



**Mental Health Coordinating Council (MHCC)  
Learning Development and Training  
Online Website**

**Guide to using Moodle**

## Contents

Introduction.....	3
How to log in.....	3
Popup blockers.....	4
My Courses.....	4
Accessing other courses on Moodle.....	4
Icons.....	4
Navigating your course.....	5
Editing your profile.....	6
Changing your picture.....	7
Check your progress/grades.....	8
Communication Tools in Moodle.....	8
Forums.....	8
Messages.....	12
Getting too many emails.....	12
Other members and privacy.....	12
Online Etiquette.....	13
FAQs and Troubleshooting.....	13

For online issues contact [online@mhcc.org.au](mailto:online@mhcc.org.au)

## Introduction

The courses offered by MHCC online are run in a program called **Moodle**. Moodle is a Course Management System (CMS), also known as a Learning Management System (LMS) or a Virtual Learning Environment (VLE). It is a free web application designed in Australia that educators can use to create effective online learning sites. More information is at [www.moodle.org](http://www.moodle.org). You can access resources unique to your course, join in discussion forums with other students and contact your trainer and other students via email and messaging.

Your online course account is linked to your email address, which is where messages are sent, so you should check your mail regularly in case your trainer has sent you important information.

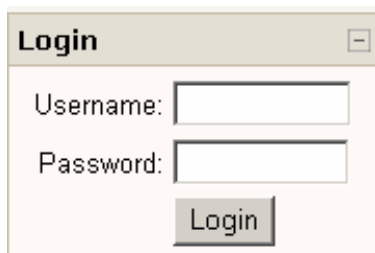
## Quick start

1. Login with the provided login and password
2. You will be asked to accept the conditions of use for the site (once only)
3. Under **My Courses** click on your course



## How to log in

At the top left of the Moodle homepage there is a login box. Login with the provided login and password



**Login**

Username:

Password:

## Popup blockers




Check that your computer is not blocking pop-up windows from the site. This may affect you moving around the site. Watch for a pale yellow bar at the top of the screen. If it appears, right click your pointer over it and choose the option you want from the menu that appears.

## My Courses

Once you have logged on you will see My Courses. This section will list the courses you are enrolled in.





## Accessing other courses on Moodle


















Each course on Moodle has specific access rights provided to different users. You should have access to the courses you are enrolled in and not to courses you're not enrolled in. The following explains why you may not have access to some courses.

	Some courses allow guest access; this means that a course which displays the face icon alongside the course name can be accessed by anyone who logs in as a guest.
	Some courses only allow guest access to people who have the enrolment key - this is a type of password that a guest needs to type in each time to enter a course.
	<p>Most courses can only be accessed by students who have been enrolled on the course by their trainer, or students who have the enrolment key.</p> <p>The enrolment key is only required the first time you access the course. Students who have been enrolled by their tutor do not need an enrolment key.</p> <p>If your course requires an enrolment key, contact Learning and Development who will provide you with this.</p>





## Icons

Below is an explanation of some of the icons you may see in your course. As each course is different, you may not see all of icons described below.

Moodle resources and activities			
	A webpage or text page		An Object
	A discussion forum		A workshop

	A quiz/test		A directory containing files
	Link to a website		A Hot Potatoes quiz
	A chat session		Feedback questionnaire
	An assignment		A Wiki
	A choice - similar to a poll		A Glossary
	A lesson		A Survey
	A book		A Database
	A JPG slideshow		Voice Recorder
	A Questionnaire		

The icons below are software applications installed on your computer or viewers which can display the files.

Links to application resources			
	Link to a Word document		Link to a PowerPoint presentation
	Link to an Excel Spreadsheet		Link to an Adobe Acrobat file
	Link to a graphic/image		Link to a flash file or movie
	Link to a sound file		Link to a zipped file

## Navigating your course

There are a number of ways to move around your course. The way we recommend is by using the 'Breadcrumbs', rather than using the back key because using the back key means that when you return to a previous page, it may not refresh the options.

**Breadcrumbs** are a menu trail positioned below the course title to show you where you are and to take you back to key areas.

For example, when you first log onto the MHCC website, you move forward by clicking on your course title. This will take you to your course page. You will find the breadcrumb trail appears showing that you are in your course and that you came from the MHCC online homepage.



