

# Issue trying to update several items in my Moodle

CLOSED

## Course

Service Request ID: 1828256 [@](#)

### Details

#### Acct/Dept

Open Learning

#### Type

[TK]Teaching and Learning / Moodle

#### Service

Teaching, Learning, & Classroom Support / Moodle Support

#### Impact

Affects User

#### Urgency

Low

#### Priority

Low

#### Source

Email



#### Created

Wed 8/21/24 10:53 AM by Moodle Support

#### Last Modified

Fri 10/4/24 8:28 AM by Jamie Drozda

#### Age

44 days old

#### Reviewer

Unassigned

#### Responsibility

OL-MoodleSupport / Bradley Forsyth

#### Responded

Wed 8/21/24 11:41 AM by Bradley Forsyth

#### Completed

Fri 10/4/24 8:28 AM by Jamie Drozda

#### Date(s)

Wed 8/21/24 - Wed 8/28/24

### Description

Hello.

I had cc'ed you on a prior email. I had received a response from Thomas Sandhoff. However, when trying to implement his suggested solution, it appears that I do not have the same editing rights to the course that he suggested I use.

If you could please assist me with this, I would be very grateful. See below for an excerpt of my question and the response.

I am not sure of your timeline for response, but if it is possible, I would appreciate connecting with you today. Thanks.

Timothy Spielman

Open Learning Faculty Member  
Thompson Rivers University, Open Learning  
Phone: 1 (778) 471-8513  
Email: tspielman@tru.ca  
Website: www.tru.ca

## Thompson Rivers University

Contact us for more information on the Thompson Rivers University administration, staff and faculty. We're here to help you get the most out of your experience.

www.tru.ca

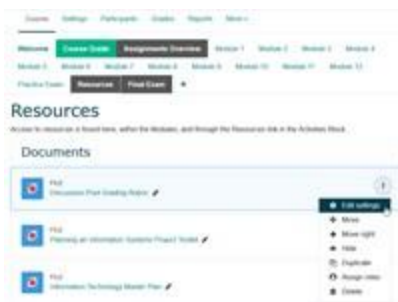
Good afternoon Timothy,

Thank you for your inquiry. With BUSN 6061 Fall 2024 being delivered in the online-paced format, please don't hesitate to make any necessary changes to the items mentioned below in order to ensure that the course content remains up-to-date and accurate:

- Updates to Harvard Course Pack links in the course (more information below)
- Replacing/updating/removing broken links
- Changing wording of content (with no impact on assessments and learning outcomes)
- Adding new material (third party material may require clearance from Intellectual Property Office - copyright@tru.ca)
- Course updates to a new edition of the core textbook

### **Additional Information:**

- We have cc'd Curriculum Services on this email as they can provide more details regarding the setup and updates for the Harvard Course Pack links.
- When the "Discussion Post Grading Rubric" PDF file is updated in the Resources tab, it will update in all the areas of the course using the Moodle autolink feature enabled in this course.



All the content changes noted above can be made to your online-paced Moodle course without contacting olenvironmentdev@tru.ca or curriculumservices@tru.ca. Please refer to the OLFM Hub resource on Moodle if more information is needed on how to proceed with the updates to the course. If additional support is required, please don't hesitate to email moodlesupport@tru.ca for assistance, and they would be happy to help guide you through the process. Thank you again.

### **Thomas Sandhoff**

*Learning Environment Development & Production Supervisor*

Learning Technology & Innovations

Thompson Rivers University, Open Learning

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*Thompson Rivers University campuses are on the traditional lands of the Tk'emlúps te Secwépemc (Kamloops campus) and the T'exelc (Williams Lake campus) within Secwepemcúl'ecw, the traditional and unceded territory of the Secwépemc. The region TRU serves also extends into the territories of the St'át'imc, Nlaka'pamux, Nuxalk, Tâsilhqot'in, Dakelh, and Syilx peoples.*

**From:** Timothy Spielman <tspielman@tru.ca>

**Sent:** Tuesday, August 20, 2024 11:43 AM

**To:** OL Production <olenvironmentdev@tru.ca>; OLCourseSetup <OLCourseSetup@tru.ca>

**Cc:** OLResources <OLResources@tru.ca>

**Subject:** BUSN 6061 Updates to Moodle BUSN 6061 Fall 2024 (Spielman)

Hello. I am in the process of readying my course for the September 3 start. I require the following updates be made to Moodle. I have looked to do these updates myself, but it does not appear I have access, hence this request. Can you please assist with this?

1. Update Harvard Course Packs (On page Course Guide under Course Materials) (Additional Materials)

a. Update Cases URL and Link:

<https://hbsp.harvard.edu/import/1203144>

b. Update Simulation URL and Link:

<https://hbsp.harvard.edu/import/1203146>

2. Update Discussion Post Rubric PDF

a. No wording changes required on Moodle pages as I have already updated the content in the body of the course. Please update the hyperlink to the PDF (attached to this email) containing the updated Rubric

<https://moodle.tru.ca/mod/resource/view.php?id=2521726>

3. Deletion of a Podcast that is no longer available

## Requestor

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**Name**

Timothy Spielman

**Time Zone**

(GMT-08:00)Pacific Time(US and Canada)

**Company**

Thompson Rivers University

**Title**

Open Learning Faculty Member

**Primary Email**

tspielman@tru.ca

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1 (778) 471-8513

**Tasks (0)**

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**Feed (7)**

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All

Communications

☒ Edits ☒ Status Changes ☒ Comments

Search...



