



DEPARTMENT:	IT SERVICES
DOCUMENT TYPE:	USER INSTRUCTIONS
APPLICATION:	MOODLE VIRTUAL LEARNING ENVIRONMENT
PROCESS UPDATE:	INTRODUCTION OF MULTI-FACTOR AUTHENTICATION
APPLICABLE TO:	NEW STUDENTS COMMENCING IN SEPT 2021
CIRCULATION:	NEW STUDENT INDUCTION/WELCOME TO IT SLIGO
ISSUED BY:	IT SERVICES
ISSUE DATE:	1 ST SEPTEMBER 2021

OVERVIEW

This document sets out instructions to help new students gain access to MOODLE, the IT Sligo virtual learning environment. New students must be Registered with IT Sligo before they can log in to Moodle.

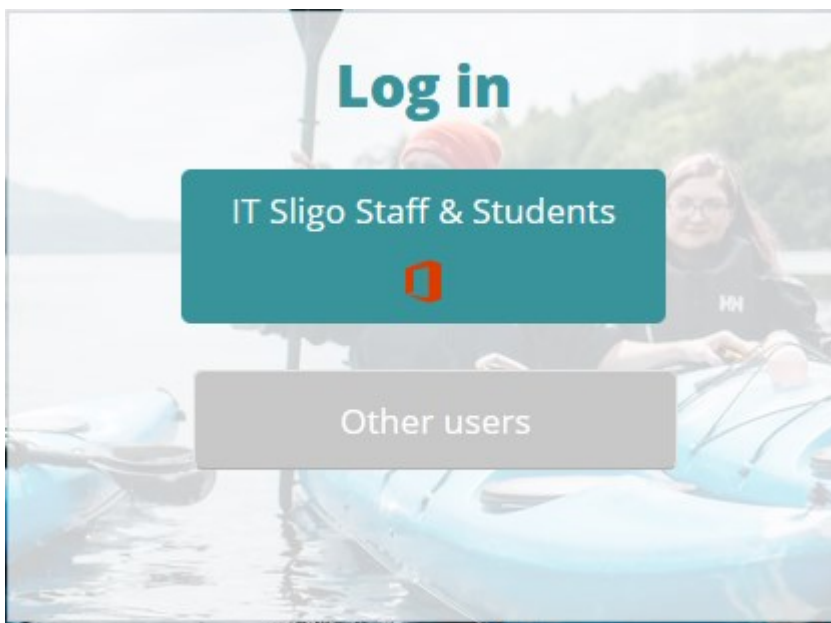
Before commencing, students must have:

1. Their IT Sligo Student ID
2. Access to their personal mobile phone.

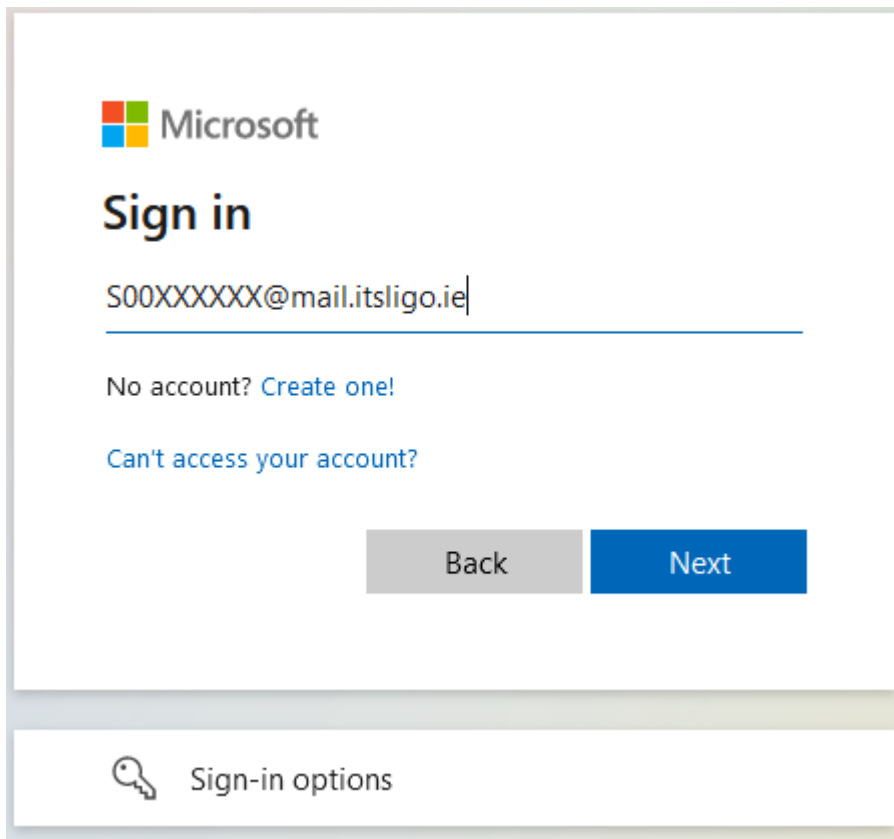
If students experience issues logging into Moodle and/or setting up Multifactor Authentication, please contact <https://www.itsligo.ie/itservices/technical-support/>

