

## Prairie eLearning (Moodle) FAQ

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### Do I have to use the eLearning website/Moodle?

You do if you are

- a) a distance education student taking an online course, or
- b) a campus student taking a class with a professor who uses it.

The Distance Education Office or your professor will let you know. (Some professors call the eLearning website "Moodle." Moodle is the site software.)

### Where/how do I log in?

1. Go to [elearning.prairie.edu](http://elearning.prairie.edu). Click the "Log in" link in the top right of the screen.
2. Enter your username and password in the fields on the left and click the "Log in" button.

### I can't log in.

You won't be able to log in to the eLearning website (Moodle) at [elearning.prairie.edu](http://elearning.prairie.edu) until after we create an account profile for you and email you a password. Your username will be your firstname.lastname (e.g., john.smith). If you have questions or need help, email [distance.ed@prairie.edu](mailto:distance.ed@prairie.edu), phone 403-443-3036 or come see us on the second floor of the Maxwell Centre, Room 222.

### I can't access my course.

If you can log in but you're not seeing a course you expected to on your dashboard, email [distance.ed@prairie.edu](mailto:distance.ed@prairie.edu), phone 403-443-3036, or come see us on the second floor of the Maxwell Centre, Room 222, Monday to Friday, 8 am to noon or 1 to 5 pm. We'll help you.

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## What's my username?

Distance Education Students: If you started *in the fall of 2016 or later*, your username is `firstname.lastname`. If you started *before fall 2016*, you can search for the email that was sent to you when you enrolled in your first course—or you can ask Mrs. Nyman ([distance.ed@prairie.edu](mailto:distance.ed@prairie.edu)).

Campus Students: If you came *in the fall of 2016 or later*, your username is `firstname.lastname`, the same as for Populi. If you came *before fall 2016*, email Mrs. Nyman ([distance.ed@prairie.edu](mailto:distance.ed@prairie.edu)), phone 403-443-3036 during business hours, or visit her on the second floor of the Maxwell Centre.

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## I forget my password.

You have two options: reset it, or ask Mrs. Nyman to reset it for you. To reset it yourself, do the following:

1. Go to [elearning.prairie.edu](http://elearning.prairie.edu) and click “Login” at the top right. Below the login form, click “Forgotten your username or password?”
2. Type your username into the top field and click the “Search” button immediately below.

Forgotten password

https://elearning.prairie.edu/login/forgot\_password.php

Prairie eLearning Email & Portal DE Information Library Community Privacy Policy You are not logged in.

### Prairie eLearning

Home > Log in > Forgotten password

To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

Search by username

Username

Search

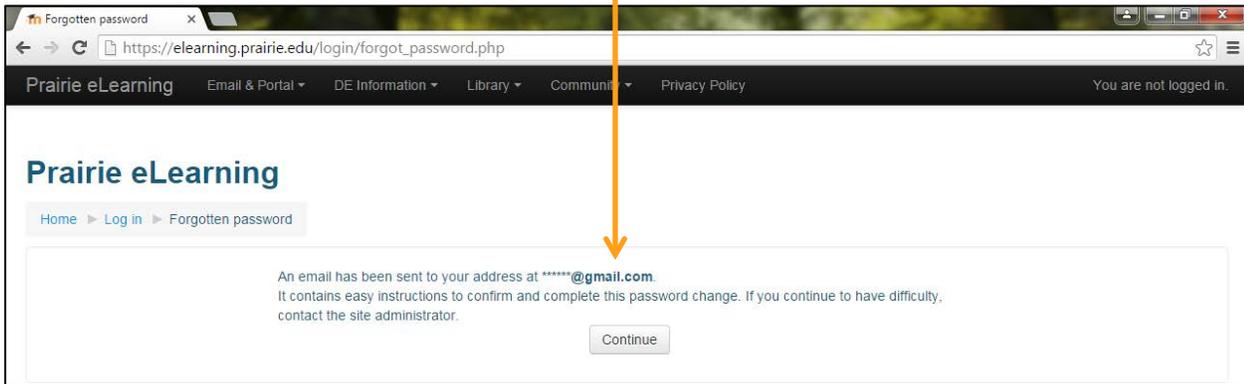
Search by email address

Email address

Search

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3. If your username is found, an on-screen message will tell you that an email has been sent *to the address on your profile* (this may be either your personal email *or*, if you are a campus student, your Prairie email address). Click the “Continue” button.

