



INGENIUM
European University

INGENIUM Education Platform

Student FAQs

Work package 3 – Digital INGENIUM



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INGENIUM Education Platform- Frequently Asked Questions for Students

1. How do I log in to the INGENIUM Education platform?

Use your institutional email and password. If this is your first time logging in, check your email for activation instructions sent by your university.

2. I forgot my password. What should I do?

Click “**Forgot username or password?**” on the login page. Reset instructions will be emailed to your email address.

However, if you use your university account, then the above process does not apply. You should follow the password-reset process provided by your own institution.

3. Where can I find my courses?

After logging in, click on **My Courses** on top of the page. If a course is missing, contact your instructor or program coordinator—some courses appear only after enrollment is processed.

4. How do I submit an assignment?

Open the course → select the assignment → click “**Add submission**” → upload your file → click “**Submit assignment.**”

Some submissions require confirmation—make sure you press “**Submit final**” if prompted.

5. I can't upload my assignment. Why?

Common reasons:

- File is larger than the allowed size
- Unsupported file format
- You missed the deadline
- Browser issues (try Chrome or Firefox)

6. How do I check my grades?

Inside a course, click **Grades** from the left-hand navigation menu, or the menu on top of the course page.

Some instructors may hide grades until marking is complete.

7. Why can't I see certain activities or materials?

Instructors may restrict access based on:

- Dates
- Completion of a previous activity
- Group membership
- Enrollment status.

8. How do I message my instructor or classmates?

Use the **Messaging** feature (top-right icon) or the **Participants** list. You can find the latter by clicking on **Participants** at the horizontal menu on top of the course.

9. Which browsers and devices work best?

Chrome, Firefox, and Edge work best.

Mobile access works via browser or through the Moodle Mobile App.

10. Where should I ask in case of technical problems with the INGENIUM Educational Platform?

For any questions or problems regarding the use of the INGENIUM Education Platform, please contact your local INGENIUM administrator or send an email at **helpdesk@ingenium-university.eu**.