STEP 1: MOODLE LOGIN SCREEN

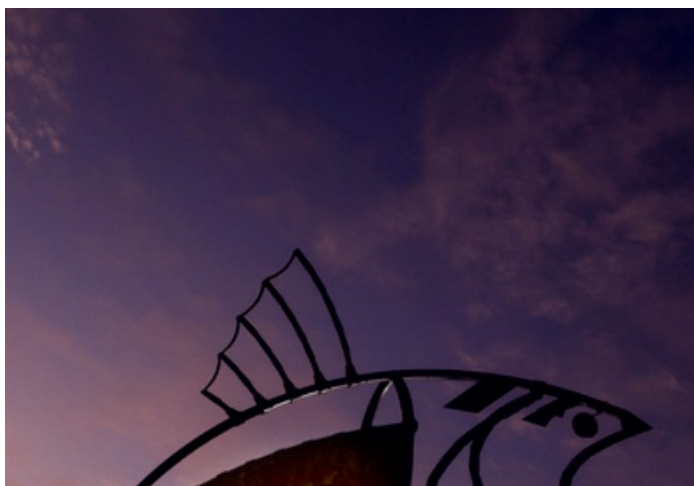
Open <https://vle.itsligo.ie> in a web browser.



- Click on **IT Sligo Staff & Students**



- Enter your **student email address** in the Microsoft Sign in Page.
- Your student email address is your **Student ID** followed by **@mail.itsligo.ie**
- Click **Next**



Please login with your IT Sligo CAMPUS username and password

[Sign in](#)

Forgot password. Click [here](#) to reset
Expired password. Click [here](#) to reset

- Enter your password in the IT Sligo sign in page.

If you are a **new student** to IT Sligo and this is your first time to login, your password will be your date of birth in the format **DDMMYYYY** e.g. if your date of birth is 25/01/1999 then your password will be 25011999.

- Click **Sign in**

STEP 2: PASSWORD RESET (new users only)

