

# THE UT CHRONICLES

The Official Newsletter of Drew University Technology



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## MOODLE FAQ AND SUPPORT



We will include a few problems and suggested steps to take for some of the most common Moodle questions here. You can find additional information at the [Moodle at Drew](#) information page. (P=problem, S=suggested steps)

P: I can't log in to Moodle!

S: First check <https://status.moonami.com/>. If nothing is reported there, are you able to log in to TreeHouse or your Drew email?

If not, please email [helpdesk@drew.edu](mailto:helpdesk@drew.edu) with information about what is happening: what browsers have you tried? What error do you get?

P: I am getting a 500 error when logging in/logged in to Moodle.

S: Recently, Drew's Moodle Site has transitioned to a hosting service. Check the Moonami Status Page for degradations in service or outages: <https://status.moonami.com/>. A 500 error is typically resolved in under 10 minutes.

P: My "Quick Grading" page in Moodle isn't showing any of my students' work.

S: Please make sure that any filters in the "View all submissions" screen are reset to default. For example, look at the Students' first name/last name filter and make sure it says "All."

If the suggested steps above do not resolve your problem, please reach out using any of our support resources (listed at the bottom of page 2) to request help.

Please be prepared with the course number, including name and section, and the assignment details if relevant.

## ZOOM UPDATES

Recently Zoom has upgraded some features and we wanted to let you know what those are. First off, to access any of these features you must upgrade to the newest version of Zoom which is version 5.3.1

The quickest way to do that is to go to <https://zoom.us/download> and click download.

New features-

- Multiple people can be spotlighted at the same time. Perfect for panel discussions or group projects.
- Customize your gallery view. As a host, this allows you to move the videos of your participants in any order you prefer and then push that view onto your participants so they see the room the same way.
- Self-selecting Breakout Rooms. The host can now create breakout rooms with the option for participants to self-select which breakout room they would like to join. If enabled, participants can move freely between breakout rooms, without needing the host's help. Both the meeting host and participants need to be on Client 5.3.0 or later to self-select Breakout Rooms. Here is a really good video on ways to use this feature in class.

## GOOGLE DRIVE UPDATES



Google is always implementing updates, but there are a couple coming up we wanted to bring to your attention.

**Trash in Google Drive:** Starting October 13, any file in your Drive Trash will start a 30-day countdown. After 30 days, the files will be deleted. This policy aligns with how trash works in other G Suite products (like Gmail). Please be careful to only move to the Trash items you really wish to never see again. [Read more here](#).

**Share folders in shared drive:** Any department using a Google shared drive has been told about the limitation of sharing files, but not folders, that are stored in a shared drive (formerly team drive). The launch is planned for October 6. The permissions on a folder within a shared drive can be adjusted by a manager only. [Learn more here](#) (note: this page is written for admins, but still contains useful information).

## HELPFUL LINKS AND NUMBERS

For easy reference, here are some links and phone numbers you may want handy:

973-408-4357 UT Helpdesk	973-408-3001 Classroom Tech Help	<a href="#">ITC Open Zoom Hours</a> (M-F 10-1)
To log or view a tech support request: <a href="http://help.drew.edu">help.drew.edu</a>	<a href="#">Virtual Helpdesk on Zoom</a> (M-Th 10-8, F 10-5)	<a href="#">ITC Chat</a> (M-F 9-5)
<a href="#">WFH Tech FAQ</a>	<a href="https://bitly.com/DrewRemote">bitly.com/DrewRemote</a>	<a href="#">Drew U COVID Page</a>