You can click on 'MHCC' to return to the homepage. Once you are on your course page,

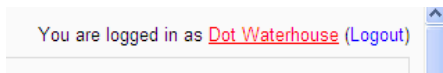
you can click on any link, say Resources, to take you to that page.



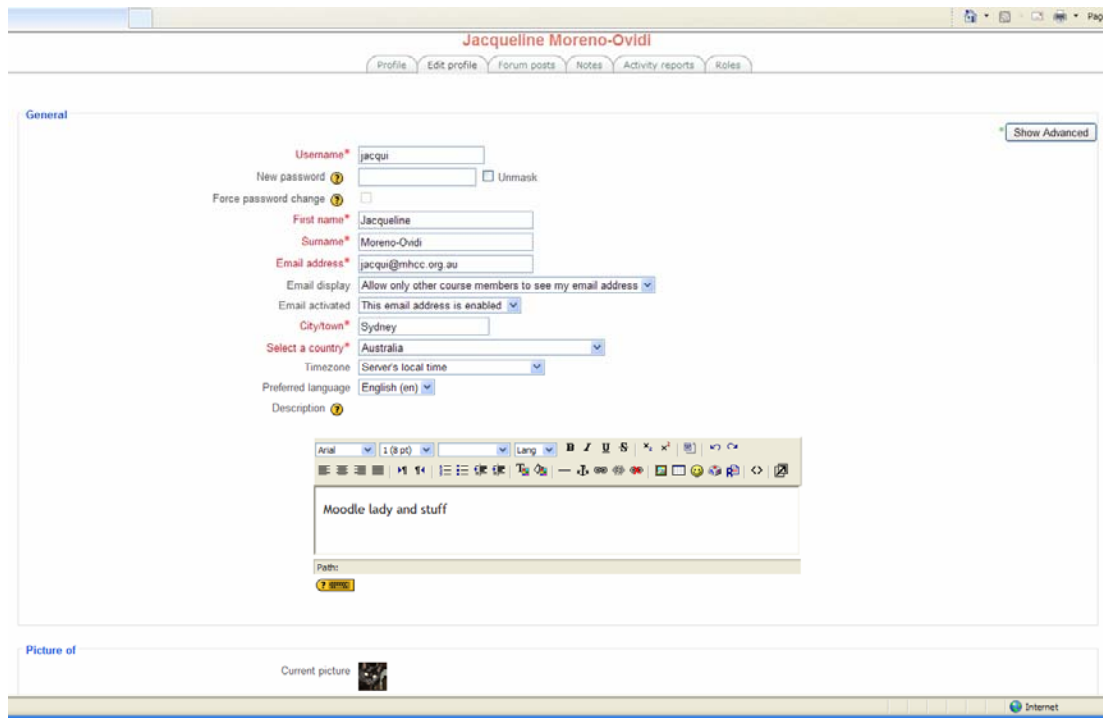
Once there, you will see that the breadcrumb trail now shows you where you are and tracks you back to the course page and the homepage. This means you can click on either the homepage or course page to return to them.

## Editing your profile

Once you have logged into Moodle, you can access your profile from almost anywhere, by clicking on the link to your name at the top or the bottom of the screen.




When you are in your profile, click on the **Edit profile** tab if necessary. You will then see the following screen.




At the bottom of this screen you can write some basic information about yourself in the description box, so that other users know who you are. You can add a picture of yourself or an image or avatar to represent you. Always click 'Update profile' to save your changes.

---

**Picture of**

Current picture 


Delete

New picture (Max size: 48MB) 

Picture description

---

**Interests**

List of interests 

---

**Optional**

---

## Changing your picture

You can upload a picture from your computer to Moodle. This picture will be used in various places to represent you. For this reason, the best images to use are a close-up of your face, but you can use any image you like. When using images you should be aware of copyright law.

The picture must be in JPG or PNG format (i.e. the names will usually end in .jpg or .png).

