Synthetic Moodle FAQ Dataset

Account & Login Issues

Q1: I forgot my Moodle password. How can I reset it?

Answer: Click the “Forgotten your username or password?” link on the login page and follow the instructions sent to your email address.

Q2: Why am I getting an “Invalid login” error?

Answer: Ensure your username and password are correct and check whether Caps Lock is enabled. If the issue persists, contact the ICT helpdesk.

Q3: My Moodle account is locked. What should I do?

Answer: Too many failed login attempts may temporarily lock your account. Wait a few minutes and try again or contact system support.

Q4: Can I change my Moodle password?

Answer: Yes. Go to Profile → Preferences → Change Password.

Q5: Why am I not receiving password reset emails?

Answer: Check your spam/junk folder first. If you still do not receive the email, verify that your registered email address is correct.

Course Enrollment

Q6: How do I enroll in a course?

Answer: Log into Moodle, search for the course, and click “Enroll Me” if self-enrollment is enabled.

Q7: I cannot see my registered course. Why?

Answer: Your lecturer may not have published the course yet, or enrollment may still be pending.

Q8: What is an enrollment key?

Answer: An enrollment key is a password provided by the lecturer to allow students access to a course.

Q9: Can I unenroll from a course?

Answer: Some courses allow self-unenrollment while others require administrator assistance.

Q10: Why was I removed from a course?

Answer: This may happen due to expired enrollment, course reset, or administrative changes.

Assignments & Submissions

Q11: How do I submit an assignment?

Answer: Open the assignment activity, click “Add Submission,” upload your file, and then click “Save Changes” or “Submit Assignment.”

Q12: What file formats are accepted for assignments?

Answer: Common formats include PDF, DOCX, PPTX, ZIP, and images depending on lecturer settings.

Q13: I submitted the wrong file. Can I resubmit?

Answer: If the lecturer allows resubmissions, you can edit your submission before the deadline.

Q14: Why is the submission button missing?

Answer: The assignment may have closed, or the lecturer may not have enabled submissions yet.

Q15: How do I know my assignment was submitted successfully?

Answer: Moodle displays a submission confirmation message and records the submission time.

Quizzes & Exams

Q16: My quiz froze during the exam. What should I do?

Answer: Refresh the page once and immediately inform your lecturer or ICT support with screenshots if possible.

Q17: Can I retake a Moodle quiz?

Answer: This depends on the quiz settings configured by your lecturer.

Q18: Why can’t I access my quiz?

Answer: The quiz may not yet be available, may have expired, or may require a password.

Q19: Will Moodle automatically save my quiz answers?

Answer: Most quizzes auto-save answers periodically, but it is recommended to click “Next” regularly.

Q20: Can lecturers see when I leave the quiz page?

Answer: Moodle may log activity timestamps and quiz attempts depending on system configuration.

Grades & Feedback

Q21: Where can I see my grades?

Answer: Open your course and click “Grades” in the navigation menu.

Q22: Why is my grade missing?

Answer: The lecturer may not have finished grading or released grades yet.

Q23: Can I download feedback from my lecturer?

Answer: Yes. Open the assignment or quiz attempt to view downloadable feedback files if available.

Q24: My grade seems incorrect. What should I do?

Answer: Contact your lecturer politely and provide details about the issue.

Technical Problems

Q25: Moodle is loading very slowly. What can I do?

Answer: Check your internet connection, clear browser cache, or try another browser.

Q26: Which browsers work best with Moodle?

Answer: Recent versions of Chrome, Firefox, Edge, and Safari are recommended.

Q27: The video lecture is not playing. Why?

Answer: The issue may be caused by slow internet, unsupported browsers, or disabled media permissions.

Q28: Can I use Moodle on my phone?

Answer: Yes. You can access Moodle through a mobile browser or the official Moodle app.

Q29: Why am I being logged out automatically?

Answer: Moodle sessions expire after inactivity for security reasons.

Communication & Notifications

Q30: How do I message my lecturer on Moodle?

Answer: Open the lecturer's profile and use the messaging option if enabled.

Q31: Why am I not receiving Moodle notifications?

Answer: Check your notification settings and ensure your email address is correct.

Q32: Can Moodle send assignment reminders?

Answer: Yes. Moodle can send automated notifications for upcoming deadlines.

Student Support

Q33: Who do I contact for Moodle technical issues?

Answer: Contact your institution's ICT helpdesk or e-learning support office.

Q34: How do I update my profile picture?

Answer: Go to Profile → Edit Profile → Upload Picture.

Q35: Is my activity on Moodle tracked?

Answer: Moodle records login activity, submissions, quiz attempts, and course participation for academic purposes.

Lecturer FAQs

Q36: How do I upload lecture notes?

Answer: Turn editing on, choose “Add Activity or Resource,” then upload the file.

Q37: How can I create an online quiz?

Answer: Add a Quiz activity, configure settings, and create questions in the question bank.

Q38: Can I download all assignment submissions at once?

Answer: Yes. Moodle allows bulk download of assignment submissions as ZIP files.

Q39: How do I extend assignment deadlines for specific students?

Answer: Open the assignment → View All Submissions → Grant Extension.

Q40: Can Moodle detect plagiarism?

Answer: Moodle can integrate with plagiarism detection tools such as Turnitin.