# Frequently Asked Questions for Faculty

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## 1 Getting Started

### 1.1 What web browser should I use?

LMS requires one of the following web browsers:

- Chrome (Windows, Mac) - free download
- Firefox (Windows, Mac, or Linux) - free download
- Safari (Windows, Mac) - free download
- Internet Explorer, version 9 or higher (Windows)- free, available through Windows update
  You may also require additional plugins (Adobe Reader, Adobe Flash, etc.), depending on the resources that your instructor uses. Please make sure these are up to date to prevent issues in opening downloaded documents.

Other web browsers *may* work, but are known to have some incompatibilities. Older web browsers such as Netscape 4.8 or Internet Explorer 7 or earlier (for Windows or Macintosh) *will not work*.

## 1.2 Why am I having trouble using LMS on my Mac?

LMS is incompatible with Internet Explorer for the Mac.

LMS has known compatibility issues with the Safari web browser.

If you are using a Mac, we recommend using Mozilla Firefox or Google Chrome. Mozilla Firefox can be downloaded from http://mozilla.org and Google Chrome can be downloaded from http://google.org.

## 1.3 How do I change my email in LMS?

For LUMS users, LMS gets all its information about participants (including email addresses) from the central LUMS systems. Changing your email address there will change the email address LMS displays and uses. For non-LUMS users, click the **Account** tool in **My Workspace** tab, and then click **Modify Details** below your user information. Make any changes, and then click **Update Details** to save. **Note that if you change your email address, you will still login to LMS with the original email address set up for you as your user id**.

## 1.4 How do I set up a site for a project/club/committee/etc?

LMS can be used for more than courses. To set up a project site, go through the site creation process and choose **project site** instead of **course site**. You will still have access to all of the tools LMS offers -- however, you will not be able to attach a roster. Also, the roles in your site will be different than a course site. You can use LMS for research projects, committees, student clubs and organizations, etc. Anyone at LUMS is free to create sites, including students.

## 1.5 Can I get LMS training for myself and/or my department?

The Department of Information System and Technology offers many workshops on LMS (and other instructional technology tools as well). We also offer workshops specifically catered to the needs of individual departments.

Email elearning@lums.edu.pk to schedule a training session for your department.

## 1.6 How can I change my password?

If you are a LUMS user and log into LMS with your ID, you cannot change the password to access LMS only. You will need to change the password associated with your ID.

If you are a non-LUMS user and log into LMS with an email address (such as Gmail or Yahoo), click the **Account** tool in **My Workspace** tab, and then click **Modify Details** below your user information. Make any changes, and then click **Update Details** to save.

## 1.7 I forgot my password. What do I do?

If you forgot your password and you are a LUMS user with an ID, please contact **IST Help Desk** and they will assist you with your password issue. Our email address is helpdesk@lums.edu.pk , you can also contact helpdesk on 4150.

## 2 Navigating

### 2.1 How do I rearrange or remove my site tabs?

When you join a worksite, the tab for that site will automatically appear at the end of your tab list. You can change the ordering and visibility of those tabs. You can remove old or otherwise unwanted site tabs with the Preferences tool.

In the **My Workspace** tab, click **Preferences** in the left menu.

Click the **Customize Tabs** action beneath the title bar. You will be shown a screen that allows you to add, remove, and arrange your site navigation tabs.

You can change the number of tabs you wish to have viewable at once by selecting the desired number from the **Tabs Displayed** drop-down menu within the **My Active Sites** area. By default, this number is set to five.

If you would like to change the order in which a tab appears in your site navigation tabs, select the site that you want to move in the **My Active Sites** box and use the up/down buttons to the left of the box to place the tab where you want it. The first site listed will be the left-most tab in your site navigation tabs.

**Removing Sites:**

If you would like to remove a site from your site navigation tabs, select the site title under **My Active Sites**. Click the **right arrow** button to move it to the **My Hidden Sites** box.

If you would like to remove all of the sites from the **My Active Sites** box, click the **double right arrow** button.

Note that this only removes the site's tab from the navigation; you will still be a member of any sites that you remove from the navigation tabs. To unjoin a site, see the documentation on the **Membership** tool.

