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[User Manual for Student]

**Version 4.0**  
**2023**

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## 1. What is Moodle?

Moodle (*Modular Object-Oriented Dynamic Learning Environment*) is a free open-source learning management system or e-Learning platform that serves educators and learners across the globe. It is the most widely used LMS in the world and currently has over 68 million users world-wide (and growing!).

Moodle was developed in 2002 by Martin Dougiamas to help educators create online courses with a focus on interaction and collaborative construction of content.

Moodle has several features considered typical of an e-learning platform, in addition to some original innovations like its filtering system. Moodle is a learning management system (LMS). Moodle can be used in many types of environments such as in education, training and development, and business settings.

Some typical features of Moodle are:

- Assignment submission
- Discussion forum
- Files download
- Grading
- Moodle instant messages
- Online calendar
- Online news and announcement (College and course level)
- Online quiz
- Wiki
- Gamification

### **Designed to support both teaching and learning**

With over 10 years of development guided by social constructionist pedagogy, Moodle delivers a powerful set of learner-centric tools and collaborative learning environments that empower both teaching and learning.

### **Easy to use**

A simple interface, drag-and-drop features, and well-documented resources along with ongoing usability improvements make Moodle easy to learn and use.

### **Use anytime, anywhere, on any device**

Moodle is web-based and so can be accessed from anywhere in the world. With a default mobile-compatible (soon to be responsive) interface and cross-browser compatibility, content on the Moodle platform is easily accessible and consistent across different web browsers and devices.

## 2. User Manual

### 2.1 Logging On

2.1.1 To access Moodle go to **<https://lms.dhu.edu.my>** from Google Chrome or Firefox.

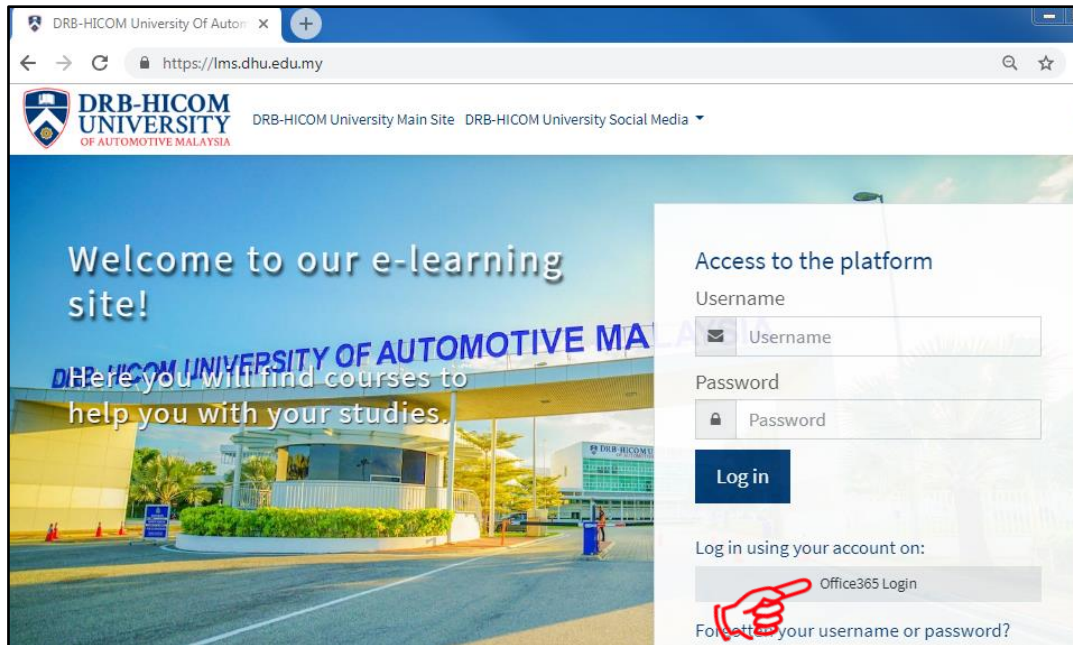


Figure 2-1 : Moodle Homepage

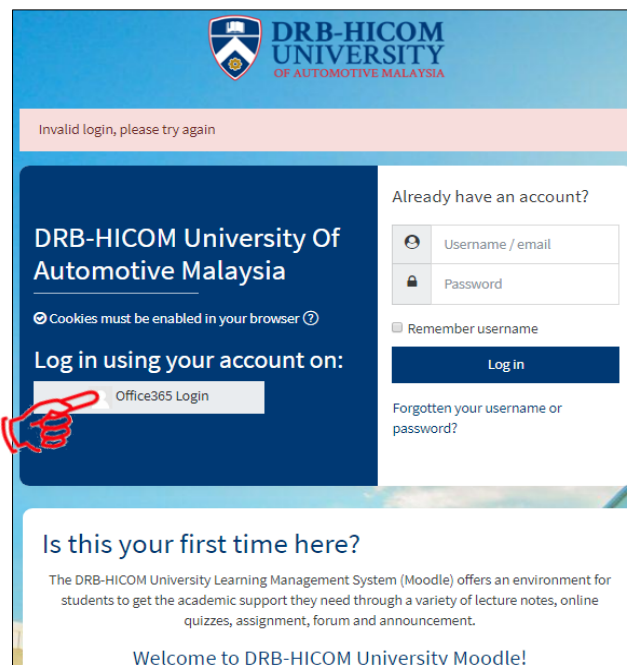


Figure 2-2: Moodle Homepage

The first screen you will see is the Moodle home page. Click **Office36 Login Button** to **login**. The screen is as in Figure 2-1 and Figure 2-2.