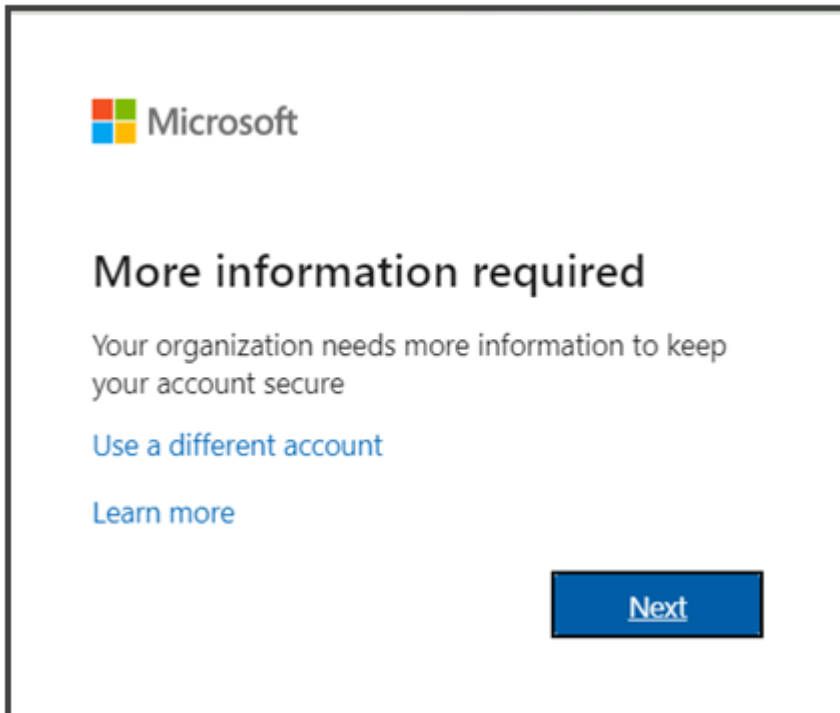
When logging in for the first time, you will be asked to reset your password.

- Enter your date of birth in the format **DDMMYYYY** in the **Old password** box.
- Enter a new password in the **New password** box and re-enter the new password in the **Confirm new password** box.
- Click **Submit**



STEP 3: MULTIFACTOR AUTHENTICATION

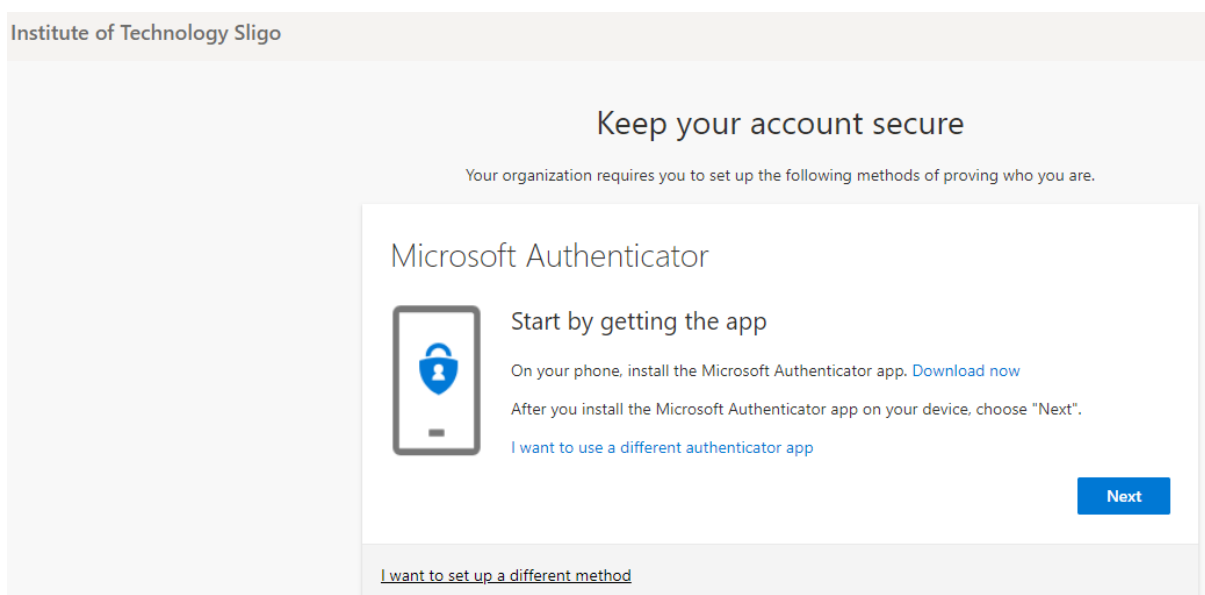
You will be asked to register for Multifactor Authentication (MFA). MFA is an extra layer of security that will help protect your account from unauthorised access.



