



UNSW Moodle - How to Log In and Access a Moodle Course

This page provides step-by-step instructions on how to:

Log in to Moodle

1. Go to the **Moodle Login/Web Single Sign On** page.
2. Are you logging in to courses offered by institutions using **Australian Access Federation (AAF)**, such as **UNSW AGSM Executive Education, UNSW Institute of Languages, UNSW Mining Engineering Specialist Courses**?
 - If yes, click the appropriate alternative login link in the **Looking for help?** section lower on the login page.
 - If no, continue to the next step.
3. Enter your **User ID** (your student number) and **Password** (your zPass) and click **Sign on/Login** or press **Enter**. The *My home* page displays, containing a list of links to all your Moodle courses.

The screenshot shows the 'Web Single Sign On' page for UNSW Australia. At the top left is the UNSW Australia logo. To its right, the text 'Web Single Sign On' is displayed. Below the logo, there is a circular icon with the number '2'. The main form area contains three input fields: 'USER ID' with a question mark icon, 'PASSWORD', and a yellow 'Sign On' button.

What to do if your login fails

Login may fail for a number of reasons:

- You may not have entered either your User ID or Password correctly.
 - In the **USER ID** field, ensure that you have typed a "z" before your student number.
 - Your **PASSWORD** (your zPass) is case sensitive. Check on your keyboard that **Caps Lock** is not on.

- You may not be currently enrolled in the online course.
- If Census Date has passed, you may be denied access if you have not paid your course fees. Check your fees status in myUNSW. Once you pay your fees, it can take up to 4 days for service to be restored.
- If you have recently changed your course enrolment, your online access may not yet have been updated. Allow 2 working days for this to be done.

There may be a **technical or administrative problem with your online access**, in which case please contact your own Internet service provider or the UNSW IT Service Centre:

Email: itservicecentre@unsw.edu.au

Phone: internal **x51333**; from within Australia **(02) 9385 1333**; international **+612 9385 1333**

For all other Moodle issues contact External TELT Support with a description of the issue and your zID:

Email: externalteltsupport@unsw.edu.au

Phone: internal **x53331**; from within Australia **(02) 9385 3331**; international **+612 9385 3331**

See also [Outages for Moodle and eLearning](#)

Forgot password?

If you've forgotten your password, please visit UNSW [Identity Manager](#).

Access a Moodle course and Log Out

The screenshot shows the Moodle home page. On the left, there is a 'System Announcements' sidebar with a 'Navigation' menu. The 'Navigation' menu includes 'Dashboard', 'Site home' (marked with a '2'), 'Site pages', and 'My courses'. The 'My courses' list includes several course codes like HRE01403, MARK1012-5164_00364, etc. The main content area is titled 'Course overview' and lists several courses: 'MARK1012-Marketing Fundamentals s1 2016' (marked with a '1'), 'MGMT1101-Global Business Environment_S1/2016', 'INFS3603-Business Intelligence_s1_2016', 'PHYS1110-Everyday Physics T1 2016', and 'RESPON-Responsible Employee (Online)'. A dropdown menu is open under the user's name in the top right, showing options like 'Dashboard', 'Profile', 'Grades', 'Messages', 'Preferences', 'Privacy Settings', and 'Log out' (marked with a '3').

Once you are logged into Moodle, you will be directed to your Moodle home page.

1. Your courses are displayed are under **Course Overview (1)**. Click the name of the course to view the course home page.
2. Search for a course by navigating to **Site Home (2)** and using the search tool.
3. To log out, click **Log out (3)** at the drop-down menu under your name.

Click the following link for a video on how to [access a course using a self enrolment key](#).

It is important to log out of Moodle and other TELT applications so that other people using the same computer cannot access your personal data such as marks. Once you have clicked the log out link, **close the web browser**.

If you are logged into more than one wSSO enabled application, be aware that **your data is still accessible unless you close all browser windows**. You will be prompted to switch to another wSSO application or shut down all applications at once.

Be security aware—**don't** allow browsers in computer labs or in the Library to remember your login credentials.

SESSION TIMEOUT:

Once you are logged in, if you are inactive in Moodle for a substantial period, your session will time out. When you next access the Moodle page, the *Login* page will display with the message:

Your session has timed out. Please log in again.