

LEARNING SUPPORT SYSTEMS



Charles
University

A Practical guide to E-learning at CU

Learning Support Systems

A Practical Guide to E-learning at CU

Written by a collective of authors from the E-learning Support
Center at the Central Library of Charles University

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HOW TO USE THIS GUIDE

Dear students, the entire team of authors of this publication would like to congratulate you on becoming a Charles University student and wish you every success in your studies, whether you are an undergraduate or graduate student, whether you speak Czech or English, whether you are a full-time student or a participant in a life-long education programme, whether you will be studying under the Erasmus+ programme for a few semesters or at a summer school for a few weeks, or whether you are participating in virtual mobility.

You will encounter many challenges during your studies and this guide is designed to help you navigate the possibilities of e-learning, blended learning, virtual mobility and the systems supported at Charles University so that you can utilise your time more meaningfully, for example for study or leisure, instead of searching for instructions.

This guide introduces the e-learning support tools that are used most frequently at Charles University and that



you may encounter during your studies. It will also help you to avoid the most common obstacles associated with their use as well as offer some tips on how to avoid stress while studying online and enable you to study according to your needs.

Each section introduces a specific system as well as its role in e-learning, and lays out how to log in, what to look out for and how to adjust the system environment to suit your needs, while showing you what features you will probably use the most and where to find further help if you struggle.

How do I find out which systems I need to use?

Each instructor uses a different set of systems in their course which they choose based on their requirements, their subject's requirements, and different educational goals. However, they should choose GDPR-compliant systems supported by the university. You will learn about the systems used in your courses from the course syllabus in the Student Information System (SIS) or from your lecturer, who is also the person who controls and manages the student-system interaction. Not every course you enrol in in the SIS is also taught in an e-learning format. Some lecturers do not use e-learning at all for their teaching.





Moodle



Teams



Streamserver



Zoom



Turnitin



Socrative



Mahara



Wiki

The main systems for teaching support at Charles University undoubtedly include LMS Moodle, conferencing tools MS Teams and ZOOM, the anti-plagiarism tool Turnitin, the Socrative rapid testing tool and the Mahara electronic portfolio. Content management systems, such as Wikisystems and the multimedia Streamserver, round off the range. You can find an overview of all systems on our [bulletin board](#).



1. LMS Moodle

LMS (Learning Management System) Moodle is the only centrally supported learning support system at CU. It is an e-learning environment. Moodle is updated to the latest version every year, during the summer holidays, to ensure maximum compatibility of all features and to maintain security. In addition to the aforementioned central system, some faculties or other parts of the university manage their own Moodle installations, which are individually managed by the respective IT department and do not fall under the central administration of CU (see section [Faculty installation of Moodle](#)).

As Moodle is the most widely used e-learning tool at Charles University, it is likely that you will encounter it during your studies. However, it is important to say that not every course you enrol in in the SIS is also implemented in Moodle. Moodle courses usually contain learning support for a particular course; the platform is, however, often used for taking exams, submitting assignments and for other forms of learning. In general, each instructor approaches the use of Moodle differently



We'rre finally
connected!



in order to create an appropriate learning environment suitable for their course. Therefore, we recommend that you wait for the lecturer's instructions first, and if you need any clarification, ask them at the end of the lesson. This can be beneficial for your peers, too, and the instructor's inbox will not get flooded by individual emails.

Central installation of Moodle CU

We manage several separate installations of Moodle at CU due to different priorities for its use and different management of user accounts and types of secure login. You can use the elearning.cuni.cz/english/moodle-cu page to access all installations. All installations are technically identical; however, they are distinguished by the colour of the interface for easier orientation.

- ▶ Moodle 1 dl1.cuni.cz and Moodle 2 dl2.cuni.cz are used for standard teaching within CU's internal environment
- ▶ Moodle 3 dl3.cuni.cz is used for testing and online admission procedures
- ▶ Moodle for further education dlcv.cuni.cz is used for life-long education courses and for external users
- ▶ Moodle for hosting dlk.cuni.cz is used for hosting courses provided by external partners
- ▶ Moodle MOOC mooc.cuni.cz offers international courses and courses provided by international initiatives (RESTI, 4EU+)





Did you know... that the DL in all our Moodle installations stands for DISTANCE LEARNING?