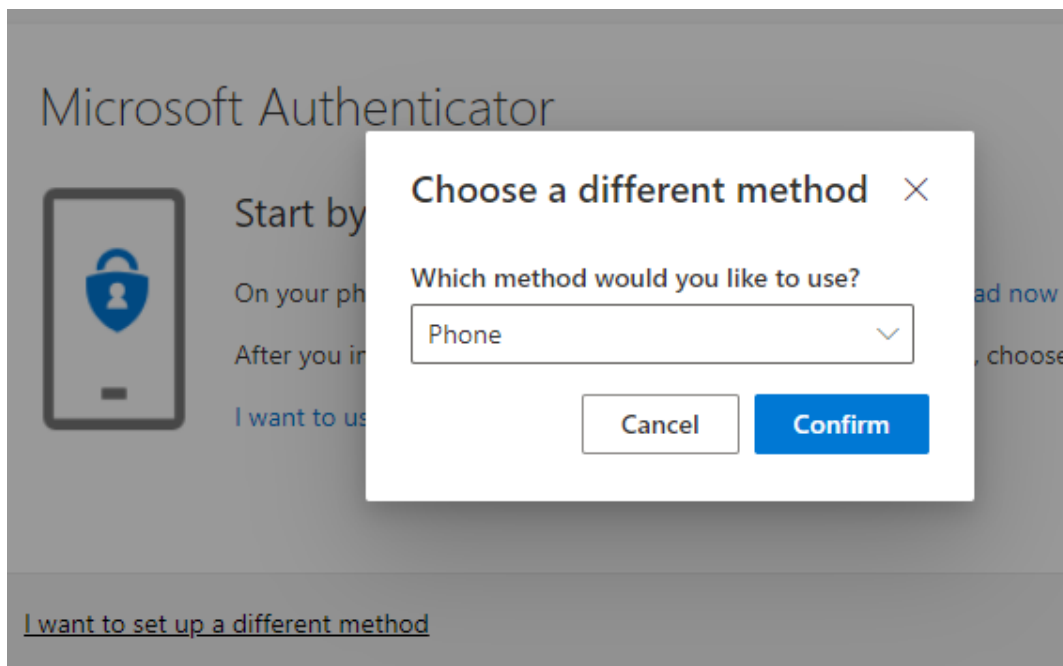
- You will be presented with a screen called **“More Information Required”**
- Click **Next**

You will be presented with a screen **“Keep your account Secure”**

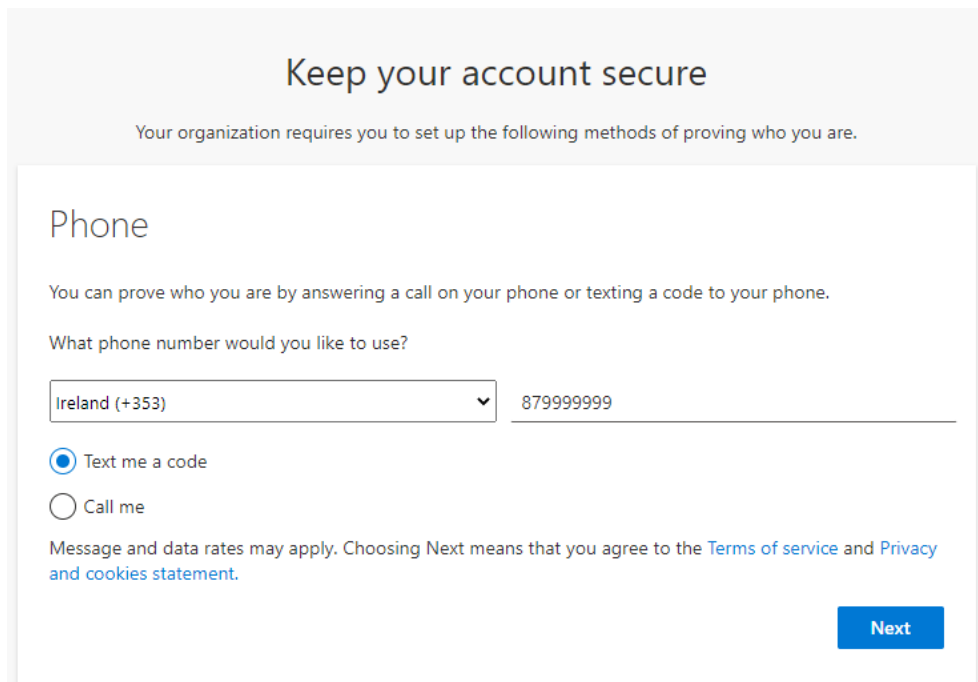
In here you have two options:



