



Student Technology Support

Moodle FAQs for Students

Logging in & Basic Troubleshooting

[How do I login to Moodle?](#)

[I can't login to Moodle/My password doesn't work.](#)

[How do I change my Moodle password?](#)

[I am getting an IP address error. What do I do?](#)

Course Access & Availability

[Why can't I see my courses?](#)

[I can log into Moodle but land on my profile page and can't access my course. What do I do?](#)

Other Topics

[What app do I use to access Moodle on my mobile device?](#)

[A video/podcast/image won't open or download. What do I do?](#)

Have another question? Call ITS Help Services: 406-683-7777

How do I login to Moodle?

Prior to August 8, 2022: Go to <https://moodle.umwestern.edu>. Use your student ID (8000XXXX) as your login and your six-digit PIN as your password. This is the same login information that you use for DAWGS.

Beginning August 8, 2022: Go to <https://moodle.umwestern.edu>. Use your student email address (firstname.lastname@umwestern.edu) as your username and the same password you use for email.

I can't login to Moodle/My password doesn't work.

You must be registered for classes to access Moodle. It generally takes 24 hours between the time you registered for the course and the time that your account is created in Moodle.

Prior to August 8, 2022: Use our student ID (8000XXXX) as your login and your six-digit PIN as your password. If you recently changed your pin in DAWGS, wait one hour before logging into Moodle.

Beginning August 8, 2022: Remember to use your UMW email address and related password. If you recently changed your password through Outlook, please wait one hour before logging into Moodle.

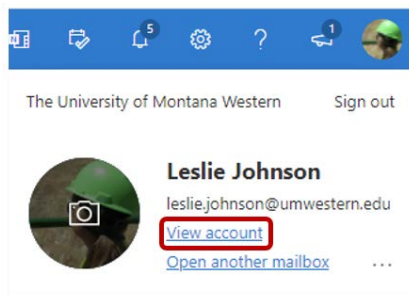
How do I change my Moodle password?

You cannot change your password through Moodle.

Prior to August 8, 2022: You must change your password through [DAWGS](#). If you forgot your password, click "Forgot PIN?" on the DAWGS user login page and follow the steps to reset your pin. Wait one hour before logging into Moodle with your new password.

Beginning August 8, 2022: You must change your password through [your UMW Outlook Email account](#). Note: This will change the password that you use to logon to email, DAWGS, and Moodle. In Outlook, click on your **Profile** avatar in the upper-right corner and **View**

account then select **Password** from the menu.

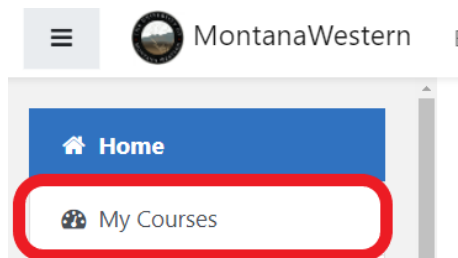


What if I can't access Outlook to change my password?

If you forgot your password or if your password is not working, please contact ITS support at 406-683-7777 or [use our webform](#).

Why can't I see my courses?

Faculty control course availability, so some courses may appear before others. If you recently enrolled in the course, allow several hours for the university systems to sync. If you do not see your course on the first day of class, first try clicking on "My Courses" near the top of the left-side navigation drawer because not all of your courses may show up on your Moodle homepage.



I can login into Moodle but land on my profile page and can't access my courses. What do I do?

This occurs when your email address is not loaded in Moodle. You cannot enter your email address. Please call the ITS Help Services (406-683-7777) so that your email can be entered into the system.

What app do I use to access Moodle on my mobile device?

Our current Moodle platform is a responsive design, meaning you do not need to use an app to access the content of your course on your mobile devices. Note that some features of Moodle may not work correctly on mobile devices (examples of mobile devices include Android or iOS phones, tablets and iPads).

A video/podcast/image won't open or download. What do I do?

It could be an issue with your browser or Internet speed. Make sure you are using [Google Chrome](#). Do not use Internet Explorer when you are using Moodle.

I am getting an IP address error. What do I do?

To login into Moodle again, you must first restart your computer. If you continue to receive these error messages, connect to the Internet using an ethernet cable, rather than wireless.