

GETTING HELP IN MOODLE (FOR FACULTY²)

There are several different ways of getting help with your Moodle Course, falling into three categories: Self-help, DL Support¹ and Face-to-Face Training. These methods of getting help are for VCC Faculty and Staff only and not available to students.²

SELF-HELP

DL SUPPORT KAYAKO KNOWLEDGEBASE

DL Support uses the Kayako Help Centre software to track issues and build a searchable knowledgebase. Kayako is one of the world's most widely used web-based help desk software systems. New articles are added to this knowledgebase on an ongoing basis. To use check it out, go to <http://dlsupport.kayako.com>, click on **Knowledgebase** to browse the categories, or simply enter your question into the "What can we help you with?" field and click [Search].

MOODLE RESOURCES FOR FACULTY (MR4F)

The MR4F shell pools all of the Moodle resources in one place, for easy access. There are also forums for News, Moodle Tips, and faculty discussions. The MR4F page can be found at <http://tinyurl.com/vccmr4f> or you can find the link under your My Course drop-down menu.

ONLINE TEACHING SUCCESS COURSE

The Online Teaching Success course is a self-paced Moodle course designed to show all of the basic (and some advanced) features of Moodle. This course guides participants through the steps of requesting a course shell, to adding and editing various types of resources and activities. The course can be found at <http://moodle.vcc.ca/course/view.php?id=1484>. Contact DL Support for the enrolment key.

MOODLE DOCS FOR THIS PAGE (MOODLE.ORG)

At the bottom-right corner of any Moodle page, you'll see "Moodle Docs for this page." Clicking on that link will take you to the Moodle.Org website, which provides detailed, context-sensitive help, based on the activity or resource you were editing when you clicked on the link.

INLINE, CONTEXT SENSITIVE HELP

Beside many of the settings field labels, you'll see a question mark icon. Clicking on it will give you a short description of the field.

HELP FOR INSTRUCTORS BLOCK

As a "Teacher" in a Moodle course, you are able to turn editing on to edit your course content. When you do so, you'll see a **HELP FOR INSTRUCTORS** block near the top-right of the page. The block contains quick access to many of the available methods of help.



SUBMIT A TICKET TO DLSUPPORT

DL SUPPORT KAYAKO HELP CENTRE

In addition to the Knowledgebase mentioned under "Self-help," the DL Support Kayako Help Centre also provides a way to "submit a ticket" to DL Support. The message goes to exactly the same place as if you were emailing dlsupport@vcc.ca. You will receive a confirmation email.

EMAIL

If you get stuck, DL Support is available to help you out! Email dlsupport@vcc.ca with a *detailed* description of the problem *and a link to your course* (copy and pasted from the address bar of your browser). Please try to use a descriptive subject in your email. Hint: "Help" or "Moodle Help" doesn't say much, when every email we get is about Moodle help. When your message is received by our Help Centre system (Kayako), you will receive an acknowledgement with a help ticket number. Please refer to that ticket in all future correspondence related to that same issue. **DO NOT SEND A NEW EMAIL.** As long as you use "reply" instead of sending a new email, the help ticket id will always show up in the email subject field.

HELP FOR INSTRUCTORS BLOCK

The red [DL Support Help] button at the top of the **HELP FOR INSTRUCTORS** block is a quick way to get to the DL Support Kayako Help Centre where you can submit a ticket. No need to remember the DL Support email address, or web site.

FACE-TO-FACE TRAINING

MOODLE EXPLORATIONS

Moodle Explorations is a casual, one-hour session where faculty and support staff can get their Moodle questions answered. These sessions are scheduled every week, at alternating campuses, at varying times, on varying days of the week. *NOTE: There are currently no sessions being scheduled, as they were not well attended. If you would like to schedule a group session specifically for your department members, please contact DL Support with details.*

1-ON-1 SESSIONS

DL Support staff is available to for scheduled 1-on-1 sessions to help with your Moodle training or help answer some of your questions, at your own desk or ours. To schedule a 1-on-1 session with us, click on the "Request a 1-on-1" link found near the bottom of the **HELP FOR INSTRUCTORS** block. Please tell us **WHAT** you want to cover, **WHERE** you want to meet and **WHEN** you are available. It would be helpful if you could provide more than one time option, in case we are not available at the one time you request.

¹ Distributed Learning Support
² Students must contact the course instructor for assistance.