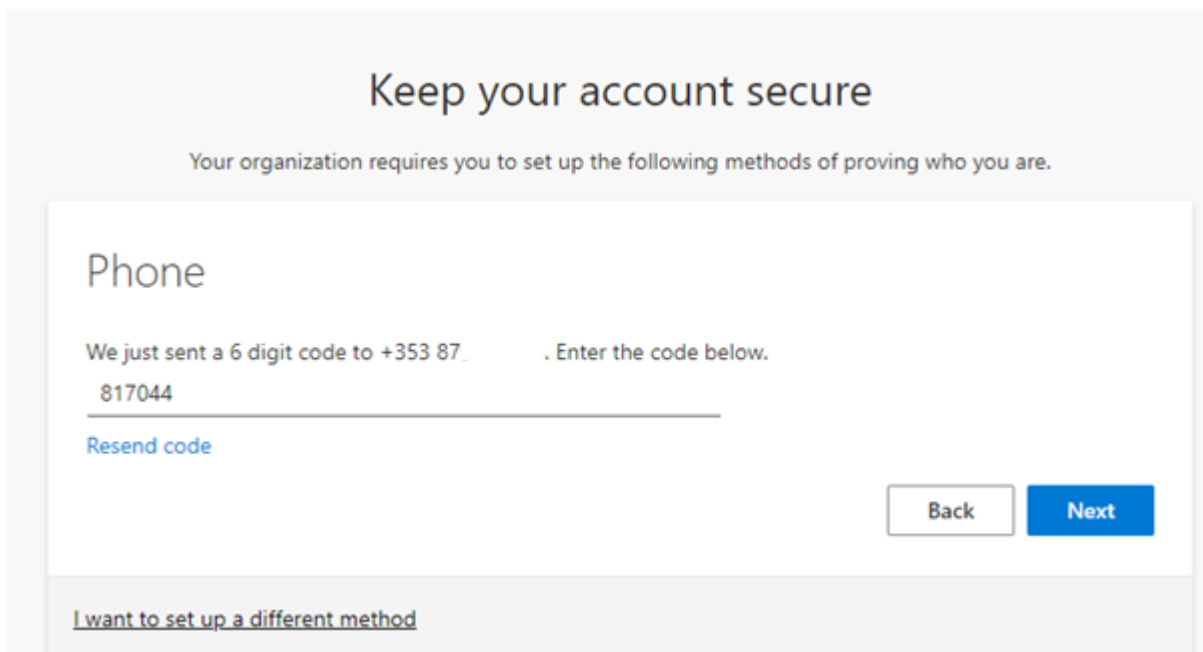
1. **“Download the Microsoft Authenticator App” (recommended).** If you choose the “Download now” option, you will need to download a new App on your mobile phone, either via the App Store (Apple iOS) or Play Store (Android). You will need to follow the instructions on your mobile phone to complete this installation.
 - Search for **“Microsoft Authenticator”** app in your app store and **Install**
 - Follow instructions to **“Add a Work of School account”**
 - Enter your IT Sligo email address (as above) and password
 - Once logged in, you will receive confirmation the account is available for **Two-Step verification.**
 - Continue logging into Moodle.
 - The App will be prompt you to **“Allow” or “Deny”** access to Moodle when logging in.
 - Users should select **“Allow”**
2. **“I want to use a different authenticator app”.** Choose this method to receive SMS authentication codes when logging into Moodle.
 - If you select this option, the following pop-up appears.
 - Select **“Phone”** from the dropdown menu and **Confirm**



