your course website

When you have logged in you will see a list of all the Moodle courses in which you are currently enrolled.

Click on the name of the course that you wish to enter.
Starting work on your course website

Here is your typical course website:

These blocks show links and information that does not change (see pages 11-12)

The content and activities for the course appear in the centre column

These blocks show information about this course that changes (see page 10)

The centre column usually displays a number of blocks which correspond to the weeks of your course or the different topics that you will study. The current week or topic may be highlighted with a border around it. The top block contains general information that you may need to refer to throughout the course. Within each block are a number of links to activities or information that you will need to use during your course.
Editing your profile

Before beginning work on your first Moodle course you should update your Moodle profile. This is the same for all of your Moodle courses, so you only need to do this once, or if any details need to be changed at a later date.

Click on the profile link in the Administration block on the left.

Click on your name at the top right of the window.

On the summary of your profile, click on the Edit Profile button.

Note that the Change password link does not work. If you want to change your UoA Net Password you need to follow the instructions on page 3.
Editing your profile

There are a number of important settings in your profile that you should check:

- **First name**
- **Surname**
- **Email address**
  Make sure that this is correct so that you will receive course messages
- **Email display**
  Choose who can see your email address for security - we recommend ‘allow only other course members to see my email address’
- **Email activated**
  This should be enabled
- **Other information is optional**
- **Picture**
  You are recommended to upload a digital photograph of yourself which will appear on your course postings.

When you have entered the information click on the **Update profile** button.
Keeping up to date with course activities

Information in the right-hand column of the course home page will help you to keep up-to-date with activity happening in your course.

**Online Users:** Shows you who else is on line.

**Latest News:** This draws your attention to any postings by your lecturer in the News Forum. You can click on any posting listed here and this will take you directly to the appropriate discussion.

**Upcoming Events:** This will show any special activities or requirements that are timetabled for the near future. This will include any online assignments that are due (but not offline ones).

**Recent Activity:** This block will list anything that has been added to the course web site by your lecturer, or anything posted in the discussion forums. Click on any item to open it directly.

**Forum postings**

There are other ways that you will be reminded of new forum postings. These are described on page 13.
These blocks are all shown on the left-hand column of your course home page.

**People**
- Participants
  - People: click here to see a list of all the people participating in your course. You can choose to send messages to any of them through Moodle.

**Activities**
- Assignments
- Forums
- Quizzes
- Resources
  - Activities: As an alternative to accessing Assignments, Forums, Quizzes, Resource files and other activities through the main course content in the main part of the window, you can check all instances of each activity type through these links. See the section on Forums below.

**Search Forums**
- Advanced search
  - Search Forums: you can search for words and phrases in the Discussion forums.

**Administration**
- Profile
  - Administration: Click on the link to edit your personal Moodle profile.

**Links**
- Webmail
- Library
- Faculty of Education
  - Links: This block provides links to some important sites within the University that you may find useful when studying online.

**Messages**
- No messages waiting
- Messages...
  - Messages: This gives you a link to read any personal messages sent to you within Moodle, or to send an instant message to another participant.

**My Courses**
- Moodle
- Semester 1, 2008
  - My courses: This provides a quick way of moving to another of your Moodle course sites, within the different categories listed. Click on the + symbol to see all courses within any category.
Useful course tools

Moodle Help: Click on the links here:

- Moodle Help Site for a range of technical Help information
- For technical assistance... to send an email to our Moodle Help desk
- For Study Guide... to send an email to our flexible support staff

Copyright Notice: Make sure that you read these conditions which apply to the use of copyright material provided by the University on this web site for your study purposes.
Participating in online discussion forums

Discussion forums are one of the important tools provided in Moodle for sharing ideas and developing your understanding of the course material. They provide the online equivalent of a classroom discussion, with the advantage that the course members don’t have to be online all at the same time – this is often called asynchronous discussion.

You will be given information about what forums you are expected to take part in. This will be either through the online information or a printed Study Guide.

Links to the discussion forums are provided in appropriate sections (weeks or topics) of your course.

Forums are identified by a symbol which shows two heads facing each other.

Checking for new posts: When you log in to the web site check for new messages that have been posted by other course members. You can do this in two ways.

• Look for the information alongside each forum listed
• Click on Forums in the Activities block on the left of the screen.

This will give you a screen listing all the forums with information including the number of unread posts in the forum. Click on the name of any forum to view that forum.
Terminology
A forum is a space dedicated to discussions related to a particular topic.

A forum may have a number of different discussions, each started by the lecturer or a course participant posting an initial message.

Each discussion will deal with a different aspect of the overall forum topic. The forum shown below has 2 discussions operating.

Note that some discussions may be set up so that you cannot create new discussions, and possibly only make one contribution to the discussion.

Reading Posts
Click on the name of the discussion to view messages in that discussion.
The discussion window will usually show all the messages listed in a way that shows how they are related to each other; each message is indented below the post to which it is a response.

How to respond: To respond to any message with an answer to a question, or a further comment, click on the reply link beneath that message.
Participating in online discussion forums

The “parent” message appears in the reply window with a space for you to type your reply (or response).

The subject of the message shows here. You should edit the subject to give readers a clear idea of your content BUT if your message is about something different to this subject, you should start a new topic (p. 14).

Type your message in this frame.

If you wish, you can attach a document (word-processor file, picture, sound, etc.). Click on the Browse button to find the file on your computer.

You can also use the pull-down menu to subscribe or unsubscribe from this forum. If you are subscribed to a forum copies of all messages in the forum will be sent to your email.

When you have typed your message, click on the Post to forum button.

