**FAQs (IT Helpdesk)**

**BASICS**

**- Can I use QMPlus from anywhere?**

Yes QMPlus can we visited and used from all computers on and off campus.

* **What do my students need to know before using QMPlus?**

They need to know how login into the site and course, and have some basic web browsing and computer skills. For example, they need to how a mouse and keyboard works, what a link is, maybe how to attach, upload or download a file.

- **How long does it take students to learn to use QMPlus?**

It does not take a great deal of skill or computer knowledge to use QMPlus. With basic web browsing and editing skills, students (and teachers) can use it – instantly!

**- What is the difference between an Activity, Resource and a Block?**

Usually an Activity is something that a student will do that interacts with other students and or the teacher. QMPlus has over a dozen activity types of tools for a teacher to use in a course.

Resources are items that a teacher can use to support learning, such as a file or a link.

Typically, blocks are items which may be added to the left or right in a course's home page. There are dozens of different blocks that can be added to a course, or pages within a course.

**- Where can I find my files that have been migrated from Blackboard?**

All your course content has been migrated from Blackboard to QMPlus. Some of it should be available in your new QMPlus course area. Other files can also be found in the 'Server files'. The Server Files are available once the File Picker is revealed to you (When adding a resource, uploading a file etc). Locate and click your desired file to use that migrated file.

**- How to a create or add resources to my course?**

Once you are in your course area, you can begin editting and adding course content after clicking 'Turn Editting on' from the top right of the page. You can add blocks, resources or activities. Click 'Add a Resource' under the topics in your course to reveal the list of Resources you can use. A detailed demonstration of adding each of the resources can be found on the QMPlus Guide for Staff.

**Accessing QMPlus**

**- Where can I access my QMPlus account?**

You can login to your QMPlus account through the URL: <qmplus.qmul.ac.uk>. There is no need for www. before the URL address. Even though QMPlus works on all browsers, the recommended browser for QMPlus is Mozilla Firefox.

**- Which username/ password should I use?**

You can use your old Blackboard username/ password to access your QMPlus account. These login details would be the same as the ones you use to access QMUL Webmail. The username would be worded something like NV30038.

**- What should I do if the username/ password doesn’t work?**

If your username/ password doesn’t work; try again to make sure you have typed it correctly. Make sure the caps lock is off as the login information is case sensitive. If you still get the error you need to contact the IT services in the Queens Building W209, Mile End QMUL. You can also contact the IT services on +44 (0)20 7882 5940.

**- Can I access QMPlus using my old Blackboard login details?**

Yes, you can use your old Blackboard username/ password to access your QMPlus account. These login details would be the same as the ones you use to access QMUL Webmail. The username would be worded something like NV30038.

**- How do I change my password?**

You can change your QMPlus account password by logging in and clicking ‘Change Password’ under ‘My Profile Settings’ in the ‘Settings’ Block. The ‘Settings’ Block is located on the left navigation bar on the main QMPlus account homepage.

**- Where can I find more tutorials/ demos to use QMPlus?**

You can find manuals for using QMPlus functions in Help>QMPlus Student guide from the top navigation bar.

**Moodle & Mahara**

**- How do I see my courses in QMPlus?**

There are three ways to access the courses you have been enrolled for.

My Modules (Block): Once you login to your QMPlus account, you are going to see the ‘My Modules’ Block on the left navigation bar. All your courses are listed in this block. To view course details, simply click on the course.

My QMPlus (Block): On the homepage, click ‘View’ under ‘My QMPlus’ to access your modules. This is one of the three central aligned blocks on your screen.

My QMPlus (Navigation Bar): From the top navigation bar, click ‘My QMPlus’ to see a list of all the modules and deadlines.

**- How do I change my profile details and display picture?**

You can edit your profile settings, information and picture through the ‘Settings’ block on left navigation bar of the QMPlus homepage. The options to upload or change profile picture is available in ‘Edit Profile’ under ‘Edit profile Settings’ option in the same block. Remember, the format of the file should be .jpeg.

