Moodle Access Guidance

I cannot access Moodle using Internet Explorer?

Call IT Helpdesk (**x 8333**) or email **IT.HELPDESK@bch.nhs.uk** to request Google Chrome to be installed.

I can access the Moodle course but cannot scroll down to continue?

Call IT Helpdesk (**x 8333**) or email **IT.HELPDESK@bch.nhs.uk** to request Google Chrome to be installed.

I have Google Chrome installed but still I cannot access (my computer requests me to download Flash Player)?

Please call IT Helpdesk from (**x 8333**) and request that Flash Player problem is resolved.

I cannot access Moodle courses from my IPad?

Make sure that the version of Flash Player you are using is Flash Player 12 on your IPad and not latest one. Recommended to use Safari 6 not Safari 5

(Please note that the BCH IT Help Desk will not be able to support home computer devices)

I cannot access Moodle course from my Mac computer?

1. Download Flash Player version 12.0.0.77 from:

http://helpx.adobe.com/flash-player/kb/archived-flash-player-versions.html

See "Flash Player archives" half way down the page. This is the newest iteration of Flash 12, which is the only version Moodle works on.

2. Uninstall the current version of Flash Player by running "adobe flash player install manager" in:

finder> applications> utilities - make sure you quit Safari before you do this.

3. Install Flash Player 12.0.0.77 file name "flashplayer12_0r0_77_mac.dmg" and make sure you quit Safari before you do this.

4. Run Safari and go to **www.BCHmoodle.com** and then login to your account.

5. Choose the module you want and open it. One of two things will happen:
   - either it will work and you are up and running (don't need to do anything more) or
   - you will get an error message saying "Flash out-of-date" (or it doesn't work).

6. If you get the error message (don't update flash or close the window) or it doesn't work (don't close the window) - click on Safari (in the menu bar)>Preferences>Security>Manage Website Settings. This will open another window

7. In the window that just opened "Adobe Flash Player ver 12.0.0.77" should be highlighted in the left hand column, if not select it. You should then see **www.BCHmoodle.com** in the central box. To the right of www.BCHmoodle.com is a dropdown box, click it and select "allow always" then click "Done".

8. Close the Settings window and go back to BCHmoodle website. Select the module you want and it should run ok.

(Please note that the BCH IT Help Desk will not be able to support home computer devices)

Still having problem?

If you are still having problems after you followed the guidance, then please report your problem to the Moodle Team

- **By phone: 0121 333 8651   By email: moodle@bch.nhs.uk**

For the Staff who are having difficulties to access to BCH Moodle courses from their personal computer/IPad

Recommended browsers and versions

The following browser recommendations and settings should improve your experience using Moodle and ensure access to the activities and tools in your Moodle course sites.

Recommended browsers for the best experience in Moodle:

- Firefox, most recent version
- Google Chrome, most recent version
- Safari 6 for OS X 10.7 or later
- Internet Explorer 10 (Internet Explorer 9 does not support drag-and-drop upload.)

Required Browser Settings
The following browser settings should be selected:

- **Enable Cookies**
- **Enable Javascript**
- **Do not block pop-up windows**

Instructions for browser settings are available via the following links:

- Firefox help: http://support.mozilla.com/en-US/home?as=u
- Google Chrome help: http://www.google.com/support/chrome/?hl=en
- Internet Explorer help: http://windows.microsoft.com/en-US/internet-explorer/help
- Safari help: http://www.apple.com/support/safari/