

Moodle: Requesting Accounts

All staff and student Moodle accounts are created automatically, and linked to your IT username and password, but occasionally it may be appropriate to request manual accounts, and this guide will take you through the process of:

- Requesting a new user - how to request one individual user account (e.g. External Examiners)
- Requesting multiple users - how to request multiple new user accounts (e.g. temporary Student accounts)

Request New User

To request a single Moodle account please email Helpdesk@yorksj.ac.uk with the following details:

1. First Name

The user's first name. It is displayed along with the last name in messages, forum posts, participants list, reports and anywhere where something about the user is shown on the page.

2. Surname

The user's surname. It is displayed along with the first name in messages, forum posts, participants list, reports and anywhere where something about the user is shown on the page.

3. Email address

Password reset notices, forum digests and other messages are sent to this email address from the Moodle site.

Request Multiple Users

In order to create multiple users Helpdesk@yorksj.ac.uk require certain information in a particular format.

The upload users file must have fields separated by a comma (or other delimiter) ONLY - no space. The first line contains the valid field names. The rest of the lines (records) contain information about each user.

Here is an example of a simple valid upload file: (Column headers on the first line of the file are only highlighted in bold in this example to distinguish it from the rest of the data/user details)

```
username,password,firstname,lastname,email,course1  
jonest,verysecret,Tom,Jones,jonest@someplace.edu,math102  
reznort,somesecond,Trent,Reznor,reznort@someplace.edu,math102
```

Tip: You can use the spreadsheet template to create the file with the required columns and fields. Then save the file as "CSV (comma delimited)". These files can be opened with simple text editors for verification.

	A	B	C	D	E	F	G	H	I	J	K
1	firstname	lastname	email	username	password	course1	role1	course2	role2	course3	role3
2	Joe	Bloggs	joe.bloggs@email.com	temp_j_bloggs	changeme	MTS001-2016-17-SEM2	student				
3	Sarah	Bloggs	s.bloggs@email.ac.uk	temp_s_bloggs	changeme	2EN480-2016-17-SEM1	externalexaminer				
4											

Tip: If you use a formula in Excel to create fields (for example, the concatenate function to create a user name), then remember to copy the cells with the formula and use special paste with values checked to make them into an acceptable data for a csv file.

The formula =SUBSTITUTE(LOWER(CONCATENATE("temp","_",(LEFT(A2,1)),"_",B2))),"'','") can be used to generate a username from firstname and surname.

Minimum Required fields:

username, firstname, lastname, email

Validity checks are performed for:

1. `username` - can only contain alphabetical **lowercase** letters , numbers, hyphen '-', underscore '_', period '.', or at-sign '@'

It is recommended that all manually created accounts follow the convention *temp_firstinitial_surname* so as not to conflict with YSJ staff and student username conventions.

e.g. Joe Bloggs would be 'temp_j_bloggs'

2. `email` - is in the form: *name@example.com* .

Password field (optional):

- To force password change for a particular user, set the password field to `changeme`
- If omitted, a password will be generated for each user and welcome e-mails sent out.

Enrolment fields (optional):

`course1, role1, course2, role2` etc.

- `course` - is the "shortname" of the course, if present the user will be enrolled in that course.
- `role` - may be used to specify roles directly, using either role short name or id (numeric names of roles are not supported).

To request multiple Moodle accounts please email Helpdesk@yorks.ac.uk with the relevant CSV details copied and pasted into the body of the email.