

Accessing Services from Home: Help & Support

We recommend that you access ALL College services through Moodle e.g. email, VITAL and your files. This ensures that the links you are using are the correct ones.

Accessing Moodle:

The URL for Moodle is <http://moodle.oldham.ac.uk> – you can access Moodle from anywhere with internet access.



Please save this address to you Favourites/Bookmarks so you can access it easily.

Web Browsers:

Moodle should work on most modern web browsers. We recommend that you use any of the following:

Mozilla Firefox 4 (or later)

Safari 5 (or later)

Google Chrome 11 (or later)

Internet Explorer 9 (or later).

Using Internet Explorer 10 enables additional features such as drag and drop

Other known Browser issues can be the Compatibility View. If your page does not load properly please try turning on Compatibility View. This is done via Tools / Compatibility View Settings and the website should be added here.

Moodle also has a mobile theme which will convert the information to make it more accessible on a mobile device e.g. Smartphone or Tablet.

Logging into Moodle:

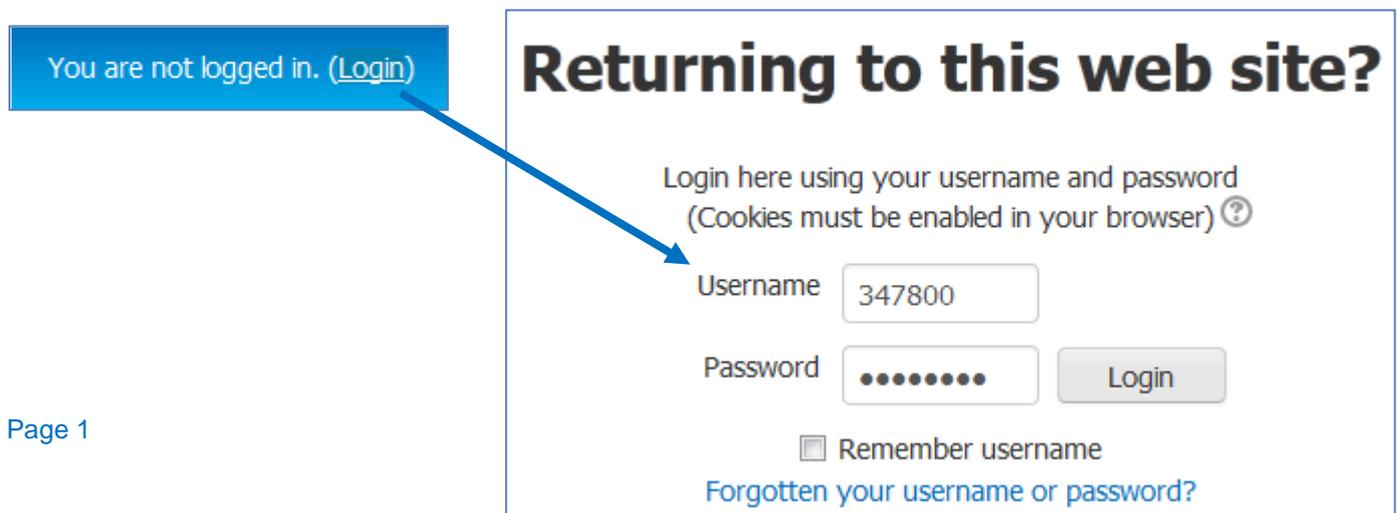
In college, you will be logged in automatically, but from home, you will have to log in manually.

Click **Login** in the top right hand corner and enter your details:

Username: Your college ID number (from your ID badge)

If your ID Number doesn't have SIX numbers, add ZEROS before it to make it into SIX numbers e.g. if your badge says 4569, your username is 004569

Password: Your usual college password



You are not logged in. ([Login](#))

Returning to this web site?

Login here using your username and password
(Cookies must be enabled in your browser) ?

