

MOODLE - A QUICK REFERENCE GUIDE

REQUEST TYPE	SUB-REQUEST TYPE	CHECKLIST	ACTION
MOODLE	AO UPDATES	N/A	Change Request Type to AO Updates and change status to Complete
MOODLE	COURSE META-LINK	N/A	N/A
MOODLE	GENERAL ENQUIRY	<i>Where applicable:</i> Student Number/ID Module Code Assignment title Paper ID Date of Submission Screenshots of errors	Once all the relevant information is obtained - please re-categorise and escalate to the Moodle team
MOODLE	MISSING MODULES	We DO NOT add students to Modules 1. Check SHIP tool for enrolment status https://fqs.uwtsd.ac.uk/servicedesk/Login.aspx 2. If enrolled - check to see whether module is hidden	If hidden , refer to tutor to make visible If not enrolled - MyTSD Module enrolment/HWB/Faculty Administrator (see guide) Moodle - Student - Missing Modules Service Delivery - Internal Knowledge Base (uwtsd.ac.uk)
MOODLE	MISSING SUBMISSION LINKS	Module Code Assignment title	If hidden : Refer the student to their tutor If missing : Refer the student to their tutor
MOODLE	NEW PAGE	N/A	N/A
MOODLE	PANOPTO ACCESS	N/A	N/A

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MOODLE	PENDING SUBMISSION	<i>Usually, an unsupported format</i> Check here for file requirements https://help.turnitin.com/feedback-studio/turnitin-website/student/submitting-a-paper/file-requirements.htm Please obtain the following information: Student Number/ID Module Code Assignment title Paper ID Date of Submission Screenshot of error	1. Suggest the student resubmit as a PDF 2. (If 1 is not an option) Gather all the necessary information and escalate to Moodle Alert Moodle that the ticket is awaiting further action if the submission due date is imminent 3. If all submissions within that assignment link are 'pending' - escalate to the Moodle team
MOODLE	REQUEST ACCESS TO MODULES	We DO NOT add students to Modules <u>STAFF ACCESS</u> Please obtain the following information: 1. Full Staff Email 2. Module Code 3. Role Required 4. Check Teams for confirmation of Job Title	Moodle Guides: Adding Staff to Modules Service Delivery - Internal Knowledge Base (uwtsd.ac.uk) Adding Multiple Users to Multiple Modules Service Delivery - Internal Knowledge Base (uwtsd.ac.uk)
MOODLE	STUDENT ENQUIRY	Usually an unsupported format - See deletion	See deletion
MOODLE	SUBMISSION DELETION	*Tutor Approval (added to ticket)* Student Number/ID Module Code Assignment title Paper ID Date of Submission	*DO NOT DELETE A MARKED SUBMISSION* Moodle Guides: Deleting Turnitin submissions Service Delivery - Internal Knowledge Base (uwtsd.ac.uk)

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MOODLE	TRAINING REQUEST	N/A	N/A
MOODLE	TRANSFER/IMPORT CONTENT	N/A	N/A
GENERAL ENQUIRY	LOGGED VIA EMAIL - WALES	Have you changed the Client to the sender of the original email?	1.Change Client 2.Select Request Type: Moodle 3.Select Relevant Sub-Request
USEFUL WEBSITE	https://help.turnitin.com/Home.htm		