MOODLE 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	***Where applicable:*** 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	***Usually, an unsupported format*** 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** **STAFF ACCESS** ***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		