Username

Password

Remember username

[Forgotten your username or password?](#)

Password Problems:

If you are having problems logging in, check the following:

1. Your College password is changed every 30 days. If your home browser is set to remember your passwords, this may cause problems as an old one may be remembered. Delete the remembered password and re-type it in.
2. Check your username has SIX numbers. If not, add zeros to the start of your ID number until it does.
3. Check that you are entering your password correctly – check you have the right mix of UPPER/lower case letters and numbers. Also check that CAPS LOCK is not turned on and NUM LOCK is on (if you are using the number pad)
4. Check that Cookies are enabled on your browser

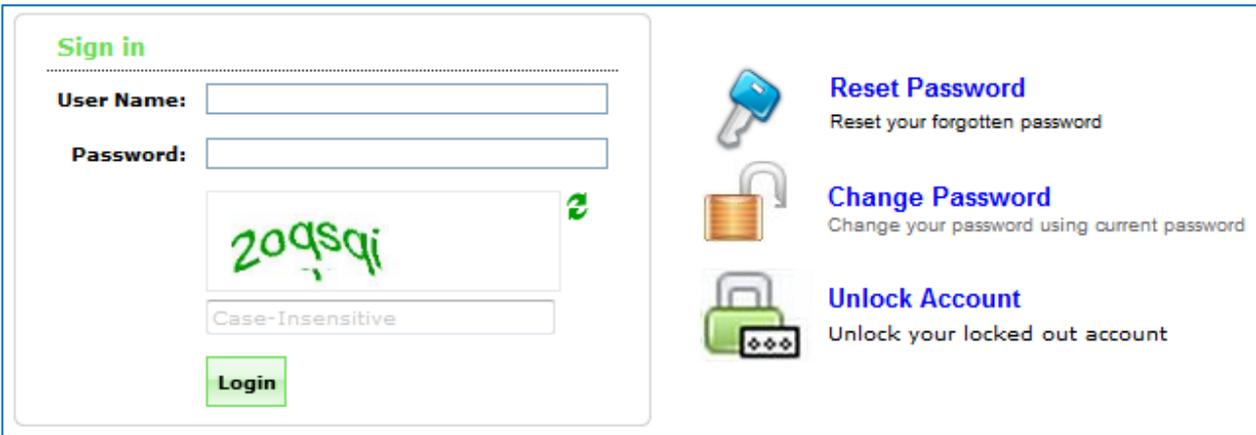
If you have tried all of the above, it may be that your password has **expired** (every 30 days).

Next time you log in at college, you will be prompted to change your password. This will then work from home for another 30 days.

Expired/Forgotten Passwords:

Alternatively; we recommend that you register with the College's **Password Reset Service**. This allows you to change your own password from home (without coming into college).

1. Go to <https://pwdreset.oldham.ac.uk/showLogin.cc>
2. Enter your usual college Username and Password
3. You will be prompted to register and set up security questions



Sign in

User Name:

Password:

Case-Insensitive

Login

 **Reset Password**
Reset your forgotten password

 **Change Password**
Change your password using current password

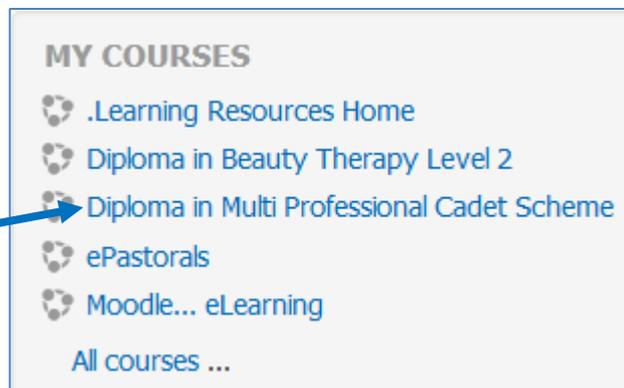
 **Unlock Account**
Unlock your locked out account

4. After you have registered on this site (in College), when you go to the link <https://pwdreset.oldham.ac.uk/showLogin.cc> you can log in, then change an expired password or reset a forgotten one!

Finding Moodle Courses:

After you have logged in, your main Moodle Course will appear in the **My Courses** section on the front page of Moodle

Click the **Course Name** to access it



MY COURSES

- .Learning Resources Home
- Diploma in Beauty Therapy Level 2
- Diploma in Multi Professional Cadet Scheme
- ePastorals
- Moodle... eLearning

All courses ...

If your course is NOT in this list (or you are just seeing a section called **Course Categories**) click **All courses...** at the bottom of the list.