You can get a picture file using one of four methods:

1. Using a digital camera, your photos will most likely already be on your computer in the right format.
2. You can use a scanner to scan a printed photograph. Make sure you save it as JPG or PNG format.
3. If you're artistic, you might draw a picture using a paint program.
4. Finally, you can "find" images from the web. <http://images.google.com> is a superb place to search for images. Once you find one, you can "right-click" on it with the mouse and choose "**Save Picture As...**" from the menu (different computers may vary slightly). If using this method, check for copyright.

To upload your picture open your profile and if necessary click on the **Edit profile** tab. Scroll down the page until you see the area which displays the default smiley picture.

The following items are optional:

**Current picture:** 

**New picture:**

 Max size: 2MB

To upload the image, click the "Browse" button on this editing page, and navigate to where the picture is stored on your computer.

**NOTE:** Make sure that the file is not larger than the maximum size listed, or it will not be

uploaded.

Then click "Update my Profile" at the bottom - the image file will be cropped to a square and resized down to 100x100 pixels.

When you are taken back to your profile page, the image might not appear to have changed. If this is so, just use the "**Reload/Refresh**" button in your browser; also check that you have written a description about yourself.

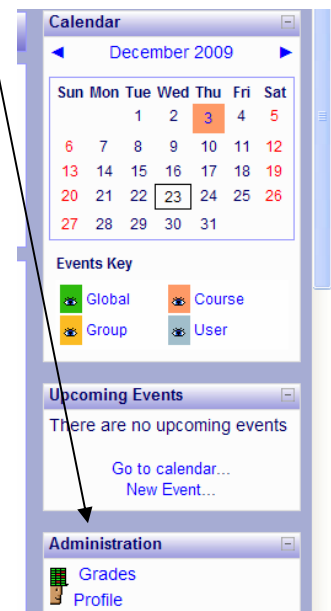
When you return to your profile you should see your new picture.

**IMPORTANT:** Please make sure that any picture you upload is not copyrighted, rude or offensive as your picture can be viewed by all users of the course.

## Check your progress/grades

You can check your grades by clicking on the link to Grades in the Administration block on the right hand side of the screen, below the calendar.

Your assessment titles should be displayed. If there is a dash in the Grade column, then either the assessment has not been assessed or the results have not been entered yet. If you believe your results should be showing and they are not, please contact your assessor.



User report - Jacqui Test

Grade Item	Grade	Range	Percentage	Feedback
Leadership				
Mentoring Contract	-	Not Yet Competent-Competent	-	
Mentoring Learning Plan	-	Not Yet Competent-Competent	-	
HR and Finance Audit	-	Not Yet Competent-Competent	-	
EI Action Plan	-	Not Yet Competent-Competent	-	
Progress check of reflective journal	-	Not Yet Competent-Competent	-	
EI Report on team activity	-	Not Yet Competent-Competent	-	
Project Management (Diversity) booklet	-	Not Yet Competent-Competent	-	
Supervisor's Report	-	Not Yet Competent-Competent	-	
Mentoring Report	-	Not Yet Competent-Competent	-	
EI Action Implementation Report	-	Not Yet Competent-Competent	-	
Action Learning Report	-	Not Yet Competent-Competent	-	
Reflective journal - final version	-	Not Yet Competent-Competent	-	
Final Interview	-	Not Yet Competent-Competent	-	
Course total	-	0.00-100.00	-	

You are logged in as Jacqui Test (Logout)

Leadership

## Communication Tools in Moodle

There are two main types of communication tools in Moodle, **Forums** and **Messages**.

### Forums

Whilst in a course you can read messages posted on the forum(s) and reply to them. Posts may also be sent to **all course members** via email, depending on how the forum

has been set up.

If you receive an email from a forum, you will see that the course name is shown at the beginning of the email subject line; this is so you can identify which course/forum it has come from.

Depending on the theme of your course, icons in courses may vary, below is an example of different icons which may be in a course but all do the same thing.



## Forum Types

There are essentially four different types of forum:

- *News/Announcement forum* - This type of forum is used by the course tutor(s) to post entries to everyone on the course. Generally, this forum is for announcements only and you cannot reply to these posts.
- *General Forums* - This type of forum can be named as anything, there is no limit to the number of forums which can be in a course. This type of forum is for discussion with your tutor and other course members. Anyone can start a new topic at any time.
- *Each person posts one discussion* - Each person can post exactly one new discussion topic (everyone can reply to them though). This is useful when you want each student to start a discussion about say, their reflections on the week's topic and everyone else responds to these.
- *Q And A Forum* - The Q & A forum requires students to post their thoughts/answers before viewing other students' postings. After the initial posting, students can view and respond to others' postings.