**- Where does my profile picture appear?**

Your profile picture is available publicly and will be seen next to your name on QMPlus as a Gavatar. This will also appear on your profile details. <embed the profile helpsheet>

**- Where can I find the groups?**

The groups are located in Mahara on QMPlus that can be accessed by clicking ‘Groups and Portfolio’ from the main QMPlus Dashboard. More about Groups <embed helpsheet>

**- How I return to courses from the groups?**

To return to Moodle on QMPlus from Mahara, return to the Mahara Dashboard and click QMUL Moodle on the right block, where your profile details including the picture is located. This will take you back to your courses.

**- Where will the course content be located?**

All your course content will be located in the relevant course area’s topics. These topics can be collapsed or hidden under the course overview. Scroll down to go through the course content and resources.

**- How do I view upcoming events for my course?**

You can view all the upcoming events, deadlines and submissions on the My QMPlus <from the top navigation bar>. This will enlist events for each of the courses that you have been enrolled for.

**- How can I view and contact other people who are online?**

In your relevant course area, you can view the QMPlus users who are online in the ‘Online User’s Block’ on the side navigation bars. This will enlist each of the online users of that specific course.

**- Who should I contact if I have any other problems?**

If you encounter any problems in using QMPlus, go to Help in the top navigation bar and visit Support & FAQs or the Student guide. If you still cannot find answers for your questions contact the ELearning unit located on the third floor of Francis Bancroft Road on Mile End campus or to request further help please email [qmul-interim-support@qmul.ac.uk](mailto:qmul-interim-support@qmul.ac.uk).

**How do I search within a book resource?**

There is no internal search facility that can take you to your desired content but you can use the table of contents to help you navigate through the book and jump to your desired topics.

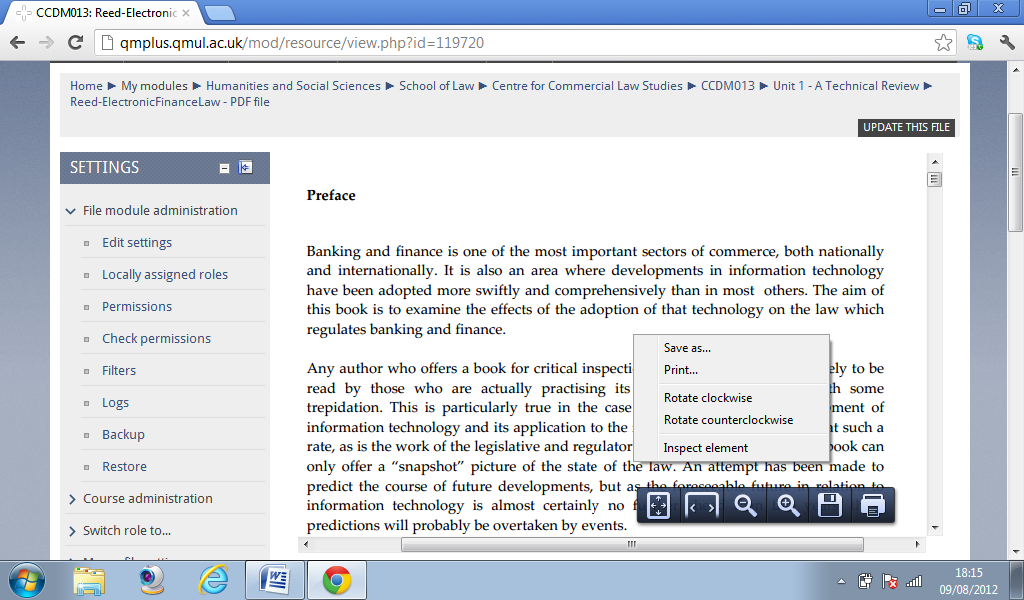
* **Can I download the whole book resource?**

Unfortunately No, you cannot download the book resource from QMPlus.

**FOR STUDENTS**

* **How do I access/download files?**

When your lecturer sets up a file link on your module page, this may include a number of file types eg. pdf, word, or excel document, they are also given the option to choose its display. Therefore when you select the link from your course are, you may find a variety of options in which the file is accessed including automatic, embed, force-download, open, and in pop-up. Generally a word file will be downloaded once you select the link, and will open using its original software. For a file that is embedded into your course area, like a .pdf file, you can select right-click or hover over the page to reveal the icons, and thereafter you see the options to ‘save as’ or ‘print’ the file.



