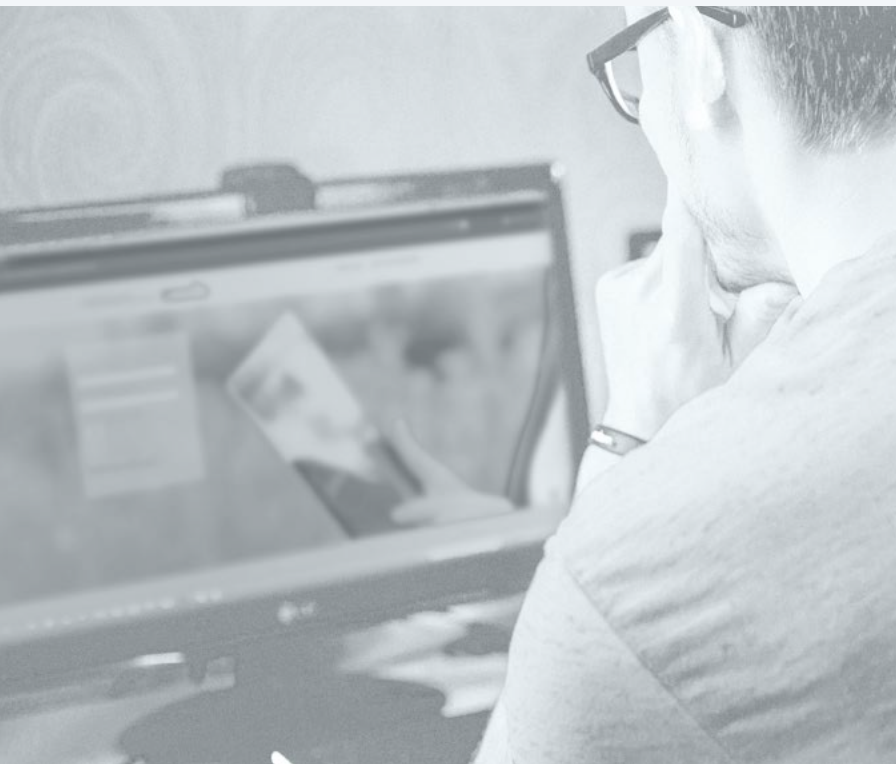# Online learning at a glance

Easy learning with Moodle & Webex

The group of companies of the Wirtschaftsakademie Schleswig-Holstein is happy to welcome you as learners on our online platforms.

In order to be ideally prepared, we would like to provide you with a list of tips & tricks for digital teaching and an explanation of what Moodle, courses and Webex are. If you have any further questions, please do not hesitate to contact your course management on site.

What is Moodle?

Moodle is a free, platform-independent learning management system.

It offers the opportunity to learn in virtual classrooms. Since Moodle is an online platform, it can be used anytime and anywhere.

Learning activities can be provided in so called courses, where tasks can be created and solved online. It also enables the provision of work materials that are required, for example, for online or face-to-face teaching.

Communication between you and the lecturers also takes place via Moodle. Messages can be sent via the messaging system.

What is a course?

A **course** in Moodle is a space where teachers provide you with work materials and activities. This can be a simple page of downloadable documents or a complex collection of activities that enable learning through interaction. Learning progress can be recorded in various ways.

The course page consists of individual sections in the middle, containing the learning content and (optional) **blocks** on the left and right.

How do I get to my course?

You can find an overview of your courses in the navigation under Courses.

All the courses you are enrolled in are listed there.

On the **dashboard** - the overall overview that you will find under your name - you will find your last attended courses as well as a course overview. To enter a course, click on the relevant course.

More information about using Moodle can be found **here**.

What is the Moodle app?

The Moodle app is available for free on Google Play and the Apple Store.
For links see **Moodle App Downloads.** You can also install the app directly on your mobile device by searching for „Moodle app" with developer/owner „Moodle Pty Ltd".

