

## WHERE TO GO FOR MOODLE HELP AT DRURY

### Students and Instructors

If you're unable to log into Moodle, it is most likely a password issue. (Did you know passwords can expire every 6 months?)

- Go to [MyDrury](#) to change your password.
- Contact the [Help Desk](#) by email or call 417/873-7300.

### Students

1. If you're logged into Moodle but don't see your course:
  - a. It may not be available: Courses are available to students seven days prior to the first day of class, and for 30 days after the last day of class in any semester.
  - b. Moodle may need updating: If you've just recently registered or been enrolled, wait until after the 3am update and try again. If it's been more than 48 hours since you registered, contact your advisor or the Registrar's office to verify your enrollment is active.
2. If you're new to Moodle and want help with how to use Moodle functions:
  - a. Go through the **Moodle Student Orientation** tutorial. There's a link to it on the Moodle home page or in your course.
  - b. Check out the **Moodle FAQ** document, also linked on the Moodle home page and in your courses.
  - c. If you still need help, contact your instructor or Becky Polk, Moodle System Administrator, at [bpolk@drury.edu](mailto:bpolk@drury.edu).

### Instructors

If you're new to Moodle and need help setting up a course, first go through the **Moodle 101** and **Moodle 201** tutorials posted on the Moodle home page. If you need further training, contact Becky Polk: [bpolk@drury.edu](mailto:bpolk@drury.edu).

If you need answers to specific questions, go to **Instructor Resources** on the Home page and review:

- Moodle Helps: 'How to' documentation on commonly used functions.
- Announcements: Updates on using Moodle and 'best practices' for online issues.
- Quick Links to Moodle Helps: Links to the MoodleDocs step-by-step instructions on creating Assignments, Quizzes, Forums and the Gradebook.

If you need further help with specific issues, contact Becky Polk: [bpolk@drury.edu](mailto:bpolk@drury.edu).