Faculty installation of Moodle

Some faculties run their own Moodle installations. These systems do not fall under the central administration and are managed by faculty IT centres. If you need help, either with logging in or with operating the system, please contact the relevant IT department (see the Contacts section). The central e-learning helpdesk does not have access to these systems. The aforementioned faculties are:

- ▶ Protestant Theological Faculty
moodle.etf.cuni.cz
- ▶ First Faculty of Medicine
moodle.lf1.cuni.cz | kurzy.lf1.cuni.cz
- ▶ Faculty of Medicine in Plzeň
lms.lfp.cuni.cz
- ▶ Faculty of Medicine in Hradec Králové
moodle.lfhk.cuni.cz
- ▶ Faculty of Law
moodle.prf.cuni.cz

Logging into Moodle CU

You can log in to each Moodle installation on its homepage by clicking on the “Login” link in the top right corner. You will be redirected to a login page where you



can fill in the required information and log in. There are four ways to log in to the central Moodle installations, depending on the type of user and the Moodle installation in question.

- ▶ **If you are a CU student**, you will log in to Moodle with your Central Authentication Service (CAS) login details - your personal number and password. Moodle acquires all identification details from CAS (including a verified email address), so it is essential that you keep all your personal details in CAS up to date. Therefore, if you want to change/reset your password or change your email address, please do so in CAS at cas.cuni.cz and the changes will appear in Moodle automatically the next time you log in.
- ▶ **If you are not a CU student but an external email-based account** has been set up for you, you can log into Moodle using your username and password. If you need to change your password, you can do so yourself in Moodle by following the instructions on the login form.
- ▶ **If you are a student at another university**, you can log in to Moodle remotely using Shibboleth. In the login window, select the option to log in via Shibboleth, then select the university you are studying at from the list and then you will be redirected to your university's authorised login where you will enter your login details. This option is available mainly on Moodle MOOC.
- ▶ **If you are not a CU student and do not have an external account**, you can log in to Moodle as a guest. In this



role, you can only access courses that are fully open to the public. Your role allows you to read and view the courses' content, but you cannot participate in any course activities.

Searching for courses

You will usually learn of a Moodle course that you will be using directly from your instructor - they will send you a **direct link to the course**. Each course link contains two important pieces of information. Firstly, which installation the course is on (e.g., dl1 for Moodle 1), and secondly, a unique course ID. Therefore, if you want to identify a course, it is useful to know the course ID in addition to the course name (for example, when communicating with the helpdesk), because multiple courses with the same name (the same course taught by multiple instructors or taught at different faculties) may be located on the same installation.



Did you know... that each direct link tells you which installation it leads to?

<https://dl1.cuni.cz/enrol/index.php?id=6767>

You can also search for courses using the course database. On the main page of each Moodle installation, there is a full-text search box and you can click on the categories and browse their content. You can then enrol in some courses yourself (see the [Course enrolment section](#)).



Profile settings and personal preferences

Each Moodle user can manage their profile and account preferences, except for fields that Moodle gathers from CAS, such as name and surname, personal number or ID, and email address (see the [ways to log in in the previous section](#)). Filling in personal details is optional.

Time zone settings

We recommend filling in the COUNTRY and TIME ZONE fields in your profile. If you set the country to CZECH REPUBLIC and the time zone to EUROPE/PRAGUE (the default setting), you will set your Moodle up according to the country where the courses take place. This will prevent you from being late for a Moodle test or missing an important date.

Selecting the interface language

Each user can choose their preferred language of the Moodle interface. If there is no preference filled in, Moodle will assume the language of the browser. The choice of interface language for a particular course is determined by the course instructor (for example, a Japanese language course may have Japanese “imposed” on the interface for the entire course).

Dashboard

The dashboard shows all the important information about your Moodle studies. You can find a list of your courses here, a calendar and a timeline showing all the important dates that apply to you in a chosen time



period (e.g., assignment deadlines, exam dates, etc.). By clicking on the arrow in the top right corner you can view and set up other panels, such as private files, badges or recently accessed items.

More user settings

Within your profile, you can set all the important preferences that apply to you, whether you are setting the calendar, the editor or notifications. You can then set your preferences in connection to the individual items.