## 2.2 Enrolment Subject

2.2.1 Before enrol to the subject, student must:-

- 2.2.1.1 Select the faculty FOB, FOE or SOFID. The screen is as in Figure 2-3.
- 2.2.1.2 Students need to know the name of the lecturer and the subject of what is taught by him. The screen is as in Figure 2-4.
- 2.2.1.3 Select the subject based on your current semester. The screen is as in Figure 2-5 and makes sure the correct subject before enrol.

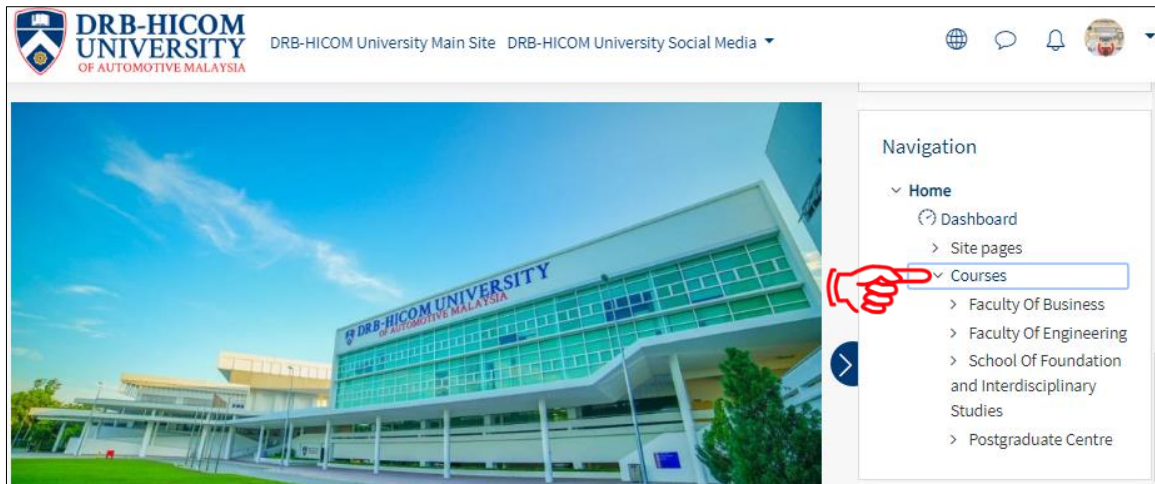


Figure 2-3 : Homepage Screen

Click **Courses** and **Select Faculty**

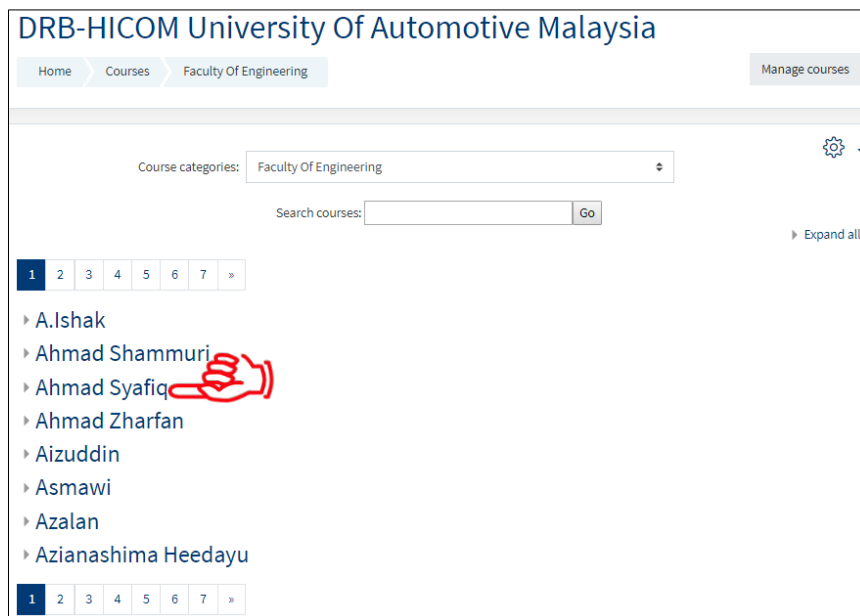


Figure 2-4 : Course Categories by Lecture Name Screen

Select and Click **Lecturer Name (Ahmad Syafiq)**

