Where's my Moodle class?

UCR Extension Moodle: http://elearn.extension.ucr.edu

1. **Is your class offered online, in a hybrid format, or in the classroom?**
   - **Classroom:** Not all classroom classes use Moodle. Check with your instructor.
   - **Online or Hybrid:**
     - **Class uses Moodle:**
       - **Are you logging in with your NetID at elearn.extension.ucr.edu?**
         - **YES:** What is a NetID? A student NetID looks like this: jlin007 - first initial, up to first 4 characters of last name, 3 digit number. NetIDs for instructors may have more characters. Your NetID is not your email address.
         - **NO:** How do I get a NetID? When you register for a class that uses Moodle, you will be sent an email 14 days before the class begins with NetID setup instructions. This must be completed within 48 hours. If you did not receive the email, contact Student Services (below).

2. **Has it been more than 2.5 hours since you set up your NetID?**
   - **YES:** Access to your class in Moodle begins 7 days before the start date.
   - **NO:** Wait until 2.5 hours have passed after you activated your NetID and try again.

3. **Does your class start in 7 days or less?**
   - **YES:** Yes
   - **NO:** No

4. **Are you able to log in using your NetID?**
   - **YES:** If you can log in, but do not see any classes, please contact Student Services (below) and ask to be added to the roster of the missing class(es).
   - **NO:** If you see an error message at login, please contact Student Services (below) to verify that your NetID is active. If it is, ask for a password reset link and go to http://LDAP.ucr.edu/selfservice to reset your password using the credentials provided in the email. You cannot use these credentials to log in to the Moodle site. Once you have reset your password, wait 2 hours before you try to log in.

For assistance, contact netidhelp@ucx.ucr.edu or call Student Services at (951) 827-4105 or (800) 442-4990. Help is available Monday-Thursday, 7:30 a.m.-7 p.m.; Friday, 7:30 p.m.-6 p.m.; Saturday, 7:30 a.m.-1:30 p.m.