

## Frequently Asked Questions

**1. I am a new student, when will I have access to Moodle?**

New students are usually loaded into Moodle one business day after the processing of their college application so they can take the New Student Orientation course, which is in Moodle.

**2. When will my curriculum courses be available in Moodle?**

Most fully online Moodle courses (sections OL1, OL2, etc.) are available beginning on the first day of the semester. Others will become available on the morning of the day of their first scheduled meeting date. Check the course start date on your schedule to be sure.

**3. Who do I contact if I do not see my course(s) listed in Moodle on or after the first day of the semester?**

If you do not see your online course in Moodle, and it is on or after the first day of the semester, [contact Tech Support](#) to see if you were purged from your classes for non-payment. It may be possible for you to still register for those courses. If you do not see a traditional face-to-face course in your Moodle dashboard, contact your instructor to see if they will be using Moodle for that particular course.

**4. I had access to my course yesterday, but I don't see it listed in Moodle today. What happened?**

If you see a course you are taking in Moodle one day, but not the next, you were most likely dropped from that course. You will need to contact your instructor to find out why.

**5. What if my password doesn't work in Moodle?**

Do one of the following: either [reset it with EdgeID](#), try the last six digits of your Social Security Number, or [contact Tech Support](#).

New curriculum students: [Instructions on creating a password, if you have not already done so.](#)

**6. How often should I log in to Moodle?**

Students should log in to Moodle a minimum of three times per week to complete coursework and to check for updated course material.

**7. How often should I check my college email?**

Students should check their college email account EVERY DAY. Important information about campus events, alerts, and messages from your instructors will be sent to your college email account.

**8. Who do I contact if I have a question about my Moodle course content or activities?**

Contact your instructor with questions relating to course content, such as not

being able to locate course information, problems taking a timed quiz, questions about assignment submissions, due dates, etc.

**9. How do I contact the ECC bookstore?**

For information on textbooks, <http://www.edgecombe.edu/student-portal/bookstore/>

**10. How do I adjust pop-up blocker settings in my browser?**

Some content and activities in Moodle requires the use of pop-up windows. If your browser is set to block pop-ups, you will need to adjust your browser settings to turn off your pop-up blocker or to allow pop-ups. The links below will show you how to adjust pop-up blocker settings in the latest version of the most popular browsers.

[Google Chrome](#)

[Mozilla Firefox](#)

[Safari](#)

[Internet Explorer](#)

[Microsoft Edge](#)

**11. How do I take a screenshot to send to my instructor?**

The following website contains instructions on how to take a screenshot in the most popular operating systems.

<http://www.take-a-screenshot.org/>

For more information contact:

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