

MyCourses User Guide

Version 1.0

Based on Moodle 1.8.2


Global Learning Connections

MyTWU Team

Authored on February 05, 2008

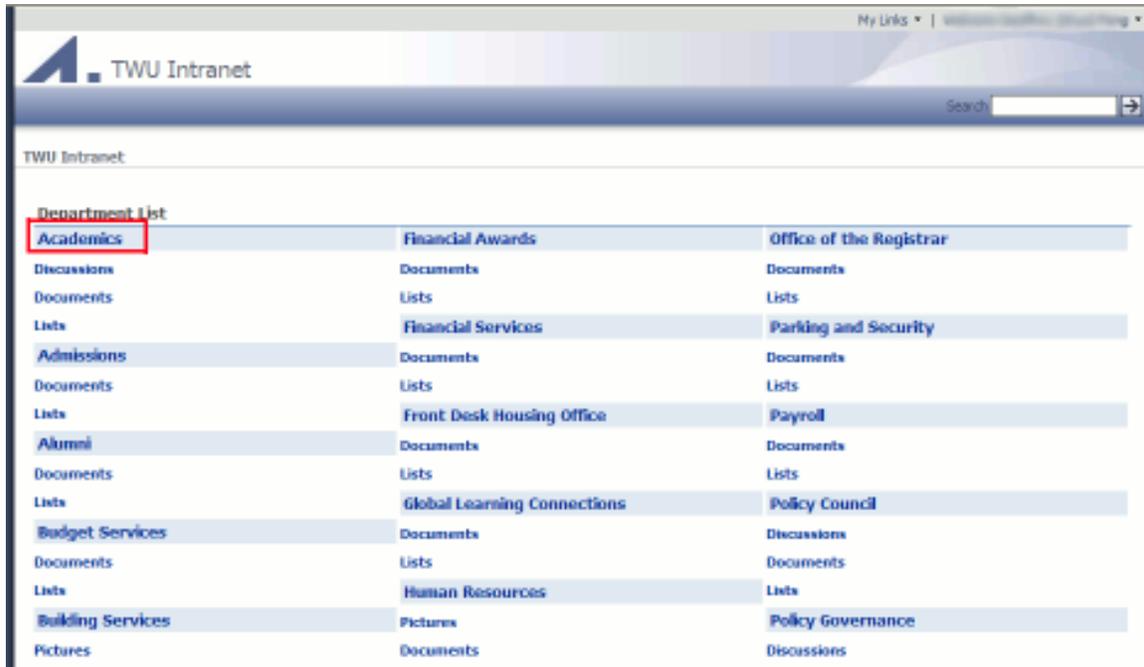
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Log into MyCourses

How do I login to MyCourses as a faculty member? (Indirect)

Step 1: Type <http://intranet.twu.ca> in your web browser and press “Enter,” you will see this page:



Step 2: Click “Academics” - red box on the top left and you will see this page:



Step 3: Click “MyCourses” – the red box to login to MyCourses

How to login to MyCourses as a faculty member? (Direct)

Step 1: Type <http://courses.mytwu.ca> in your web browser and press “Enter,” you will see:

The screenshot shows the MyCourses website interface. At the top, there is a blue header with the Trinity Western University logo and the text "TRINITY WESTERN UNIVERSITY". Below the header, the word "MyCourses" is displayed in a large, blue font. To the right of "MyCourses", there is a link that says "You are not logged in. (Login)" and a language dropdown menu set to "English (en)".

On the left side, there is a "twuPASS Login" section. It contains two buttons: "Sign In" (highlighted with a red box) and "Guest Sign In". Below this is an "Announcements" section with a list of dates and topics, including "January 15 MyCourse Knowledge Base and Support", "January 14 Student Email Problem", and "January 9 'Spring Courses Missing!'".

In the center, there is a large banner with the text "myCourses Replaces eCourses September 2007". Below the banner, there is a section titled "eCourses & (the old) MyTWU" with the following text: "MyTWU is now the place to access MyCourses. Use the sign in button to access all your online courses. To access your old eCourses and MyTWU content, use these links:"

- [eCourses](#) (old courses and some Fall 2007 courses)
- The old [MyTWU](#) (will become MyProfile in Fall 2008)

Step 2: Click “Sign in” and it will take you to twuPASS login:

TRINITY WESTERN UNIVERSITY About | Admissions | Academics | Student Life | Services | Help

TWU-PASS 

Home » twuPASS » Sign In

twuPASS

- [Get an Account](#)
- [Forgot Password](#)
- [FAQ's](#)
- [Privacy Policy](#)
- [Ask a Question](#)



Sign In

twuPASS - Your Pass to the TWU Web

Type your twuNAME and password to log in to MyCourses.

twuNAME 

Password 

Remember my twuNAME

 **TWU Employee Sign In**

Need help [signing in?](#)

Trinity Western University
7600 Glover Road Langley, B.C. V2Y 1Y1 Canada
U.S. Mail Address: PO Box 1409 Blaine, WA 98231-1409
Phone: 1.604.888.7511

[Privacy Statement](#)
[Directions to Campus](#)
[Map of Campus](#)
[About twu.ca](#)

Step 3: If you are using university computer, you can just click “TWU Employee Sign In.” Or, you will need to supply your “twuNAME” and “Password. If you do not have it, please email sst@twu.ca or esupport@twu.ca .

MyCourses Portal

After you login to MyCourses (either Direct or Indirect), you will see a portal page where it lists “**Calendar**,” “**Course lists**,” “**Announcements**,” and “**eSupport**” (some users may have more features listed).

The screenshot shows the MyCourses portal interface. At the top, there is a blue header with the Trinity Western University logo and the text "TRINITY WESTERN UNIVERSITY". To the right of the header are buttons for "Guide" and "eSupport". Below the header, the page title is "MyCourses: Overview of my courses" and it indicates the user is logged in as "Demo Teacher (Logout)".

The main content area is titled "MyCourses > Overview of my courses" and includes a "Normal mode" button. On the left, there is a "Calendar" widget for February 2008, with the 5th of the month highlighted. Below the calendar is a "Blocks" section with an "Add..." dropdown menu.

The central part of the page displays a list of courses, with three items highlighted by red boxes and numbered 1, 2, and 3:

- 1**: A course titled "Training" with a sub-heading "Course Name 101". It lists an assignment "Class participation" with a due date of Thursday, 7 February 2008, 08:00 PM.
- 2**: A site-wide announcement titled "Announcements" with a sub-heading "January 15". It lists "MyCourse Knowledge Base and Support" and "January 14 Student Email Problem".
- 3**: eSupport contact information and a knowledge base for questions and answers. It lists "eSupport 3", "Email: esupport@twu.ca", "Phone: 1 866 614 4652", and "Local: 4357 or 3068".

Below the highlighted course "Training", there is another course entry titled "Virtual Collegium Course" with a forum "Social forum" and "1 posts since last login". At the bottom, there is a course entry titled "GLC 100: MyCourses Basics" with an assignment "Assignment One" and a due date of Monday, 14 January 2008, 11:55 PM.

The above picture shows a screen shot for MyCourses portal page.

1. This section lists all courses a user has either for learning or teaching.
2. This is a site-wide announcement. Always check this because there are important messages sent out by the site administrators.
3. eSupport contact information and a knowledge base for questions and answers.

User can just click any one of the **course names** to get to a course home page.

OVERVIEW OF MYCOURSES

Overview of MyCourses

Home Page Structure

The screenshot displays the MyCourses interface for a course titled "GLC 100: MyCourses Basics". The header includes the Trinity Western University logo and name. The course title is highlighted in a dark blue box. Below the title, a breadcrumb navigation path "MyCourses > GLC 100 FA07" is shown in a smaller red box. The main content area is divided into several sections:

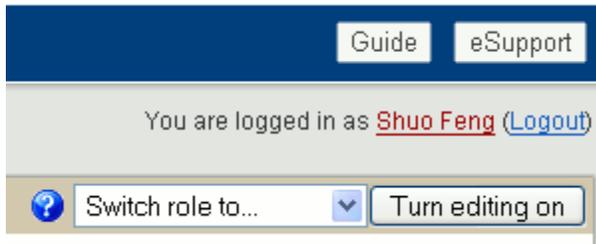
- Course Menu:** A vertical list of links including Gradebook, Classmates, Assignments, Choices, Forums, and Course Material, highlighted with a green box.
- Administration:** A vertical list of links including Turn editing on, Settings, Assign roles, Groups, Backup, Restore, Import, Reset, Reports, Questions, Scales, Files, and Grades, highlighted with a green box.
- Professor and Contact:** A section featuring a profile picture of the instructor, the course title "GLC 100: MyCourses Basics Training", the instructor's name "Demo Teacher", and their email address "demo.teacher@example.com". This section is highlighted with a red box.
- Course Announcements and Downloads:** Two links located below the instructor's information.
- Topic One:** A section containing links for Syllabus, E-Learning, Lecture Notes One, Forum One, and Assignment One.
- Topic Two:** A section containing links for Lecture Slides Two and Lecture Notes Two.

Red arrows point from text labels to the corresponding elements: "Course Title" points to the dark blue box, "Breadcrumb Navigation" points to the breadcrumb path, "Professor and Contact" points to the instructor's profile, "Course Menu" points to the green box, and "Administration" points to the green box.

The above picture shows a portion of MyCourses course home page. The dark blue box shows the course title. An instructor needs to verify if the course title is correct. If incorrect, please send a request to esupport@twu.ca. The smaller red box is what we call “**breadcrumb**” navigation; this helps you trace back to your course if you are “deep” inside one course. The bigger red box shows the instructor’s information. If you do not

see a picture in your course home page, it means you have not supplied one. To update your profile picture, please check out this tutorial: update profile picture.

The top green box is a quick short cut to ALL activities in a course. The “Administration” box includes many useful course management functions for instructors. (Note: students do not have the same “Administration” view as instructors. To see what students can see, please read this tutorial: views).



This above picture shows the reader the right side of MyCourses course home page. At the top you have two buttons: **Guide** and **eSupport**. The “**Guide**” is the knowledge base where you can find many useful tips for using MyCourses (we are constantly updating it). The “**eSupport**” button shows our staff schedule and contact information. These two buttons will always be available for both instructors and students to access.

Below these two buttons, “Shuo Feng” is currently logged in. The name “Shuo Feng” is underlined so that you can easily and quickly update your personal profile. To update your profile picture, please check out this tutorial: update profile. You can also “**Logout**” from MyCourses by clicking the button inside parentheses.

At the bottom, the first icon from the left is a **question mark** icon. Throughout the use of this state-of-the-art MyCourses system, you can easily learn what a feature can do or mean by clicking that icon (Note: not all features have such an icon). You can also see “**Switch role to...**” dropdown list in the middle. This feature is handy and it can be used at any time when an instructor needs to see what a student’s view is (to learn about “Switch role to...,” please read this tutorial: views).

“**Turn edition on**” button is probably the most frequently used feature in MyCourses. When you click this icon, the course home page will turn to the editing mode with many added icons. Here is a sample view:



As you can see, the home page is changed and marked with many red boxes. Compared to the homepage without the editing feature, there are many new features you need to know.

Icons in MyCourses



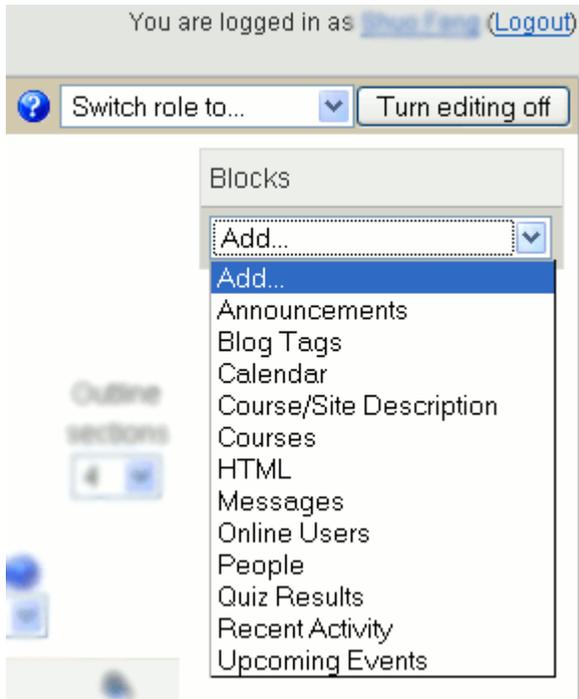
The above picture shows a set of features. **Left arrow** is to indent course items to the left; **right arrow** indents course items to the right. **Up and down** button allows you to move course items within course sections. The **“pen and notebook”** icon is to update or edit a course item. If the **“X”** button is clicked, the course item can be removed after a confirmation question. Lastly, the **“eye”** button allows you temporarily hide a course item until an instructor turns the eye on for everyone to access.



MyTWU team added a new feature for the learning community called **“Outline sections”** to allow you to easily and quickly add course sections (for weeks or topics). You can change course outline sections at anytime while constructing a course (Please read this article on the look of outline sections).



“**Add material**” dropdown list allows you to select features such as webpages, uploading a file, linking to a website, display a file directory functions, etc. “**Add an activity**” dropdown list allows you to choose course activities such as assignment drop box, forum, quiz, wiki, etc.



5, 6

The “**Blocks**” feature gives an instructor more freedom and ability to manage a course such as adding a calendar, announcement, recent activity, etc. The “**Turn editing off**” button shows right after an instructor clicks “**Turn editing on**”. By pressing this button, the course homepage will return to its normal state.