In the Keep your Account safe screen, you will be asked to provide additional details:

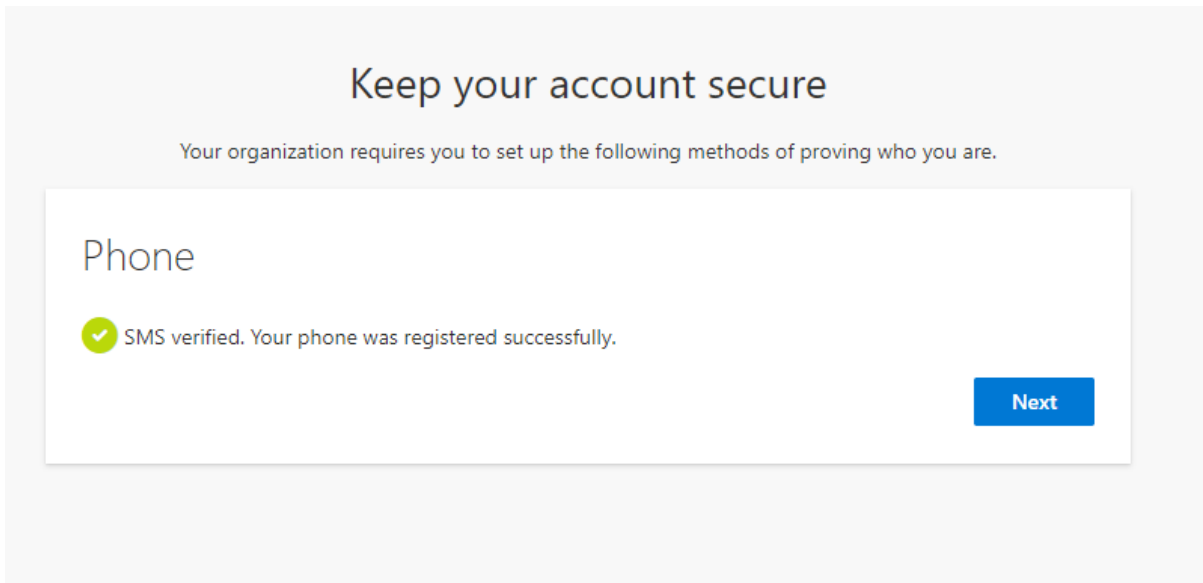


- Enter your **mobile phone number** without the leading 0 i.e. 087999999 becomes 87999999
- Ensure that **Text me a code** is selected
- Click **Next**