When a site has been removed from your tabs, you can add it back to the tab navigation or it can be accessed through the **Membership** tool.

**Adding Sites:**

If you would like to add a site to your site navigation tabs, select the site title under **My Hidden Sites**. Next, click the **left arrow** button to move it to the **My Active Sites** box.

If you would like to add all of the sites in the **My Hidden Sites** box to the **My Active Sites** box, click the **double left arrow** button.

Note that this can only add sites to which you already belong to the tab navigation; to join a site, see the documentation on the **Membership** tool.

Click **Update Preferences** to save any of the changes you have made. If you do not see an immediate change, refresh your browser.
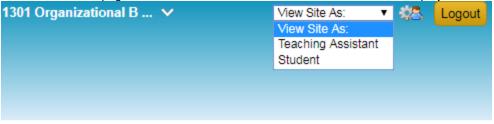
### 2.2 How do I go back to a tool's main screen?

The main screen is the screen that you see when you open the tool for the first time. For example, the Site Info tool's main screen shows basic information for the worksite, and roster information if you are working on a course worksite as the site maintainer.

When you click an action within a tool, you will be taken to a new screen within that tool. You can go back to the main screen of a tool by clicking the blue reset arrows next to the tools title. This will return you to the main screen of the tool. You can do this anytime within any tool.

## 2.3 How can I see what my students see?

You can enter **Student View** at any time in LMS by clicking the **Enter Student View** button in the upper-right hand corner of the page. Note: This will be labeled as **Enter Access View** in a project site.



To exit student view, just click the link again, which should now read **Exit Student View**.
While this will let you see most tools as a student, it is not a true student view as LMS still knows that you are an Instructor.

To see exactly what your students see, we recommend that you add yourself as a student using a guest account.

## 2.4 Help! I've lost access to my site!

One reason a student is not able to see a course site is because they have been dropped or have withdrawn from the course. A drop in course registration results in the student being removed from your LMS course site. Students may be dropped if:

- They have failed to pay their tuition for the current semester or have other outstanding financial dues.
- They have been suspended due to disciplinary action.

Another reason a student is not able to see a course site is because they have recently registered for your class. It may take up to 24 hours for the registration status to be reflected in LMS.

## 2.5 How do I see if my courses have LMS sites?

1. Click the **My Workspace** tab.
2. Click the **Home** link in the tools menu on the left-hand side.
3. Scroll down to the "My Workspace: My Workspace Information" section.
4. Click on the **Course Membership Tool** link.
5. A table will be shown with courses that you are registered for and whether or not they have a LMS site.

# 3 Adding Content

## 3.1 How much can I upload to LMS? (Is there a disk quota?)

The default quota is 1 GB *per site*. Please contact LMS Support at elearning@lums.edu.pk for a site increase or if you are using more than 2 GB across all your sites.

The Resources tool allows you to upload up to 500 Mb worth of files at one time. For more files, or for larger files, please use the **Upload/Download Multiple Resources** method.

## 3.2 How can I copy text from a Word document into LMS?

Many tools in LMS allow you to enter text with a rich text editor. If you wish to copy formatted text from a Microsoft Word document while retaining the formatting, you can do this with the **Paste from Word** button. In the top row of buttons on the text editor there is an icon with a clipboard and a blue "W", this is the **Paste from Word** button. Click this button to bring up a small window with a text box. Paste the text from your Word document into this text box and click **OK**. Your text should now appear in the LMS text editor with the original formatting.

## 3.3 How can I delete my site?

You can delete a site by entering **Worksite Setup** in the **My Workspace** tab, then check off the boxes next to the sites you wish to delete. Finally, click the **Delete** action button under the title bar.

Please note that you can only delete sites that **you have** created. LMS does not recommend deleting sites, in case you would like to refer to that site in the future. Instead we recommend hiding the site into within **My Hidden Sites**.

## 3.4 How do I add and remove tools?

You can add or remove tools by using the **Site Info** tool. Click the **Edit Tools** action button under the title bar, then check or uncheck the boxes for the tools you wish to add or remove. Click the **Continue** button at the bottom of the page. Confirm the addition/removal of tools by clicking the **Finish** button.