## Forum Subscription

The term subscription does not mean that you have to pay to belong to a forum; it simply means that you are part of a group of people who will be able to see and possibly reply to posts in a forum.

- When you are subscribed to a forum it means that you will be sent email copies of every post in that forum (posts are sent about 30 minutes after the post was first written – this time delay gives the author sufficient time to change or edit their original posting before the email is sent out).
- People can usually choose whether or not they want to be subscribed to each forum – see more on pages 19 for more information.
- However, if your tutor chooses to require subscription on a particular forum then all course users will be subscribed automatically, even those that enrol at a later time.

## How to control forum emails

If your trainer has required everyone to subscribe to a forum you can see all of the posts in the relevant forum and you will also receive an email for each post. If your course has several forums to which you are subscribed and course members are also posting entries, this means your in-box can fill up with lots of emails if the forums are very active.

There are ways in which you can control your subscriptions and the way/amount of emails you receive.

- In this instance everyone is subscribed to this forum so you cannot unsubscribe.
- When in a forum look at the top right of the forum to see your subscription status. To subscribe to a forum, click on the link **Subscribe to this forum** you will see a message saying that you will receive forum posts by email.
- You can unsubscribe from a forum at anytime by clicking on the link to **Unsubscribe from this forum**

Everyone is subscribed to this forum

Everyone can choose to be subscribed  
[Subscribe to this forum](#)

Everyone can choose to be subscribed  
[Unsubscribe from this forum](#)

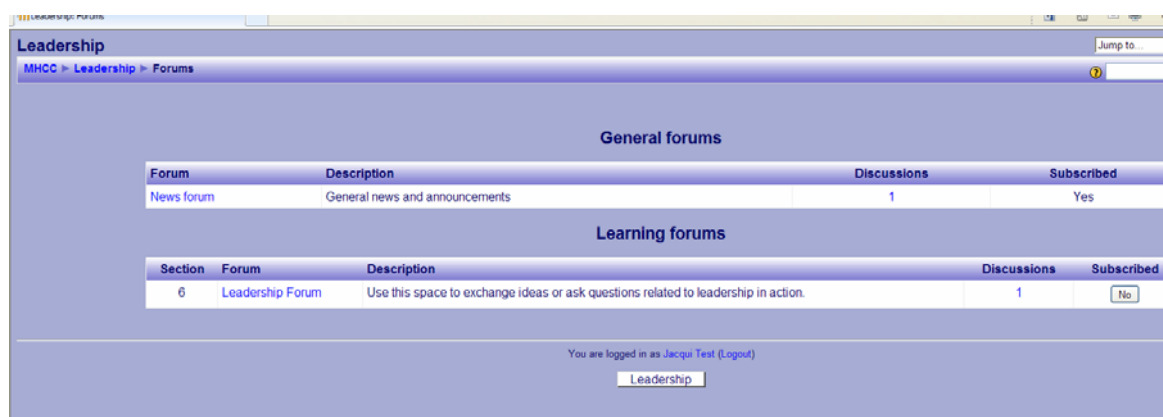
*Note: if you unsubscribe from a forum the only way you will be able to view posts is by logging in and viewing them in the forum. You will no longer receive emails and will have to view new posts online.*

