This document explains the process of creating a Smithsonian External Learning user account, also known as Smithsonian's external Moodle site. 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.

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 a Smithsonian External Learning account. Your age is not stored in the system – it is used only to determine your eligibility for an account.

Follow the steps below to create your account. If you have questions about this process, contact the Smithsonian staff member who provided you with these account creation instructions.

1. Go to the following web address in your browser: https://moodlex.si.edu/login/signup.php
2. Complete the fields on the account signup page, using the information below:

   - Enter your desired Username (don’t use spaces or special characters).
   - Enter your desired Password (see rules above).
   - Enter your full, valid Email address.* You must be able to receive emails from Moodle in order to register for an account and use the system fully.
   - Enter your full Email address again, to ensure it is correct.
   - Enter your First name.
   - Enter your Last name.

* 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. If you want to use a Verizon.net account, 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 in order to register for an account and use the system fully.
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.

![Confirmation email](image)

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:*

![Confirmation URL](image)
5. The message shown below displays. Click Continue in the message to go to Smithsonian External Learning.

![Continue button](image1)

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

![Profile menu](image2)

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.

![Log out button](image3)

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.

![Dashboard menu](image4)
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.

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 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 Issues

The Smithsonian External Learning application has around 7,000 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.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
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| 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 username. | 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's 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. |
| 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. |

This document can be found online at the following link:  
https://moodle.si.edu/sidocs/ExternalMoodleNewAccount.pdf