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The “**pen and notebook**” icon is to update or edit a course item, in this case, editing or updating a section.

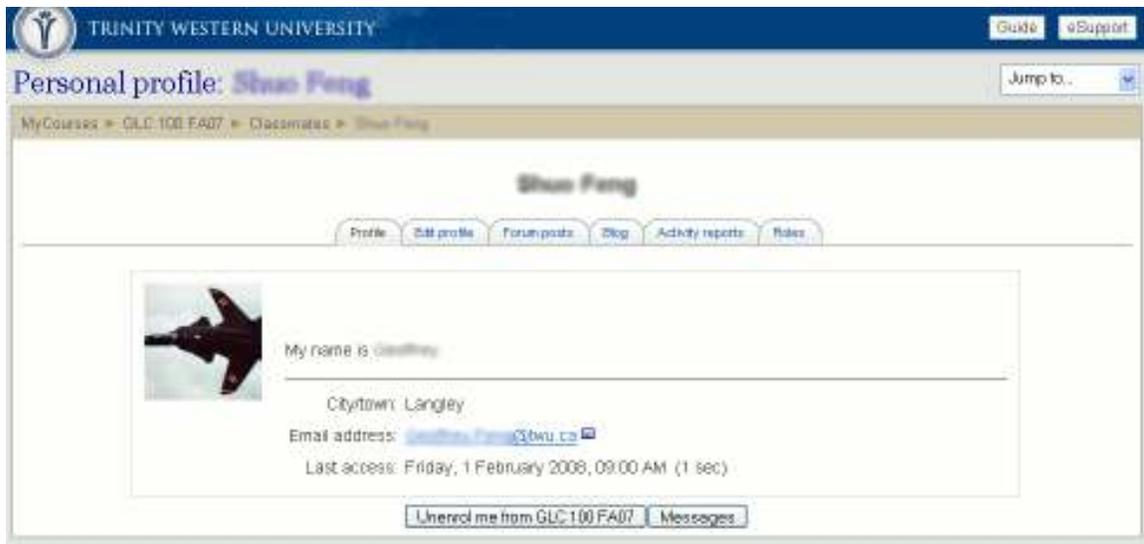


The “**eye**” icon can hide an entire section from students or others if it is closed. The “**down arrow**” allows an instructor to move down one section or move up one section if there is an “**up arrow**”.

Update Personal Profile Picture:



To edit a personal profile such as uploading a portrait picture, updating addresses, emails, writing blogs, etc, a user clicks the name at the top of the course home page as shown in the red box.



After clicking your name, MyCourses takes you to the “Personal profile” editing page. If you look closely, you can see options such as “Profile,” “Edit profile,” “Forum posts,” “Blog,” “Activity report,” and “Roles.” Among these options, you need to click “Edit profile” – second tab.

Picture of

Current picture 

Delete

New picture (Max size: 10MB) 

Picture description

After clicking “Edit profile,” the page shows your personal information, scroll down to the bottom and look for “Picture of” section as shown above. There are two possible scenarios: upload a picture (no picture at all) or update a picture (deleting previous picture).

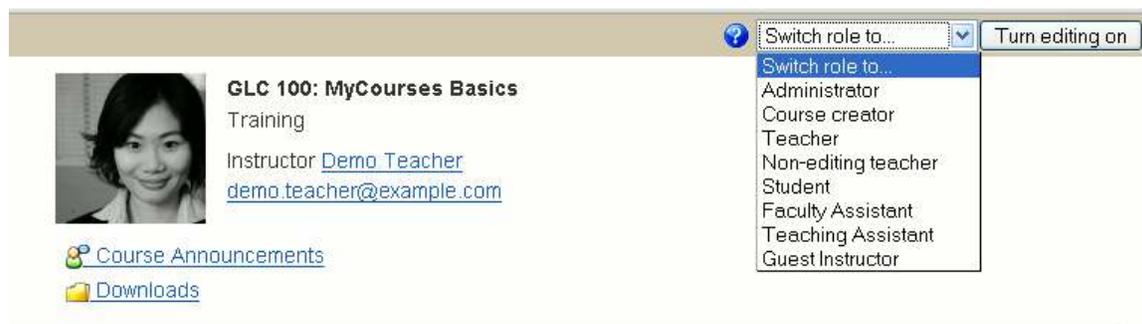
1. If you **upload a picture**, you can just click the “Browse” button and find your picture in local computer, then click “Update Profile” button at the very bottom of the page.
2. If you **update a picture**, check “Delete” box first, click “Browse” button and find your picture in local computer, then click “Update Profile” button at the very bottom of the page.

Note: Sometimes the profile picture does not show after uploading and updating. This is mostly because of “cache” or “cookies.” The web browser we use always try to remember used pictures or information in order to quickly load the page for you when you request it again; however, it does cause problem in this case.

To clear the “cache” or “cookies,” please read this article or check appendix A (let us know if the page does not work for you).

http://support.nexis.com/lexiscom/record.asp?ArticleID=wg_cache

Views in MyCourses



The screenshot shows a user profile for "GLC 100: MyCourses Basics" with a profile picture, name, and email. Below the profile are links for "Course Announcements" and "Downloads". To the right, there is a "Switch role to..." dropdown menu with a list of roles: Administrator, Course creator, Teacher, Non-editing teacher, Student, Faculty Assistant, Teaching Assistant, and Guest Instructor. A "Turn editing on" button is also visible.

“Switch roles to” is a very handy function for instructors. This menu allows you to switch temporarily to another role so that you can see what the course looks like to someone with that role.



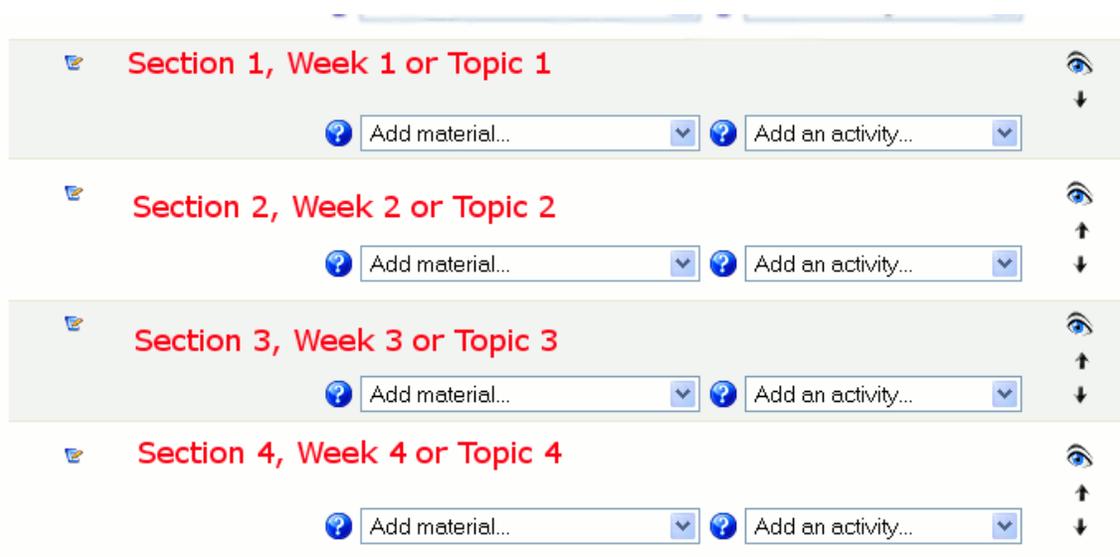
Return to my normal role

GLC 100: MyCourses Basics
Training
Instructor [Demo Teacher](#)
demo.teacher@example.com

[Course Announcements](#)

When you've finished navigating around the course, you can return to your normal role using the button on the course page or the link at the top of any page. For example, notice the difference between these two pictures. The second picture “hides” the “Downloads” section in the student view.

What are course sections?



Section 1, Week 1 or Topic 1

Section 2, Week 2 or Topic 2

Section 3, Week 3 or Topic 3

Section 4, Week 4 or Topic 4

The above picture shows a course section (in this case 4 sections). After an instructor adjusted “outline sections,” the MyCourse home page will automatically generate X number of sections for you.

In each section, you will see alternating colours of grey and white, displaying a set of icons we introduced earlier in the tutorial: “pen and book,” “Add material,” “Add an activity,” “eye,” “up arrow,” and “down arrow.”

What are course items?

The screenshot shows a course management interface for 'Topic Two'. At the top right, there is an eye icon, an up arrow, and a down arrow. Below the topic name, there is a list of four course items:

- Lecture Slides Two (with icons for move, delete, and view)
- Lecture Notes Two (with icons for move, delete, and view)
- Forum Two (with icons for move, delete, view, and user)
- Assignment Two (with icons for move, delete, and view)

To the right of these items are red numbers 1, 2, 3, and 4, corresponding to each item. Below the list are two dropdown menus: 'Add material...' and 'Add an activity...'.

“Course item” is a generic term we use to identify individual files (PDF, word, video or audio) and actives (forums, assignments or wiki) that are listed in one course section. In the above picture, we have a course item in PowerPoint, a PDF file, a Forum, and an Assignment.

Create Forums

Making a Forum

What is a forum?

This activity can be the most important - it is here that most of the discussion takes place. Forums can be structured in different ways and can include peer rating of each posting. The postings can be viewed in a variety of formats and can include attachments. By subscribing to a forum, participants will receive copies of each new posting in their email. A teacher can impose subscription on everyone, if necessary.

What is the icon for forum on MyCourses?



Turn on the feature



The above picture shows that we are going to make a **Forum** under Topic Five. Instructor first needs to scroll down to the lower section and click “Add an activity” and select “Forum.”

Notice that on the right hand side, the Topic Four (or week 4) section visibility is open with the “eye” being open (what is an eye?), but Topic Five section visibility is off where the “eye” is off. This is to ensure that no one sees the content before an instructor wants it to be available.

Forum Editing Page

TRINITY WESTERN UNIVERSITY Guide eSupport

GLC 100: MyCourses Basics You are logged in as [User Name](#) [Logout](#)

MyCourses » GLC 100 FAQ7 » Forums » Editing Forum

Adding a new Forum to section 5

General

Forum name* You must supply a value here.

Forum type

Forum introduction*

Force everyone to be subscribed?

Read tracking for this forum?

Maximum attachment size

Grade

Allow posts to be rated? Use ratings

Grade

Restrict ratings to posts with dates

in this range:

From

To

Post threshold for blocking

Time period for blocking

Post threshold for blocking

Post threshold for warning

Common module settings

Group mode

Group mode

Visible

There are required fields in this form marked*.

The above picture shows the Forum editing and creation page. It has been divided into four sections: “**General,**” “**Grade,**” “**Post threshold for blocking,**” and “**Common module settings.**”

For “**General**” section:

The screenshot shows the 'General' section of a forum configuration page. At the top, the 'Forum name' field is required (indicated by an asterisk) and is currently empty, with a red error message box stating 'You must supply a value here.' Below it, the 'Forum type' is set to 'Standard forum for general use' via a dropdown menu. The 'Forum introduction' field is also required but is empty. A rich text editor is visible below the introduction field, showing a toolbar with various formatting options and a text area. At the bottom of the form, there are three more settings: 'Force everyone to be subscribed?' set to 'No', 'Read tracking for this forum?' set to 'Optional', and 'Maximum attachment size' set to '500KB'.

1. Supply a **forum name**, e.g. “Week 5 Topic 5” (the * marker means “you must supply a value”).
2. Choose a **forum type**:

A single simple discussion - is just a single topic, all on one page. Useful for short, focused discussions.

Standard forum for general use - is an open forum where anyone can start a new topic at any time. This is the best general purpose forum.

Each person posts one discussion - Each person can post exactly one new discussion topic (everyone can reply to them though). This is useful when you want each student to start a discussion about, say, their reflections on the week's topic, and everyone else can respond to these.

Q And A Forum - The Q & A forum requires students to post their perspectives before viewing other students' postings. After the initial posting, students can view and respond to others' postings. This feature allows equal initial posting opportunity among all students, thus encouraging original and independent thinking.

3. Supply **Forum Introduction (must supply)**

4. **Force everyone to be subscribed?** Default setting is no.

When a person is subscribed to a forum, it means that he or she will be sent email copies of every post in that forum (posts are sent about 30 minutes after the post was first written).

People can usually choose whether or not they want to be subscribed to each forum.

However, if you choose to force subscription on a particular forum, then all course users will be subscribed automatically, even those who enrol at a later time.

This is especially useful in the News forum and in forums towards the beginning of the course (before everyone has worked out that they can subscribe to these emails themselves).

If you choose the option "Yes, initially" then all current and future course users will be subscribed initially but they can unsubscribe themselves at any time. If you choose "Yes, forever" then they will not be able to unsubscribe themselves.

Note how the "Yes, initially" option behaves when you update an existing forum: Changing from "Yes, initially" to "No" will not unsubscribe existing users; it will only affect future course users. Similarly, changing later to "Yes, initially" will not subscribe existing course users but only those enrolling later.

5. **Read tracking for this forum?** Default is Optional

If 'read tracking' for forums is enabled, users can track read and unread messages in forums and discussions. The instructor can choose to force a tracking type on a forum using this setting.

There are three choices for this setting:

- Optional [default]: students can turn tracking on or off for the forum at their discretion.
- On: Tracking is always on.
- Off: Tracking is always off.

6. **Maximum attachment size.** Default is 500KB

Attachments can be limited to a certain size file, chosen by the person who sets up the forum.

Sometimes it is possible to upload a file larger than this size, but the file will not be saved on the server and you may see an error.