## Understanding Forums

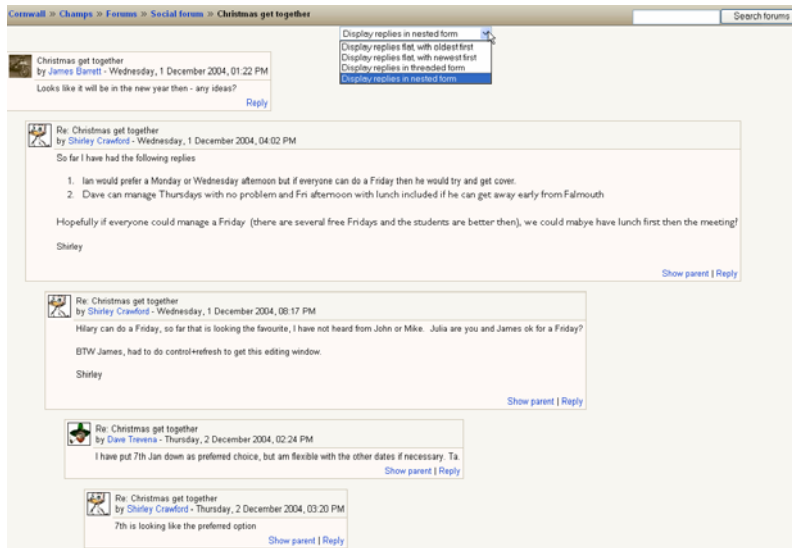
When you enter a forum you will see a list of discussions topics. Each discussion should have a subject heading so that the reader will know what the discussion is about.

Clicking on a subject heading will open the original discussion where you can view the post and any replies. (Replies to a post are known as threads).

The front page of a forum also gives details on the name of the person who started the discussion, the number of replies and the date of the last posting; this is useful when checking to see if there are new posts and threads.



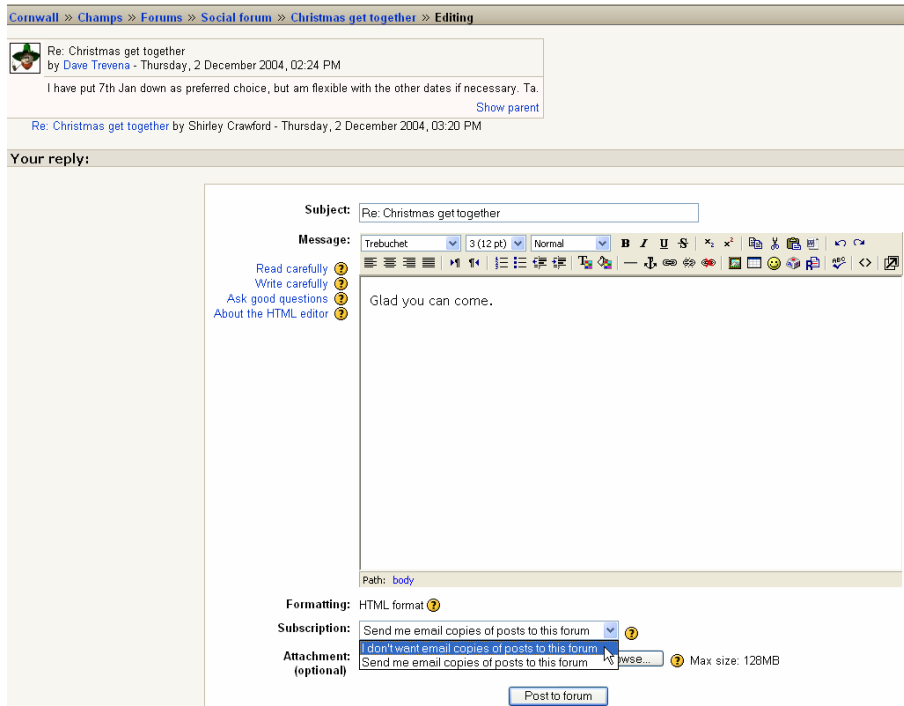
When you view a post you will see the replies. You can click on the dropdown menu at the top of the screen to determine the order in which you would like to view the thread.



To add your own reply to a thread, click on the **reply** link in a message. This will open the editor, some of the toolbar icons are similar to those found in most word-processing programs. Type your reply to the post.

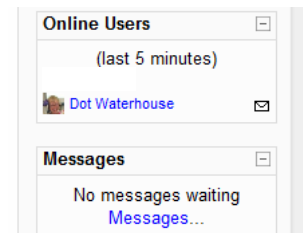
If you need to attach a file there is an option at the bottom of the page. You can also select whether you want replies of the post emailed to you.

When you have finished, click on **Post to forum**. You will then get a message informing you that you have 30 minutes to edit your post before it is posted to the forum and emailed to everyone.