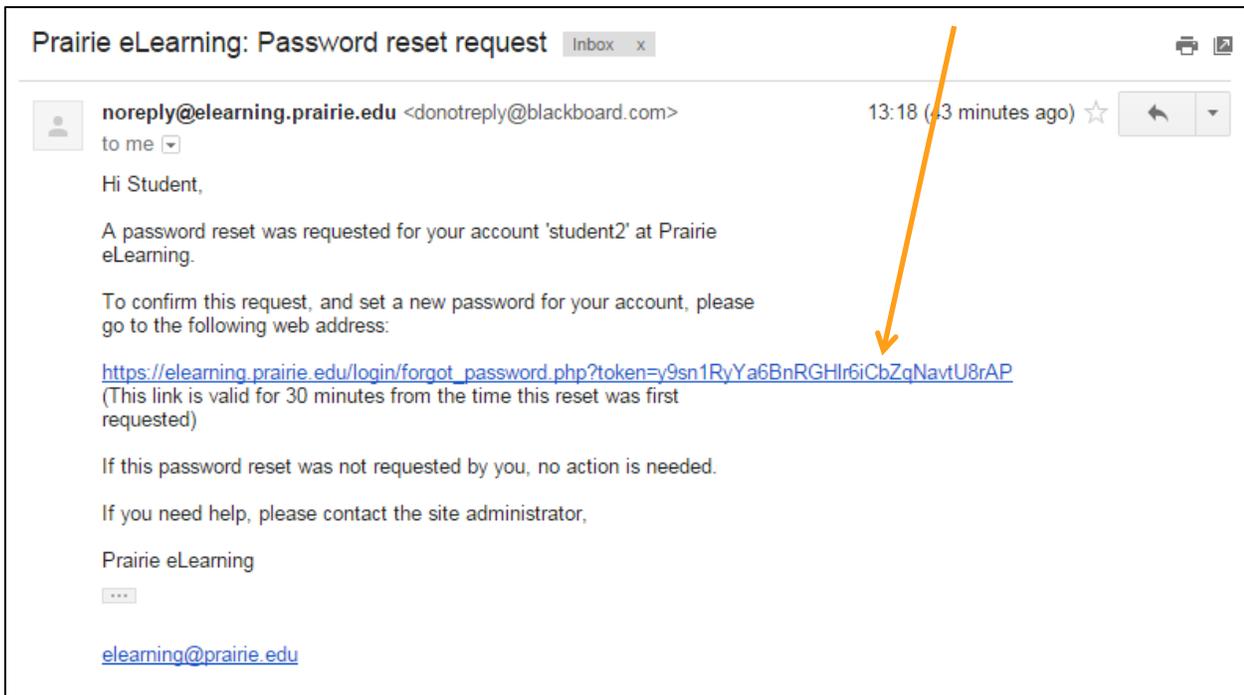


\*If your username is *not* found ask Mrs. Nyman for help. Email [distance.ed@prairie.edu](mailto:distance.ed@prairie.edu), phone 403-443-3036 during business hours or visit her on the second floor of the Maxwell Centre.