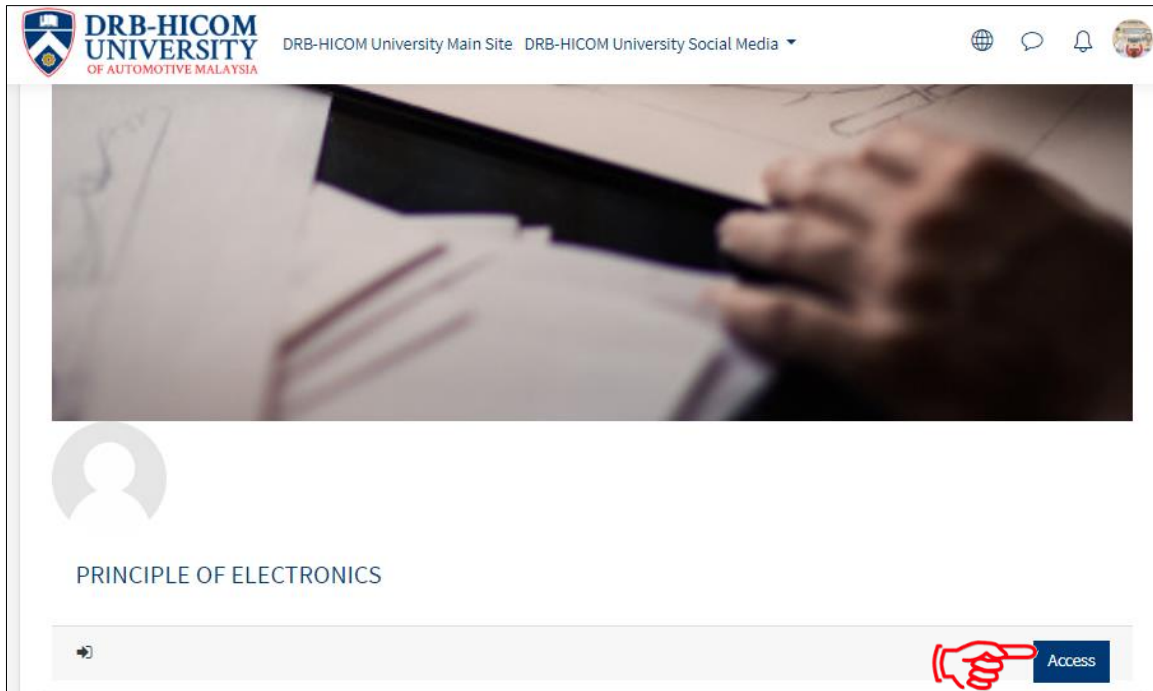


Figure 2-5 : Course Categories by Lecturer Screen

Select **Subject** and Click **Access Button**

2.2.2 Student already enrolls to this subject therefore students can participate in whatever activities provided by the lecturer. The screen is as in Figure 2-6

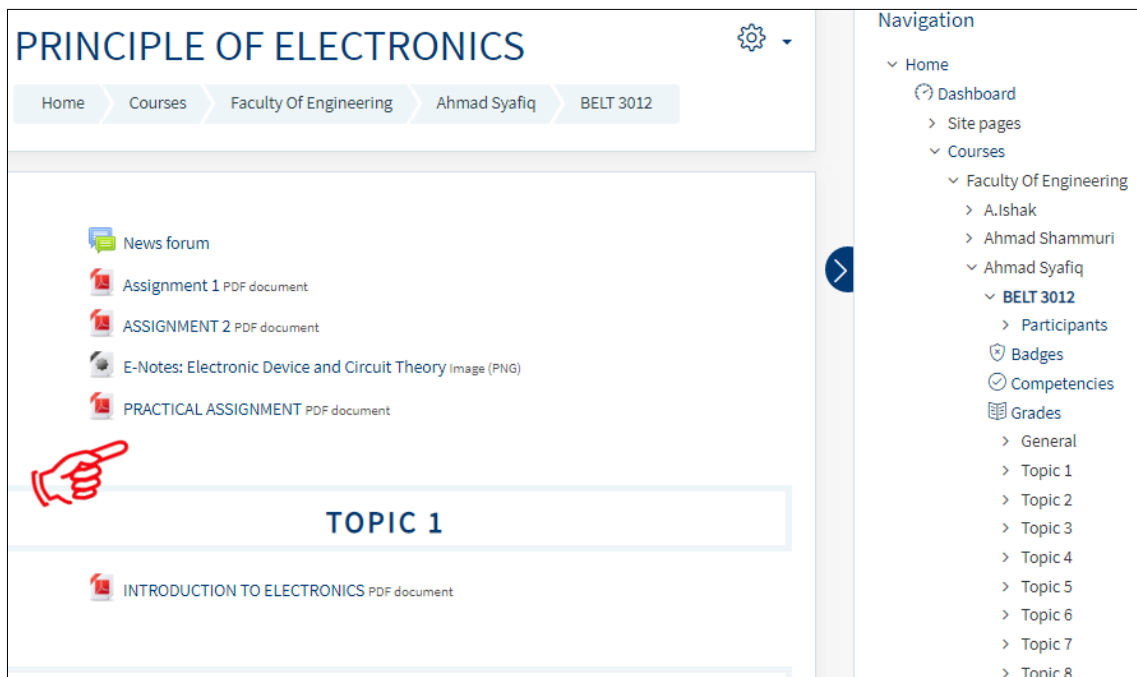


Figure 2-6 : Subject Dashboard Screen

2.2.3 Apart from that, students also can see the list of subjects in my courses

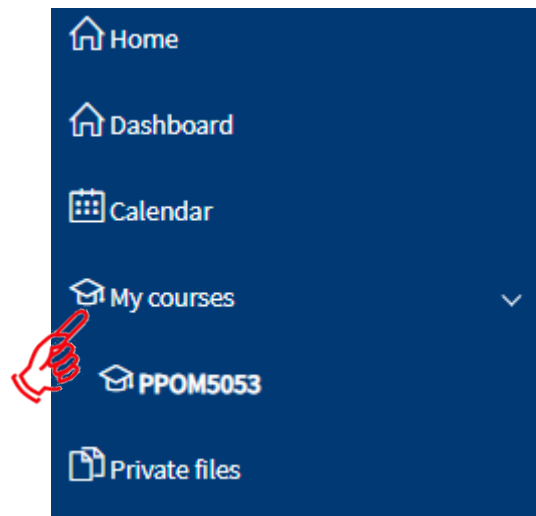


Figure 2-7 : Homepage Screen

## 2.3 Activities: Assignment

2.3.1 The assignment activity module enables a teacher to communicate tasks, collect work and provide grades and feedback. The screen is as in Figure 2-8



