

Moodle Students FAQ

FAQ: *(click to follow link)*

- 1 [Mails from Moodle not received](#)
- 2 [Notes on taking Quizzes](#)

1 Mails from Moodle not received

Moodle uses your **NovaSBE eMail account** (address x@fe.unl.pt (alias x@novasbe.pt)) for all messages and information that will be sending you.

Make sure that you keep **your eMail box well managed**, so that new messages are allowed in and you don't run out of space by exceeding your disk space quota.

If you are **forwarding the Moodle messages to a another Mail account**, please make sure that your other Mail system is not treating them as "Spam Mail", sending them directly to "Trash" or other folder, instead of your regular "Inbox".

[\(go top\)](#)

2. Notes on taking Quizzes

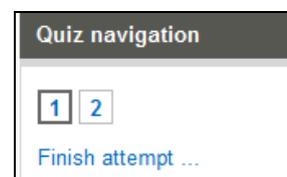
- Use **Firefox** – moodle's recommended Browser.
- An interruption in the Internet connection when taking a Quiz will prevent its submission. Use preferably:
 - a personal Wi-Fi connection (vs Public);
 - a hardwired Internet connection (vs Wireless).

Avoid using a public Wi-Fi connection. Personal Wi-Fi connections are usually more reliable and stronger. Also, wireless Internet is not always as reliable as a wired connection because it can be affected by interference from other devices. A hardwired Internet connection is recommended when taking Quizzes.

1. Select the **Quiz** you want to take;
2. Read all the available instructions and verify its closing date – you should submit your Quiz before that;
3. Click "**Attempt the quiz now**";
4. Quiz Navigation:
After answering Question/s, press "**Next**" to move to the next Page,
or
use the "**Quiz navigation**" block, on the upper left corner of your screen,
by selecting the right page number;

NOTE that when scrolling in a Quiz window, answers may be changed if you:

- click near an available answer that becomes selected, changing eventually the original one;.
- use keyboard shortcuts, arrow keys, and/or the tab and enter keys; they can change also the selected answer.



→ Moodle does NOT change selected answers on its own.

5. At the end, press “**Submit all and finish**” – and you are done.

→ **To check your Grade:**

- click the **Quiz link** – you will see your Grade and, if allowed, you will be able to click on the Attempt and review its details, along with your moodle-Teachers feedback, if any, or
- go to the “**Grades**” option in the Settings block.

→ **Getting disconnected during the Quiz?**

If there is no interaction/activity in the Platform for a certain period of time (for ex. you are taking too long to answer your questions) you may be disconnected because of Server’s timeout setting. In this case, Answers not saved are stored in temporary memory and are lost.

You can avoid this by

- periodically (every 10 minutes or so), clicking the “**Save without submitting**” button in the moodle browser window to save your answers, or
- generating network traffic, for example by refreshing your Mail or other Web site.

You can resume your work in the Quiz by going back to it and click “**Continue the last attempt**”.

→ **Why is the Grade zero?**

It may happen with Quizzes and Assignments because either you got disconnected in the middle of your moodle session or you forgot to “**Submit all and finish**” before its deadline.

You should contact your moodle-Teachers – they will decide whether to allow you multiple attempts or reset your attempt allowing you to retake the Quiz.

→ **Finally...**

Do not leave your Quiz submission to the last minute – there is usually a Server overload that may work against you.

Saving a Quiz is NOT instantaneous. If you have a time limit to take a Quiz, plan on saving and submitting your attempt with a few minutes remaining on the countdown timer, on your screen..

[\(go top\)](#)

CEduTec - 12.05.03 -- last modified 14.05.12