If you experience any **non-technical issues** relating to your Moodle course, address your concerns firstly to your lecturer.

UNSW IT and external TELT support deal with different types of **technical issues**.

If you **encounter a technical issue** (e.g. an error message displays) while using Moodle, here are some steps to that might help before calling/emailing for support:

- If you have time, try performing the action again at a later time.
- Log out of Moodle, then log in and try again.
- Change browsers and try again. See **System Requirements** for supported browsers.
- Close down programs that may be slowing Moodle down, and try again.
- Restart, or shut down and reboot the computer and try again.
- Perform the action using a different computer.
- Check that your login credentials work in **myUNSW**.
- Check that your **enrolments are correct in myUNSW**. If you have just changed your enrolments, allow at least 48 hrs to pass before trying to access Moodle courses.

I can't log in to Moodle

Contact the UNSW IT Service Centre:

Email:
itservicecentre@unsw.edu.au

Phone:
Internal to UNSW: **x51333**
Within Australia: **(02) 9385 1333**
International: **+612 9385 1333**

Support hours:
Monday–Friday, 8.00am–8.00pm EST
Saturdays–Sundays, 11.00am–2.00pm EST

See also **Outages for Moodle and eLearning**

I don't have access to my course

1. Check that your **enrolments are correct in myUNSW**. If you have just changed your enrolments, allow at least 48 hrs to pass before trying to access Moodle courses. If you're course is not listed properly in myUNSW contact your lecturer.
2. Double check myUNSW to ensure that you are enrolled in the course. If you're course is not listed properly in myUNSW contact your lecturer.
3. If you've recently changed your enrolment, please wait 48 hours and try accessing the course in Moodle again. If

it's been more than 48 hours contact the UNSW IT Service Centre.

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I get an error or I have a 'how to' question

(Note that the External TELT Support help desk are separate to the IT Service Centre help desk.)

External TELT Support can handle technical and how-to enquiries for Moodle and plug-in services such as Turnitin and Blackboard Collaborate.

To help them investigate the issue, include the following details in your email, or have them ready when you make your phone call:

- your name and student ID number
- the program you are studying in, e.g. MBT, Australian Graduate School of Management, UNSW
- the full name of the course you're studying
- the Moodle course URL
- if the issue relates only to a certain part of your course, the activity or resource URL
- your computer type, operating system, Internet browser and version details (i.e. PC laptop, Windows XP, Internet Explorer 9)—see the following page for information about **Moodle system requirements**
- whether or not you are using a UNSW SOE (Standard Operating Environment) computer
- a brief description of the issue you are experiencing
- a description of the steps you performed immediately before the issue arose
- any useful screen grabs, or the text of any error messages.

Contact External TELT Support

Email:
externalteltsupport@unsw.edu.au

Phone:
Internal to UNSW: **x53331**
Within Australia: **(02) 9385 3331**
International: **+612 9385 3331**

Support hours:
Monday–Friday, 8.00am–10.00pm EST
Saturdays–Sundays, 9.00am–5.00pm EST