Figure 2-8: Subject Dashboard Screen

Access **Principle of Electronics** and Click **Assignment**

2.3.2 Students can get details about the assignment. The screen is as in Figure 2-9

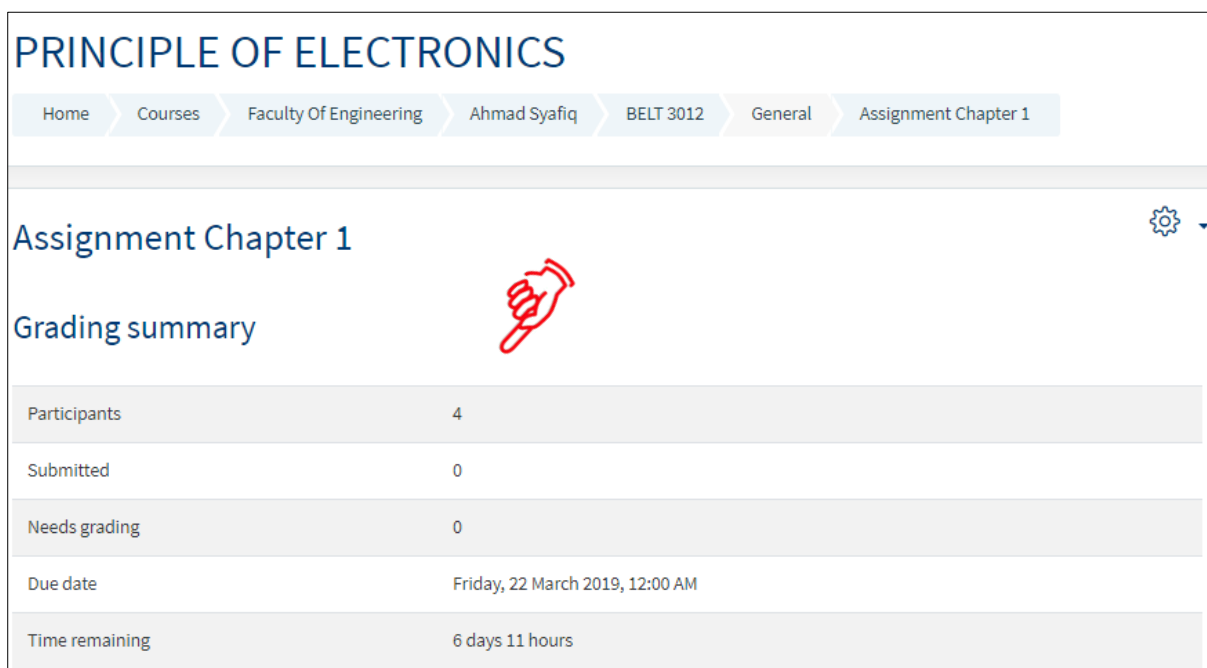


Figure 2-9: Assignment Details Screen



## 2.4 Activities: Download

2.4.1 The file module enables a teacher to provide a file as a course resource. Where possible, the file will be displayed within the course interface; otherwise students will be prompted to download it. The file may include supporting files, for example an HTML page may have embedded images or Flash objects. The screen is as in Figure 2-10.