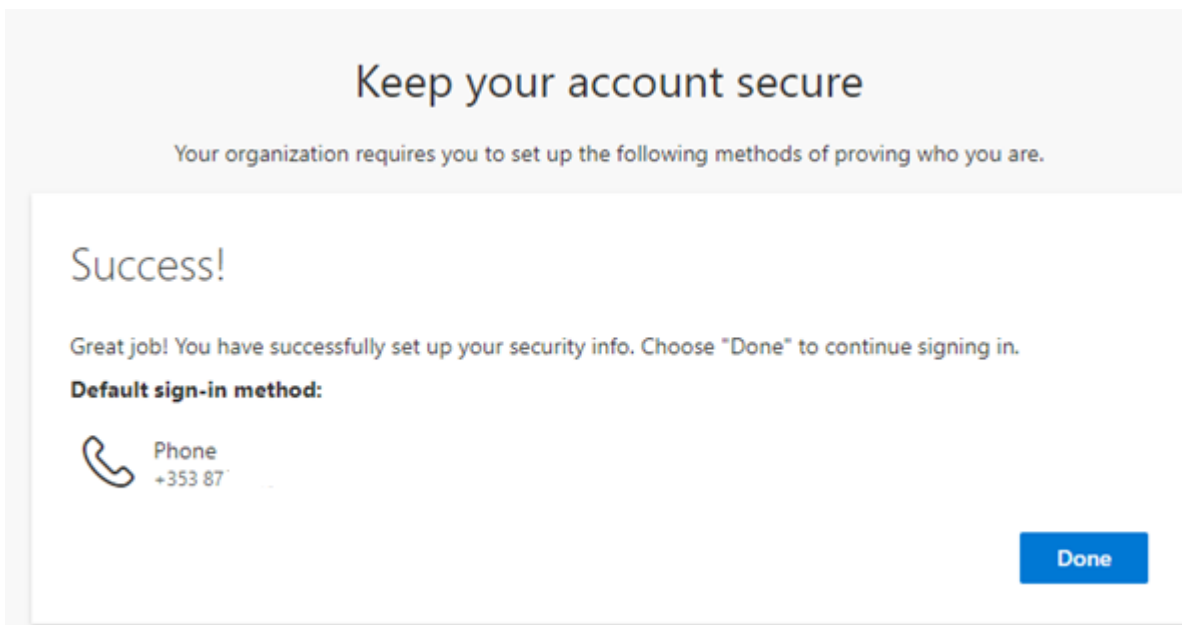


- A code will be sent as a **Text message** to your mobile phone.
- Enter this code in the place provided
- Click Next.

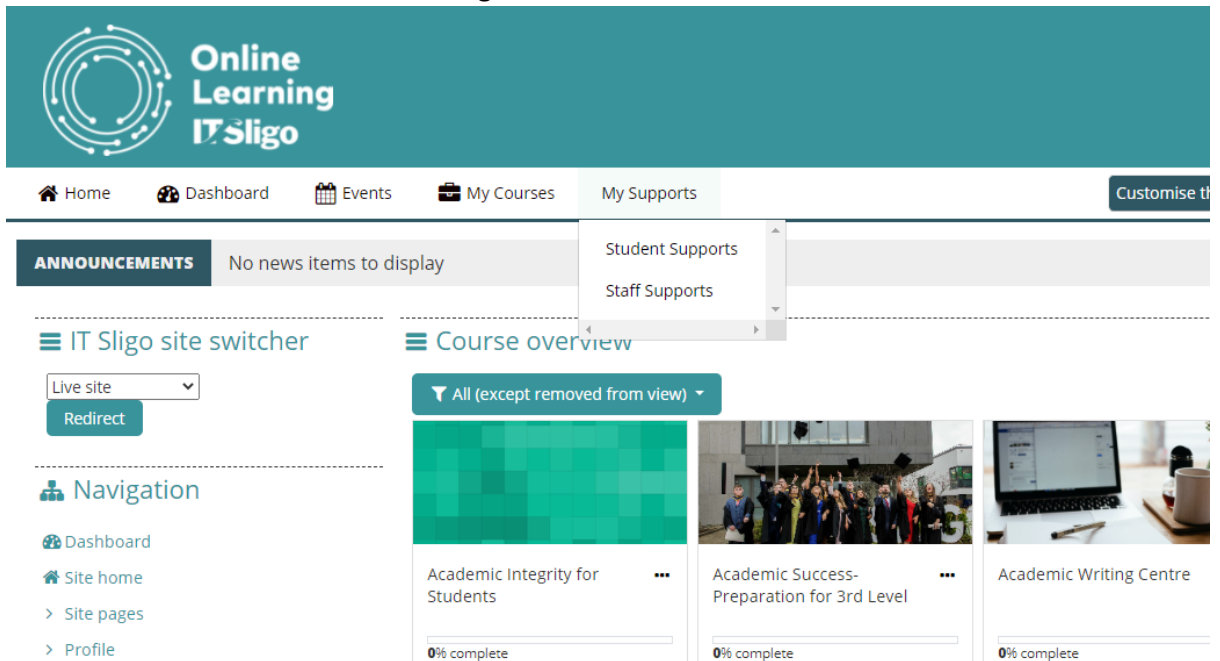
Your phone has now been successfully registered for MFA.



- **Click Done.**



- You will now be taken to the **Moodle login screen**.



For further support, please use the chatbot on the following page
<https://www.itsligo.ie/itservices/technical-support/>