MoodleUCL

Some useful informations :

Go to MoodleUCL

Everything you need to know to enter MoodleUCL and to solve access problems ...

- What username and password should I use?
- How do I get in?
- Which browser should I use?
- I have lost my password...
- I can no longer connect
- I receive a message telling me that my user account is blocked.
- Change my user account information

Which username and password to use?

If you are a member of the university, you use the same username and password as for your UCL global user account.

Please note that your UCL account must have been via the portal page Manage your global UCL user account.

Visiting professors also benefit from a UCL global user account.

If you are not a member of the university, send a justified request for the creation of an "external" account to the ICTE unit via the address info-moodleucl@uclouvain.be.

Include your:

- name,
- first name,
- email address,
- date of birth,
- institution,
- year of study,
- telephone number.

Also ask a professor from the UCL to validate your request by sending an e-mail to the ICTE unit. The TICE unit will check this information and will then create an "external" account for you.

How to enter?
If you are registered at the UCLouvain, MoodleUCL is accessible via your UCLouvain virtual office, in My job > Teaching > My MoodleUCL courses.

You can also go directly to https://moodleucl.uclouvain.be and log in to MoodleUCL whether you are registered with the UCLouvain or have an external MoodleUCL account.

If you are an external professor involved in a UCL course, you may have access to MoodleUCL.

But the request for access must come from a course leader within the UCLouvain.

Which browser to use?

PC / Mac

MoodleUCL works with all recent versions of browsers such as Mozilla Firefox, Internet Explorer, Safari, Chrome, Opera...

Tablet / smartphone

From July 2014, Moodle UCL adapts to the screen used - some elements are automatically resized. For some more complex pages, however, it is recommended that you work from a computer. You can see a list of supported mobile activities in the manual page Accessing MoodleUCL on a smartphone or tablet.

I've lost my password...

If you are a UCLouvain member, you can reset your password via the portal page Manage your global UCL user account.

If you have an external MoodleUCL account, contact the UCLouvain Service Desk at 8282@uclouvain.be.

If these 2 links do not lead to a result, send a request via info-moodleucl@uclouvain.be.

I can't log in anymore

The most frequent connection problems have the following causes:

- Enabling cookies: To enter MoodleUCL, your browser must accept cookies. If you are unsure whether your browser is properly configured, please consult this tutorial on how to enable cookies.
- **Managing secure access**: if after entering your login and password nothing happens (i.e. the browser returns to the same page without an error message), try logging in via this address: [https://moodleucl.uclouvain.be](https://moodleucl.uclouvain.be) (notice the small "s" just after "http")

- **Password auto-completion**: if you have enabled password auto-completion in your browser, disable it! It is possible that your browser is filling in the field with incorrect data... If necessary, visit a tutorial that explains how to [disable automatic password entry in your browser](https://moodleucl.uclouvain.be).

- **Case sensitivity**: Make sure you are case-sensitive when typing your password. The system treats upper and lower case as distinct characters.

If after all these checks you still cannot log in, check that you can do so with the same login and password on your UCLouvain desktop:

[https://intranet.uclouvain.be/fr](https://intranet.uclouvain.be/fr)

If not, the problem is probably related to your global UCLouvain user account. Please contact the UCL service desk:

mail: [service-desk@uclouvain.be](mailto:service-desk@uclouvain.be)

tel: 010 / 47 82 82


As a last resort, send us a message via [info-moodleucl@uclouvain.be](mailto:info-moodleucl@uclouvain.be).

I receive a message telling me that my user account is blocked

When you log in to MoodleUCL, if you make 3 mistakes on the password, your account is automatically suspended for 30 minutes and you will receive an error message when you try to log in.

This suspension is temporary, you only need to wait 30 minutes to try to log in again.

Please note that if your global user account password is difficult to remember, you may not be able to log in.
Accessing MoodleUCL on smartphone or tablet

If you have a smartphone or tablet, don't hesitate to download the Moodle Mobile application which will allow you to access your online courses from your smartphone or tablet!

- Installing and configuring Moodle Mobile
- Activities supported by Moodle Mobile

Installing and configuring Moodle Mobile

[Video] Installing and configuring Moodle Mobile

Be sure to visit the App settings > General > Language menu to specify the application language.

If you have synchronisation issues (such as an activity that is not visible on your smartphone), you can re-synchronise the data with the online course through the menu App settings > Synchronisation > Refresh button

The activities supported by Moodle Mobile

- Access to its course list
- Register for courses
- Access sections of the home page of a course
- Access to the notebook of a course
- Display the dates of a course calendar
- Receive notifications scheduled in the course even offline
- Consult all the resources of the course (file, book, page, ...)
- Use the chat rooms
- Hand in a homework assignment
- Answering a poll (poll = only one question type qcm)
- Take a test (all 16 standard moodle question types are supported)
- Respond to a discussion in a forum
- Submit a glossary or database record
- Contribute to a wiki
- Participate in a feedback (possibility of anonymous interactions)

Read more about the activities supported by Moodle Mobile in [the official Moodle documentation](#)
Navigating the platform

- Dashboard
- Navigating a course

Dashboard

When you log in to MoodleUCL, you access your dashboard. This screen includes a series of navigation and help links in the left hand block. In particular, pinpoint the Calendar menu, which displays a calendar of all your course deadlines.