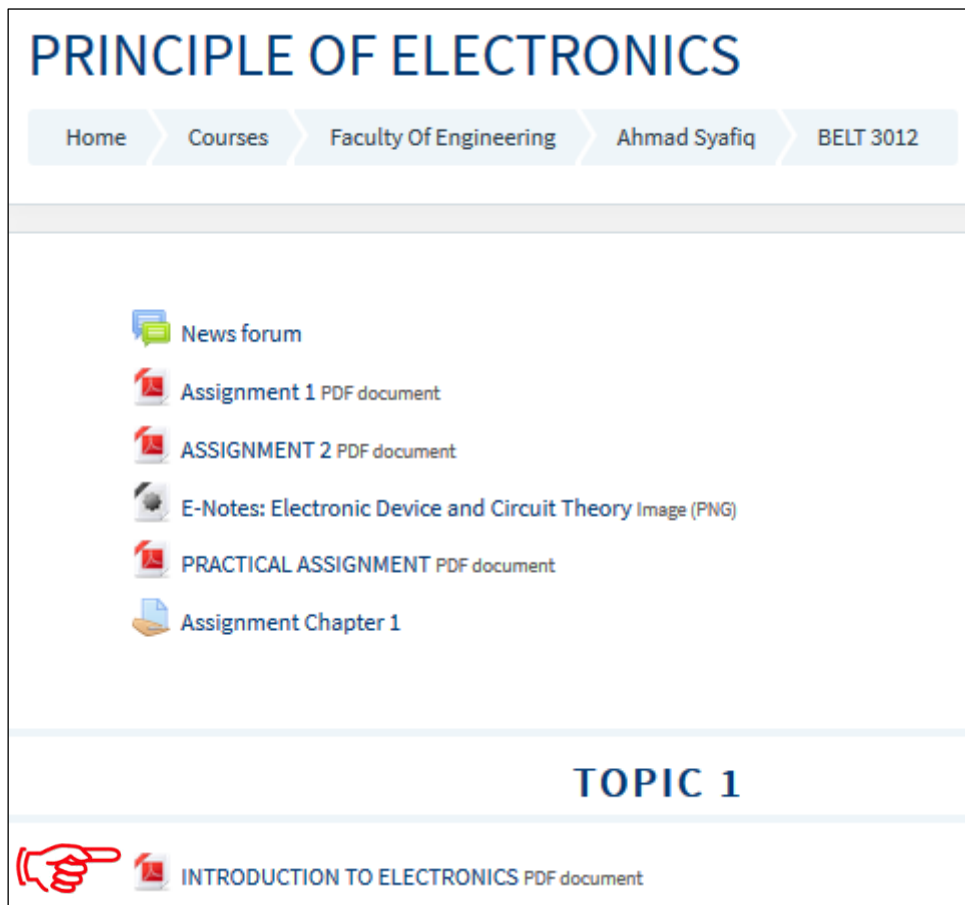


Figure 2-10: Subject Dashboard Screen

Click **Introduction to Electronics**, the note open in new tab

## 2.5 Activities: Forum

2.5.1 The forum activity module enables participants to have asynchronous discussions i.e. discussions that take place over an extended period of time. The screen is as in Figure 2-11.