You can also change the order in which your tools appear on the left side of the screen. To do so, click the **Page Order** action button within the **Site Info** tool. Here you can reorder the tools to your liking. Drag-and-drop the tools into the desired order and finalize by clicking the **Save** button.

## 3.5 How can I download all student submissions in Assignments?

**Assignments** tool allow you to download all student submissions into one archived folder onto your computer.

In **Assignments**, click the **Grade** link beneath the assignment's title. You will then see a list of students who have submitted work for the assignment. Above the list on the right-hand side, click the **Download All** link.

This will compile all of the submissions into one folder for that assignment. In that folder there will also be folders for each individual student. You will now be able to review all of the submissions from your computer.

## 3.6 How do I publish my site?

Publishing your worksite allows for participants without maintain privileges to access your site.

In the **Site Info** tool, click the **Manage Access** action button. Under the **Site Status** section, click the radio button next to **Publish Site** and click the **Update** button below.

If you would rather keep your worksite unpublished while adjusting tools or until your course has begun, you can return to the **Manage Access** page and click the radio button next to **Leave as Draft**. Make sure to click the **Update** button below to save the changes.

## 3.7 What is WebDav?

**WebDAV** is a protocol that allows for convenient mounting of a remote server on your computer for easy file access.
If you would like to copy several files or an entire folder all at once, WebDAV can be used to drag files or folders from your local computer to/or from the site Resources folders. Several setup steps are required to make your computer treat the site Resources folder as another folder on your computer.

Please note that these connections are specific to the computer you are using, so if you change computers you will have to set up the connection again.

You can setup WebDAV by clicking on the **Upload-Download Multiple Resources** action button in the **Resources** tool and following the instructions for your operating system.

# 4 Managing Students

## 4.1 How can I add participants to my site?

Participants can be added to a site by adding a LUMS ID or by adding individual participants. To add a Roster, go to the **Site Info** tool and click the **Edit Class Roster(s)** action button. To add individual participants, click the **Add Participants** action button also within the **Site Info** tool.

## 4.2 Why can't my student(s) see a tab for my class?

There are several reasons why your student(s) may not be able to get in to your class worksite.

**Your site is not published.**
If your site is not published, no one with access or student permissions will be able to see it. To publish your worksite, follow these steps:

1. In the **Site Info** tool, click the **Manage Access** action button.
2. Select the radio button next to **Publish Site**.
3. Click **Update** to save your changes.

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**They have just recently registered for your class.**
If the student has just registered for your class, it may take up to 24 hours for their registration status to be reflected within LMS.

**Your site may be in the student's More Sites tab.**
If a student is a member of many worksites, they may have a **More Sites** tab in their display. Clicking on the **More Sites** tab will display ALL sites they have access to.

**The student is not a participant of your site**.
If a student does not have access to your worksite and needs to participate, you can add him or her by following these steps:

1. In your worksite, go to the **Site Info** tool.
2. Click the **Add Participants** action button beneath the title bar.

3. Add the student's ID into the **LUMS Users** text box or the student's email address (for a guest account) into the **Non-LUMS Users** text box and click **Continue** at the bottom of the page.
4. Select **Student** for the role and click **Continue**.
5. Choose whether to notify the student via email that they have been added to the site, or to not notify the student via email, and click **Continue**.
6. Confirm your choices by clicking the **Finish** button.

## 4.3 Why is my roster missing some of my students?

The database that populates your rosters is updated once a day.

We ask that you allow 24 hours for LMS to update roster changes. Students registering for your class will not be instantly added to your participant list on LMS. Their names will appear on your participant list the following day.

If a student absolutely must be on your worksite, you can add them as a site participant manually through add participant's option on site info.

## 4.4 My students say they submitted something, but I can't see it. Why?

Submitting an attached file in the **Assignments** tool requires two steps: one to attach the file and a second to actually submit it. Sometimes students do only the first step, thinking they are done with the submission. If this happens, you can still access the file the student attached for grading.

## 4.5 What is Turnitin and how do I use it?

Turnitin is a system designed to help faculty detect plagiarism. It compares each document with a database built from current and archived instances of the internet, millions of student papers previously submitted to Turnitin, and commercial databases of journal articles and periodicals. The result is a report showing what parts of the paper "overlap" with items from the Turnitin database.