* **I can't see my course material (e.g. a file, powerpoint, etc.)**

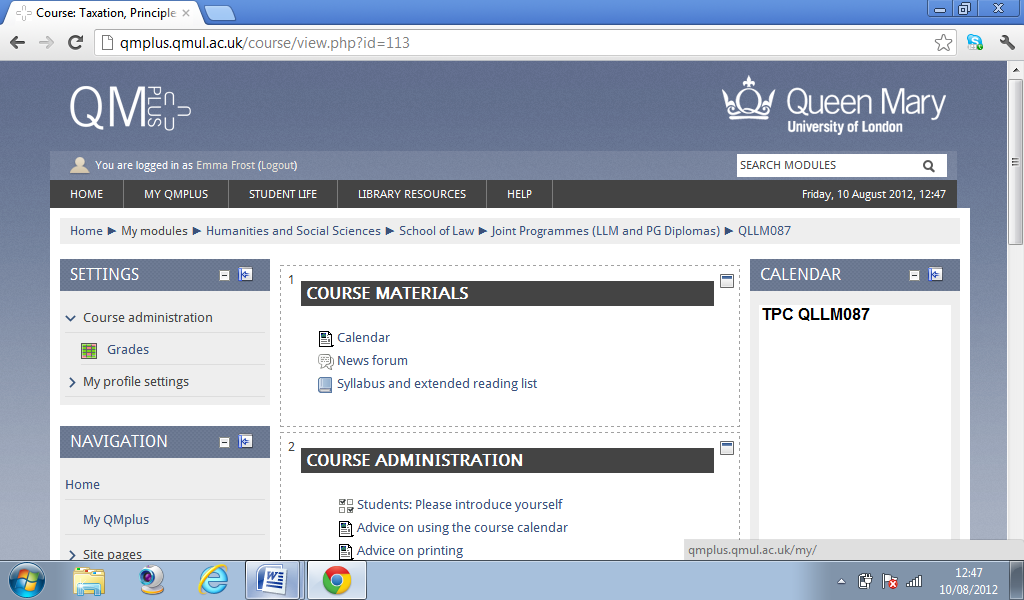
The staff member running the QMplus course area (your lecturer or an administrator) is responsible for placing course content online. If you have been directed to find materials on the course page by your lecturer but cannot see them, you should speak directly to your lecturer to see if they have made it available.

* **When I click on a link, nothing happens**

If you are trying to access a file within a QMplus course are and you are using Internet Explorer – your browser may be set to block downloads. Look towards the top of your browser window and you may see an information bar to resolve this; select either ‘temporarily allow downlaods’ or ‘more options’ to permanently allow any downloads.

* **Where do I find my grades?**

Your grades will be available through the ‘My Grades’ tool under the Settings block on your main course page. Click on this link to view your grades both for assignments within your module, and as an overview of your course.