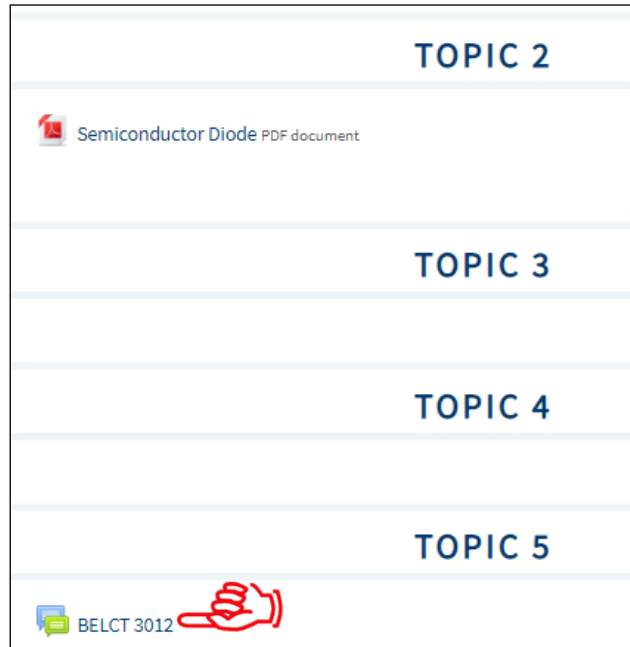


Figure 2-11: Subject Dashboard Screen

Click **BELCT3012**

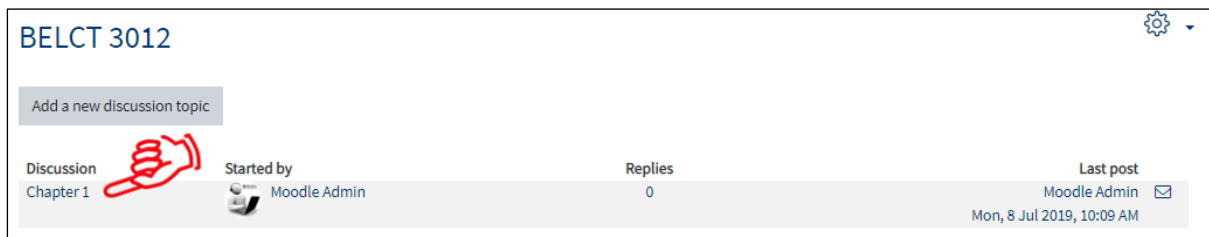


Figure 2-12 : Forum Details Screen

Click **Chapter 1** to start join the forum

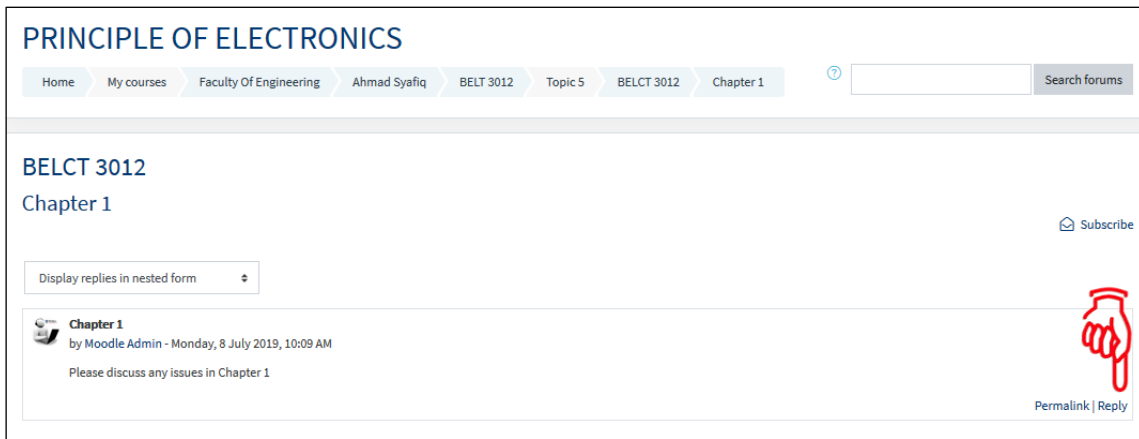


Figure 2-13: Forum Selected Screen

Click **Reply**

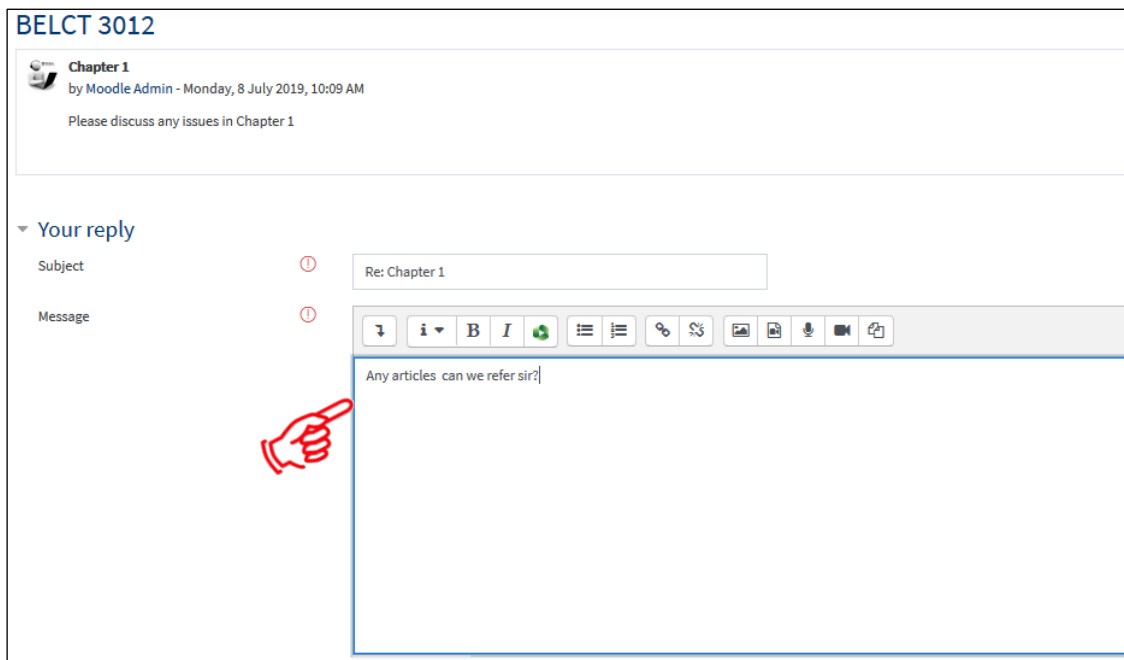


Figure 2-14: Reply Screen

Write up the message and click **Post to forum**

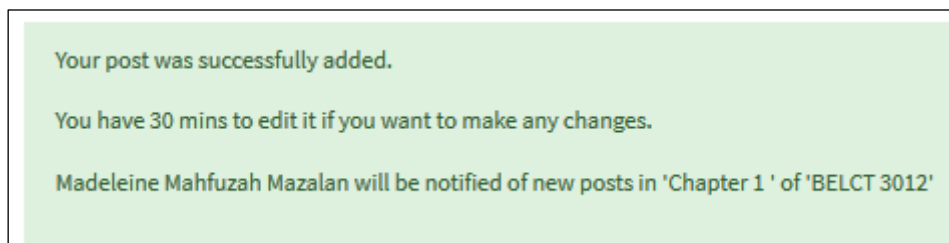


Figure 2-15: Notification Screen

**BELCT 3012**  
**Chapter 1**

Display replies in nested form

**Chapter 1**  
by Moodle Admin - Monday, 8 July 2019, 10:09 AM  
Please discuss any issues in Chapter 1

**Re: Chapter 1**  
by Madeleine Mahfuzah Mazalan - Monday, 8 July 2019, 10:17 AM  
Any articles can we refer sir?

◀ Semiconductor Diode Jump to...