For “**Grade**” section:

1. **Allow posts to be rated?** Default is off. Check the box to enable this marking feature.
2. **Grade:** possible scales or marks for this forum.
3. **Restrict ratings to posts with dates:** choose the date to open the forum and the date to turn off the forum posting.

For “**Post threshold for blocking**”:

Time period for blocking, Post threshold for blocking, Post threshold for warning

The concept of managed postings is very simple. Users will be blocked from posting after a given number of posts in a given period, and as they approach that number, they will be warned that they are approaching the threshold.

Setting either the warning threshold to 0 will disable warnings, and setting the blocking threshold to 0 will disable blocking. If blocking is disabled, warnings will automatically be disabled.

None of these settings affects the teacher’s posting.

For **Common module settings**:

1. **Group Mode:**

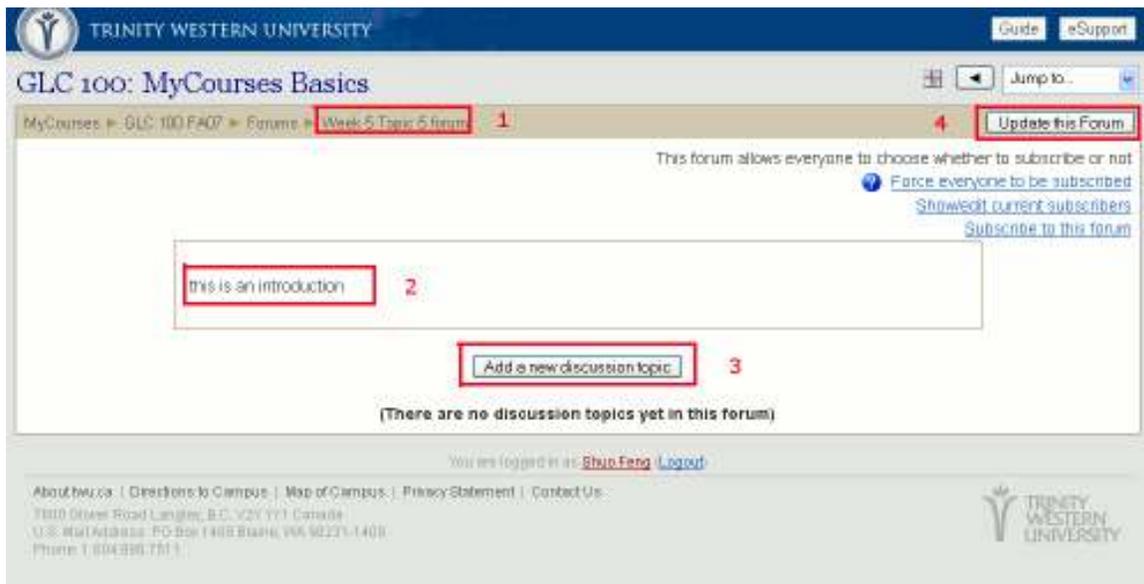
The group mode can be one of three levels:

- No groups - there are no subgroups; everyone is part of one big community.
- Separate groups - each group can only see their own group; others are invisible.
- Visible groups - each group works in their own group, but can also see other groups.

2. **Visible**: default is shown.

Click “**Save Changes**” or “**Cancel**”

Adding a new discussion topic



1. This is the **forum name** that we set up from “**General**” section (refer to above).
2. This is the **Forum Introduction** from the “**General**” section.
3. This is the “**Add a new discussion topic**” button. When this is clicked, the page takes users to a new forum posting page.
4. This is the function “**Update this Forum**” that an instructor can click when a change to the original forum setup is needed.

TRINITY WESTERN UNIVERSITY

GLC 100: MyCourses Basics

MyCourses > GLC 100 FA07 > Forums > Week 5 Topic 5 forum > Add a new discussion topic

this is an introduction

Your new discussion topic

Subject* Required

Message*

San-Serif 1 (8pt) Long B I U S L R

Format HTML format

Subscription I don't want email copies of posts to this forum

Attachment (Max size: 10MB) Browse...

Mail now

Post to forum

There are required fields in this form marked*.

The above picture shows what happens after a user clicks “**Add a new discussion topic**” button.

1. “**Subject**” is the discussion topic title to initiate discussions. For example: Topic five: “Why study online?”
2. “**Message**” is the main text for the discussion topic. For example: “Online courses and modules can be accessed from home, in the workplace or at the learning institution. This allows students in many different situations to continue their education at a time, and in a way, that meets their individual needs. What is your opinion?”
3. “**Format**”

This format assumes the text is pure HTML. If you are using the HTML editor to edit text, then this is the default format - all the commands in the toolbar are producing HTML for you.

Even if you are not using the RichText HTML editor, you can use HTML code in your text and it should come out exactly as you intended.

4. “**Subscription**”

When a person is subscribed to a forum, it means that he or she will be sent email copies of every post in that forum (posts are sent about 30 minutes after the post was first written).

People can usually choose whether or not they want to subscribe to each forum.

However, if a teacher forces subscription on a particular forum, then this choice is taken away and everyone in the class will get email copies.

This is especially useful in the News forum and in forums towards the beginning of the course (before everyone has worked out that they can subscribe to these emails themselves).

5. “**Attachment**”

You can optionally attach ONE file from your own computer to any post in the forums. This file is uploaded to the server and stored with your post.

This is useful when you want to share a picture, for example, or a Word document.

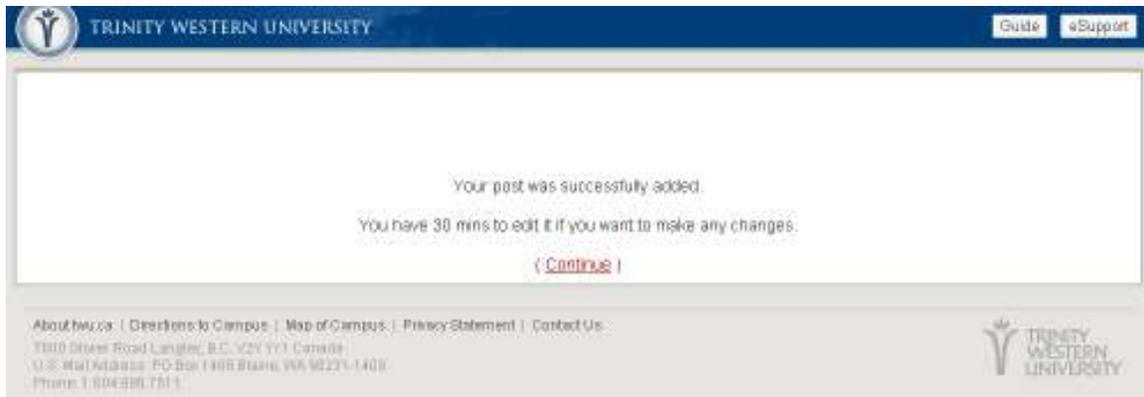
This file can be of any type, however, it is highly recommended that the file is named using standard 3-letter internet suffixes such as .doc for a Word document, .jpg or .png for an image, and so on. This will make it easier for others to download and view your attachment in their browsers.

If you re-edit a posting and attach a new file, then any previous attached files for that post will be replaced.

If you re-edit a posting with an attachment and leave this space blank, then the original attachment will be retained.

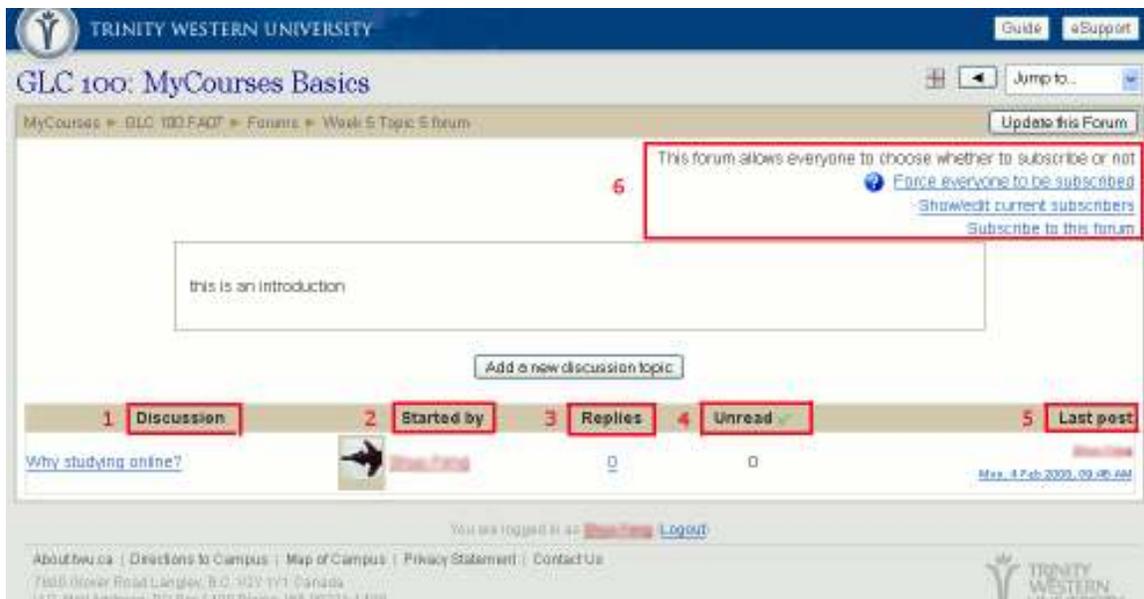
6. “**Mail now**” – coming soon...

7. “**Post to forum**” - click this button to submit the discussion topic.



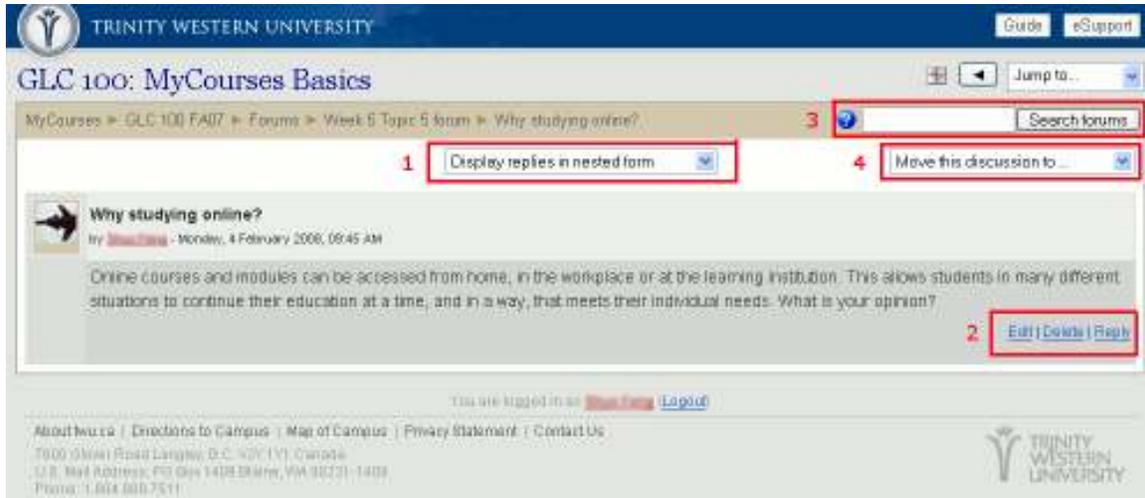
This is a page after clicking the “**Post to forum**” button. On the screen it says “You have 30 mins to edit it if you want to make any changes.” This usually tells a student (not the administer or instructor) that he or she cannot constantly edit a forum postings since the forum discussion may be sent via emails to others or the forum post is being marked.

At any time, a user can click “**continue**” to jump back into forum discussion main area.



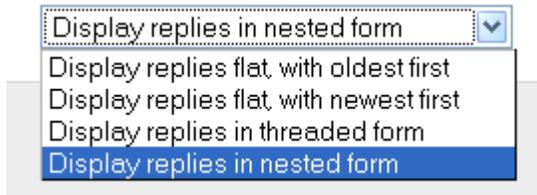
1. “**Discussion**” lists all discussion topics instructor creates.
2. “**Started by**” lists the creator of one particular discussion topic; this could be anyone in a classroom.
3. “**Replies**” tracks the number of replied messages for one discussion topic.
4. “**Unread**” tracks the number of unread messages for one discussion topic if the feature is turned on under “Forum editing page” section.
5. “**Last post**” lists who is the most recent person commented or created a discussion for that topic.
6. “subscribe or not” has three options:

- **“Force everyone to be subscribed”** once this is turned on, everyone in the classroom will receive a copy of email for any posting in the forum.
- **“Show/edit current subscribers”** will allow an instructor or forum owner to add or remove people for accessing this entire forum.
- **“Subscribe to this forum”** allows a user to subscribe to this forum.

