

## DBIS Moodle logging on problems

Dear Students / Parents

I am sorry you are still having problems logging into Moodle.

There are two common problems that parents experience.

The first is that they are entering the student's login details into the Username and Password fields rather than clicking on the **Red Google Login** button - see the green box in the image below:



The image shows a Moodle login page titled "Log in". It features two input fields for "Username" and "Password", a "Remember username" checkbox, and a "Log in" button. Below these is a link for "Forgotten your username or password?". A red button labeled "Log in with Google" is highlighted with a green rectangular box. At the bottom, there is a message "Cookies must be enabled in your browser" and a "Log in as a guest" button.

### DBIS Moodle Login Instructions

Please use your School Google Login.

Click on the Red Google button and then use your school Google login email address and password.

Students, your Google email will look like this: S599999@dbis.edu.hk.

Staff, your Google login is your name separated by a dot e.g. j.smith@dbis.edu.hk.

If you have any problems logging on, refer to the external systems user guides or contact it.helpdesk@dbis.edu.hk.

Note: your login will NOT work if you try to use the conventional Username and Password.

The second issue is that someone is already logged into another Google account on the browser.

To check, go to any Google site on the browser, Google Mail for example (<https://mail.google.com>). If there is another Google account already logged in, log out of that account and retry logging onto Moodle with the student's account.

More information on the above can be found on page 6 and 7 of the Student Learning Technologies Guide. The link can be found here - <http://bis.hk/2DeOf5d>.

If you have any further questions please do not hesitate to contact us on [helpdesk@dbis.edu.hk](mailto:helpdesk@dbis.edu.hk)

Kind regards,

DBIS IT Team



Discovery Bay International School