Click the **Department** and **Subject Area** your course is in



COURSE CATEGORIES

- Business Development
- Care, Leisure & Professional Services
- Creative Industries
- Enterprise & New Technologies
- Foundation Learning & Learner Entitlement
- Learner Information
- Staff ONLY
- UCO

All courses ...

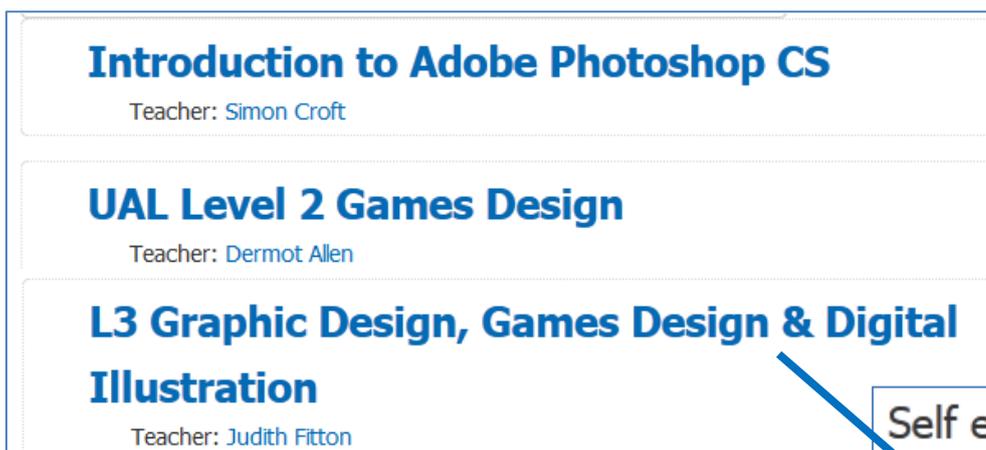


Visual Arts

- Digital Arts** (3)
- Art & Design** (2)
- Foundation Art & Design** (1)
- Fashion & Photography** (2)
- Commercial Hair & Beauty** (6)
- Enterprise & New Technologies**
- Craft Construction** (16)

Click the **Course Name**

Click **Enrol me** at the bottom of this screen

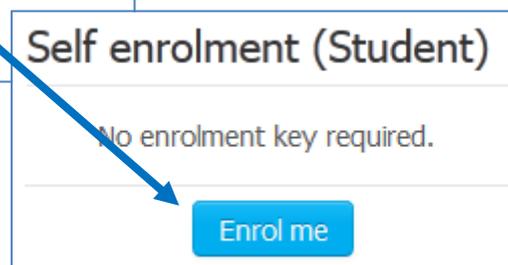


Introduction to Adobe Photoshop CS
Teacher: Simon Croft

UAL Level 2 Games Design
Teacher: Dermot Allen

L3 Graphic Design, Games Design & Digital Illustration
Teacher: Judith Fitton

You will now have access to that course and it will now appear in your **My Courses** section on the Moodle home page.



Self enrolment (Student)

No enrolment key required.

Enrol me

Accessing VITAL from home:

1. Always use the button on the Moodle homepage to access VITAL. This ensures that the link you are using is correct.

If you are **NOT** in College, use the “**VITAL From Home**” button



2. Change the **Account Type** to **Student**

3. Log in using your normal college **Username** and **Password**

A screenshot of a Moodle login form. At the top, a blue banner contains the text: 'Please select your user role from the drop down list followed by your logon name and password'. Below this, there are three input fields: 'Account Type' with a dropdown menu showing 'Student', 'Logon Name' with a person icon and the text '347800', and 'Password' with a lock icon and a series of dots. A 'Logon' button is located at the bottom right of the form.

4. If you are having any password problems – see the advice above on page two.

Accessing your Email from home:

1. Always use the button on the Moodle homepage to access your email. This ensures that the link you are using is correct.

Although your college email is similar to a normal Outlook/Hotmail account – the link to access it is different.



In college, you will be logged into your email automatically. From home, it is a manual process.