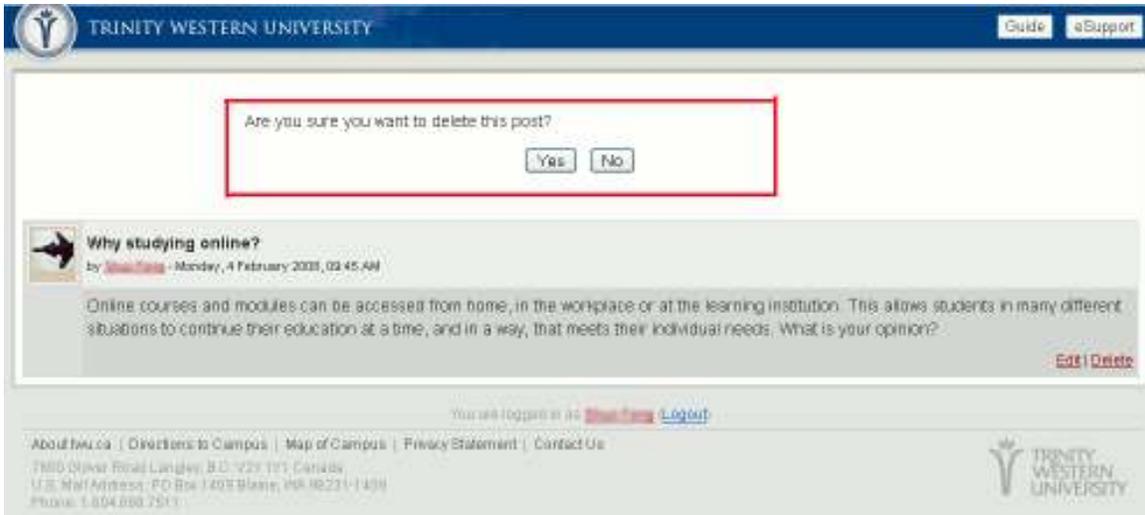


If a user clicks the “topic” discussion (in this case, Why study online?), he or she will see the above picture.

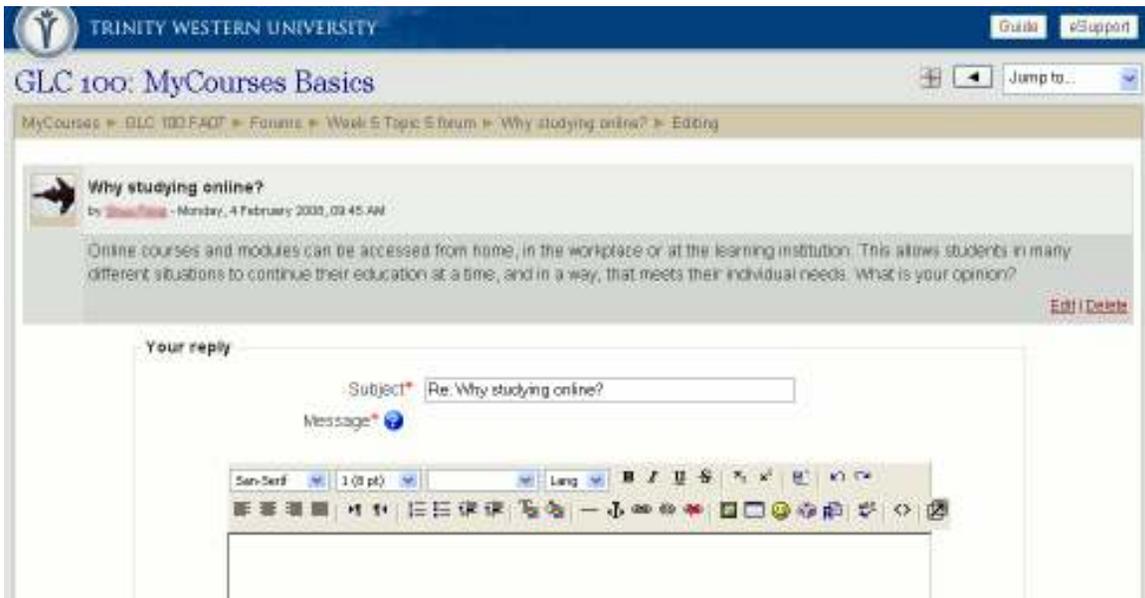
1. This function is very handy and it has four other options. Choose the ones you prefer (“Display replies in threaded form” is suitable for large amount of postings):



2. **“Edit,” “Delete,”** and **“Reply”** usually appear for administrators, instructors, and forum owners. Students can also “reply” to a message.
 - a. When **“Edit”** is clicked, the page will take you to the “Add a new discussion topic” page.
 - b. When **“Delete”** is clicked, the page will look like this and an instructor or topic owner can press “Yes” to delete a posting.



- c. When “**Reply**” is clicked, the page adds a “Your reply” section under the original message. The page looks like below:



A screenshot of a forum post form. At the top is a large empty text area. Below it is a 'Path:' field with a yellow '7 seats' indicator. The 'Format' is set to 'HTML format'. The 'Subscription' dropdown is set to 'I don't want email copies of posts to this forum'. The 'Attachment (Max size: 10MB)' field is empty with a 'Browse...' button. The 'Mail now' checkbox is unchecked. A 'Post to forum' button is at the bottom. A red asterisk at the bottom right indicates required fields.

3. “**Search Forums**” is a function where you can find a keyword in the forum or a phrase. Just type the keyword in the box and click the “**search forum**” button.

A search input field with a question mark icon on the left and a 'Search forums' button on the right.

4. “**Move this discussion to**” function will enable administrators or instructors to move topics around inside the entire course.

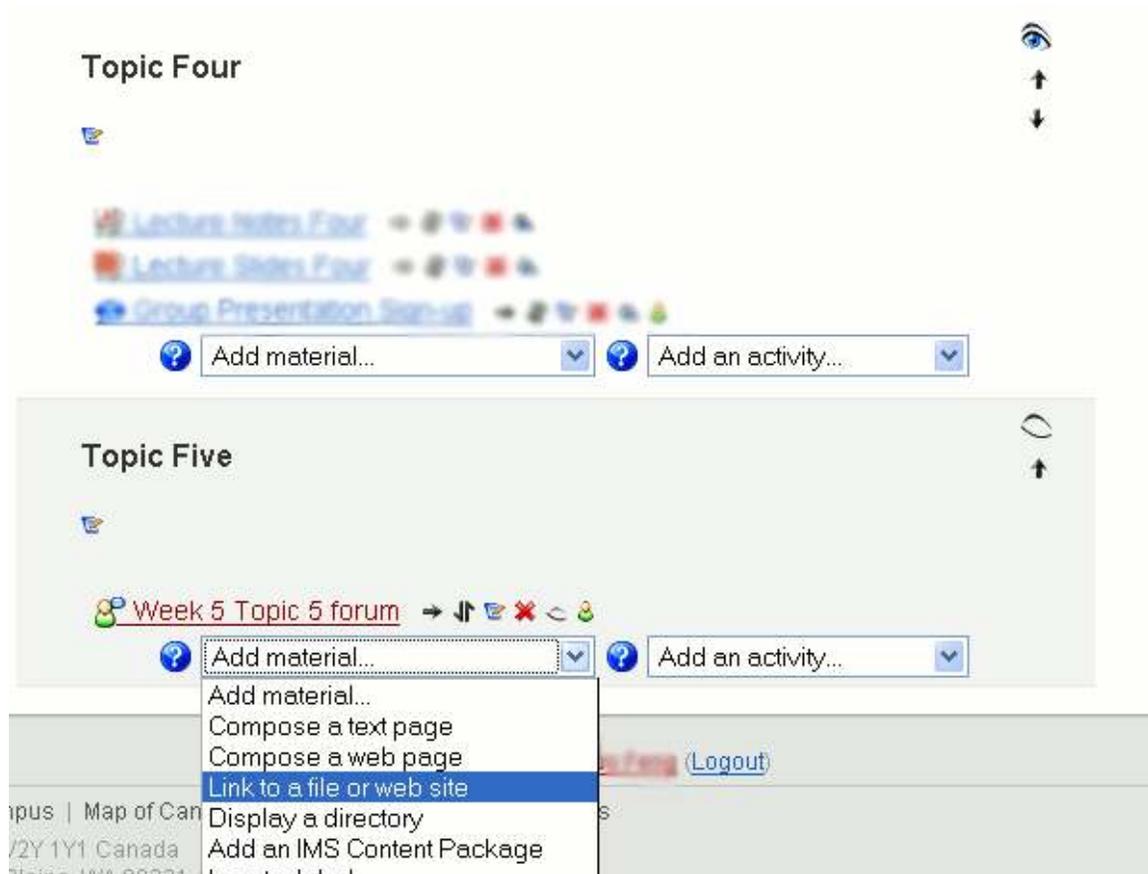
A dropdown menu titled 'Move this discussion to ...' is open, showing a list of options: 'Course Announcements', 'Topic 1', 'Forum One', 'Topic 2', 'Forum Two', 'Topic 3', and 'Forum Three'. The 'Move this discussion to ...' option is highlighted. Below the menu, the text 'Edit | Delete | Reply' is partially visible.

UPLOAD A FILE OR WEB LINK

What is “Link to a file or a website”?

This function allows an instructor to make downloadable links such as word files, PDF files, PowerPoint files or even video/audio links.

Turn on the feature



The above picture shows that we are going to press “**Link to a file or website**” under Topic Five. Instructor first needs to scroll down to the lower section and click “Add material” and select “**Link to a file or website**”. Notice that on the right hand side, the Topic Four (or week 4) section visibility is open with the “eye” being open, but Topic Five section visibility is off where the “eye” is off. This is to ensure that no one sees the content before an instructor wants it to be available.

Link to a File Editing Page

TRINITY WESTERN UNIVERSITY

GLC 100: MyCourses Basics

You are logged in as [\[User Name\]](#)

MyCourses > GLC 100 FACIT > Course Material > Editing Course Material

Adding a new Course Material to section 5

General

Name*

Summary

Link to a file or web site

Location

Window

Window

Parameters

Common module settings

Visible

There are required fields in this form marked*.

The above picture shows the “Link to a File of Website” creation page. It has been divided into five sections: “General,” “Link to a file or website,” “Window,” “Parameters,” and “Common module settings.”

Upload a file

For “**General**” section:

1. Supply a “**name**” for your link or file title, e.g. “Google Links” or “Week 5 PowerPoint Lecture Notes.”
2. “**Summary**” - the summary is a very short description of the resource..

For “**Link to a file or website**” section:

Link to a file or web site

Location

- a. Click “**Choose or upload a file.**”

TRINITY WESTERN UNIVERSITY Guide eSupport

GLC 100 FA07 » Files

	Name	Size	Modified	Action
<input type="checkbox"/>	Mark	1.1MB	5 Sep 2007, 11:27 AM	Rename
<input type="checkbox"/>	Notes	3MB	4 Sep 2007, 02:39 PM	Rename
<input type="checkbox"/>	Slides	1.4MB	27 Aug 2007, 04:09 PM	Rename
<input type="checkbox"/>	backupdata	4KB	12 Sep 2007, 12:13 PM	Rename
<input type="checkbox"/>	moddata	87KB	4 Sep 2007, 10:44 AM	Rename
<input type="checkbox"/>	Lecture Notes - Week One.pdf	551.8KB	5 Sep 2007, 11:24 AM	Choose Rename
<input type="checkbox"/>	Syllabus.pdf	39.5KB	27 Aug 2007, 04:50 PM	Choose Rename

With chosen files...

You are logged in as [Your Name](#) [Logout](#)

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- b. A window pops up like above picture.
 - i. “**Make a folder**” will allow you to create file folders.
 - ii. “**Select all**” selects all documents in this window.
 - iii. “**Deselect all**” deselects all documents in this window.
 - iv. “**Upload a file**” will take instructor to the file upload area.



TRINITY WESTERN UNIVERSITY Guide eSupport

GLC 100 FA07 » Files

Upload a file (Max size: 10MB) --> /

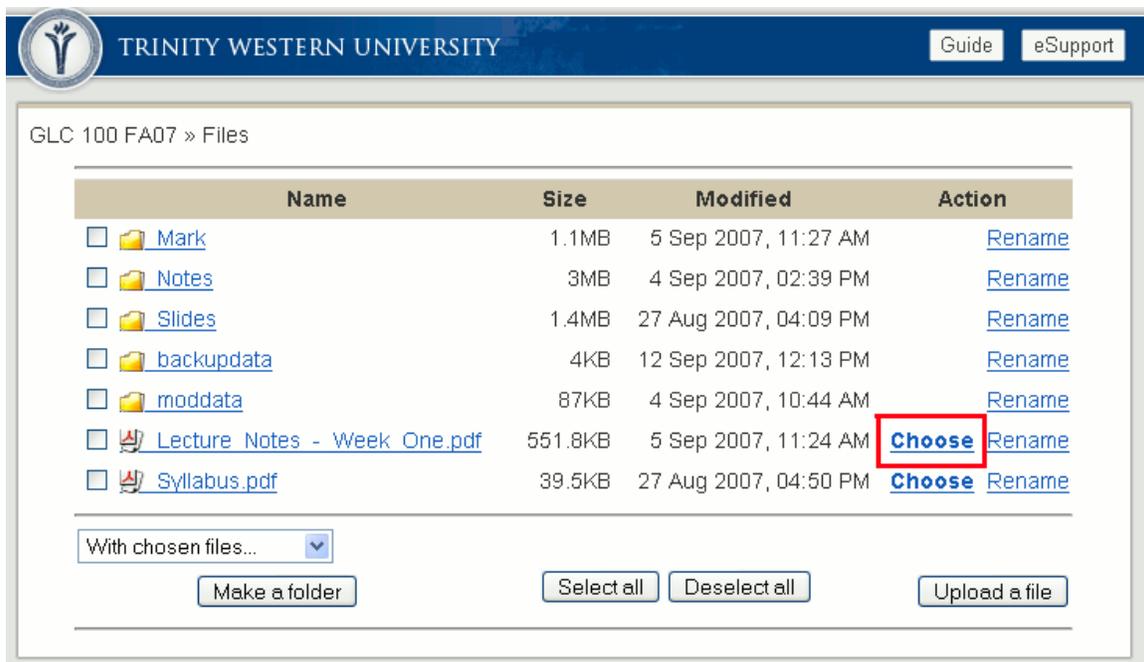
You are logged in as [Shuo Feng](#) ([Logout](#))

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7600 Glover Road Langley, B.C. V2Y 1Y1 Canada
 U.S. Mail Address: PO Box 1409 Blaine, WA 98231-1409
 Phone: 1.604.888.7511

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- c. Another window will appear after clicking “**Upload a file.**”
- d. Once you “Browse” your file, click “**Upload this file.**”



TRINITY WESTERN UNIVERSITY Guide eSupport

GLC 100 FA07 » Files

	Name	Size	Modified	Action
<input type="checkbox"/>	 Mark	1.1MB	5 Sep 2007, 11:27 AM	Rename
<input type="checkbox"/>	 Notes	3MB	4 Sep 2007, 02:39 PM	Rename
<input type="checkbox"/>	 Slides	1.4MB	27 Aug 2007, 04:09 PM	Rename
<input type="checkbox"/>	 backupdata	4KB	12 Sep 2007, 12:13 PM	Rename
<input type="checkbox"/>	 moddata	87KB	4 Sep 2007, 10:44 AM	Rename
<input type="checkbox"/>	 Lecture Notes - Week One.pdf	551.8KB	5 Sep 2007, 11:24 AM	Choose Rename
<input type="checkbox"/>	 Syllabus.pdf	39.5KB	27 Aug 2007, 04:50 PM	Choose Rename

With chosen files...