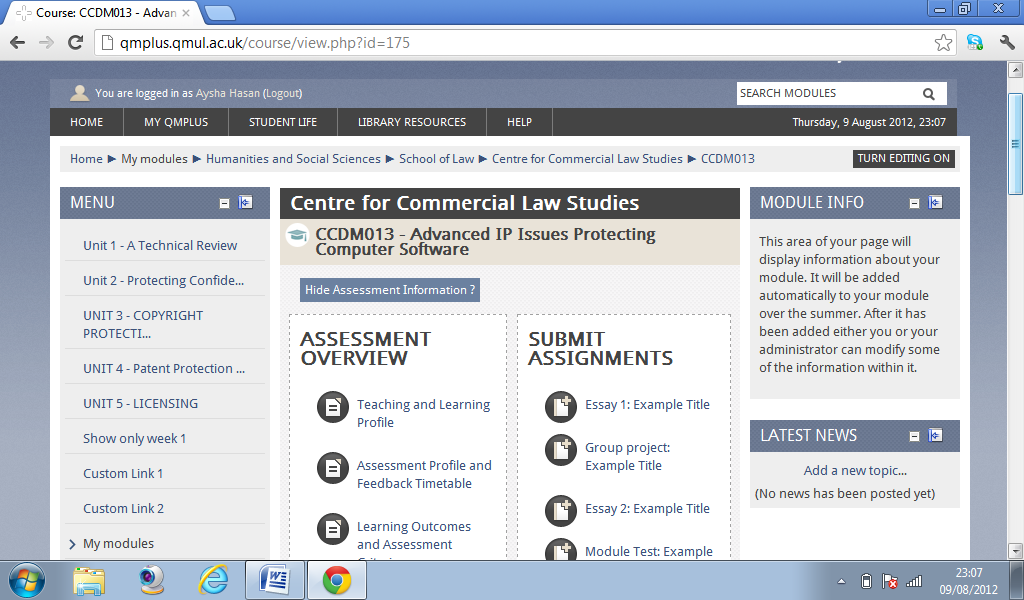


* **How do I upload my files/assignments?**

This will depend on the type of assignment by set your lecturer. See relevant helpsheets on how to upload files for different types of assignments that may be set.

* **Where do I find my assignments?**

This should be on your module homepage. You may recognise assignments by their icons or your course area may look something like this, where your assignments will be found at the top.



* **What is the maximum file size?**

The maximum file size for your assignment upload will be set by your lecturer according to what he/she thinks is a reasonable limit, so if you are having trouble keeping your file within the limit, contact your lecturer directly.

* **Can I resubmit my assignment?**

This is up to your lecturer. If your lecturer has activated this option when setting the assignment then you should be able to take back your assignment and resubmit by selecting the ‘edit my submission’ icon. If you cannot take back your submission, you will have to contact your lecturer to ask what you can do.

**FAQs - TurnItIn Questions**

* **Do students get a receipt when they submit to Turnitin?**

If you, as the lecturer have enabled students to view their similarity score in the assignment settings then yes. You have 3 options: Never, Always, and When the activity has closed.

* **What is an originality report?**

When setting the assignment, you as the lecturer can choose what publications Turnitin should match/compare student submissions to. You will find the following options:



* **When is the originality report generated?**

The originality report can take up to 15 minutes (or longer at busy times) to provide a similarity score. Therefore students must ensure that they leave enough time to submit their work through Turnitin, if the lecturer has given the option to thereafter make changes.

* **What should I do with an originality report?**

Turnitin originates an originality report which summarises the matches it has found between a student’s submission and the various sources it scans (The results is not an assessment of whether or not plagiarism has occurred).

It is highly unlikely that a genuine student assignment will contain no matches to published sources. There are phrases common to all academic writing, and matches will be higher if a fairly standard question has been set. Furthermore, where students have cited text without quotation marks, Turnitin will identify this as matched text. Therefore a high percentage may just be an indication of poor referencing rather than deliberate plagiarism.

We recommend that at the very least you look at any submission which shows 0% matches as well as “red” reports (over 75% matched text). In practice you should check the originality reports of levels much lower than this – say 50% or 40%. You will need to make a judgement of what level of matched text you will accept.

* **Which file types does Turnitin accept?**

Turnitin will allow you to submit most text-based file types including Microsoft Word, PDF, HTML, RTF and plain text. If your particular file type is not listed, then you should resave it as an accepted type such as RTF or convert it to PDF.

* **Will Turnitin accept my file submission if it is late?**

This depends on how your lecturer has set up the assignment. If they have allowed for late submissions then you should not have a problem with your submission running through Turnitin.

* **Can I see my originality report?**

If your lecturer has allowed you to see your originality report once your submission has been processed though Turnitin, then yes. Your lecturer however can prevent this and make first submissions final.

* **Turnitin will not accept my file, what should I do?**

There are two main reasons for Turnitin to reject a file that you try to upload: it may be too large, or it may be of a file type that the system does not accept. Your lecturer makes the decision of how big your file submission can be, and for accepted file types see FAQ 5.