## Messages

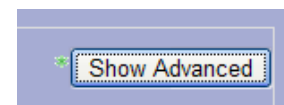
You can send a message to another person who is online within your course by clicking on the envelope icon beside their name, under Online Users. **This facility may or may not be available in all courses.**



Clicking on an envelope will open up the message dialogue box, which is similar to instant messaging. If the person you send a message to goes offline, the message will be emailed to them, next time they logon they will see a message waiting.

## Getting too many emails

If you want to stay subscribed to a forum but are receiving too many emails, you can change your email settings so that you only receive one email with a list of new posts per day. To change your email settings, go to your profile page and ensure you can see the email digest option. If you can't, click on 'Show Advanced' and it should appear.



You can change the settings so that you only receive one email a day instead of an email each time someone adds to a forum in your course.

Click **Email digest type**  
And choose **Subjects (daily email with subjects only)**

Click **Update profile** at the bottom of the screen when done.

Choose an authentication method Manual accounts  
New password \* [input]  Unmask  
Force password change [input]  
First name\* Admin  
Surname\* User  
Email address\* wheres.dot@gmail.com  
Email display Hide my email address from everyone  
Email activated This email address is enabled  
Email format\* Pretty HTML format  
Email digest type\* No digest (single email per forum post)  
Forum auto-subscribe\* No digest (single email per forum post)  
Forum tracking\* Subjects (daily email with subjects only)  
When editing text\* Use HTML editor (some browsers only)

## Other members and privacy

When you submit assignments, only course trainers can see what you have submitted and their feedback is delivered confidentially. Other students can see entries you make in Forums.

All of your results to tests and quizzes are also protected and cannot be viewed by other students.

However, you must be aware that your trainer can track where you have been in the course and can view all of your activities.

**NOTE: Every activity in Moodle is recorded and can be accessed by the Moodle Administrators if necessary.**

## Online Etiquette

When posting or messaging online, it is important to maintain online etiquette. This means being sensitive to other users and using respectful, non-discriminatory language. When you first enter the site, you are asked to agree to a Code of Conduct. This Code of Conduct is a guide to how to conduct yourself when you are online.

### Contributions to MHCC websites should:

- make a positive contribution to training debates and resources
- foster constructive exchanges
- ensure they protect and de-identify private information about consumers or carers
- foster understanding and inclusiveness of other's beliefs and situations (including cultural, religious, economic, political and other beliefs)

### Contributions should not:

- use obscene language
- harass, insult or attack others
- be defamatory
- be derogatory
- involve or advocate illegal activities
- violate human rights
- contravene copyright laws
- display offensive and pornographic images
- harm or disturb users
- have depictions that condone or incite violence, particularly sexual violence
- portray any person in a demeaning manner
- include any private or confidential information about consumers, clients or carers
- Plagiarize or copy anyone else's work

## FAQs and Troubleshooting

### What does Moodle stand for?

The word Moodle was originally an acronym for Modular Object-Oriented Dynamic Learning Environment.

It's also a verb that describes the process of lazily meandering through something, doing things as it occurs to you to do them, an enjoyable tinkering that often leads to insight and creativity. Anyone who uses Moodle is a Moodler. Useful links: <http://moodle.org>

### I am getting overwhelmed with messages from forums, what can I do about it?

Read the following sections: 'Stop getting too many emails' on page 9 and 'How to control forum messages' on page 11.

### I see that some people have pictures next to their name, how can I have a picture?

See 'How do I change my picture' on page 8.

**I click on a link and it doesn't go anywhere or it takes me back to the same page.**

If you are trying to access a link or download a document and nothing happens, there may be a problem with the link. Please email [online@mhcc.org.au](mailto:online@mhcc.org.au) and report the issue. Give specific details about the course you are in, the page you are on and the exact name of the link.

**I opened my assessment document and started working on it, then my computer crashed. Can I retrieve it?**

Unfortunately, no. We recommend you always download documents onto your hard drive and work on them from there, saving regularly. This means you avoid losing work and it means that if your internet is down for some reason, you can continue to work offline.

**For online issues contact [online@mhcc.org.au](mailto:online@mhcc.org.au)**

This manual is based on information found at <http://moodle.org>