- e. **Very important:** Make sure you click “**Choose**” beside your file name. Note from MyTWU team: If you have a long file name, the **choose** button will be extended to the far right. By scrolling to the right with your mouse, you can find the button.

Link to a file or web site

Location

- f. After “**choose**” your file, the “**location**” will indicate your file name. Note from MyTWU team: Instructor cannot simply type the file name; the proper procedure must be followed in order to upload a file.

For “**Window**” section:

Window

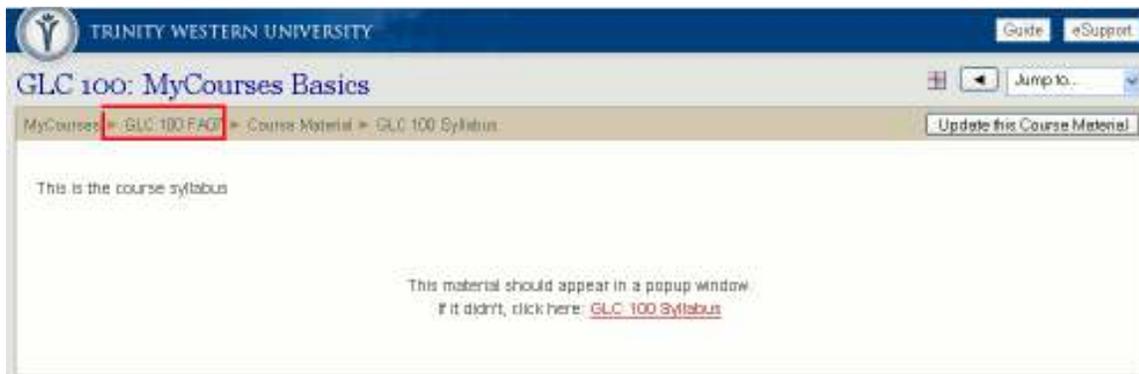
Window

Parameters

The default setting is “**Same window**,” where the file or website will cover your browser page. It is recommended that you choose “**New window**” so that a learner stays on the current page, and the file or link will appear in a popup window.

For “**Parameters**” section, we recommend you leave this section without modification

For “**Common module settings**”, the default is “**Hide.**” We recommend leaving this untouched.



This picture shows what happens after an instructor clicks “**Save change**” to save his or her work. Click the “**Breadcrumb**” navigation to go back to the course home page.



The red arrows are pointing to files uploaded and a website link

Link to a website

TRINITY WESTERN UNIVERSITY

GLC 100: MyCourses Basics

You are logged in as [Steve Long](#) [Logout](#)

MyCourses » - GLC 100 FAC07 » Course Material » Editing Course Material

Adding a new Course Material to section 5

General

Name*

Summary

Link to a file or web site

Location

Window

Window

Parameters

Common module settings

Visible

There are required fields in this form marked *.

For “**General**” section:

1. Supply a “**name**” for your link name, e.g. “Google Links”
2. “**Summary**” - the summary is a very short description of the resource.

For “**Link to a file or website**” section:

Link to a file or web site

Location

Type the URL in “**Location**” as shown above, in our example, <http://www.twu.ca/glc>. The “**Search for web page**” button opens up a browser window to search web pages, so an instructor does not have to start a new browser window from the computer.

For “**Window**” section:

Window

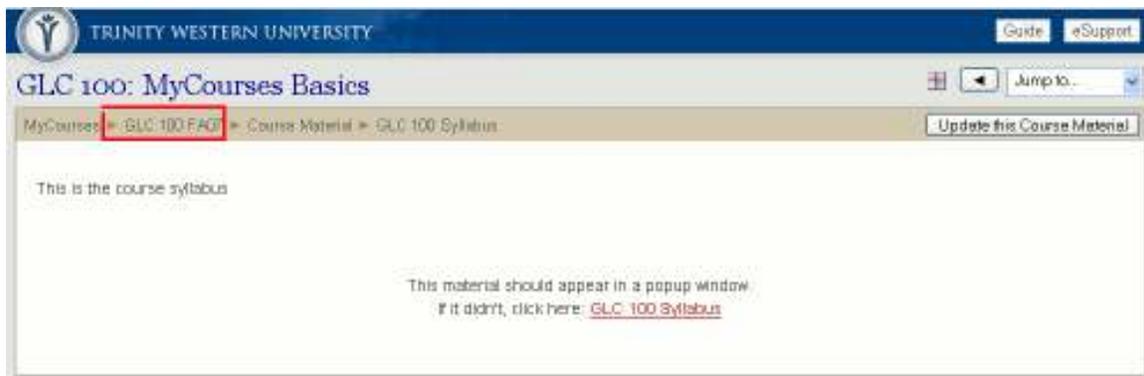
Window

Parameters

The default setting is “**Same window**,” where the file or website will cover your browser page. It is recommended that you choose “**New window**” so that a learner stays on the current page.

For “**Parameters**” section, we recommend you leave this section without modification.

For “**Common module settings**,” the default is “**Hide**.” We recommend leaving this untouched.



This picture shows what happens after an instructor clicks “**Save changes**” to save his or her work. Click the “**Breadcrumb**” navigation to go back to the course home page.



The red arrows point to files uploaded and a website link.

CREATE AN ANNOUNCEMENT

What is an announcement?

Announcement is a very handy tool where an instructor can show an important message right after a user comes to the main course home page. The screen on the individual's computer will become black and he or she needs to click the message to view it before he or she can eliminate the black screen.

Note: **Announcement** shares some common functionalities and behaviors with **Forum**.

Turning on the feature

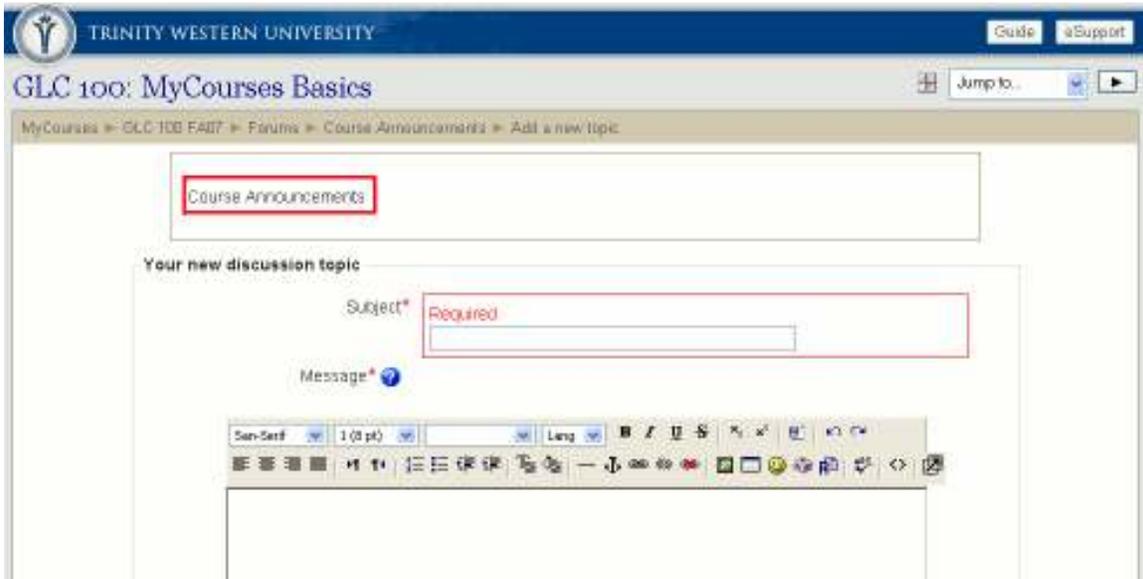


Usually, announcement is under “**Blocks**”. The first step is to “**Turn editing on**”. Next, choose **Announcement** from the dropdown list from “**Blocks**”.



The box shows where the “**Announcements**” block is located. The arrow points to “**Add**” to add a new announcement.

Announcement Editing Page



Path: 7 spaces

Format HTML format

Subscription Everyone is subscribed to this forum

Attachment (Max size: 10MB)

Mail now

There are required fields in this form marked*.

After clicking “**Add**” in the announcement block, the page takes instructor to the “course announcement” editing page. The box indicates the type of this announcement.

1. Supply “**Subject**” in the required field. Usually, this is the title of the announcement.
2. Type “**Message**” in the editing box. This is where instructors type the contents of the announcement.
3. “**Format**”

This format assumes the text is pure HTML. If you are using the HTML editor to edit text, then this is the default format - all the commands in the toolbar are producing HTML for you.

Even if you are not using the RichText HTML editor, you can use HTML code in your text and it should come out exactly as you intended.

4. “**Subscription**”

When a person is subscribed to a forum, it means that they will be sent email copies of every post in that forum (posts are sent about 30 minutes after the post was first written).

People can usually choose whether or not they want to subscribe to each forum.

However, if a teacher forces subscription on a particular forum, then this choice is taken away and everyone in the class will get email copies.

This is especially useful in the News forum and in forums towards the beginning of the course (before everyone has worked out that they can subscribe to these emails themselves).

5. “**Attachment**”

You can optionally attach ONE file from your own computer to any post in the forums. This file is uploaded to the server and stored with your post.

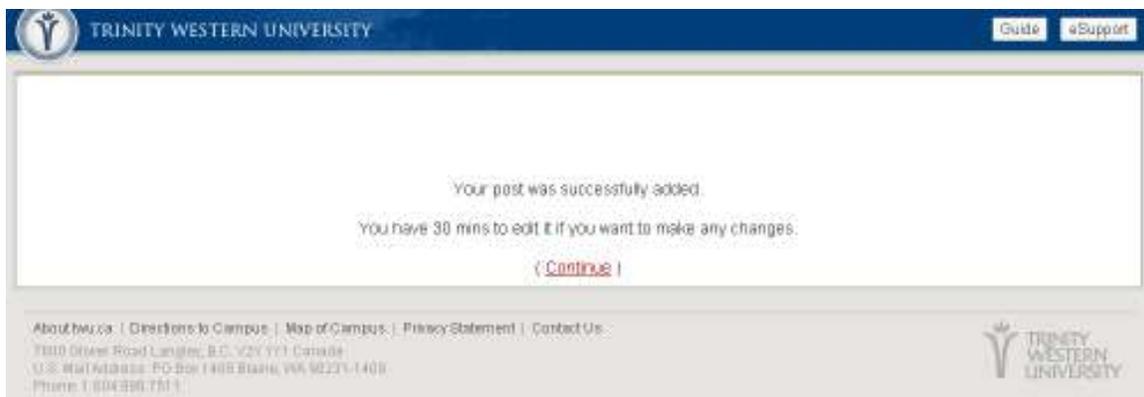
This is useful when you want to share a picture, for example, or a Word document.

This file can be of any type, however, it is highly recommended that the file is named using standard 3-letter internet suffixes such as .doc for a Word document, .jpg or .png for an image, and so on. This will make it easier for others to download and view your attachment in their browsers.

If you re-edit a posting and attach a new file, then any previous attached files for that post will be replaced.

If you re-edit a posting with an attachment and leave this space blank, then the original attachment will be retained.

6. “**Mail now**” – coming soon...
7. “**Post to forum**” - click this button to submit discussion topic.

