**Common Issues when logging into Moodle**

1. **Already logged into Microsoft with a non ATU student account**

Please check that you are not already signed into Microsoft with a non ATU student account (example: a private or work-related Microsoft account)

To ensure your device is not logged into another Microsoft account:

* Please log out of all accounts.
* Open your web browser in incognito or private window (recommended web browsers: Chrome, Firefox, MS Edge)
* Follow steps in the below Moodle Log in video link for logging into Moodle

<https://itsligo.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=e6b7174e-32dd-4e8b-ba82-af02008dafaa>

1. **Entering Incorrect login details during Moodle login**
2. During the Moodle login process, at the **Microsoft Sign in** window: please enter your ATU student email account

Example [**S0000000@atu.ie**](mailto:S0000000@atu.ie)

**Graphical user interface, text, application, email

Description automatically generated**

1. At the **Microsoft password** window   
   Please enter your student password

**Graphical user interface, text, application, chat or text message

Description automatically generated**

Please follow steps in Moodle Log in video for logging into Moodle

<https://itsligo.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=e6b7174e-32dd-4e8b-ba82-af02008dafaa>