Message and notification preferences

In the Notification preferences section, you can set which notifications you will receive (for example, you can choose to be notified about your assignment grades), and also how the notification will be sent, whether as a message in Moodle or as an email notification. You can also set the conditions for subscribing to forum posts, and you can set and limit who can send you messages (e.g., your peers etc.).

Badge management

What are badges? Badges are a kind of digital confirmation of achievements. Within Moodle, you can earn them for completing a specific activity, for example, for successfully completing a test, a section of a course or the whole course. You will be notified about receiving a badge as soon as you have fulfilled the requirements and have been awarded it. Badges can be publicly displayed in the so-called Public Collection



(e.g., badgr.com). Setting up the collection and linking it to Moodle can be done in the user's preferences.

Course enrolment

There are three ways to enrol in a Moodle course.

- ▶ **Guest access.** Some courses are open to all students and the general public. These courses allow guest access and require no login. The fact that you are attending the course as a guest will be displayed in the top right corner of the respective Moodle header. As a guest, you can view the course content, but you cannot participate in any graded activities, such as submitting assignments or taking tests. So, if you are taking a course and find that you are unable to submit assignments, make sure you are not participating in the course as a guest first.
- ▶ **Manual enrolment.** You can be manually enrolled in a course by the instructor or the course guarantor. They will most often enrol you as a student. You will then find the course (as well as all other active courses in which you are enrolled) on your dashboard.
- ▶ **Self-enrolment.** The most common way of enrolling students in a course is self-enrolment. The instructor will allow self-enrolment in their course and will either secure it with a password (enrolment key) or not. If you receive a direct link to the course and an enrolment key from the instructor, you will be asked to enter the enrolment key upon your entering the course. After entering the key, you will be enrolled in



the course. Sometimes the instructor will set different enrolment keys for selected groups of students, and after entering a specific key you will not only be enrolled in the course as a student, but you will also be automatically assigned to a specific group.



Did you know... that you can find out your role in the course by clicking “Participants” in the course’s main menu and viewing the list of participants?

Assignment

This Moodle activity is mainly used by instructors to assign writing tasks such as essays, reviews, summaries and other term papers. It is important to note again that you can only submit your work if you are enrolled in a course as a student. If you are enrolled as a guest, you cannot submit your assignments.

After clicking on the Assignment activity, you will see the information regarding the time limit and the requirements for its completion. There is also a table showing the submission status. The information varies depending on whether or not you have already submitted the assignment. Depending on this, you will also see the buttons that are available (add submission, edit submission or remove submission). For assignments that have already been submitted, the table contains a link to the submitted text, information about the grade and further comments from the instructor.



The assignment can usually be submitted as an attached file (most often in the docx, pdf or pptx format). To submit an assignment, simply click the “Add submission” button. Then upload the file from your computer/ phone/tablet and save it. We recommend you always make sure that you have actually submitted the assignment. This is because if the multiple submissions setting is on, the student is allowed to first upload a draft, which they are allowed to edit until they make their final submission. Therefore, you can see whether the assignment is in draft mode or whether you have actually submitted it for grading in the assignment submission status table. After the assignment is submitted, the instructor will receive a notification. The student will receive a notification only after the assignment has been graded by the instructor. The instructor may choose to mark the assignment only with a grade or provide individual feedback, which can be found either in the submitted document or received in a different way.

