

Student Support Homepage



With all teaching going via the internet in various forms there is some key information that helps our support teams investigate:

1. Your details (name, email address, username) **You should NEVER reveal your password to anyone.**
2. Your IP address (you can get this by going to google and typing "what's my IP address")
3. If you're able to a trace route from your computer to Myplace will provide us with additional information about the connection between the two (see How to do a Trace route below)
4. What class you're trying to access (or resource)
5. What specific activity you're trying to access (if relevant)
6. A screen shot of the problem

You can contact help@strath.ac.uk with this information to raise call

Assessment - Online Exams and Assignment Submission

- [Student Checklist for Online Assessment](#)

Live Teaching (Using Zoom)

- [Before Joining a Zoom Session - Authentication](#)
- [Joining Zoom Lectures & Seminars /Tutorials - Student Guidance](#)
- [Joining Zoom Lectures & Seminars /Tutorials - Student Guidance - Alternative Method](#)
- [Joining Zoom Lectures & Seminars /Tutorials - Student Guidance - Android Devices](#)
- [Joining Zoom Lectures & Seminars /Tutorials - Student Guidance - iPhones /iPads](#)

Getting to Know

MyPlace

[Using MyPlace -
Video Tutorials](#)

[Docking and
Minimizing
MyPlace Blocks](#)

[Accessing your
Gradebook User
Report](#)

[Understanding
MyPlace Icons](#)

Things to Do

[Customising your
Homepage](#)

[Using My
Coursework](#)

[How to submit an
assignment](#)

[Student User
Guidelines](#)

[Myplace Text
Editor](#)

Upd

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Help

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Support

Logging an Issue and Support Contact Details for Myplace

Turnitin Troubleshooting Guide

Turnitin 'Loading Error' message on Safari

Turnitin Originality Reports - Turn around Time

Common MS Stream Issues for Students

Search / Browse Student Help Topics

| A | B | C | D | E | F | |
|----------------|----------------|----------------------|------------------|--------------|-------------|---------------|
| accept | back | calculate | dashboard | easy | fail | |
| acceptable | backup | calculation | date | edit | faq | |
| access | bank | calculations | deadline | editing | federation | |
| account | banner | caption | default | editor | feedback | |
| acg | basic | captions | delete | education | file | |
| action | become | catalogue | detailspane | effect | files | |
| activities | behaviour | cc | disability | ema | film | |
| activity | blended | changes | doc | email | find | |
| add | blind | chat | dock | embed | fit | |
| adding | block | choice | docking-blocks | encryption | five | |
| address | blocks | class | document | enrol | flowchart | |
| adjustment | blog | class_administrators | download | enrolled | folder | |
| admin | boards | classcode | downtime | enrolment | formal | |
| administration | breakout | classcodes | draft | enrolments | formula | |
| advert | breakout_rooms | classes | due | error | forum | |
| adverts | browser | common | duplicates | estream | | |
| allow | bulk | contact | | ex- | | |
| anchors | | content | | exam | | |
| archive | | contents | | examiner | | |
| archived | | copy | | examstudent | | |
| articles | | copyright | | explain | | |
| articulation | | course | | explanation | | |
| assessment | | coursework | | extension | | |
| assignment | | covid | | extensions | | |
| attempt | | create | | external | | |
| attempts | | creation | | extra | | |
| attendance | | current | | extratime | | |
| atto | | curriculum | | | | |
| audio | | customising-homepage | | | | |
| G-H | I-K | L | M | N-O | P | Q |
| gdoc | icons | labels | mac | name | participant | question |
| google | idrive | late | make | naming | pass | question-bank |
| grade | ie9 | late_submission | manual | new | peer | questions |
| gradebook | image | learning | mark | newversion | pegasus | quick |
| grademark | import | legal | marking | notice | penalty | quiz |
| grades | in | library | marks | notices | personal | |
| grading | incorrect | limits | marksreturn | notification | perspective | |
| group | index | list | max | numerical | pgde | |
| grouping | institute | livemeetings | media | online | picture | |
| groups | instruction | liveteaching | menu | originality | plagiarism | |
| gswm | invalid | loading | message | other | player | |
| guide | invite | log | metadata | overrides | playground | |
| guidelines | issue | login | method | overview | post | |
| h5p | item | logout | mh | | printscreen | |
| help | key | | microsoft | | private | |
| helpdesk | | | minimize | | problem | |
| hidden | | | missing | | profile | |
| hide | | | mobile | | programme | |
| homepage | | | module | | prs | |
| how-to | | | moodle | | prt | |
| html | | | mp4 | | | |
| http | | | multiple | | | |
| https | | | my | | | |
| | | | my-coursework | | | |
| | | | myplace | | | |
| | | | myplace-1516 | | | |
| | | | myplace-1718 | | | |
| | | | myplace-1819 | | | |
| | | | myplace1819 | | | |
| | | | myplace1920 | | | |
| | | | myplace2010 | | | |
| | | | myplace2015 | | | |
| | | | myplace2015-2016 | | | |
| | | | myplace2016 | | | |
| | | | myplace2017 | | | |
| | | | myplace2019 | | | |

| R | S | T | U-V | W-Z | 0-9 |
|----------------|-------------|-----------------|-------------------------------|-------------|------------|
| reading | safari | teaching | uk | web | 2017 |
| recommend | scanned | templates | unrestored-unknown-attachment | weblink | 2018 |
| record | scenario | tempstaff | until | weighting | 4 |
| recording | screen | test | up | width | 5 |
| registration | screenshot | text | update | windows | |
| regulations | search | tier | upgrade | withdraw | |
| release | section | time | upload | workflow | |
| removing | sections | timetable | url | workshop | |
| reopened | security | tips | use | wrong | |
| report | see | todo | user | youtube | |
| requirements | self | tools | video | zip | |
| resit | session | topic | videos | zoom | |
| resource | set | training | view | zoomfeature | |
| resources | setting | transcription | visa | zoomstudent | |
| restore | settings | transcriptions | visibility | | |
| restrict | setup | trouble | visible | | |
| resubmission | shibboleth | troubleshooting | | | |
| results | shot | turnitin | | | |
| return | show | tutor | | | |
| review | site | tutorial | | | |
| reviewrequired | size | type | | | |
| role | snipper | types | | | |
| roles | software | | | | |
| rollover | ssl | | | | |
| rtf | stack | | | | |
| rules | standard | | | | |
| | started | | | | |
| | stream | | | | |
| | student | | | | |
| | stuff | | | | |
| | submission | | | | |
| | submissions | | | | |
| | summarise | | | | |
| | summer | | | | |
| | support | | | | |
| | suspend | | | | |
| | switch | | | | |