2. Enter your **email address**: IDNumber@live.oldham.ac.uk
e.g. **000256@live.oldham.ac.uk**

3. Enter your normal college **password**

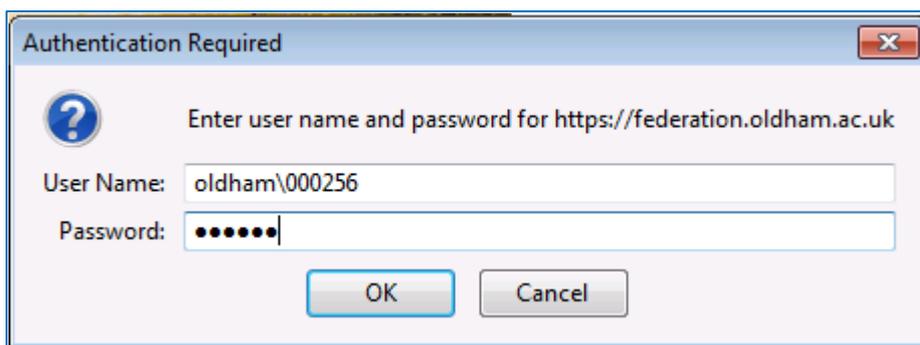
4. Click **Sign in**

A screenshot of the Office 365 sign-in page. At the top, the Office 365 logo is in orange. Below it, the text 'Sign in with your organizational account' is displayed. There are two input fields: the first contains the email address '000256@live.oldham.ac.uk' and the second is labeled 'Password'. Below the password field is a checkbox labeled 'Keep me signed in'. At the bottom, there is a blue 'Sign in' button. A blue arrow points from the text '000256@live.oldham.ac.uk' in the instructions to the corresponding input field in the form.

5. You will now be prompted to re-enter your **Username** and **Password**

Username: oldham\IDNumber e.g. **oldham\000256**

Password: your usual college **Password**



6. If you are having password problems – check the advice on **page two**

In addition (for email only):

- Check that you have put **oldham** in front of your ID Number
- Is your password **SECURE** enough?

For your email to work externally, your password **MUST** have:

Eight or more characters

A mixture of letters and numbers (at least one of each)

At least one capital letter

At least one symbol (e.g. ! or *)

e.g. **Bananas123!**

Accessing Resources:

Some resources found on Moodle require you to log in through a service called **Shibboleth**; this includes the resources on the eResources page and the eBooks available through Moodle.



1. After accessing the resource, look for a **log in link** or button

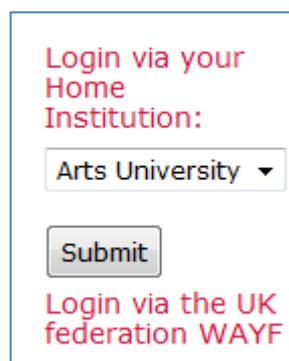
This will say something similar to:

Login via **Shibboleth**

Login via the **UK Federation**

Login via your **Home/Host Institution**

Or **Institutional Login**



2. Choose **Oldham College** – you may have to type in Oldham College or choose it from a list

Which organisation would you like to sign in with?

Start typing the name of your organisation (e.g. Anywhere College) in the search box, and options will appear below:

[Need help logging in?](#)
or [Let me choose from a list](#)

Login via your Home Institution:

Oldham College

Leeds College of Mus
Liverpool Community
Liverpool John Moore
Mid-Cheshire College
Middlesex University
New College Notting
Northbrook College
Oldham College
Open University

You may be able to login to OvidSP by logging in at your institution.

UK Access Management Federation

[Or View All Supported Institutions](#)

Please Choose Your Institution:

Northern Regional College
Northumbria University
Nottingham Trent University
Oaklands College
Oldham College
Oldham Sixth Form College

3. Enter your usual college **Username** and **Password**

Depending on the resource you are using, you may be asked to enter your **Username** and **Password** for a second time (a separate box will pop up requesting authentication).

The appearance of the login boxes will vary depending on the resource you are accessing.



Shibboleth.

Shibboleth Identity Provider Login

Username:

Password:

4. For some resources, you will have to put **oldham** before your ID Number e.g. **oldham\347800**

5. As usual, if you are having password problems, check the advice on **page two**

If you are having any problems that are not solved by following the steps in this guide, please send an email to MoodleSupport@oldham.ac.uk

In your email, please remember to include your **college ID Number** and please tell us in detail what the problem is e.g. what you were trying to access and what happened. Please include any error messages that you saw on screen.

If possible, please try to include a screenshot showing the problem and please let us know which web browser you are using (if you know this information).