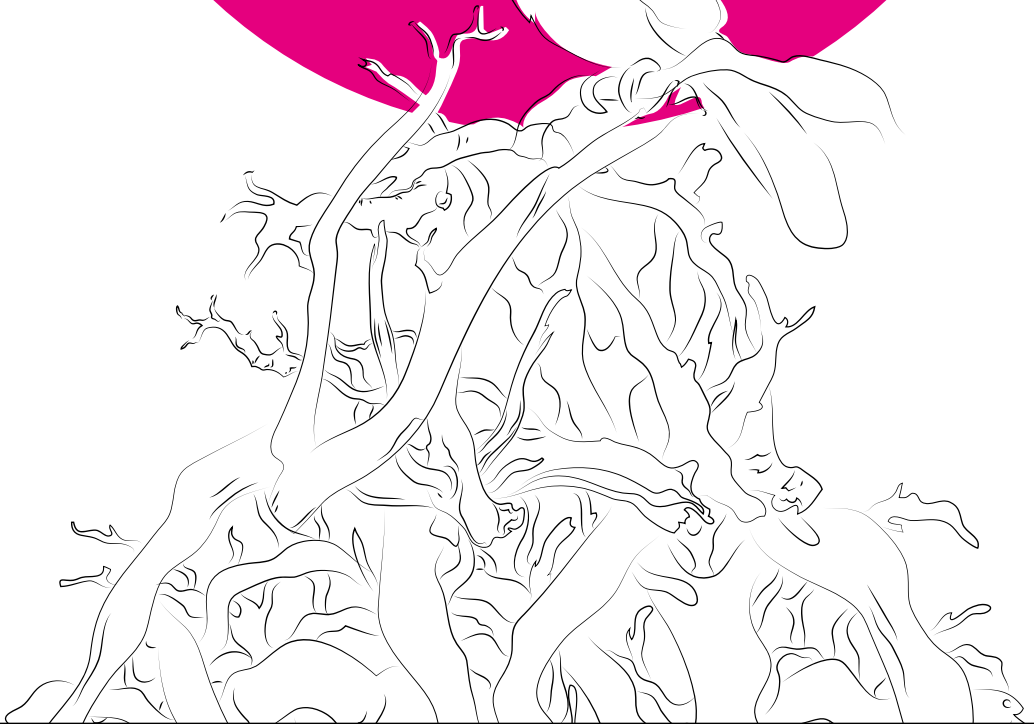
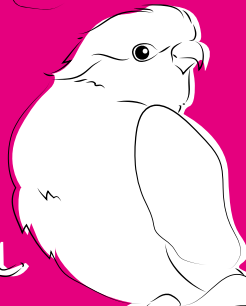
Uploading a file is only one of the ways to complete a task. In some cases, Assignment is set up so that you can type directly in Moodle using a text editor. Again, we recommend that you check that you have actually submitted the assignment and confirmed the submission.

Turnitin Assignment


Turnitin Assignment is not much different from Assignment. The main difference is that this activity is linked to the Turnitin anti-plagiarism system, which evaluates



Wow!
So much grrreat
stuff!



submitted work in terms of academic ethics. The submitted work is checked against the sources and after that, a similarity report is generated showing the results of the plagiarism check. This report is available to the instructor and the instructor has the option of posting it for the student to see the results. The report may include a language analysis (for documents written in English) and the instructor may also add their evaluation and commentary (either in written or audio form).

The uploading process is similar to that of Assignment. After clicking on “Turnitin Assignment” you can see submission deadlines. In the overview table, click on the **cloud with an arrow icon**  next to your name (when you hover your cursor over it, the text “Submit Paper” will appear) and upload the file. You will then receive an email notifying you of the submission and the assignment’s identification number in the Turnitin system. Once the check is complete, the result will appear in the table and if the instructor has allowed the students to view the report, a link to it will appear as well. You can then click on it and it will open in the external Feedback Studio tool (it runs automatically, no need to install anything).

Quiz

The Quiz activity is mostly used by instructors for mini tests or the final exam. After clicking on the Quiz activity, information about the test appears. This information includes:



- ▶ **Accessibility:** access to the quiz may be limited to a specific time period. This can be minutes, hours or days. It is a period of time during which you can attempt to take the quiz at any time. For example, the quiz may be accessible from 1 January 2023, 2:00 pm until 1 January 2023, 8:00 pm. You cannot take the quiz outside of this time frame.
- ▶ **Time limit for the quiz:** the instructor can limit the time available for the completion of the quiz, for example to 60 minutes. If we take the example above, the earliest you can attempt to complete the quiz is 2:00 pm and the latest is 7:00 pm. If you begin after 7:00 pm, you can take the quiz, but you will no longer have the full time limit to take the quiz. The system will automatically terminate your work at 8:00 pm at the latest.

Other quiz functions depend on the parameters set by the instructor. For example, the instructor sets whether it is possible to return to previous questions during the quiz or whether each question demands answering the previous one first. The instructor can also determine what happens to unfinished questions when the time limit expires (whether you have to keep track of the time limit yourself and submit the quiz before it expires by clicking on the “Submit all and finish” button, or whether your answers are saved automatically) and what information is available to students after the quiz is completed (score, grade, commentary, correct answers, etc.).