**FAQs from the QMplus User Group**

* **How do I grade an Offline Assignment in Qmplus?**

An offline assignment can be set up under the 'Add an Activity' (see How to add an Offline Activity helpsheet) which can then be graded online as it automatically appears in the grade form alongside any other assignments**.**

* **How can I use the same Quiz in Multiple Modules?**

Option 1

Email the QMplus support team at qmplus-interim-support@qmul.ac.uk with your requirements including the source and destination course for the quiz and the name of the quiz you which to copy over to another course.

Option 2 (have asked Tajwar to do a help sheet for this)

Another option is to move your quiz questions to a higher category in the system like the System: 'Default for System' category or your School related system category which all courses who wish to use the quiz questions belong to e.g Category: Miscellaneous: 'Default for Miscellaneous'(Paula) or Category:[Medicine and Dentistry / Dentistry](http://qmplus.qmul.ac.uk/course/category.php?id=43): 'Default for Medicine and Dentistry / Dentistry' (Dominic). Doing this it will enable you to share quiz questions via the question banks between all courses under the specific School related system category or by every course in the system through the System: 'Default for System' category.

To do this simply, navigate into your course and do the following:

Part One

1. From the Settings menu select Question bank > Questions.
2. On the QUESTION BANK screen, from the Select a category: drop down menu, choose the category where the quiz questions you would like to share reside. (normally named default\_for\_Course Code and will display the amount of questions in brackets (31) etc).
3. At the bottom of the QUESTION BANK screen, click on the linkSHOW all..., in order to display all questions available to share.
4. Check (tick) the boxes next to the questions you would like to share.
5. Then from the drop-down menu at the bottom of the page, select either the System: 'Default for System' (Share questions with all courses on the system) or the School related system category e.gCategory: Miscellaneous: 'Default for Miscellaneous'(Paula) or Category:[Medicine and Dentistry / Dentistry](http://qmplus.qmul.ac.uk/course/category.php?id=43): 'Default for Medicine and Dentistry / Denistry' (Dominic).
6. Then click on the "MOVE TO" button, which will move all your questions to a higher category in the system which should now allow your questions to be shared by other courses who fall within the category you moved the questions to.

Part Two

1. Navigate into the course you wish to share quiz questions.
2. Click on the TURN EDITING ON button in the top right corner.
3. Click on Add an activity from the drop menu displayed in the centre of the course page.
4. Choose Quiz
5. Complete the required quiz settings/information on the ADD A NEW QUIZ page and then click on the SAVE AND DISPLAY button at the bottom of the page.
6. On the next screen click on the EDIT QUIZ button.
7. On the EDITING QUIZ screen, navigate to the'Select a category'drop down menu on the right side of the screen and then select either the System: 'Default for System' or the School related system category e.g Category: Miscellaneous: 'Default for Miscellaneous'(Paula) or Category:[Medicine and Dentistry / Dentistry](http://qmplus.qmul.ac.uk/course/category.php?id=43): 'Default for Medicine and Dentistry / Denistry' (Dominic), where you saved your questions.
8. Then click on the link SHOW all..., in order to display all questions available to share.
9. Check (tick) the boxes next to the questions you would like to share.
10. Then click on the ADD to QUIZ button, which will add these questions to quiz.

Please remember to use the options available to re-order, set maximum and individual grades for your questions according to your requirements and save these options as you go along.

Please note Moodle is more of a collaborative learning management system and therefore it encourages the sharing of objects that make up a course resource (repository) or an activity (quiz questions) rather than duplicating a whole course or activity (quiz), although as mentioned above this can also be achieved through the quick backup and restore process that we offer.

**- How do I arrange pictures for easy viewing?**

Under 'Add a resource' there is an option for the 'Lightbox Gallery'. This can be set up to hold a number of pictures on a webpage and allows for captions and comment. See ‘Lightbox Gallery helpsheet’

Also an example can be found here< contained a link to ‘SHOWING GALLERY: QMPLUS IMAGES’

**- Can students unsubscribe to News Forum/Course Announcement?**

By ‘Forced subscription’ a student cannot unsubscribe to receiving announcements from the lecturer - but this can be changed. The 'Course News and Announcements' (or 'News Forum') is set to 'Forced Subscription' which means that students are forced to be subscribed and cannot unsubscribe - however you can change these settings to either:

1. 'Optional Subscription' (where student can decide if they want to subscribe or not)
2. 'Auto-subscription' (where students are initially subscribed but can then unsubscribe)
3. or turn off subscription completely.