Figure 2-16: Forum Selected Screen

The entire message was appear here

## 2.6 Activities: Chat

2.6.1 The chat activity module enables participants to have text-based, real-time synchronous discussions.

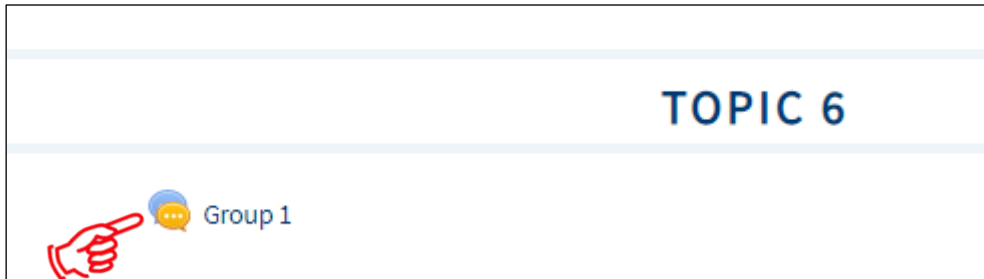


Figure 2-17: Subject Dashboard Screen

Click **Group 1**

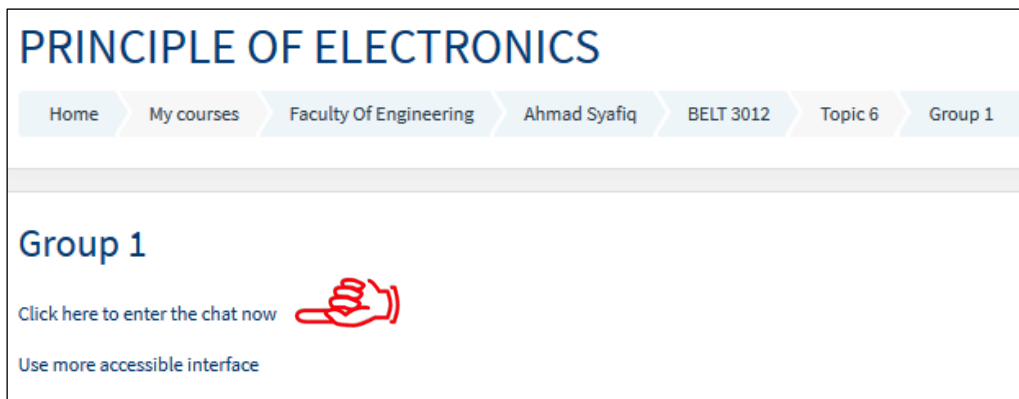


Figure 2-18 : Chat Details Screen

**Click here to enter the chat now** to start join the chatting

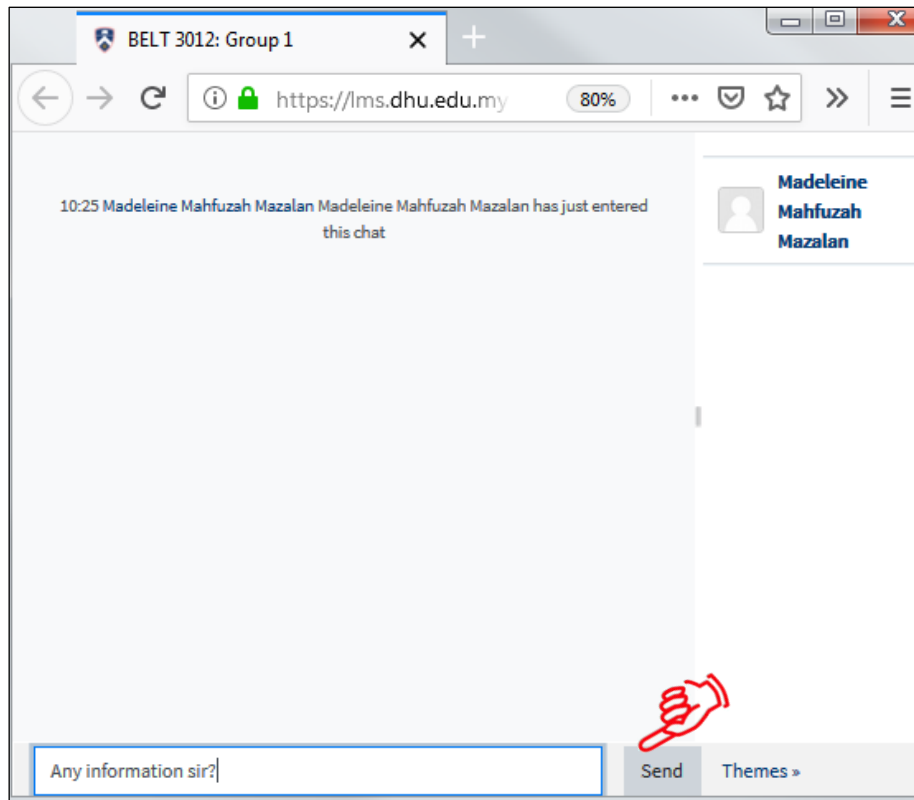


Figure 2-19 : Chatting Box Screen

Type the message and Click **Send**

## 2.7 Private Message

### 2.7.1 Student can direct message to lecturer only (Private Message)

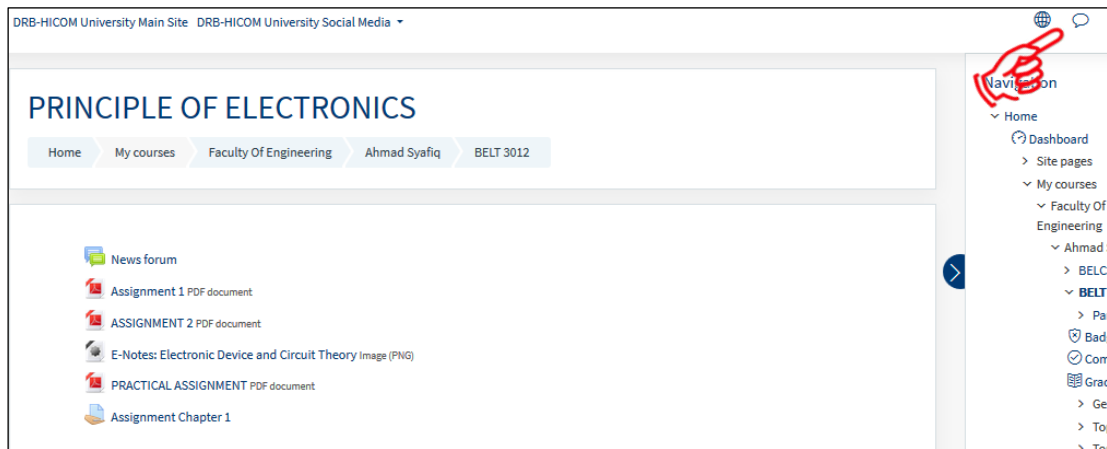


Figure 2-20 : Screen

Subject Dashboard Screen

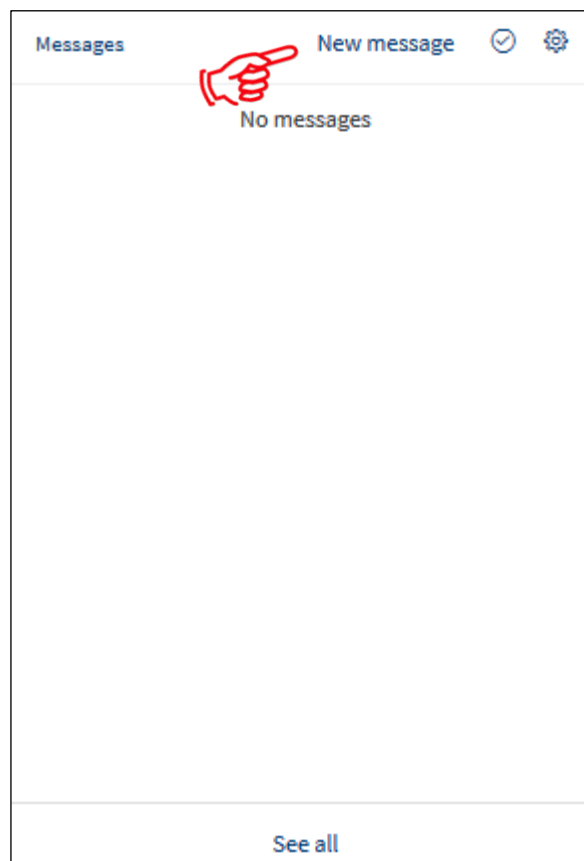


Figure 2-21: Message Screen

Click **New message**

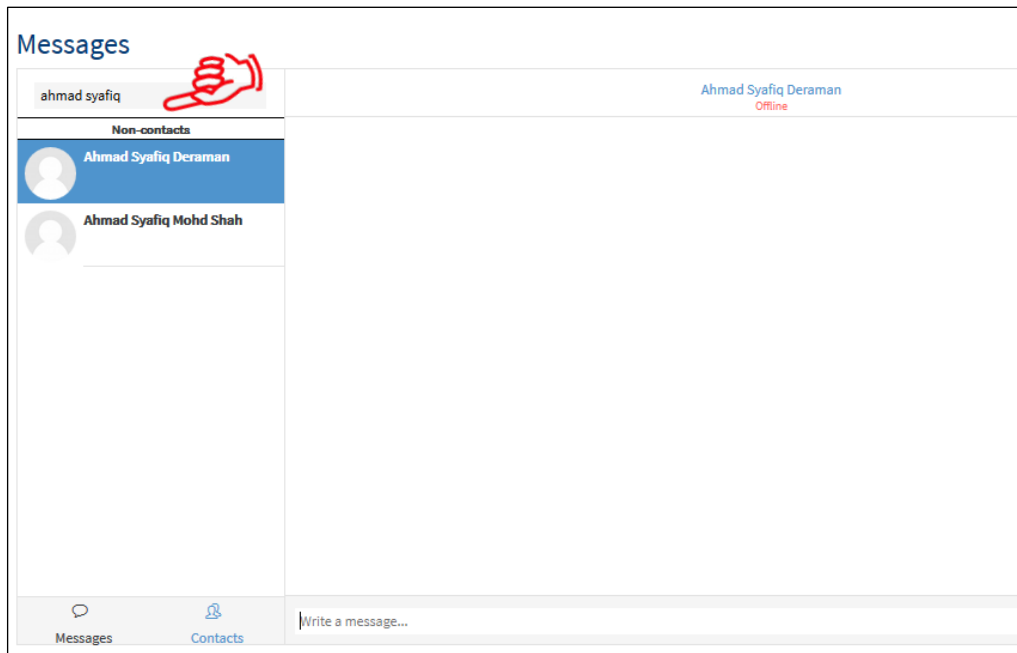


Figure 2-22 : Messages Screen

Search for a user or course and write the message and click **Send**



### 3. Support and Helpdesk Services

#### Response Time and Severity Level

This section defines the severity levels allocated to problems reported and the maximum target turnaround from problem determination to issuing a software fix to user. Within the time zone of Malaysia (GMT+8)

The service level responds times are as follows: ITD shall ensure that the error shall be responded to and resolved within the following specified Service Level as stated at chart below.

Severity Descriptions	