For some quizzes, the grading is displayed immediately after the completion of the quiz (quiz questions are automatically assessed by the system), while for others (open-ended questions that require manual scoring) the grading is displayed only after the instructor decides to publish the results. The Quiz does not send automatic notifications of the grading, the result is either available immediately or is announced by the instructor individually or collectively.



Did you know... that you can find all your grades on your profile page?

Central helpdesk for Moodle CU

The central Moodle helpdesk can be contacted via email at moodle-help@ruk.cuni.cz. If you want to send us an email, please be sure to include your basic ID information in addition to your issue. This is very helpful to us and it will also make processing your request much faster. The information we need is:

- ▶ your name, surname and personal number
- ▶ your faculty / branch of study
- ▶ a direct link to the course that the problem is related to (see section [Searching for courses](#))
- ▶ if applicable, the name and location of the course
- ▶ link to or full name of the activity in the course



If you think that your problem is more complex and requires a broader context, you can include your phone number so that we can contact you.

It usually takes the helpdesk a few minutes/hours to respond but no more than 48 hours from receiving your request. If we need more information, we will request it from you. Contact details for faculty Moodle installations helpdesks can be found in the [Contacts section](#).



Did you know... that you can find the helpdesk email address mentioned above in the header of each Moodle installation under the tab titled **USER SUPPORT?**



2. Microsoft 365

In this section we will look at the Microsoft 365 e-learning tool (also called M365), which is often used at Charles University for synchronous and asynchronous learning. However, it is important to note that each faculty and each instructor may use this tool differently and to varying degrees. Therefore, it is always necessary to follow the instructions of the lecturer and to observe how the tool is used in a particular course. Microsoft 365 is a cloud service provided by Microsoft that includes various software applications and tools for cloud working and coworking. This system gives students and instructors easy access to a variety of tools they can use for teamwork, project organisation, document and presentation management, and many other activities useful for academical purposes. This guide will show you more ways you can use M365 in your studies. The main tool for synchronous learning is Microsoft Teams, which allows you to easily communicate and collaborate with your classmates and instructors during learning activities.





Microsoft 365 at CU

Students and employees of Charles University have the opportunity to use the full central licence of Microsoft 365 (formerly called Office 365) for free, which gives them access to various programs. Students of most faculties get an A3 licence, giving them full access to the aforementioned applications and up to 5 TB of storage on OneDrive. Students can access the Microsoft 365 environment on the [Microsoft 365](#) website using their [personalnumber@cuni.cz](#) login and then their Central Authentication Service (CAS) account, i.e., their University ID number and password.





Did you know... that if you need help with any part of M365, you can visit the [Easy365](#) tutorial page for all the information and instructions you may need to use M365?

The applications can be used in cloud or desktop version; for some, both options are available, for others there is only one version available. You can install the desktop apps on up to five devices for free under the university licence via the “Install Apps” button, which is accessible from the Microsoft 365 homepage.



Did you know... that after you terminate or interrupt your studies at Charles University, you will lose access to your Microsoft 365 licence and all related services? That is why it is important to back up all your important study documents so you don't forget or lose them.

The [personalnumber@o365.cuni.cz](#) email address and Outlook

Along with your Microsoft 365 licence, you automatically get an email account with the address [personalnumber@o365.cuni.cz](#). You can access your mailbox using the Outlook app, which is accessible via the icon in the left-hand bar on the Microsoft 365 homepage. Another option to log in is via webmail at [outlook.office.com](#).



If you have a faculty email address, beware, this is a different address and a different Outlook.

The mailbox with the personalnumber@o365.cuni.cz address automatically receives notifications from apps and information about being added to a team, meeting invitations, sharing confirmations, etc.

OneDrive and SharePoint

The OneDrive and SharePoint data storages allow you to store and share (learning) materials in the cloud. This makes the materials accessible from any internet-connected device. OneDrive is a personal cloud storage with a capacity of up to 5 TB; it is linked to you. SharePoint is a web application platform that enables sharing, content management and teamwork, and it is linked to a team or a group. Both OneDrive and SharePoint are integrated into Microsoft 365 apps, so you can find them in the menu when opening and saving files.

SharePoint is also embedded in the background of many Microsoft 365 services and apps. For example, each team in MS Teams corresponds with a website and group on SharePoint. This is also why you will find the word sharepoint in many links, for example, to shared files.



