

HOW CAN I GET THE MOODLE APP?

The Moodle app is available for free from Google Play and the Apple Store. See Moodle app downloads for links. You can also install the app directly from your mobile device by searching for 'Moodle app' with author/owner 'Moodle Pty Ltd'.

I CAN'T GET THE APP TO WORK. WHAT DO I DO?

The Moodle app will ONLY work with Moodle recent sites that have been set up to allow it (the app will only connect to Moodle LMS sites version 3.5 onward). Please talk to your SAGE IT Support if you have any problems connecting.

WHAT PERMISSIONS DOES THE APP REQUIRE?

The app requires the following permissions:

- Record audio - for uploading to your Moodle site
- Read and modify the contents of your SD card - for content to be downloaded to your SD Card for offline access.
- Network access - to be able to connect with your Moodle site and check if you are connected, and if not to switch to offline mode.
- Run at startup - to receive local notifications even when the app is running in the background.
- Prevent phone from sleeping - to receive push notifications anytime.

I CAN'T SEE MY COURSE ON THE APP. WHAT DO I DO?

Check with your course tutor that you are correctly enrolled.

WHY CAN'T I UPLOAD MY ASSIGNMENT ON THE APP?

Check with your SAGE IT Support.

WHY CAN'T I SOMETIMES ACCESS THE APP OR SUBMIT ANYTHING TO IT?

This could be because of interruptions in your internet connection. Wait a while and try again. If you continue to have problems, contact your SAGE IT Support.

IS THERE ANY LIMITATION ON MY FILES?

Assignments will have a size limit which you can see. There may also be file type limitations which will be indicated on the specific course with the file extension. Contact SAGE IT support for questions.

WHO SHOULD I CONTACT FOR HELP WITH THE APP?

Your SAGE IT Support can assist you in getting the app to work correctly.

WHEN ARE ACTIVITIES COMPLETED OFFLINE SYNCHRONIZED?

See Moodle app synchronization.

WHY IS THE SITE ASKING FOR MY USERNAME AND PASSWORD WHEN AN ACTIVITY IS OPENED IN THE BROWSER?

For security reasons, between auto-logins you must wait 6 minutes (this should not be a problem because most of the browsers will keep your Moodle session open).

I USE LINEAGEOS AND I'M HAVING PROBLEMS USING THE APP

LineageOS uses a different WebView implementation not compatible with the app. You need to install "Android System WebView" from Google Play (or via a trusted apk) and enabling it via Settings > Developer options > WebView implementation.

H5P PACKAGES ARE NOT WORKING ON IOS

This is caused by a new feature of iOS 14 called ITP that blocks cookies for external sites embedded in the app (the H5P content is played embedded in an iframe pointing to the Moodle website) unless the user enables a setting in the app to allow those cookies.

The quick workaround for those using iPhone/iPad with iOS 14, is to enable the setting "Allow Cross-Website Tracking" available via the Settings app (look for the Moodle app, at the bottom)