Which browser can I use for Moodle?

If you access Moodle via a web browser (client) on your PC/tablet/notebook, any modern browser should work (Internet Explorer 6 and older is not supported). The operating system of the client is not relevant, but you may need special software when downloading certain types of files from Moodle.

What is Webex?

Video conferences, so-called meetings, are held via Webex.

Together with other participants and your lecturers, you enter a virtual room in which the lesson will take place. Various tools are then made available to the lecturers, such as sharing files or setting up group sessions, so they can design their lessons.

What are the technical requirements (desktop app or browser) for Webex?

- Headset (headphones with microphone)
- At least 2 GB of RAM is recommended
- For optimal transmission at least 1.5 Mbit/s
- Microsoft Windows 8 or higher (32-bit and 64-bit)
  - » Internet Explorer 11 or higher » Edge 25/EdgeHTML 13
  - » Chrome 65 or higher
  - » Firefox 48 or higher

- Mac OS X 10.13 or higher
  - » Safari 11.0 or higher
  - » Chrome 65 or higher
  - » Firefox 48 or higher

- Chromebook
  - » Chrome 65 or higher

- Linux (32-Bit/64-Bit)
  - » Ubuntu 14.x or higher
  - » OpenTSE 13.x or higher
  - » Fedora 18 or higher
  - » Red has 6 or higher
  - » Debian 8.x or higher

Click here for a detailed breakdown of what Webex can do, depending on your browser

Best Practices

More and more people are working and learning remotely from home. Meetings, lessons or simply working together now take place via Webex. For some users, however, the use and service of Webex may be affected due to the local internet connection. To avoid this, we have put together a few tips for you:

1. **Download der Webex Meetings App auf Ihrem Gerät**
   On your desktop, the Webex Meetings app is the fastest way to join a meeting. Here you can download the app yourself: **https://www.webex.com/download-webex-meetings.htm**. You can download the latest version of Webex Meetings for iOS or Android from the respective app store.

2. **Join the meeting early**
   Most people join meetings on the hour or every 30 minutes. You can join the meeting faster if you join the meeting 5 minutes earlier, for example.

3. **Close programs that run in the background**
   Even if you don't use other programs actively, unclosed programs still take up a lot of resources. Close any programs or tabs on your browser that you do not need.

4. **Turn off VPN**
   If you use a VPN (virtual private network), this can lead to a limitation of the broadband available to Webex.

5. **Reduce simultaneous streaming activities**
   If you are not alone at home and the other person likes to watch Netflix, Prime or similar, ask them to wait. Streaming uses a lot of bandwidth. **Tip:** Many films or series can be downloaded in advance.

6. **Connect a LAN cable**
   Depending on your distance from your WLAN router and on how many people currently use your WLAN, your connection might also be slower. Therefore, it is better to use a LAN cable

7. **Do a speed test first**
   If you are unsure whether your connection speed is good enough, you can do a speed test in advance: **https://www.speedtest.net/de**
   Pay attention to the download rate during the speed test. If the number is higher than 1.5, you have met the requirements for optimal transmission. However, if the number is lower, then try connecting your PC to the router using a LAN cable (tip 6). Run the test again. If your download rate is still less than 1.5, we recommend tip 9.

8. **Download the content before the meeting starts**
   Download files or links from Moodle before the meeting starts to avoid additional load during the meeting.

9. **Use audio, not video**
   If your connection quality is very poor, Webex will suggest that you lower the resolution. In some cases, Webex regulates this automatically or switches off your video directly, if the connection is too bad.

10. **Join via call**
    If Webex does not work due to the poor connection, you have the option of dialing into the meeting by telephone using the dial-in number. To do this, while you're in the meeting, click Audio and Video in the menu bar at the top, click **Switch Audio**, and then click **Dial-in**. Now you can dial in with your telephone.

11. **Bonus tip:**
    Turn off your microphone when you're not talking to avoid background noise or the like.