

Learn@ukzn FAQ

Q 1: How do I access the learn site?

A: Using your usual web browser navigate to <http://learn.ukzn.ac.za> login using your LAN login name and password.

Please note that this site works best with Chrome, FireFox & the latest version of IE (Internet Explorer)

Q 2: I am getting a message stating my password has expired on the Learn site, how do I change it?

A: Students can contact the Student Lan help desk to reset their passwords. Staff can contact X4000.

Q 3: I am teaching a course and wish to use the learn site. How do I create a course and get editing teacher rights to manage the course?

A: If the course links to a single ITS code, use the *“Official UKZN course or How to become a teacher in UKZN official courses”* option on the front page of the learn site after login.

If the course is linked to more than one ITS code then use the link for requesting another course request on the site, again after login.

Q 4: How do I re-use my course from a previous year in the current year?

A: Courses may be rolled over (backed up from a previous year and restored to the current year). Details of how to do it can be found in the front page of this site.

Please note that you will need to be a teacher in both previous and current courses.

This is the link <http://learn.ukzn.ac.za/mod/page/view.php?id=631> Thereafter click on UKZN Courses.

Q 5: How will students be registered on my courses?

A: Students are automatically assigned to courses after they have registered for a course and their records in ITS are updated.

Q 6: I have created my course but all my students claim they cannot see it?

A: Have you made the course available to students? Courses are created as being “not available to students” to give lecturers a chance to set up the course and make the course available at their discretion. To change this setting go to Administration -> Edit Settings -> Visible> click show then scroll down to the bottom of the screen and Save changes.

The screenshot displays the 'Edit course settings' interface in Moodle. On the left, a navigation sidebar includes 'Home', 'My home', 'Site pages', 'My profile', 'Current course', and '2014 Mdu's Sandbox' with sub-items like 'Participants', 'General', and 'mdwaja'. Below this is the 'Administration' menu, where 'Turn editing on', 'Edit settings', and 'Users' are visible, with 'Edit settings' highlighted in yellow. The main content area is titled 'Edit course settings' and features an 'Expand all' link. The 'General' section contains fields for 'Course full name' (Mdu's Sandbox), 'Course short name' (2014 Mdu's Sandbox), 'Course category' (Resources > Sandboxes), 'Visible' (set to 'Show' and highlighted in yellow), 'Course start date' (28 January 2015), and 'Course ID number'. The 'Description' section includes a 'Course summary' text area with a rich text editor toolbar, a 'Path' field (p), and a 'Course summary files' section with a file upload area. At the bottom of the page, there are links for 'Course format', 'Appearance', 'Files and uploads', and 'Groups'.

Q 7: I have created my course, made it available, but some students cannot see it, while others can?

A: There are various reasons for this. These include:

- ITS and Moodle synchronization taking longer than expected.
- Incorrect course registration in ITS.
- Delay in registration for reasons such as still awaiting financial clearance.

Q 8: How do I add teachers or non-editing teachers to my course?

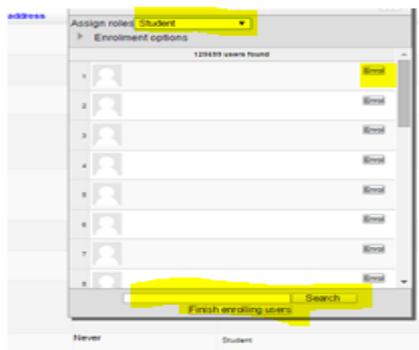
A: The picture below shows how to add or remove Participants (students/ students) in your course.

The screenshot displays the 'Enrolled users' page in Moodle. The page title is 'Enrolled users'. There is a search bar and filters for 'Enrolment methods', 'Role', and 'Status'. A yellow box highlights the 'Enroll users' button in the top right corner. The table below lists the enrolled users with their details.

First name / Surname / Email address	Last access to course	Roles	Groups	Enrolment method
Muhammad Abdool Kader 215029474@stu.ukzn.ac.za	3 days 12 hours	Student		External database enrolled Friday, 6 February 2015, 4:16 AM
Beth Abraham 214504072@stu.ukzn.ac.za	22 days 1 hour	Student		External database enrolled Saturday, 7 February 2015, 4:16 AM
Invis Acumugam 214509023@stu.ukzn.ac.za	22 hours 4 mins	Student		External database enrolled Wednesday, 11 February 2015, 4:16 AM
Sanam Asaram 215023911@stu.ukzn.ac.za	17 days 14 hours	Student		Manual enrolments enrolled Friday, 23 January 2015, 4:20 AM Manual enrolments enrolled Monday, 2 February 2015, 3:06 PM External database enrolled Monday, 2 February 2015, 3:51 PM
Sherry Badenhorst badenhorst@ukzn.ac.za	2 days 23 hours	Teacher		Manual enrolments enrolled Friday, 16 January 2015, 4:18 AM Manual enrolments enrolled Monday, 2 February 2015, 3:06 PM External database enrolled Monday, 2 February 2015, 3:51 PM
Zyjaed Bhabha 215062624@stu.ukzn.ac.za	3 days 11 hours	Student		External database enrolled Tuesday, 24 February 2015, 6:40 PM
Luyanda Ehengu 214570630@stu.ukzn.ac.za	6 days 15 hours	Student		External database enrolled Wednesday, 11 February 2015, 4:16 AM
Noncaba Ehengu 214584040@stu.ukzn.ac.za	Never	Student		Manual enrolments enrolled Wednesday, 27 January 2015, 4:19 AM Manual enrolments enrolled Monday, 2 February 2015, 3:06 PM External database enrolled Monday, 2 February 2015, 3:51 PM
Mtshwenkhanla Bityela 209536368@stu.ukzn.ac.za	Never	Student		Manual enrolments enrolled Saturday, 24 January 2015, 4:20 AM Manual enrolments enrolled Monday, 2 February 2015, 3:06 PM External database enrolled Monday, 2 February 2015, 3:51 PM
Shandree Brown 215081090@stu.ukzn.ac.za	21 hours 59 mins	Student		External database enrolled Monday, 2 March 2015, 3:57 PM
Sandile Ebone 214579037@stu.ukzn.ac.za	2 days 22 hours	Student		External database enrolled Friday, 6 February 2015, 4:16 AM
Linda Eubeloid 213543096@stu.ukzn.ac.za	1 day 22 hours	Student		External database enrolled Wednesday, 4 March 2015, 9:52 AM
Jacobus Calitz 214524440@stu.ukzn.ac.za	Never	Student		External database enrolled Tuesday, 3 March 2015, 3:28 AM

- Click on Users
- Then click on Enrolled Users
- The pop up box will appear, type the email address or student number on the search block then click in search. The name of a lecturer or student you are looking for will appear, then click enroll next to the name and click finish enrolling users. Remember

to change roles such as student, non-editing teacher, teacher etc. on the assign roles bar.



Q 9: How do I hide weeks, topics, activities or resources?

A: Turn Editing on and you will see an icon of an open eye on your right. Click on it and the eye will close, signifying the element is now hidden. Click on the closed eye to make it visible again.

