

Problems with logging into Moodle, Teams or Student Email?

Below is a link to a short video guide demonstrating the logging in process for UWTSD online services including Moodle:

[Moodle Login Video Guide](#)

The Moodle login process uses your UWTSD student account and the login process is the same as when you access your UWTSD student email. Some more information below for you.

If you experience a problem logging in to Moodle, Teams or Outlook it may be because you are already logged into your web browser with a non-UWTSD, personal or work account. When logged into a different account in this way, the web browser tries, and fails, to use that accounts login details to automatically sign in to the UWTSD service. In this case you will need to either completely log out of the account you are using or close down all open windows of the web browser and start from fresh.

Another alternative is to use a different web browser. You can choose from Google Chrome, Firefox, Apple Safari, Microsoft Edge or Internet Explorer.

If you are logging into UWTSD services using a work laptop that has web browser access restrictions in place you will need to open a private browsing / incognito window on your web browser, as this will open with no saved username and passwords allowing you to enter your UWTSD login details.

If you are unsure how to open private browsing / incognito mode:

- In Chrome: Click More icon, and then New Incognito Window
- In Firefox: Click the menu icon, and then New Private Window
- In Edge: Click the Settings and More icon, and then New InPrivate window
- In Internet Explorer: Click Safety, and then InPrivate Browsing
- In Safari: Click File, and then New Private Window

If you have a problem with your student account password, please contact the [Hwb Team](#).