Urgent/Severe	Critical production issue affecting all users, including system unavailability, with no workaround available.
High	Issue is persistent, affects many users and/or impacts core functionality or results in significant performance degradation with no reasonable workaround available.
Normal	Errors in functionality within the application, often accompanied by workarounds or affecting some but not all users.
Low	General inquiries on the use of the application or; cosmetic errors or incidents which otherwise do not require immediate attention or; Rare errors that appear during unusual conditions or are otherwise unlikely in normal use or; Errors which have a sustainable workaround.

Service Level Targets			
Ticket Severity	First Reply	Workaround/Temporary Solution	Permanent Solution
Urgent	Within 2 hours from the report received	Within 4 working hours	2 working days or as soon as feasible or practical.
High	Within 2 hours from the report received	Within 6 working hours	4 working days or as soon as feasible or practical.
Normal	Within 2 hours from the report received	Within 8 working hours	6 working days or as soon as feasible or practical.
Low	Within 2 hours from the report received	1 working day	8 working days or as soon as feasible or practical

\*\*\*Notes:

- The working days should be based on the Pahang state calendar.
- IT support operates on 8.30am to 5.45pm daily from Monday to Friday, any crucial error (system down), user can contact IT at any day and time.
- Working hours are calculated by 8 working hour per/working day.