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**Introducing Anna the Aussie**

by Anna | Tuesday, 16 December 2006, 01:17 PM

Hi everybody

My name is Anna and I live in Sydney. I used to teach in Auckland but decided that I wanted a quieter life. I am now a full-time parent but want to upskill myself for the future and I'd heard about Underwater Knitting so I thought, "Hey, let's give it a whirl!" - so here I am.

In my spare time I watch the lifesavers at Bondi Beach and I design children's clothes.

I want to learn EVERYTHING~!

Anna

After you have posted your reply you will be returned to the main discussion page where you will see your new post added. As the author of this post you have the option to edit or delete the message. Click on the appropriate link. There is a “window of opportunity” of 30 minutes to do this before the message is emailed to subscribers and locked.
Participating in online discussion forums

Changing the display of messages in a Discussion

At the top of the message display page you will see a pull-down menu which gives you a number of options for changing the display.

When a discussion has a large number of messages you may find it useful to use the threaded format.

To do this, merely click on the Reply link below this message. When you have typed your response in the editing window click on the Post to Forum button at the bottom of the screen...

I look forward to hearing from you this week.
Anne

In this format you see the starting message with the subsequent messages listed below with replies indented below their parent. Click on the subject of any message to open the message. That message will be placed at the top and any replies to it listed below that. You can return to the previous level at any time by clicking on the Show Parent link below the message.

When you have finished
Click on the link to the Course name to return to the course homepage, OR
Click on the link to Forums to select another forum to engage with.
Navigating around Moodle

At the top of each Moodle screen you will see a yellow bar with a series of “breadcrumbs” (named from the story of Hansel and Gretel who dropped breadcrumbs to mark their path through the woods). Click on any name to return to that page:

- To return to your personal Moodle home page, click on “Moodle”.
- To return to the course home page click on the name of the course.

Note that many pages will show a link to “Resources” – this will take you to a page which lists all the resources available in the course, which may or may not be helpful.

Don’t use the Back button of your web browser to return to the previous page if you have just posted information to Moodle (e.g. a Discussion posting or an edit to a Wiki page) as this will “confuse” the Moodle server.

Finishing your Moodle session

When you have finished your Moodle session you should click on the Logout link which appears alongside your name at the top right of the Moodle window (or at the bottom). This is particularly important as a security measure when you are using a computer shared by other people.
Online learning help

Troubleshooting Moodle login problems

The following steps will help you determine why you cannot log into Moodle, and how to obtain personal assistance.

**Step 1**
Check Login Process

Ensure you are following the correct processes detailed on page 15. If you are still unable to login proceed to Step 2.

**Step 2**
Reset your NetAccount password

To reset your NetAccount password you should email onelogon@auckland.ac.nz or call 0800 616263 and supply the following: Full name; Date of Birth; Student ID, NetID; Home address, and if possible Course/Paper name and number. A generated password will be emailed back. Please ensure that your return email address is correct.

When you receive your new NetAccount password try logging in again.

**Q1. Can you now log in to Moodle?**

**YES**
Well done

**NO**
Proceed to Step 3

**Step 3**
Student Services Online

With your new NetAccount password try to log onto Student Services Online. The web address for Student Services Online is https://student.auckland.ac.nz or go through the University’s homepage.

**Q2. Can you log in to Student Services Online?**

**YES**
Proceed to Step 4

**NO**
Contact onelogon@auckland.ac.nz or call 0800 616263 with problem. Supply Full name; Date of Birth; Student ID, NetID; Home address; and if possible Course/Paper name & number.

**Step 4**
Enrolment Information

Check your enrolment details in Student Services Online

**Q3. Are there any obvious mistakes in your course enrollment or any important notices on your Student Services Online login homepage?**

For example, you may see a message for outstanding library fees or the admission centre requesting more information. Notices such as these require your response and until you do so will halt the enrollment process.

**YES**
A. Follow the instructions given in any onscreen messages.
B. If you still have any queries regarding Student Services Online login notices or enrolments, call the Contact Centre on 0800 61 62 63 or email education@auckland.ac.nz

**NO**
If there are NO Student Services Online login notices requiring your attention and your class enrolments are correct, then contact: ceddtechhelp@auckland.ac.nz or phone 0800 22 33 52 (press 5) or (09) 623 8899 ext. 48159 for technical assistance.

Please note: Any problems understanding course material should be directed to your lecturer. Contact details are provided on your course site.
Online learning help

Personal assistance
Before seeking personal assistance with regards to logging into Moodle, use the chart opposite to guide you through the login process. Understanding which steps you were able to complete (from the chart) will help our staff better understand your problem. For technical assistance with Moodle contact:

- Email: ceddtechhelp@auckland.ac.nz
- Phone: 0800 223 352 or ext. 48159

Online help with Moodle

Tutorial Course
When you log in to Moodle you will see an Orientation Course site listed on your home page, together with the courses in which you are enrolled. This site will give you an introduction to some of the main features of Moodle that you will find in your other courses.

General Help
In the left-hand pane of each of your Moodle courses you will find a Help block. Click on the link to our Moodle Help Site for tutorials and guidance.

Specific Help
On the bottom of most Moodle pages (and in some other places) you will see a yellow Help symbol. Click on these symbols for specific contextual help with the tool on that page.

Discussion Forum
In most of your courses your lecturer will have set up a Forum for students to ask general questions about the course. Post a message here for help with features used in the course from your fellow course participants.
The Centre for Educational Design & Development (CEDD) is the place where most of the activities related to flexible learning are co-ordinated.

Quick Contacts:
CEDD Administration
(09) 623 8899
Ext. 48538
cedd@auckland.ac.nz

http://www.education.auckland.ac.nz/