4. Check your email for a message from [noreply@elearning.prairie.edu](mailto:noreply@elearning.prairie.edu) that looks something like this:

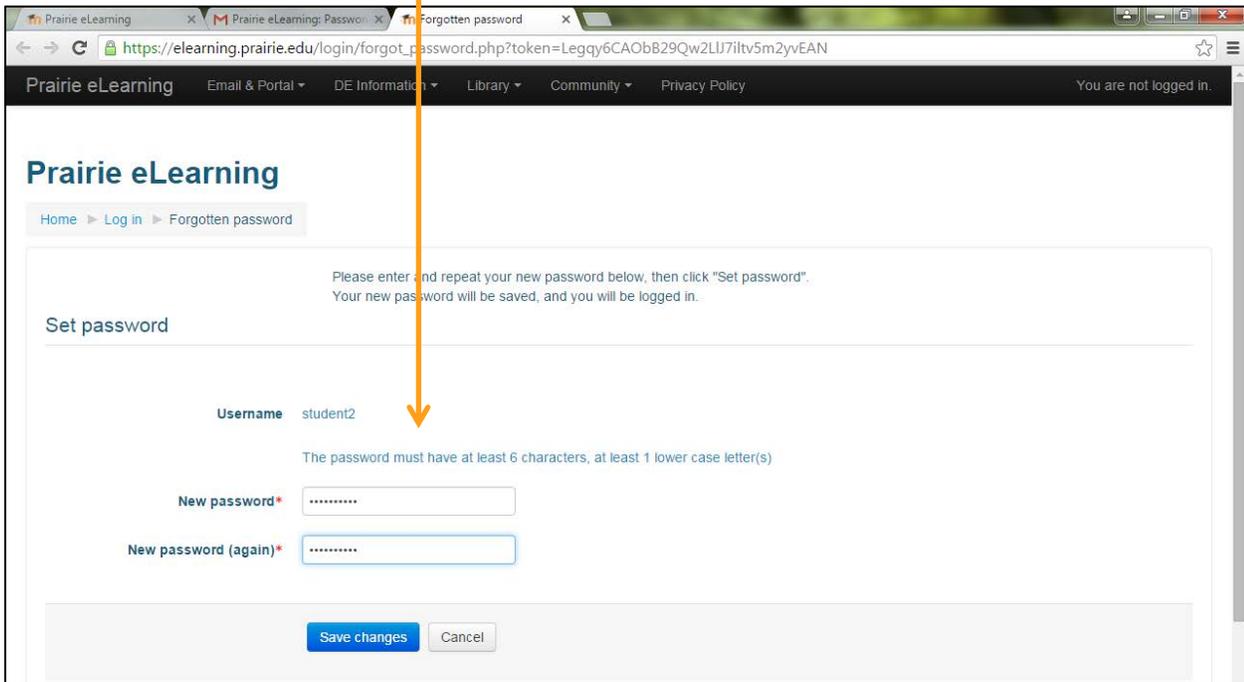


5. Open the email and click the blue confirmation link in the middle of the message. The link is only valid for 30 minutes—If it expires before you click it, you will need to repeat steps #1 and 2.



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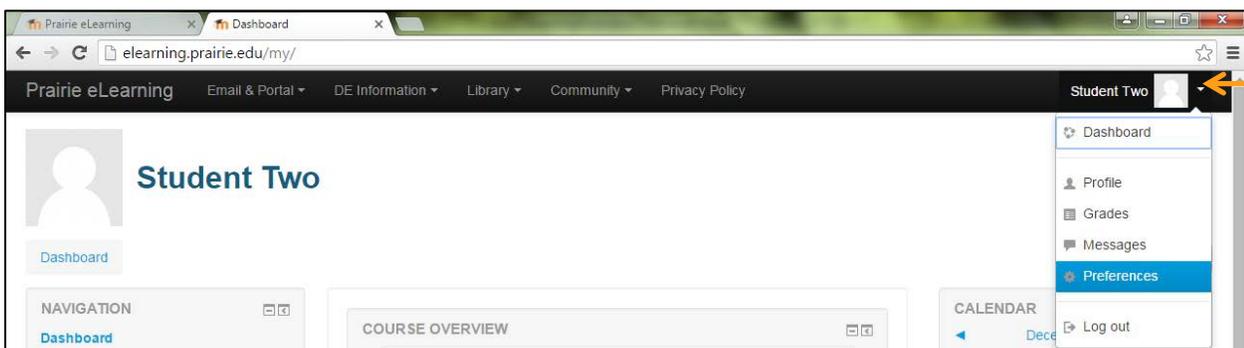
6. When the set password form displays, choose a new password and enter it in the first field and again in the second field. Click "Save changes."



