**OSGOODE**
OSGOODE HALL LAW SCHOOL

(https://www.osgoode.yorku.ca)

YORK U
UNIVERSITÉ
UNIVERSITY

(http://yorku.ca)

## Moodle

## Description

Moodle (https://moodle.yorku.ca) is the learning management system (LMS) that enables course sites.  It enhances lectures and seminars with online course materials and learning activities.

## Features

Below is a list of commonly used features, when enabled by the instructor:

- Stay up to date with course announcements
- View and download course materials
- Participate in online activities such as discussion forums, assignments, and quizzes

## Available For

- Osgoode Students
- Non-Osgoode Students Enrolled in Osgoode Courses

## How to Request

### Access to Course Sites

There is no need to request access to your course sites.  You will have access to your course sites automatically if you are officially enrolled in the course.

If you believe that you should have access to a course site and cannot see it when signed into Moodle (https://moodle.yorku.ca/instructors/faq/index.html), try these steps:

1. **Updated Moodle Profile**
   Ensure that you have updated your Moodle profile with a valid email address. You cannot get pass the **Edit**

**Profile** page until you have confirmed your email address with the validation link that was sent to your email address. We highly recommend that you use your Osgoode email address. Refer to this resource for how to setup your profile (https://moodle.info.yorku.ca/student_resources/new_moodle_user/).

2. **Recent Enrolment**

   If you recently enrolled into a course, please wait up to 48 hours and see if the course site becomes visible when you sign into Moodle.

3. **Correct Course Site**

   Ensure you are accessing the correct course site. A few courses are cross-listed with another course at Osgoode or with another Faculty, and may be using the other course code for the primary course site.

4. **Consult with Classmates**

   Consult with your fellow classmates whether they see the course site. If no one can see the course site, then consult with your instructor and remind them to make the course site visible to students.

5. **Confirm Enrolment Status**

   Consult with your respective student services office for the course and confirm your enrolment status. Only officially enrolled students have access to a course site.

6. **Graduate Students Participating in a JD Course**

   If you are a graduate student (Osgoode or OPD) participating in an JD course, then consult with your respective student services office about your access.

7. **Auditor Access**

   If you are auditing a course, then consult with the course instructor about your access.

8. **Get in touch with Osgoode ITS Helpdesk**

   Finally, email help@osgoode.yorku.ca (mailto:help@osgoode.yorku.ca) after you have taken all the steps above.

## Pricing

There is no charge for this service.

## Service Support

| Unit | **Osgoode ITS Helpdesk** |
|---|---|
| Email | help@osgoode.yorku.ca (mailto:help@osgoode.yorku.ca) |
| Telephone | (416) 736-5401 |
| Telephone (Internal) | 55401 |
| Location | Ignat Kaneff Building, 1013 |
| Hours | Monday – Friday: 8:30 a.m. – 4:30 p.m. |

Directory (https://www.osgoode.yorku.ca/contact/)

Departments (https://www.osgoode.yorku.ca/contact/departments/)

Directions (https://www.osgoode.yorku.ca/contact/maps-addresses/)

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