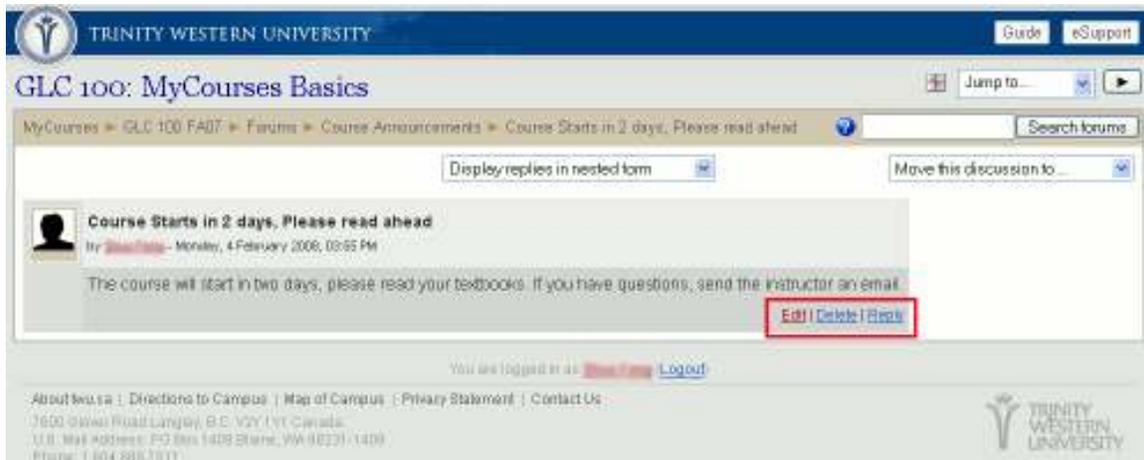


This page shows what happens after clicking the “**Post to forum**” button. On the screen it says “You have 30 mins to edit it if you want to make any changes.” This usually tells a student (not the administrator or instructor) that she/he cannot constantly edit a forum posting since the forum discussion may be sent via emails to others or the forum post is being marked. Since this is an announcement and only the instructor can create, this message is irrelevant. (Announcement shares some functionalities and behaviors with forums).

Check Announcement



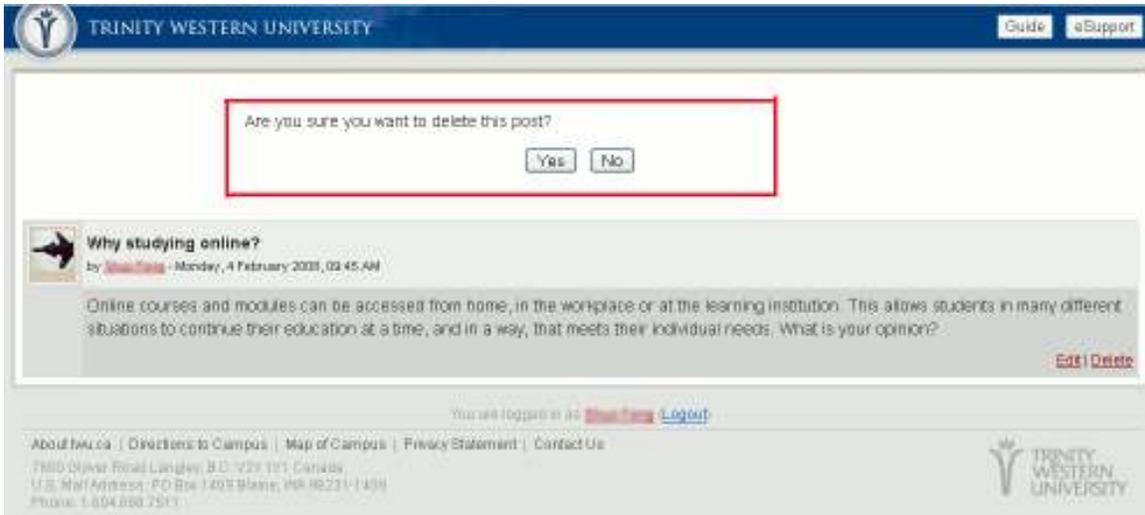
The red box shows you the message that the instructor just created in previous steps. Now, let us click the message.



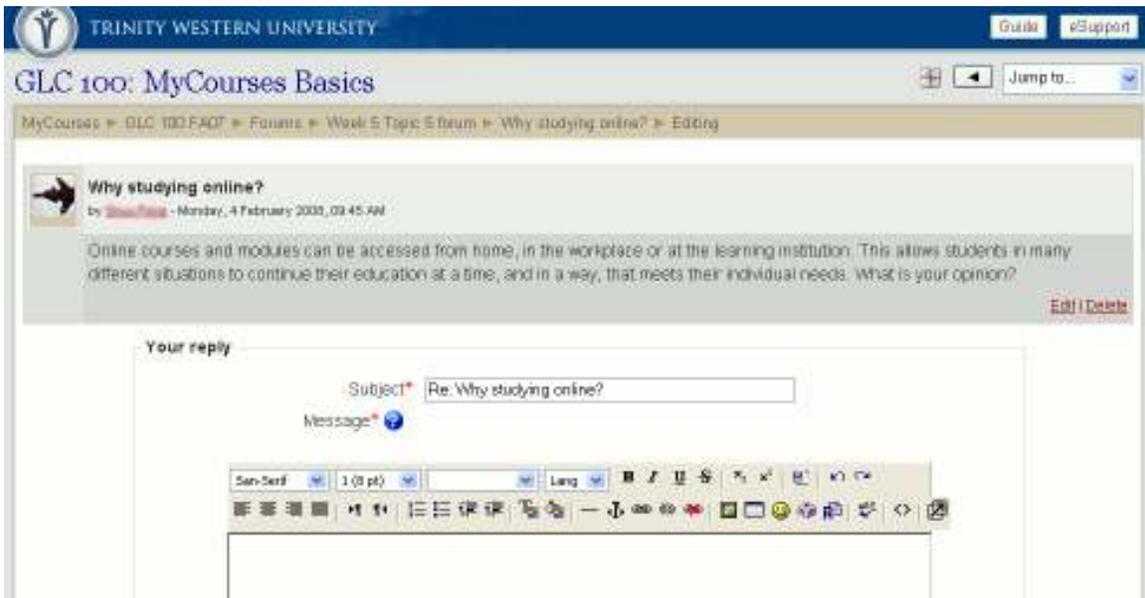
As you can see, this picture looks very similar to a forum posting (and indeed it is a forum!). There are three buttons you can choose to manipulate this announcement. (refer to forum section)

“**Edit**,” “**Delete**,” and “**Reply**” usually appear for administrators, instructors, and forum owners. Students can also “reply” to a message.

- When “**Edit**” is clicked, the page will take you to the “Add a new course announcement” page.
- When “**Delete**” is clicked, the page will look like this and an instructor or topic owner can press “Yes” to delete a posting.



- c. When “Reply” is clicked, the page adds a “Your reply” section under the original message. The page looks like below:



The image shows a web form for posting to a forum. At the top is a large empty text area. Below it is a 'Path' field with a yellow '7 seconds' timer. The 'Format' dropdown is set to 'HTML format'. The 'Subscription' dropdown is set to 'I don't want email copies of posts to this forum'. The 'Attachment (Max size: 10MB)' field is empty with a 'Browse...' button. The 'Mail now' checkbox is unchecked. A 'Post to forum' button is at the bottom center. A red asterisk and the text 'There are required fields in this form marked *' are at the bottom right.

Path: 7 seconds

Format HTML format

Subscription I don't want email copies of posts to this forum

Attachment (Max size: 10MB)

Mail now

There are required fields in this form marked*.

CREATE AN ASSIGNMENT

Make an Assignment

(Two parts: a drop box and an offline activity)

What is an assignment?

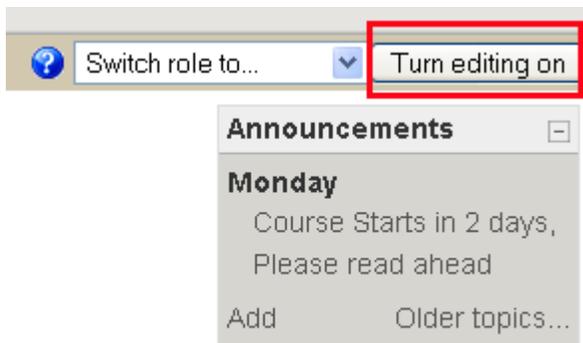
The assignment activity module allows teachers to collect work from students, review it and provide feedback including grades.

Students can submit any digital content (files), including, for example, word-processed documents, spreadsheets, images, audio and video clips. Assignments don't necessarily have to consist of file uploads. Alternatively, teachers can ask students to type directly into Moodle using an online assignment. There is also an offline activity assignment which can be used to remind students of 'real-world' assignments they need to complete and to record grades in Moodle for activities that don't have an online component.

Relations to Grade book

Once **Assignment Dropbox** and **offline activity** are created, the course gradebook will automatically create an entry for grading.

Here are Steps to create an Assignment (as a drop box)



An instructor can “**Turn editing on**” from the top right hand corner.



The above picture shows that we are going to make an **Assignment** under Topic Five. Instructor scrolls down to designated section, clicks “**Add an activity,**” and selects “**Assignment Dropbox**”.

Notice that on the right hand side, the Topic Four section visibility is open with the “**eye**” open, but the Topic Five section visibility is off where the “**eye**” is off. This is to ensure that no one sees the content before an instructor wants it to be available.

Assignment Editing Page

The above picture shows the assignment editing and creation page. It has been divided into three sections: “**General**,” “**Assignment Dropbox**,” and “**Common module settings**.”

For “**General**” section:

General

Assignment name* You must supply a value here.

Description* 

San-Serif | 1 (8 pt) | Lang | **B** | *I* | U | ~~S~~ | x_2 | x^2 |  |  | 

    |   |   |           

Path:  

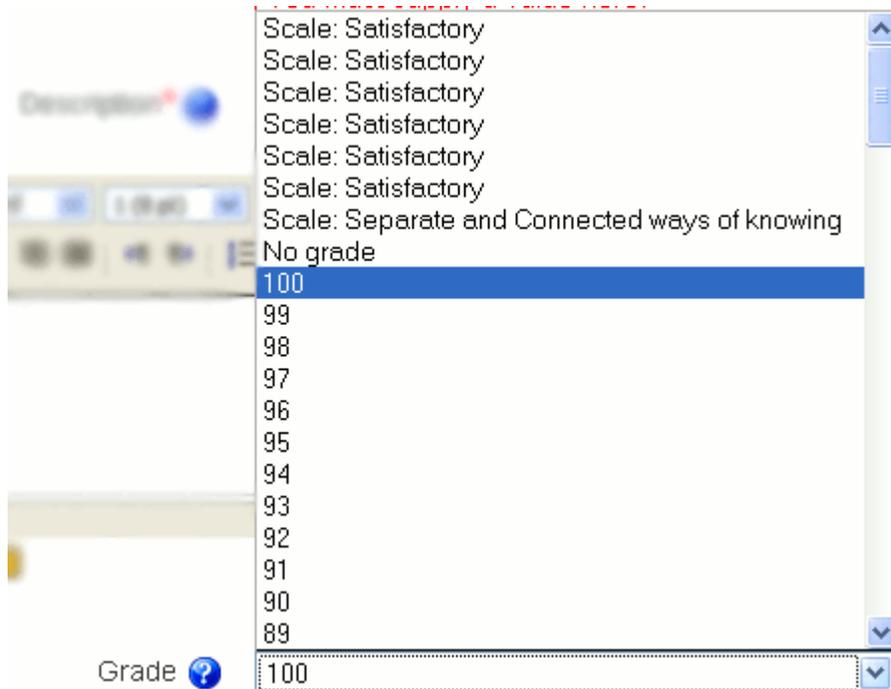
Grade  100

Available from 5 February 2008 09 50 Disable

Due date 12 February 2008 09 50 Disable

Prevent late submissions No

1. Supply an “**Assignment Name.**” For example, “Topic Five Reflection Paper.”
2. Enter “**Description**” for the assignment detail.
3. “**Grade**” dropdown list is the possible mark for the assignment. For example: the mark for this paper is 100. Instructor selects 100 from the list. Look at the screen shot below:



4. “**Available from,**” “**Due date,**” and “**Prevent late submission**” will allow an instructor to select when the dropbox is open and when it is closed for submission. An instructor can also prevent late submission by selecting the option in the dropdown list.

For “**Assignment Dropbox**”:

Assignment Dropbox

Maximum size

Allow deleting

Maximum number of uploaded files

Allow notes

Hide description before available date

Email alerts to teachers

1. “**Maximum Size**” is the maximum size PER document.
2. “**Allow deleting**” - If enabled, participants may delete uploaded files at any time before submitting for grading.
3. “**Maximum number of uploaded files**” - Maximum number of files each participant may upload. This number is not shown to students. Please write the actual number of requested files in assignment description.
4. “**Allow notes**” - If enabled, participants may enter notes into the text area. It is similar to online text assignment.

This text box can be used for communication with the grading person, assignment progress description or any other written activity.

5. **“Hide description before available”** - If enabled, assignment description is hidden before the opening date.
6. **“Email alerts to teachers”** - If enabled, then teachers are alerted with a short email whenever students add or update an assignment submission.

Only teachers who are able to grade the particular submission are notified. So, for example, if the course uses separate groups, then teachers restricted to particular groups won't receive any notices about students in other groups.

For **“Common Module settings”**:

Common module settings

Group mode  No groups 

Visible Hide 

1. **“Group mode”** - The group mode can be one of three levels:

- No groups - there are no subgroups; everyone is part of one big community.
- Separate groups - each group can only see their own group; others are invisible.
- Visible groups - each group works in their own group, but can also see other groups.

3. **“Visible”** – details coming soon...

Click **“Save Changes”** to continue or **“Cancel”** to start over.

Assignment Work Area

After clicking “**Save Changes,**” instructors will be taken to a page similar to below:

The screenshot shows the MyCourses interface for an assignment titled "Topic Five Reflection Paper". The breadcrumb navigation is "MyCourses > GLC 100 FA07 > Assignments > Topic Five Reflection Paper". The assignment description area is empty, with the text "This week's reflection paper description is posted here. Please read...". Below the description, the "Available from" date is Tuesday, 5 February 2008, 09:50 AM, and the "Due date" is Wednesday, 12 March 2008, 09:50 AM. There are two buttons: "Update this Assignment" and "View 17 submitted assignments".