If you wanted to change these settings, click on the 'update' icon beside the 'Course News and Announcements' (or 'News Forum') - that's the icon with the pencil.

Please note that these settings can be applied to any Forum within QMplus - including forums where both students and staff can post to. Only teachers can post to the 'Course News and Announcements' (or 'News Forum').

- **I don't necessarily want everyone to see that I'm online, is there any way to stop myself as showing up in the "Online Users" block?**

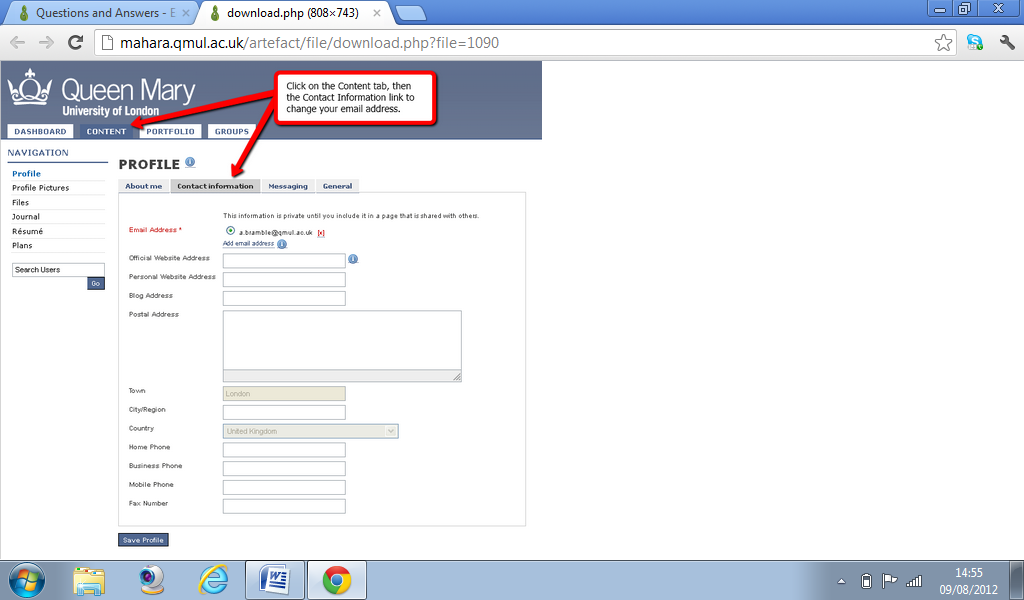
The Online Users block shows who within the module, both staff and students is using QMplus i.e. are ‘online’. Online Users is an optional block and does not need to be activated if the lecturer wishes; it can be useful for students to see who else is working on something and communicate with them through messaging or live chat.

If you wish to not appear online, a workaround is that as module/course leader you can temporarily hide the block by Turn Editing On and clicking the Eye icon in the Online Users block. This means you can work uninterrupted on the course for a while. It also means that students would not be able to see or contact each other. You should remember to ‘Show’ the block when they have finished working.

- **How do I change my email address in the QMplus portfolio area (Mahara) so that I get messages somewhere else?**

To change/edit your email address in the QMplus groups and portfolios section (Mahara), click on the 'Content tab' from the top menu options, then click on 'Contact information'. You can add or remove email addresses from here.

You will then receive a confirmation email address to the new email address you added and will have to follow the link received to confirm this change.



* **What is the best way to create a space in QMplus where both staff and students can share useful links with each other?**

It might be worth considering using a Collaborative HTML Wiki as it would allow students/tutors within a module to add/tag a collection of links in one central place.

They can also use this area to add additional comments and build a list of useful web link resources for the duration of their studies/teaching in the particular module.

- **How do I make a Course calendar entry?**

Do you have either a Calendar block or an Upcoming Events block in your course area? If not, you'll have to add at least one of these. You do this by turning editing on, going to the "Add Block" block and selecting either "Calendar" or "Upcoming Events".