



morcareservices
... making a difference

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MOODLE FREQUENTLY ASKED QUESTIONS (FAQs)

Q. How do I log in?

A. Click the red 'Log In' button on the top right corner of Morcare's Moodle homepage (<https://www.mcs-elearning.com.au>) then enter your username and password (either created previously by Morcare or yourself).

Q. I don't have a Moodle user account (i.e. no username & password), how do I set one up?

A. If you do not have a staff user account yet on Moodle, click the 'Log In' button on the top right corner of Morcare's Moodle homepage then click the 'Create new account' button and complete the online form.

Q. I've forgotten my username / password, what do I do?

A. **Forgotten your username:** Type in your email address instead.

A. **Forgotten your password:** After clicking the red 'Log In' button on the top right, under the Password textbox click the 'Forgotten your username or password' link then follow the prompts to reset your password.

Q. How do I enrol in an online module on Moodle?

A. Follow the steps in the email you received from Morcare's Training Team.

Q. I've lost my email/module enrolment key, what do I do?

A. Call Morcare's Training Team on 03 9800 4433 (Mon-Fri, 9am-5pm) or email training@morcare.com.au

Q. Is there a deadline for completing Morcare online modules?

A. Yes – A completion due date will be noted on your email from Morcare's Training Team.

Q. How do I get back to the homepage?

A. Click the Morcare Services logo on the top left corner of the Moodle site.

Q. What happens if I need to exit the module before I finish it? Will it save my progress?

A. That's absolutely fine, just click your name on the top right corner (where the 'Log In' red button used to be) then in the drop-down menu select Log Out. If it prompts you to complete any questions or save any information please do so. The next time you log in all of your information should be up to date.

Q. Can I complete Moodle online modules on different devices e.g. mobile phone, tablet etc.?

A. Yes ☺

If your question hasn't been answered above, please contact Morcare's Training team on 03 9800 4433 (Mon-Fri, 9am-5pm) or email training@morcare.com.au