Creating a Smithsonian External Moodle Account

This document explains the process of creating a Smithsonian External Moodle user account. **This process is for users who need to access the external Moodle but do not have a Smithsonian network account.** Typically, this includes volunteers and affiliated staff, but also includes participants in professional development, teacher education, or other programs offered by Smithsonian museums or units.

IMPORTANT: **IF YOU HAVE A SMITHSONIAN NETWORK ACCOUNT, DO NOT CREATE A NEW ACCOUNT; SIMPLY LOG INTO THE EXTERNAL MOODLE WITH YOUR NETWORK ID AND PASSWORD.**

Before you create an account, you will be asked your age and country. If you are in the United States, you must be at least 13 years old to create an account. Your age is not stored in the system but is used only to determine eligibility.

Follow the steps below to create your account. To complete the process, you will need to provide a personal email address and you will need access to that email account for confirmation of the account. If you have questions about this process, contact the Smithsonian staff member who provided you with these instructions.

1. Go to the following web address in your browser: **https://moodlex.si.edu/login/signup.php**.
   You can also scan the QR code to the right with your mobile device photo app.

2. After entering your age and country to determine eligibility, complete the fields on the New Account page:

Scan the QR code above with your mobile phone to go right to the new account signup page.

* Note that emails from Moodle may not be delivered properly to **Verizon.net** email accounts. if you have a **Verizon.net** account, we suggest you use different email, such as **gmail**, for Moodle.

Make sure that the address **Smithsonian-Learning-No-Reply@si.edu** is not going to your spam filter. *You must be able to receive emails from Moodle to register for an account and use the system fully.*

Your Smithsonian Museum or Unit / Su muse...

Select your primary organization / Selecciones su Museo/Unidad

National Museum of American History

Select your primary museum or unit from the list of choices. If your museum or unit is not listed, select Other museum or unit at the end of the list.

Email address of your Smithsonian supervisor or staff coordinat... de su supervisor o coordinador dentro del Smithsonian (*obligatorio:

someone@si.edu

Enter the email address of your Smithsonian point of contact. You can enter Unknown if you do not have this information.

Security question

✓ I'm not a robot
reCAPTCHA
Privacy · Terms

Select the I'm not a robot checkbox. This protects the site against automated account generating tools.

Site policy agreement

Link to site policy agreement (opens in a new window)

☑ I understand and agree ❗

Click the Link to site policy agreement to review the user agreement, then click the I understand and agree checkbox to indicate that your agreement.

Create my new account   Cancel

Click the Create my new account button.

3. After you click **Create my new account**, the message below displays, directing you to go to your email account and find the confirmation email just sent by Moodle. Click the **Continue** button in the message.

An email has been sent to your address at sallysmith293@gmail.com

Please go to the email account listed above and click the link in the email to confirm your new account. *You will not be able to log into the Moodle system until you have confirmed your account.* If you do not receive the email, check your Junk or Spam folder for an email from Smithsonian External Learning (noreply@si.edu).

If you continue to have difficulty, contact the Smithsonian staff member who directed you to this site.

Continue

4. Go to your email account and find an email with the subject line **Smithsonian External Learning: account confirmation**. The sender email address will be **Smithsonian-Learning-No-Reply@si.edu**. With the email displayed, click on the blue hyperlink after the text "*To confirm your new account, please go to this web address*:"

Smithsonian External Learning (via Smithsonian External Learning) <   11:36 AM (1 minute ago)
to me ▾

Hi Sally Smith,

A new account has been requested at 'Smithsonian External Learning' using your email address.

To confirm your new account, please go to this web address:

https://moodlex.si.edu/login/confirm.php?data=eEl3Qq1vPm5ylXw/sallysmith

Click this link in the confirmation email to confirm your account.

In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work

5. A message that your account has been confirmed displays. Click **Continue** to go to Smithsonian External Learning.

6. To update your Moodle profile to change your time zone (default is local Washington, DC/New York), add a profile photo (if desired), update your primary museum or unit, update your Smithsonian point of contact, and/or add a profile description for yourself (if desired), open the menu in the upper right corner of Moodle, then select **Profile**.

🔔 Mary Ward02 👩 ▾

🎛 Dashboard

👤 Profile

🔧 Preferences

↪ Log out
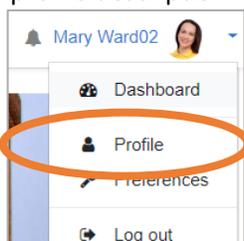
7. Click **Edit Profile** on the next page, make the desired changes and additions. **DO NOT change your time zone unless your time zone is different from local Washington, DC/New York.** When you are finished updating your profile, scroll to the bottom of the page and click **Update Profile**.

8. ***Next, refer to the instructions from your Smithsonian point of contact regarding how to find the course you need to take.*** Remember that all courses require an enrollment key or require that you be pre-enrolled in the course. Information regarding enrollment options is available from your Smithsonian point of contact.

