

## So Who You Gonna Call?



Well, maybe not Ghost Busters... but in getting help, it *is* important to contact the right source for the type of problem you're having. Here's a quick pairing of problem-types and sources of help (contact information is provided inside this brochure).

**Moodle log-in/tech issues:**  
Perceptis Helpdesk

**Portal log-in, class not listed:**  
Local IT Helpdesk, Registrar,  
System Administrators

**How-to questions and needs:**  
Local System Administrators

**Intro and advanced training:**  
Local System Administrators

By George...  
I think I've  
got it!



A Help Guide  
Created by the  
Moodle Conversion Team

HELP! 502-585-9911, ext. 2398



845 South Third St., Louisville, KY 40203  
(502) 585-9911



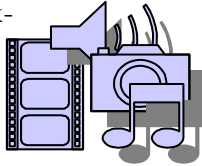
# Welcome To Moodle!

# FYI

Where to  
Find Help for  
& Information on  
*Moodle*—Spalding's  
Online Learning System

## Moodle Is...

...a powerful, online Learning Management System (LMS) providing exciting learning experiences with such interactive components as forums, blogs, wikis, videos, podcasts, and more!



...steadily growing throughout the world as a leading LMS, with currently nearly 70,000 sites in more than 220 countries!\*

...easily accessed from your Spalding portal page by a course hyperlink located under “My Document Library” (2nd blue bar in center area):

Announcements

Moodle Joule Conversion Information 9/12/2011 8:12 AM  
by ezrak

Please take a few minutes to visit our new site for the conversion to Moodle Joule. The site has dates for each program and an outline of the conversion schedule. We will be using this site to the conversion from Blackboard to Moodle, so stay tuned.

Moodle Joule Conversion Site

My Document Library | My Team Sites | Datalist My Classes

Expand All Collapse All Class Announcements in the last 20 days

S51112 Successful Student Strategies (US-100-E5)

Spalding Portal Sites

ABA Program  
Academic Resource Center (ARC)

\*Moodle: Registered moodle sites. (n.d.) Retrieved from <http://moodle.org/sites>.

## Learning Moodle

More than likely, if you're used to working with Blackboard, you will already know how to do most things found on Moodle. But additional information is available in the following ways if you should need it.

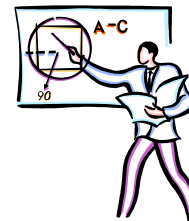
**PowerPoint Presentation**, “Welcome to Moodle,” on the layout and navigation.— <http://youtu.be/L5UeL0nLTng>

**Brochures and Other Guides**— provided in the library and at classroom presentations.

**Moodlerooms Tutorials**— “Participant Tutorials” under course pages (context-focused help at bottom of most open course pages); also visit the “Participant” category of the “clickables” help — <http://alturl.com/5oq64>

**Individual Training/Consultation**— Contact Janice Poston (873-4381 or [jposton@spalding.edu](mailto:jposton@spalding.edu)) or David Tipton (873-4383 or [dtipton@spalding.edu](mailto:dtipton@spalding.edu))

**Instructor's Walk-through Session**—Ask your instructor for a class tour of the site to see layout of resource and activity locations.



## Need Some Help?

Help Is Always Close at Hand!



Need an introduction to the layout and navigation in Moodle? Or how-to info on uploading a paper or posting to a forum? Can't find your class listed on the Portal? Or maybe your login isn't working?

**No Problem! Here are contact points:**

For a PowerPoint **video introduction to Moodle layout and navigation**, go to the University Library link on the portal and click on “Welcome to Moodle!” under the Quick Links on the left side.

For **Moodle tech or access problems**, call the Perceptis help desk at 866-681-0842; or if you prefer, go to <http://chat.perceptis.com/c/spalding>, or email [spaldinguniversityhelpdesk@perceptis.com](mailto:spaldinguniversityhelpdesk@perceptis.com).

For **issues related to the portal** (login, missing courses, non-working links, etc.), find portal information at <http://spalding.edu/about/technology> or send email to [techsupport@spalding.edu](mailto:techsupport@spalding.edu). You may also call 502-585-9911, ext. 2398 or 1-800-896-8941, ext. 2398.

For **training or one-to-one help**, call Janice Poston (502-873-4381, on campus, 4381) or David Tipton (502-873- 4383, on campus, 4383) or send email to [jposton@spalding.edu](mailto:jposton@spalding.edu) or [dtipton@spalding.edu](mailto:dtipton@spalding.edu).