When you first log in, the central part is alive since you are not registered for any course.

You have to search for your courses via the search block on the right.

When your list of courses becomes too long, use the possibility of pinning up favorite courses to hide the courses of the first quarter, for example.

You can fold up the navigation block by clicking on the icon in the top bar.

The top right-hand menu, which has your name on it, gives you access to your profile and personal data.

Here you can define how you would like to set up MoodleUCL notifications (messages, emails, etc.).

Please note that you can switch between courses at any time via the My courses menu and to the Student Handbook via the help menu.

Navigating a course
The different activities and resources in a MoodleUCL course are structured into sections, which can be linked to the course timeline or to different types of activities. When you enter a course, you will find a navigation block on the left that lists the titles of the different sections of the course. The menu item Participants allows you to see the course participants and their possible groups.

The blocks in the right-hand column are linked to course activities and may vary from course to course.

Via the upper gear button you can access more advanced actions, such as the notebook and the possibility to unsubscribe from the course.
Registering for a course, unsubscribing from a course

- Registering for a course
- Registering for a course that requires an enrolment key
- My registration for a course is pending ...
- I can't find the course I'm looking for
- Some courses have disappeared from my course list
- Unsubscribe from a course

Register for a course

In MoodleUCL, you must, in most cases, register for your courses yourself.

Please note that a course in the programme does not necessarily have a course on MoodleUCL.

Professor decide whether they use the platform or not, so wait until they tell you about their device before looking for a course on MoodleUCL. They will give you the exact code and title of that course.

To register for a course, you can type the official course code in the course search box on your dashboard or go to the home page (navigation block > site home) to find the course in the appropriate course category.

Click on the course title to view the course registration details:

- Some courses will allow you to register directly (self-registration method)

- Some professor protect access to the course with an enrolment key that they communicate orally to the course (self-registration method with key)

- A final (less common) enrolment method is enrolment with validation by the professors.

Registering for a course that requires an enrolment key

To register for some courses, you will need to know an enrolment key that your professor will have given you, for example, during an audience session. This is a phrase such as "open sesame" that protects your course registration. Moodleucl managers are not allowed to give you this registration key. To obtain it, please contact your course colleagues or your professor.
My course registration is pending ...

Please also be aware that for some courses, your registration will only be taken into account after validation by one of its managers.

As long as your registration has not been validated, an insert indicating that your registration is pending will be displayed when you try to access it... even though this course is on your list.

If your registration is delayed, please contact your professor. MoodleUCL administrators are not authorised to validate course registrations.

I can't find the course I'm looking for

Search the course title... or better yet, the course code. (When searching, use the course code without a space "LPOLS1234” and not "LPOLS 1234”)

If you still can't find it, make sure the course exists on MoodleUCL. Indeed, the creation of course sites on the platform is a personal initiative of the holder, and some people do not wish to use MoodleUCL.

Some courses may also be made temporarily invisible by their manager, when the manager wants students to register for them at a specific time.

Some courses have disappeared from my course list

Perhaps you mistakenly withdrew from the course?

Don't panic: simply re-register for the course to find all the traces of your past activities.

It is also possible that the course holder may have unregistered you. Many professors have got into the habit (based on our recommendations) of cleaning up their courses at the end of the year by deregistering all students.

If the registrations are closed, and you think it is an error, we invite you to contact the holder by email. MoodleUCL managers are not authorised to correct errors in course registrations.

Unsubscribe from a course

During the course of the academic year, students cannot withdraw from a course as this erases some of the traces of their participation in the activities. Students are allowed to deregister from mid-September, as soon as the deliberations have been completed and until October.
During this period, you simply need to access the Course Management menu, click on the Course Administration button and then on Unsubscribe from the course.

If this option does not appear, contact the professors and ask them to unsubscribe you.

MoodleUCL administrators are not allowed to un_register students from a course.
In case of a problem in a course

- In the event of a problem related to a course activity
- In case of technical problems

In the event of a problem related to a course activity

For example, if you are faced with one of the following problems:
- I want to delete a post in a forum;
- I have not submitted the correct version of an assignment;
- I have registered for the wrong group;
- I want to change my answer to a survey;
- ...

and for any problem concerning a course activity, contact your professors.
The ICTE team does not intervene in the lessons without the authorization of a professor.

In case of technical problems

For other technical problems, you can contact us via the Service Desk at 8282@uclouvain.be, specifying the code of the course concerned and the name of the problematic activity.