**JD** Jamie Drozda (private)

Changed Status from "**Open**" to "**Closed**".

old tickets, will close

Fri 10/4/2024 8:28 AM

**BF** Bradley Forsyth

Happy to help! Feel free to reach out if anything else comes up.

Best,

Brad

Notified: Timothy Spielman <tspielman@tru.ca>

Thu 8/22/2024 10:50 AM

**BF** Bradley Forsyth

Hi Timothy,

The toggles in the course guide are created by the OL Course Production team so they're a little

awkward to edit. All you need to do is click on the heading in the editor and it will open up the toggle so you can then edit the content within the toggle, as shown below:



Once you're done updating, be sure to click on the heading again to close it in the editor or it will get "stuck" open in the course as well.

Best,

Brad

Notified: Timothy Spielman <tspielman@tru.ca>

Thu 8/22/2024 8:36 AM

**Timothy Spielman**

Hello Brad.

I really appreciate all of your support, patience and detailed responses.

If you have ever watched the Apollo 13 movie, you will be familiar with this quote after the engineers solved one of the critical problems for the astronauts. "You sir, are a steely eye missile man"

Thanks again.

Take care

Timothy Spielman

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Thu 8/22/2024 9:36 AM

**BF** **Bradley Forsyth**

Hi Timothy,

Thanks for the additional info. This is really helpful. I think this should just be a matter of adjusting your workflow a little bit. You won't be able to edit from the Resources link in the Activities block. This is really just intended as a way for students to quickly access Resources from the course by linking to

them.

To edit the actual files, you'll want to access them from the Resources **tab** in your course:



Make sure edit mode is on, and you'll see the little dots next to the file that will allow you to edit it:



In the "select files" area, you can delete the previous file and upload a new version:



I hope this helps. Please let me know if you have any further questions.

Best,

Brad

Notified: Timothy Spielman <tspielman@tru.ca>

Wed 8/21/2024 4:07 PM

**Timothy Spielman**

Hello Brad.

That worked for updating the PDF. Solved the first of my 3 challenges. Much appreciated.

Now for challenge 2.

I have enclosed 3 screen captures.

This is for course materials where I have to update the link for the semester to the Harvard Materials. When I edit, I can only edit the heading, not the content below.

If you could guide me on how to edit the content below to update the link, it would be greatly appreciated.

Thanks

Timothy Spielman

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Attachments:

Harvard course pack screen capture 1.JPG

Harvard course pack screen capture 2.JPG

Harvard course pack screen capture 3.JPG

Wed 8/21/2024 4:40 PM

**BF** **Bradley Forsyth**

Hi Timothy,

Thanks for the clarification. Could you provide a specific example of an activity or resource that you aren't able to edit in the course so I can test it and take a closer look at your permissions?

Thank you,

**Brad**

Notified: Timothy Spielman <tspielman@tru.ca>

Wed 8/21/2024 3:23 PM

**Timothy Spielman**

Hello Brad.

So, here goes. I need to replace a PDF in BUSN 6061 in the resources area.

Steps I took:

1. Edit mode on
2. Clicked on Resources on right sidebar
3. Resources show up on the page. No blue highlights when moused over. No three dots on the right hand side of the each item (which based on my experience means that I cannot edit any of the items)
4. I click on the resource that I need to change (Discussion Post Grading Rubric).
5. The PDF shows up in my downloads pop up (top right hand side of the browser window)

Please note there are two other examples of this. If you need them, I will provide them.

Thanks.

Timothy Spielman

Open Learning Faculty Member

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Wed 8/21/2024 3:40 PM

**BF** **Bradley Forsyth**

Changed Status from **New** to **Open**.

Hi Timothy,

As an OLFM, you should have the ability to make the edits that Thomas detailed previously. You'll just need to make sure that you have edit mode toggled on in the top-right corner. If you're new to editing in Moodle, you might find this page on our Moodle Orientation site useful: <https://moodleorientation.trubox.ca/basic-editing/>. If you're having trouble editing a particular item or area, please let me know which and I'll be happy to try and provide more detailed instructions.

Best,

Brad

Notified: Timothy Spielman <tspielman@tru.ca>

Wed 8/21/2024 11:41 AM

**Timothy Spielman**

Hello Brad.

I tried this prior to sending in the ticket. It does not work.

I have been editing Moodle for about 5 years and have worked ages in IT. I am convinced this does not work because I do not have the appropriate permissions to do this editing as an OLFM instructor.

Not sure if you can check on my permissions to confirm that I do not have the permissions. This would assist me in working to either getting the correct permissions or working with the OL team to develop a standard process to have this updated every semester I instruct.

I appreciate any steps you can take to assist with this. Thanks.

Timothy Spielman  
Open Learning Faculty Member  
Thompson Rivers University, Open Learning



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Wed 8/21/2024 3:16 PM

**BF** **Bradley Forsyth (private)**

Took primary responsibility for this service request from OL-MoodleSupport.

Wed 8/21/2024 11:40 AM