1. This is the assignment title we have just created under “breadcrumb” navigation.
2. This is the “Available and Due date” we set up from “**General**” section.
3. Click “**Update this assignment**” and it will take a user back to the assignment creation page where you can reset many features.
4. If there are assignments being submitted, the number will change.

This block shows a close-up of the "Update this Assignment" button and the "View 17 submitted assignments" link.

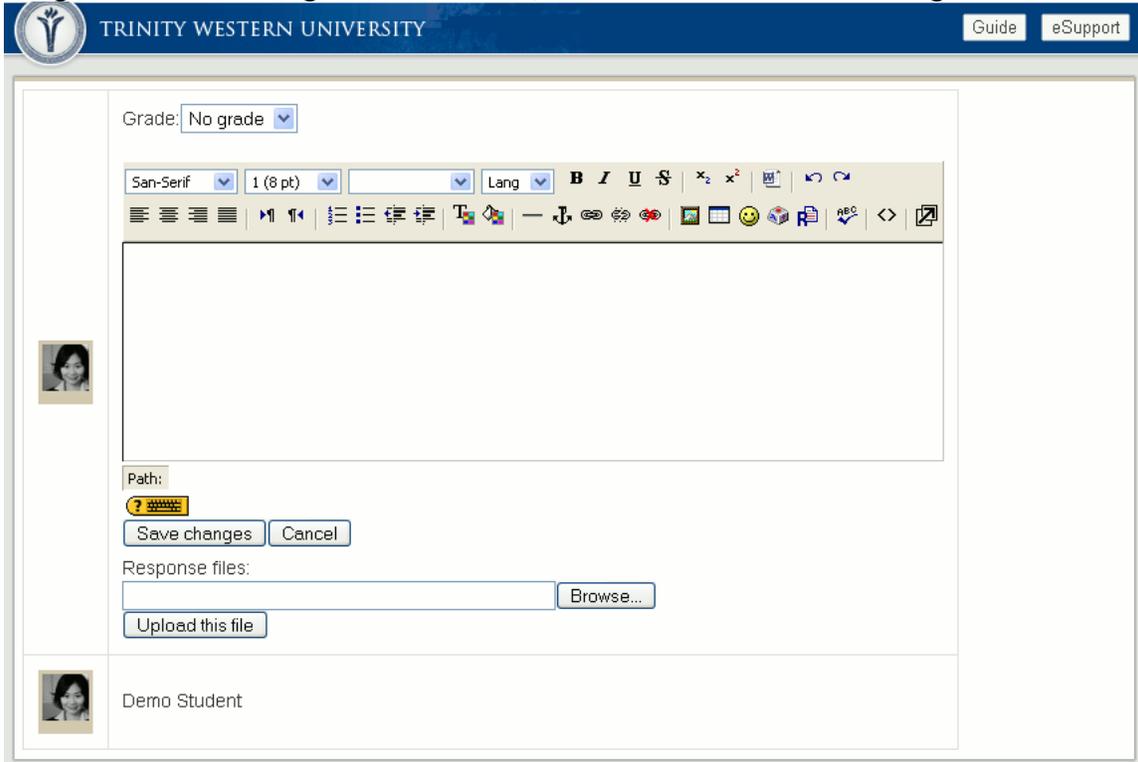
How to Mark an Assignment?

The screenshot shows the MyCourses interface for the assignment submission page. The breadcrumb navigation is "MyCourses > GLC 100 FA07 > Assignments > Topic Five Reflection Paper > Submissions". The page has a "Save all my feedback" button and a "Update this Assignment" button. Below these are search filters for "First name" and "Surname", both set to "All". A table lists the submissions:

First name / Surname	Grade	Comment	Last modified (Student)	Last modified (Teacher)	Status
Demo Student	No grade				Grade

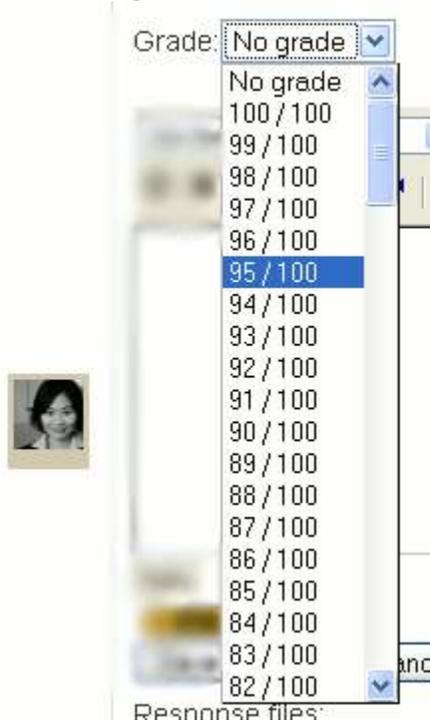
After clicking “**View X submitted Assignments,**” the instructor or teacher will be taken to the assignment back stage where you can see the **student name, grade, comment, last modified time from student or last modified time from teacher and status.**

Imagine there is an assignment submitted; click “**status**” button on the right.



Instructor or teacher will be taken to the marking area. From the top:

1. “**Grade**” – this dropdown list will allow you select the final mark for this assignment for the student.



2. “The box” allows you to write comments to the student.
3. “**Save Changes**” or “**Cancel**” the change.
4. “**Browse**” and “**Upload this file**” allow an instructor or teacher to submit back an edited assignment from the instructor’s local computer so that students can see how they did.

What does it look like after marking the assignment?

Here is a sample screen shot; at any time, instructor can update the assignment marking results:

		100 / 100	Monday, 10 December 2007, 10:58 AM	Monday, 10 December 2007, 10:58 AM	Update
		15 / 100	Monday, 10 December 2007, 10:58 AM	Monday, 10 December 2007, 10:58 AM	Update
		0 / 100	Monday, 10 December 2007, 10:56 AM	Monday, 10 December 2007, 10:56 AM	Update
		0 / 100	Monday, 10 December 2007, 10:57 AM	Monday, 10 December 2007, 10:57 AM	Update
		100 / 100	Monday, 10 December 2007, 10:58 AM	Monday, 10 December 2007, 10:58 AM	Update

What does it look like in Grade book?

The screenshot shows the MyCourses interface for GLC 100: MyCourses Basics. The user is logged in as Demo Teacher. The page displays a table of grades for the course. The table has the following columns: Student, Assignment One, Week 5 Topic 5 forum, Topic Five Reflection Paper, Total, and Stats. The data row shows a student named 'Student, Demo' with a score of 64 (64%) for Assignment One, 0% for Week 5 Topic 5 forum, and 0% for Topic Five Reflection Paper, resulting in a total score of 64 (22.07%).

Student	Assignment One	Week 5 Topic 5 forum	Topic Five Reflection Paper	Total	Stats
Student, Demo	64 (64%)	0%	0%	64 (22.07%)	

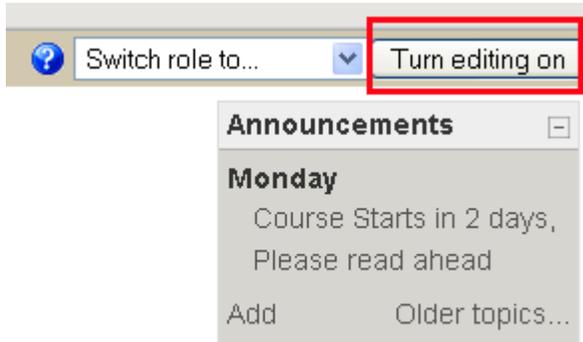
The smaller box shows the student name for this course and the bigger box shows the automatically generated grade book entry when an instructor creates an assignment dropbox (currently, this student’s score is 0).

What is an offline activity?

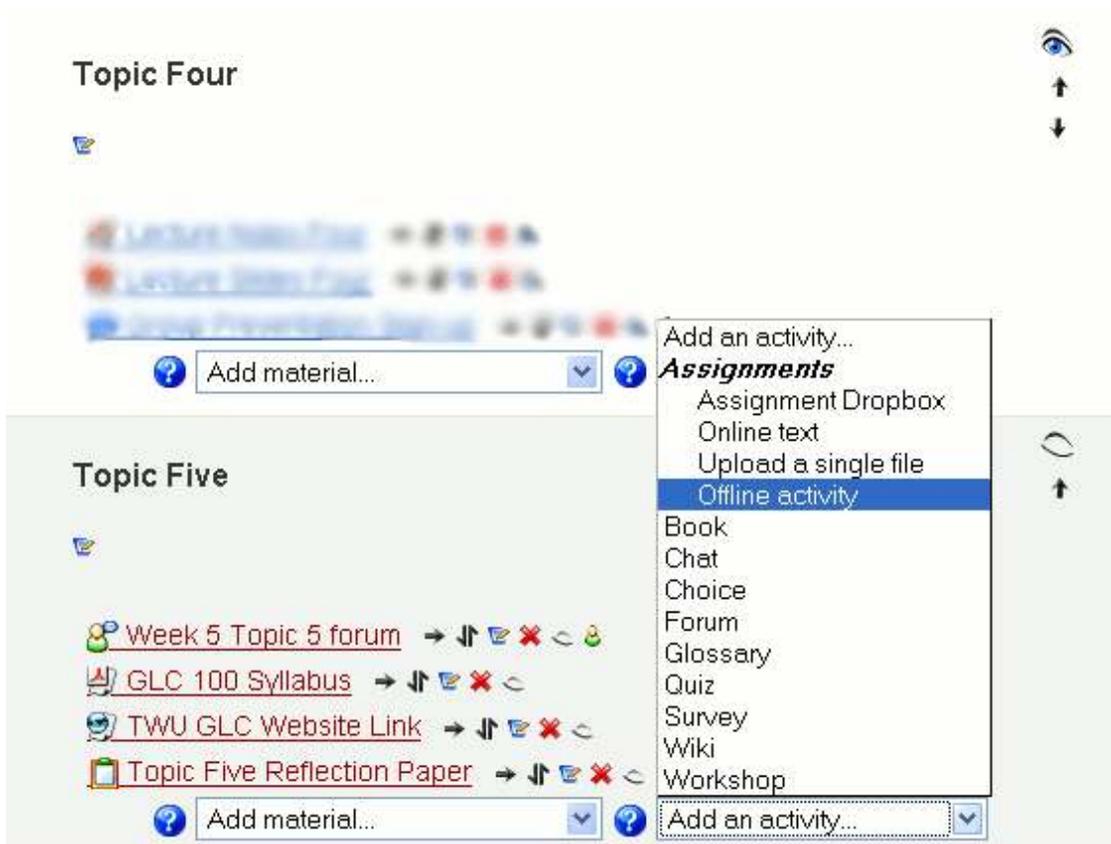
Teachers provide a description and due date for an assignment outside Moodle. A grade and feedback can be recorded in Moodle.

For example, it can be an assignment that is handed in by students in class but the teacher grades it online.

Steps to create an Assignment for Offline Activity



An instructor can “**Turn editing on**” from the top right hand corner.



The above picture shows that we are going to make an **Assignment** under Topic Five. Instructor scrolls down to designated section, clicks “**Add an activity**” and selects “**Offline activity**”.

Notice that on the right hand side, the Topic Four section visibility is open with the “**eye**” open, but the Topic Five section visibility is off where the “**eye**” is off. This is to ensure that no one sees the content before an instructor wants it to be available.

The screenshot shows the 'Adding a new Assignment to section 5' form in MyCourses. The form is divided into three sections: General, Offline activity, and Common module settings. The General section includes fields for Assignment name (with a red error message 'You must supply a value here.'), Description (with a rich text editor), Grade (100), Available from (5 February 2008 11:00), Due date (12 February 2008 11:00), and Prevent late submissions (No). The Offline activity section is empty. The Common module settings section includes Group mode (No groups) and Visible (Hide). Buttons for 'Save changes' and 'Cancel' are at the bottom. A note states 'There are required fields in this form marked *.'

The above picture shows the assignment editing and creation page. It has been divided into three sections: “General,” “offline activity,” and “Common module settings.”

For “**General**” section:

General

Assignment name* You must supply a value here.

Description* ?