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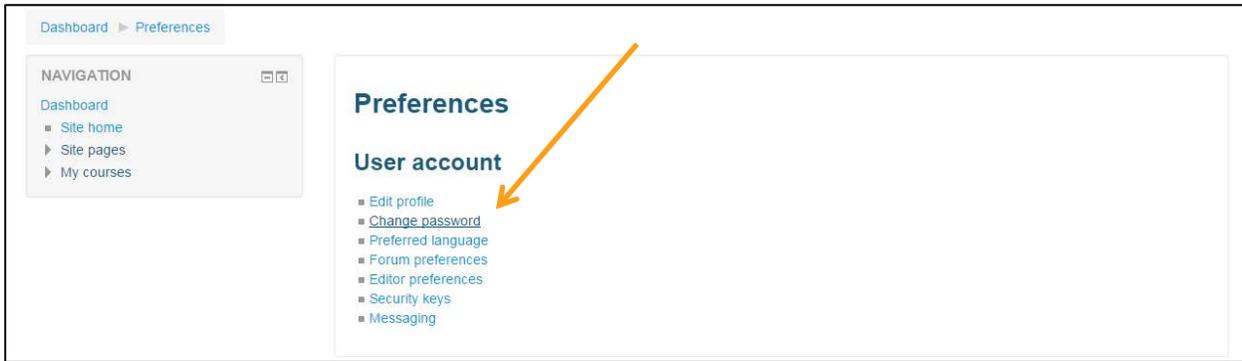
### Can I change my password?

1. Log in. Near the top right, click the arrow beside your name to show the drop-down menu. Click "Preferences."

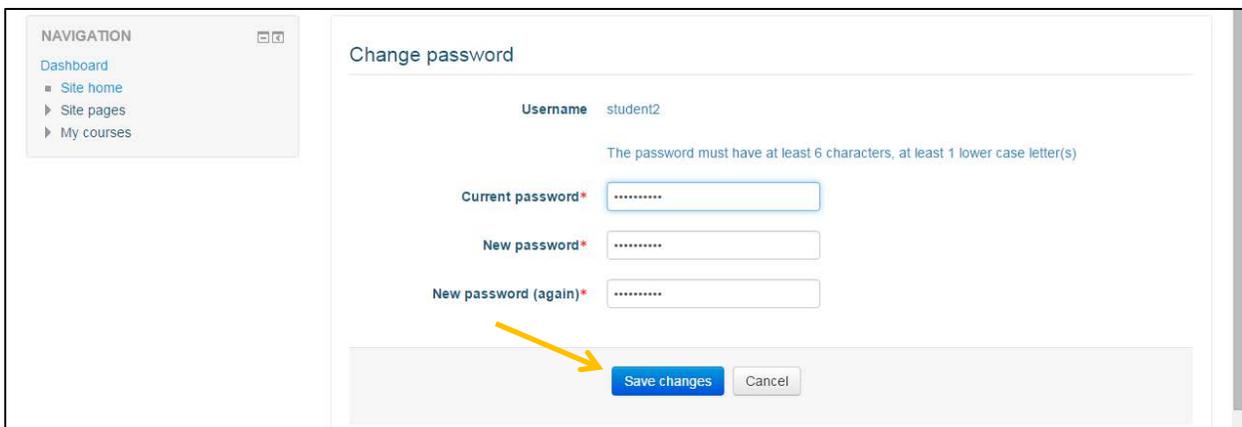


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2. The preferences page will display. Click the “Change password” link.



3. The change password form will display. Type your current password and then the new password you would like to use. Be sure to click “Save changes.”



4. The screen will display a confirmation message that your password has been changed. Click the “Continue” button.

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I'm trying to \_\_\_\_\_ and it's not working.

Tell us what happened and we'll do our best to figure out the problem. We'll ask you what device and/or browser you were using, if an error message appeared and what it said, etc. If you email us at [distance.ed@prairie.edu](mailto:distance.ed@prairie.edu), please mention the course in question if applicable.