9. **When you finish a session of Moodle,** open the menu in the upper right corner of Moodle, then select **Log out**.
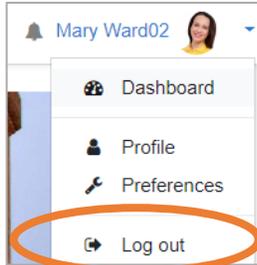
10. **To return to courses you are working on,** show the Menu by clicking on the Menu icon in the upper left corner of any page (highlighted in yellow and circled below), and click on a course under **My courses**; you can also click on **Dashboard** to go to your Dashboard, which will show you all of your enrolled courses.
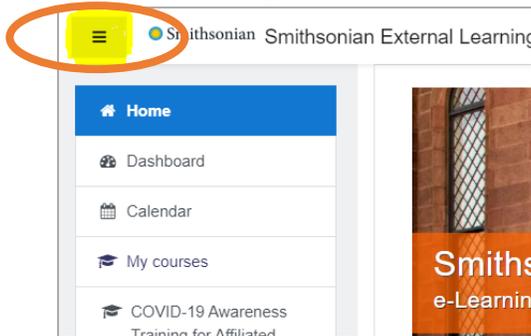
11. To return to Moodle, go to the following address in your browser: https://moodlex.si.edu and you will be able to log in with the user name and password you selected in this process.

If you ever need to reset your password, use the *Forgotten your username or password?* link on the login page.

You can find information about using Moodle in the **Smithsonian External Learning FAQ** posted on Moodle's front page. ***Contact your Smithsonian point of contact for all information related to using the external Moodle.***

Having trouble? See **Troubleshooting Account Creation Issues** on the next page.

Still have questions? See the **Smithsonian External Learning FAQ.**

Email or call your Smithsonian point of contact for any additional questions.

Troubleshooting Account Creation Issues

The Smithsonian External Learning application has over 10,000 user accounts self-created by volunteers and affiliated staff using the process outlined in this guide. While issues during account registration are rare, they do occur, and we appreciate your patience and understanding. Since your issue creating your account or logging in might be one of those that can be resolved on your own, please consult the table below before contacting your Smithsonian point of contact.

Issue	Solution
I cannot find a confirmation email from Moodle in my email account, so I cannot confirm my account.	1. Check the Spam, Junk, or Bulk mail folder in your email account for the email. 2. Search your email for the subject line "Smithsonian External Learning" and/or the sender **Smithsonian-Learning-No-Reply@si.edu**. See ***note at bottom of page 1 for special information regarding **Verizon.net** email accounts. 3. *If you still do not find the email, contact your Smithsonian point of contact.*
I do not know the course enrollment key for the course I am supposed to take.	To prevent unauthorized access to information within external Moodle courses, all courses require one-time entry of a course enrollment key. Only your Smithsonian point of contact or the provider of the course can give you this information.
I do not remember my user name.	Click on the **Forgotten your username or password?** link on the external Moodle login page and follow the instructions. You will need to know the email address you used for your initial account creation.
I do not remember my password.	Click on the **Forgotten your username or password?** link on the external Moodle login page and follow the instructions. You will need to know the email address you used for your initial account creation.
I do not remember the email address I used for my initial account creation.	If this happens, ***please do not attempt to create a new account***, as you will not have your previous course completions or progress available in a new account. Always email or call your Smithsonian point of contact to find out this information. If you no longer have this original email account, you can log in and change the email address associated with your Moodle account (see below).
I want to change the email address associated with my Moodle account.	Log into Moodle, then open the menu in the upper right corner of the page, then select **Profile**. From the next page, click the **Edit Profile** link and enter a new password. Be sure to scroll to the bottom of the page and click **Update changes**.
It has been over two years since I used my Moodle account.	After two years of inactivity, your Moodle account will be deleted, and you will need to create a new account if you need Moodle access. Your past completions and course progress will not be retained in your old account.
I have a Smithsonian network account and email address. How do I log into the external Moodle?	Smithsonian network account holders must log into the external Moodle with their Smithsonian network user ID and password. **IMPORTANT: If you have a Smithsonian network account, do not create a new account; simply log into the external Moodle with your network ID and password.**
I have another question or issue not listed here.	**Email or call your *Smithsonian point of contact* if you have another question or issue not listed here.** You can also check the **Smithsonian External Learning FAQ** .
Who is my Smithsonian point of contact?	Your Smithsonian point of contact is the Smithsonian staff member or contact who directed you to create an account for the external Moodle site.

Additional notes:

- This document is available online: Creating a Smithsonian External Learning Moodle Account

- If you are an external Moodle training provider, this document can also be found on your external Moodle Dashboard under the **Training Provider Help** block.