San-Serif 1 (8 pt) Lang **B** *I* U ~~S~~ x_2 x^2    

Path: 

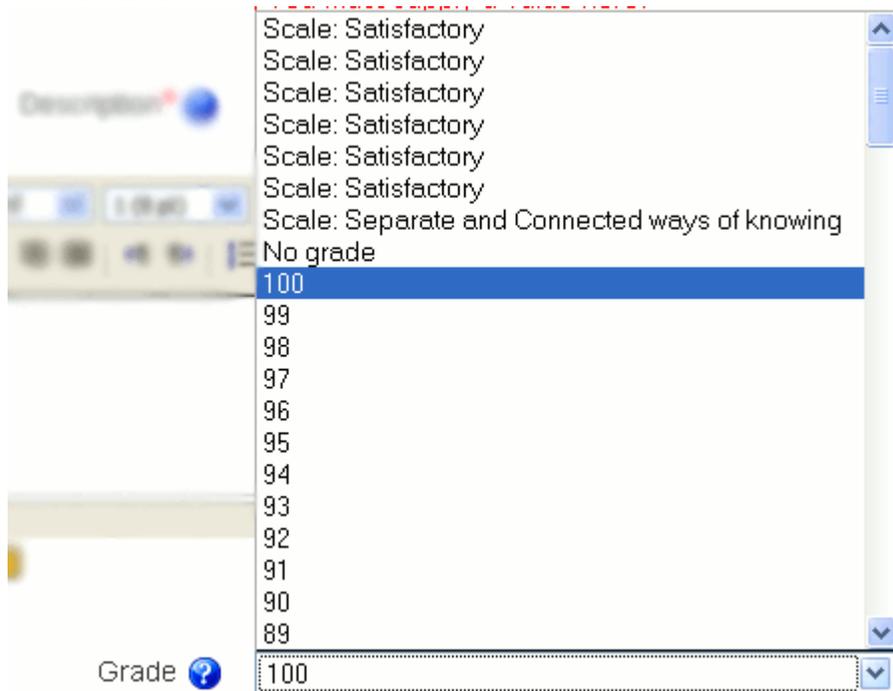
Grade ? 100

Available from 5 February 2008 09 50 Disable

Due date 12 February 2008 09 50 Disable

Prevent late submissions No

5. Supply an “**Assignment Name.**” For example, “Topic Five in Class Essay.”
6. Enter “**Description**” for the assignment detail.
7. “**Grade**” dropdown list is the possible mark for the assignment. For example: the mark for this paper is 100. The instructor selects 100 from the list. Look at the screen shot below:



The screenshot shows a dropdown menu for the 'Grade' field. The menu is open, displaying a list of options. The options include 'Scale: Satisfactory' (repeated six times), 'Scale: Separate and Connected ways of knowing', 'No grade', and a range of numerical values from 89 to 100. The value '100' is currently selected and highlighted in blue. Below the dropdown menu, the 'Grade' field is visible with '100' entered.

8. “**Available from,**” “**Due date,**” and “**Prevent late submission**” will allow an instructor to select when the dropbox is open and when it is closed for submission. An instructor can also prevent late submission by selecting the option in the dropdown list.

For “**Offline activity**” – empty

For “**Common Module settings**”:

The screenshot shows a dialog box titled "Common module settings". Inside the dialog, there are two dropdown menus. The first is labeled "Group mode" with a help icon (a question mark in a blue circle) and is currently set to "No groups". The second is labeled "Visible" and is currently set to "Hide". Below these dropdowns, there are two buttons: "Save changes" and "Cancel".

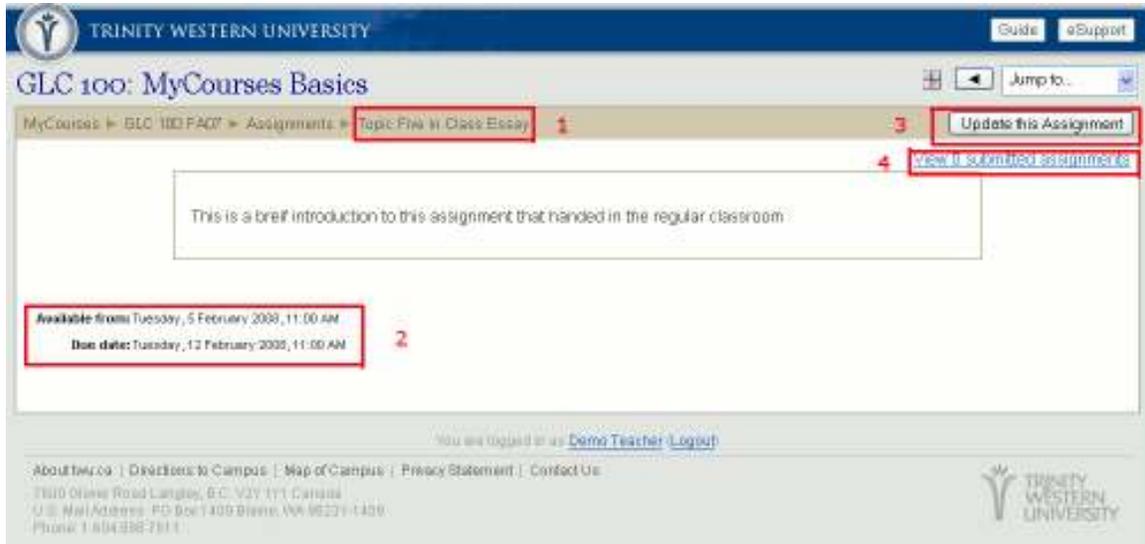
1. “**Group mode**” - The group mode can be one of three levels:

- No groups - there are no subgroups; everyone is part of one big community.
 - Separate groups - each group can only see their own group; others are invisible.
 - Visible groups - each group works in their own group, but can also see other groups.
4. “**Visible**” – details coming soon...

Click “**Save Changes**” to continue or “**Cancel**” to start over.

Assignment Work Area

After clicking “**Save Changes**”, instructor will be taken to a page similar to below:



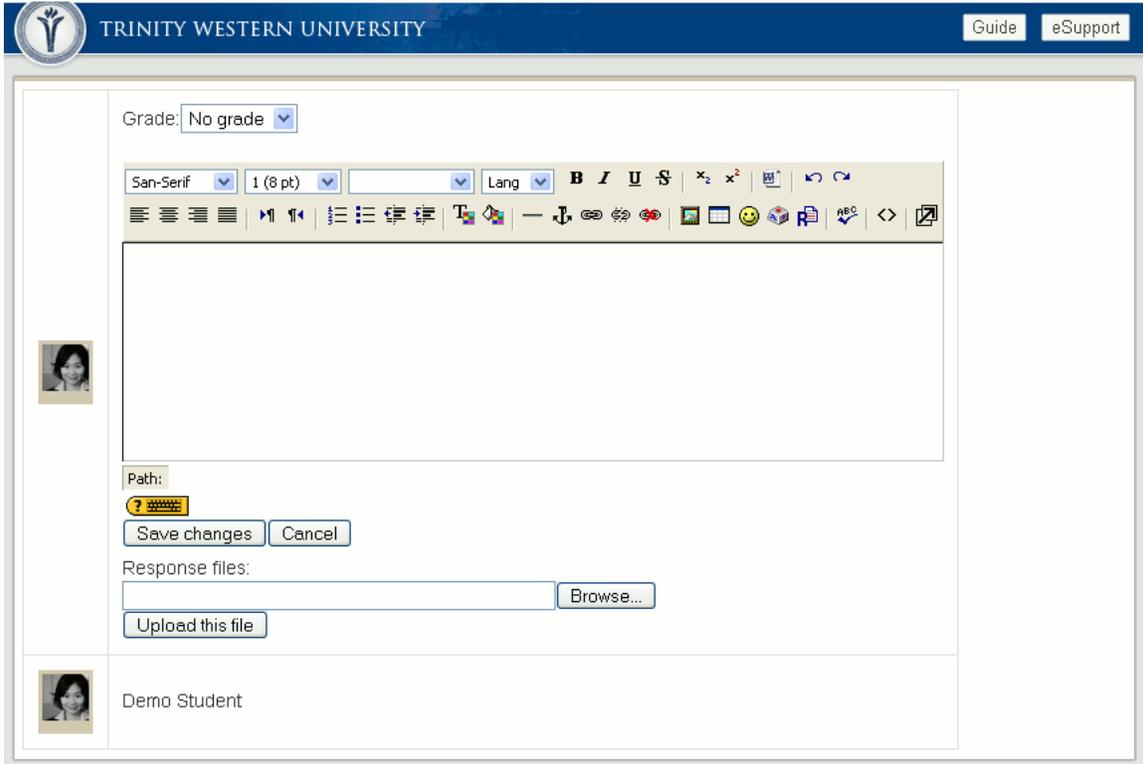
1. This is the assignment title we have just created under “breadcrumb” navigation.
2. This is the “Available and Due date” we set up from the “**General**” section.
3. Click “**Update this assignment**” will take a user back to the assignment creation page where you can reset many features.
4. Offline activity will always have “0 submitted assignment” (distinguish this from “**assignment dropbox**”).

How to Mark an Assignment?



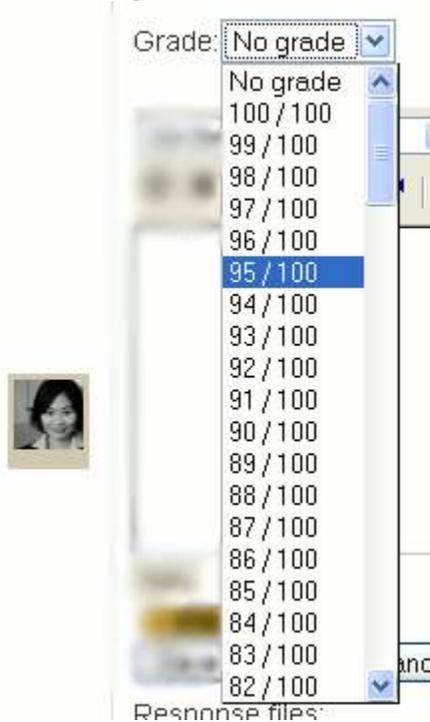
After clicking “**View X submitted Assignments,**” instructor or teacher will be taken to the assignment back stage where you can see the **student name, grade, comment, last modified time from student or last modified time from teacher and status.**

Imagine there is an assignment submitted; click “**status**” button on the right.



Instructor or teacher will be taken to the marking area. From the top:

5. “**Grade**” – this dropdown list will allow you select the final mark for this assignment for the student



6. “The box” allows you to write comments to the student.
7. “**Save Changes**” or “**Cancel**” the change.
8. “**Browse**” and “**Upload this file**” allow an instructor or teacher to submit back an edited assignment from the instructor’s local computer so that students can see how they did.

What does it look like after marking the assignment?

Here is a sample screen shot; at any time, instructor can update the assignment marking results:

		100 / 100	Monday, 10 December 2007, 10:58 AM	Monday, 10 December 2007, 10:58 AM	Update
		15 / 100	Monday, 10 December 2007, 10:56 AM	Monday, 10 December 2007, 10:56 AM	Update
		0 / 100	Monday, 10 December 2007, 10:56 AM	Monday, 10 December 2007, 10:56 AM	Update
		0 / 100	Monday, 10 December 2007, 10:57 AM	Monday, 10 December 2007, 10:57 AM	Update
		100 / 100	Monday, 10 December 2007, 10:58 AM	Monday, 10 December 2007, 10:58 AM	Update

What does it look like in Grade book?

The screenshot displays the 'Grades' page for the course 'GLC 100: MyCourses Basics'. The page header includes the university logo and navigation links. The main content area shows a table of student grades with the following columns: Student, Assignment, Week 5 Topic 5 forum, Topic Five Reflection Paper, Topic Five in Class Essay, Total, and Student. The student 'Student, Demo' is highlighted in a red box. The 'Topic Five Reflection Paper' and 'Topic Five in Class Essay' columns are also highlighted in red boxes. The page includes navigation links like 'View Grades' and 'Set Preferences', and download options for ODS, Excel, and text formats. The Trinity Western University logo and contact information are visible at the bottom.

The smaller box shows the student name for this course. Number 1 box shows the automatically generated grade book entry when an instructor creates an assignment dropbox. Number 2 box shows the automatically generated offline activity.

Appendix A: Clearing Cache and Cookies

Clearing Cache on Microsoft® Internet Explorer 6.0

1. Click **Start** and select **Settings**, then **Control Panel**.
2. Double-click **Internet Options** to open **Internet Properties**.
3. Click **Delete Files**.
4. Click **OK** on the **Delete Files** dialog box.
5. Click **OK**.

Clearing Cache on Microsoft® Internet Explorer 7.0

1. Click **Start** and select **Settings**, then **Control Panel**.
2. Double-click **Internet Options**.
3. Click the **General** tab.
4. Click **Delete** under the **Browsing History** section.
5. Click **Delete Files** in the **Delete Browsing History** dialog box.
6. Click **OK**.
7. Click **Close**.
8. Close and re-launch your browser.

Clearing Cache on Firefox 1.5

1. Click **Tools** and select **Options**.
2. Click the **Privacy** icon.
3. Click the **Cache** tab and click **Clear Cache Now**.
4. Click **OK**.
5. Exit and re-launch the browser.

Clearing Cache on Firefox 2.0

1. Click **Tools** and select **Options**.
2. Click the **Advanced** icon and click the **Network** tab.
3. Click **Clear Now** under the **Cache** section.
4. Click **OK**.
5. Exit and re-launch the browser.

Safari 2.0 for Macintosh

1. Click the **Safari** menu and select **Empty Cache**.
2. Click **Empty** on the *Are you sure* message box.
3. Exit and re-launch the browser.

Firefox 1.5 for Macintosh

1. Click the **Firefox** menu and select **Preferences**.
2. Click the **Privacy** icon and click the **Cache** tab.
3. Click **Clear Cache Now**.
4. Click the **X** in the top left corner to close the **Privacy** window.
5. Exit and re-launch the browser.

Firefox 2.0 for Macintosh

1. Click the **Firefox** menu and select **Preferences**.
2. Click the **Advances** icon and click the **Network** tab.
3. Click **Clear Now** under the **Cache** section.
4. Click the **X** in the top left corner to close the **Advanced** window.
5. Exit and re-launch the browser.

BlackBerry Handheld

Clearing the content caches clears both the rendered pages and server data:

1. Highlight the **Browser** icon and click the trackwheel.
2. Click the trackwheel again to display the **Browser Options** menu.
3. Scroll down to **Options** and click the trackwheel to open the **Browser Options** screen.
4. Scroll down to **General Properties** and click the trackwheel to open the **General Properties** screen.
5. Click the trackwheel to open the **Cache** menu.
6. Scroll down to **Clear Content Caches** and click the trackwheel to clear the cache and return to the **General Properties** screen.
7. Press the **Escape** button to page back to the main menu.