

Common IVLE Issues

<p>1. I am unable to login inside IVLE. It does not accept my User ID and password.</p>	<p>Please verify if you are using the correct username and password by logging in to outlook web access (http://exchange.nus.edu.sg) with your account.</p> <p>If you manage to login to Outlook web access, you will be prompted to change your password if your password has expired.</p>
<p>2. How to add a lecturer who does not have an NUS User ID, ie an external lecturer, to the module page?</p>	<ol style="list-style-type: none"> 1. For a non NUS User, you should create a Guest Account. 2. Under Class Management > click on Guest Account. 3. Create Guest Account for the lecturer. 3. You can assign the module rights while creating the Guest Account. 4. An email will be sent to the guest user on the login details.
<p>3. Student reported they are unable to see the module inside IVLE.</p>	<ol style="list-style-type: none"> 1. Please clarify with your classmates if they are able to see the module in their IVLE workspace. 2. Please login to IVLE and click on "search" at the top right hand corner and search for the module to see if the module has been created in IVLE. 3. If the answer is yes for step 1 and 2, please try deleting cookies and temporary internet files or logging in from other computers to test. 4. Please contact ITCare if problem persist.
<p>4. How can I add a lecturer to a module? (Staff)</p>	<ol style="list-style-type: none"> 1. Login to IVLE 2. Click Module 3. Click the Edit button to the corresponding Module 4. Click the button for Create Lecturer 5. Enter the User ID 6. Set the Access Control (Co-Owner, Manager

	or Read Manager).
5. How can I create a module? (Staff)	<ol style="list-style-type: none"> 1. Login to IVLE 2. Click Module 3. Click Create Module (For modules with no official module codes, please click on Manual Creation) 4. Fill up the form and with the necessary settings.
6. I am unable to access Workbin and the files on it. (Student)	<ol style="list-style-type: none"> 1. Please check with your classmate to see if they are able to access the same workbin. 2. Please check with the lecturer if all of your classmates are not able to access the workbin.
7. How can I send email to a Class Group? (Staff)	<ol style="list-style-type: none"> 1. In your IVLE Workspace, click Class Management. 2. Click Edit next to the Module 3. Click Groups. 4. Click Send Email button 5. On the To: field, select the Group by checking the box. 6. Click Apply to send the email.
8. My students are unable to see the Forum I created. Why is that so?	<p>Please login to your IVLE workspace. Then click on "Discussion forum" from the menu. Click on "edit" for the module forum you are having problem with.</p> <ol style="list-style-type: none"> 1. Please check the Forum Opening date and closing date. 2. Please check the "Accessibility To" option to ensure permission has been granted to the class. 3. Please check if the Forum has been Published by clicking on "Yes" under "Published".

<p>9. How can I upload files inside Workbin? (Staff)</p>	<ol style="list-style-type: none">1. Login to IVLE Staff workspace.2. From the left menu, click on Workbin.3. If you do not have a workbin yet, please click on the Create button.4. Once created or if you already have a workbin, click on the edit button next to the workbin.5. On your left-hand side, click on "File Manager".6. On your right-hand side, click on the Upload File button under your desired folder.7. Browse your local hard disk for the files to upload, and then click on the Upload button to post the files to IVLE system.
<p>10. I am Teaching Assistant, holding student account but could not access Workbin under this Module. The owner already set permission for me to have access. What should I do?</p>	<ol style="list-style-type: none">1. Please login to IVLE workspace.2. Please click on the "User Role" at the top right hand corner. Make sure that it is set to Staff Role.