

## Message for Final Year Students of the FMSC

Dear Students

As you may already know, the FMSC will commence academic activities for final year undergraduates from 15th June 2020. Lectures for other students will commence from 22nd June 2020. Due to the prevailing situation, FMSC will commence academic activities over the Internet. This is a challenging task for both lecturers and students; The FMSC decided to give first priority for students and considered the student's accessibility (Devices, Data Connections) during the design process of online learning. Please carefully go through the following instructions and take necessary actions before commencing online learning. The FMSC has established a dedicated team to help you if you have questions and need help. The helpdesk team information is provided at the end of this document.

### **Steps at a glance (To be completed by 15th June 2020)**

1. Check the master timetable available at [LMS home page](#) and find out the times related to the courses you follow this semester.
2. Confirms your LMS username and password is working by logging to the [LMS](#)
3. Enroll to the LMS Courses you are due to take this semester.
4. Confirm your Microsoft Office 365 Account (O365) username and password is working by logging to the [O365 Account](#).
5. [Install zoom app to your computer or to your smartphone](#)
6. [Install MS Teams app to your computer or to your smartphone](#)
7. Download the lecture materials via the LMS and complete if any pre-lecture activities
8. Connect with the online lecture (Zoom / MS Teams) as instructed on the course LMS.
9. Watch the recorded lecture via LMS.
10. Complete if any post-lecture activities.

## Frequently asked questions

### LMS Related Issues

#### **1. I can't access my LMS Account**

- This could be if you due to forgotten / incorrect username or password.
- Use the options displayed at [http://lms.mgt.sjp.ac.lk/login/forgot\\_password.php](http://lms.mgt.sjp.ac.lk/login/forgot_password.php)  
To reset your password.

If you do not get a email to your registered email, or if you cannot access your registered email, contact the Help Desk (See section below in this document)

#### **2. I can't enroll to my course on the LMS**

- Please contact your corresponding course coordinator.

#### **3. I can't access my O365 Account**

- If the [O365 Account](#) username and password is NOT working, reset your password by emailing to [office365support@mgt.sjp.ac.lk](mailto:office365support@mgt.sjp.ac.lk)

#### **4. The LMS is responding slow on my mobile phone**

- Install the Moodle mobile app
- Watch an overview of MOODLE app: <https://www.youtube.com/watch?v=jrNBit-YuZs>

### Video Lecture related issues

#### **5. I could not follow a live lecture via zoom (due to data / technical issues etc.) What can you do?**

- The summary of the lesson should be available on the LMS (As PDF Slides etc depending on the course. Course Lecturers are also encouraged to record their lectures Upload the Youtube Video Link and link to LMS.

#### **6. I can't follow the Youtube video as it is breaking up due to data speed issues.**

- Check the Resolution of the video, and lower the resolution if possible

## 7. Can I download the Video Lectures on youtube to play offline to save data?

- See section below on how to download videos (below)

## Check your course pages before 15th June 2020

- 1) All links and learning materials will be shared over the LMS. You should login to your course pages via [lms.mgt.sjp.ac.lk](http://lms.mgt.sjp.ac.lk)
  - a) If you forgot your LMS username and password please reset it in advance.  
Password reset information is available at:  
<http://lms.mgt.sjp.ac.lk/mod/page/view.php?id=10579>
  - b) Check whether you have access to your courses. If not please contact your course coordinator.
  - c) Details of course coordinators

## Preparing for online classes/lectures

- 2) FMSC mainly uses Zoom and Microsoft Team to conduct online lectures. Therefore you should be able to join online lectures Zoom or Team.

First preference will be given to the ZOOM and the link will be shared via LMS course page.

For more info please watch this [Introductory video:](#)

<https://www.youtube.com/watch?v=wbnyQwsVbiY>

### a) Instructions for ZOOM

- i) Install zoom (FMSC recommends to install Zoom but you can join via browser)
- ii) Link to the Zoom lecture rooms will be published in the session plan in relevant course page
- iii) Click the link and check in advance
- iv) Please select a quiet room or a silent place to join lectures

If there is any technical issue, the lecturer will use the Microsoft team to conduct lectures. If ZOOM fails, the lecturer will activate another link in the relevant section of the LMS course page. If there are failures in ZOOM the lecturer can shift from Zoom to Team even a few

minutes before the lecture. Therefore, please check the instructions in the course page if you have any issue. Lecturer will update the course page when necessary.

### b) Instructions for Microsoft Team Meetings

- i) Confirm your Microsoft Office 365 Account (MS) username and password is working by logging to the [MS Account](#).
  - (1) If the [MS Account](#) username and password is NOT working, reset your password by emailing to [office365support@mgt.sjp.ac.lk](mailto:office365support@mgt.sjp.ac.lk)
- ii) Download the MS team app either to your computer or to the smartphone
- iii) To connect with the lecture which used MS Team USJ MS account is **MANDATORY**
- iv) Link to the MS Teams lecture rooms will be published in the session plan in relevant course page
- v) Click the link and check in advance if available
- vi) Please select a quiet room or a silent place to join lectures

## Watch lectures offline or download

- 3) All lectures will be recorded and uploaded to the relevant section of the LMS course page. You can view them as youtube videos. If you have a weak connection select a lower resolution.

### How to download lectures (youtube videos):

Option 1: Install a youtube download plugin. We provide third party links and **please use them at your risk. Carefully check ratings before selecting a plugin.**

If you have **FIREFOX** please select one from the link <https://addons.mozilla.org/en-US/firefox/search/?platform=mac&q=youtube%20downlaod>

If you have **GOOGLE CHROME** please select one from the link

<https://chrome.google.com/webstore/search/YOUTUBE%20DOWNLOAD?hl=en>

If you have **MICROSOFT EDGE** please select one from the link

<https://microsoftedge.microsoft.com/addons/search/YOUTUBE%20DOWNLOAD>

Option 2 - Using websites (not recommend)

There are many websites that you can use to download YouTube videos. Please carefully search many sites popup adds.

### Option 3 - Mobile phones

Use a Youtube app. There is an inbuilt option to download Youtube videos.

## Download presentations and other learning resources

- 4) All presentations and other learning resources will be uploaded to the relevant section of the LMS course page. Regularly visit and check your course page

## FMSC Recommendations

FMSC uses MOODLE based LMS. If you have a smartphone, FMSC recommends downloading the MOODLE app to save your data. You can use some resources even if you are offline.

## FMSC helpdesk

You are not alone. If you can't solve questions regarding our Virtual Learning Environment please contact ITRC help desk using one of the following methods.

Mode of contact	Available time	How to reach
HelpDesk system	24 hrs	<a href="https://itrcprojects.sjp.ac.lk/helpdesk">https://itrcprojects.sjp.ac.lk/helpdesk</a>
e-Mail	24 hrs	<a href="mailto:support@mgt.sjp.ac.lk">support@mgt.sjp.ac.lk</a>
General phone	9.00 - 4.00	0112758773
Intercom	9.00 - 4.00	8773