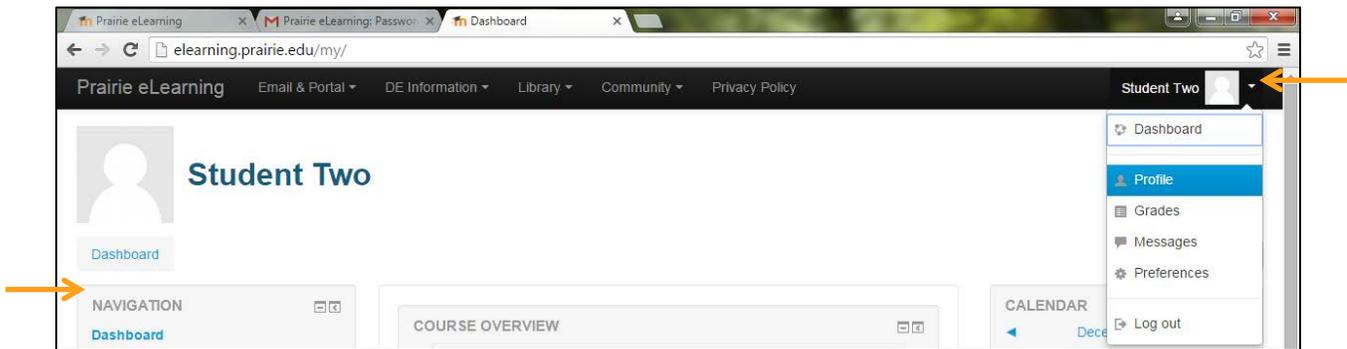
Please don't try to use old, outdated browser versions. The latest version of Chrome, Firefox, Safari, or Internet Explorer is best. Mobile devices should also be fine.

For taking online quizzes and exams, we recommend Chrome or Firefox. If you're on campus, we also recommend you do them wired or in an area with a very strong/stable internet signal.

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## Can I change my email address?

1. Log in. Near the top right, click the arrow beside your name to show the drop-down menu. Click "Profile."



2. In the User details section, click "Edit Profile."

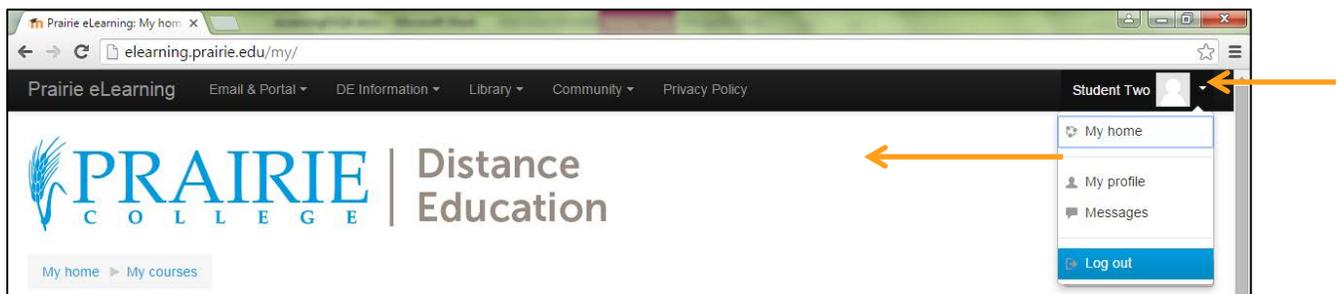
3. On the profile page, click in the appropriate field and edit your address.

4. Scroll down to the bottom of the page and click "Update profile" to save your changes.

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## How do I log out?

Go to the top right of the screen and click the arrow beside your name to show the drop-down menu. Then click "Log out."



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## I have other questions.

Ask Mrs. Nyman. Email [distance.ed@prairie.edu](mailto:distance.ed@prairie.edu), phone toll-free 1-800-785-4226 or local 403-443-3036 during business hours or visit her on the second floor of the Maxwell Centre.