

Moodle enrollments are synchronized with Banner. In most cases, therefore, it is not necessary for you to add or remove students in Moodle. To combine enrollments from multiple CRN's, follow [these instructions](#).

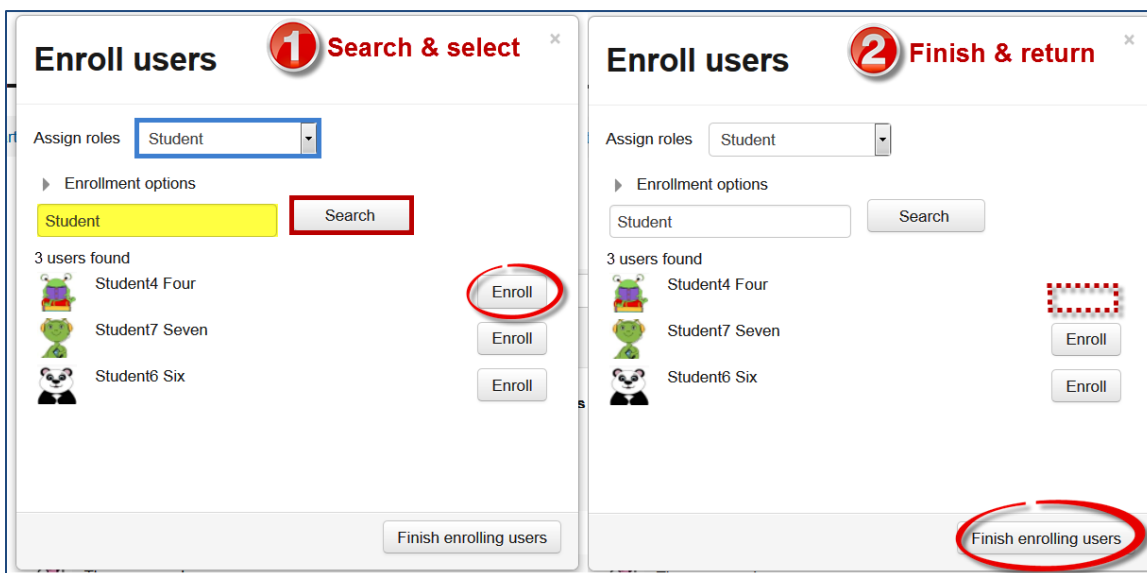
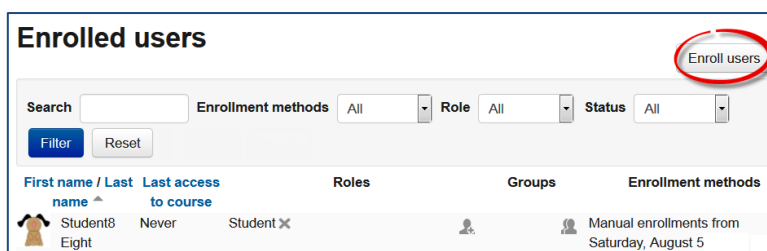
In special circumstances, you may wish to add a user to your Moodle course site. For example:

- You would like a student with an "Incomplete" to complete coursework in your current Moodle course.
- You wish to give immediate access to a student who is wait-listed.
- Your teaching assistant needs to add content or enter grades.
- Another instructor would like to participate in your course or view your course content.

**!** If you enroll a wait-listed student in Moodle, be sure to check your official class roster to verify that the student has formally registered for the class. Being able to access the course and attend class may lull the student into a false sense of having registered and lead to problems when final grades are submitted.

You can add users to a course as follows:

1. Click on the **Users** link in the **Course administration** block.
2. Click on **Enrolled users**.
3. Click on the link in the upper right corner labeled **Enroll users**.
4. Choose the appropriate role (student, non-editing teacher, etc.) from the **Assign roles** pull-down menu.
5. Enter the person's name in the **search field** and click on **Search**.
6. Select the person that you want to enroll from the results list and click on the associated **Enroll** button.
7. Click on **Finish enrolling users** to return to your course.



## Trouble-Shooting & Special Cases

For assistance in any of these situations, please contact the Center for Instructional Support.

### Name Not Found

Not being able to find a user usually has one of two causes: the user is already enrolled in the course (perhaps with a different name than you expected) or the name you are searching for doesn't exactly match the person's user name.

**Solution:** Check the list of enrolled users again to make sure the person's name doesn't already appear in the list. If you still don't find it, open the **Enroll users** link again and try searching on part of the user's name instead of all of it.

### ***Multiple Users with the Same Name, Part 1***

It can be tricky figuring out who's who in Moodle when more than one user has the same name. If your search on a user's name returns more than one person with the same name, enroll one or more of them according to the instructions above. Once the person is enrolled, you can see if you enrolled the correct user by clicking on the image associated with the user's name to bring up the person's profile. Can you tell by the description or the list of courses the person is enrolled in that you have the right user enrolled? If that doesn't help, try the **Full profile** link in the **Miscellaneous** box. Does the "Last access" date/time make sense for the user you're attempting to enroll? The Center for Instructional Support can help if you get stuck.

### ***Multiple Users with the Same Name, Part 2***

Sometimes we end up with two students with the same display name enrolled in our class. Beyond requesting that they use a photo or avatar as a profile image, you can distinguish between the two by creating a group for one of them—contact the Center for Instructional Support for assistance.

### ***Guest Users***

To enroll a user who does not have an SOU account, contact the Center for Instructional Support and provide the person's name and email address.

### ***Teaching Assistants***

There are two roles established for TA's in Moodle: *Full* and *Limited*. Full TA's have the same rights as the instructor, while Limited TA's cannot access quizzes or the gradebook, but can do everything else an instructor can do.

### ***Bulk Enrollments***

The Center for Instructional Support is happy to help out with uploading batches of users to program and club courses in Moodle. Please provide a .xls or .csv file with users' SOU email addresses and the name of the course to which you'd like to have them enrolled.