For the selected folder or file, by clicking on the “Share” button in the context menu you can

- ▶ select with whom the folder or file should be shared - from all users to persons with a Charles University account to particular email addresses;
- ▶ choose whether the selected persons can only view the content or edit it, too;
- ▶ set a password, expiration date, etc.

According to your settings, you can send an invitation link to the chosen email addresses or copy the link and distribute it another way.

For more information about SharePoint and OneDrive, visit the tutorial page [Easy365](#).

Faculty variants of Microsoft 365

Similarly to Moodle, some faculties manage their own installations of Microsoft 365. These installations are not managed by central support, but by the faculty IT



Did you know... that faculty and university Microsoft 365 licences are not interconnected, so you always have to log out/ log in or work in multiple browsers in order to work with the materials?



department. Therefore, in case of any problems, please contact the faculty helpdesk (see the [Contacts section](#)).

The faculties concerned are:

- ▶ Faculty of Arts
- ▶ Faculty of Social Sciences
- ▶ Faculty of Science
- ▶ Faculty of Medicine in Hradec Králové
- ▶ Faculty of Pharmacy in Hradec Králové

MS Teams login

There are two ways to log in to MS Teams. You can access it in a browser or an application installed on your computer, mobile phone or tablet. If you use a browser, some features may be limited or unavailable.

In the browser, open [the page](#) and log in with your CAS details. In the left submenu, select MS Teams and you will be automatically redirected to the application. Before MS Teams loads, you will be offered the option to download the desktop version of the application. Another option is to log in directly at teams.microsoft.com.

The MS Teams app can be obtained via the MS Teams website or in Microsoft Store / Google Play / App Store. The app is free to download. After you have successfully installed the app, log in with your CAS details. However, it is important to note that there are two versions of MS Teams. The one you will use is the school/work version,



which has the white letter T on a blue background. The other version (the basic free version) has an icon with the letter T on a blue and purple background and it will not work for university purposes.

For more information about MS Teams and MS Teams activities, visit the [Easy365](#) page.

Profile

You can view your profile in the browser/application by clicking on your profile picture (top right corner) and clicking “Manage Account”. All your accounts will be displayed, as you can also add a private account to the app. Individual accounts can be managed by clicking “Manage” next to each account. You will then be redirected to the Microsoft website where you can change your details, view your account information, etc.

Preference setting

The same way, you can also access the settings and edit your preferences. In the “General” tab, you can set the app’s theme and layout as well as chat density. You can also manage your devices (microphone, speaker, webcam).

Notifications

The settings also allow you to manage your “Notifications”. In the MS Teams environment, the “Activity” tab is available in the left submenu, where all the activities in the course are displayed, so whatever notification you receive, you can find it among the activities.



Selected activities in MS Teams

The Microsoft Teams app is a teamwork hub, integrating apps beyond Microsoft 365 and offering a single interface for various activities without having to switch between separate app windows.

The left menu contains the following:

- ▶ Calendar - for meeting scheduling and setting;
- ▶ Chat and Calls - an alternative to other communication tools;
- ▶ Files - an interface for accessing files on OneDrive, SharePoint, and other sources;
- ▶ Assignments - relevant if you are getting course assignments via MS Teams;
- ▶ Teams - see separate section below;
- ▶ Activity - what is new in MS Teams.

Teams

In addition to the interface for accessing the whole Microsoft 365 collection, MS Teams offers the so-called Teams. Each team joins people, content and tools for different areas - courses, study groups, etc. It allows you to share materials, work on tasks, and so on. You can also set up and manage a team yourselves as students and use it as a collaborative tool when working on a seminar paper together.



Your teams will appear if you click on “Teams” in the left menu. By clicking on the Settings gear-wheel icon, you can choose between two layout options - list or grid.

The instructor can add you to a team manually or give you a code to join the team. You have to enter the code in the “Join a team with a code” tile that appears when you select “Join or create team”. You can also “Create a team” there.

If you cannot find a team or are unable to join a team using a code, first check what installation you are logged into and what installation the team is in (see the [Faculty variants of Microsoft 365](#) section above). If the problem occurs in the application, you should first see if it also occurs in the browser. If so, contact the helpdesk.

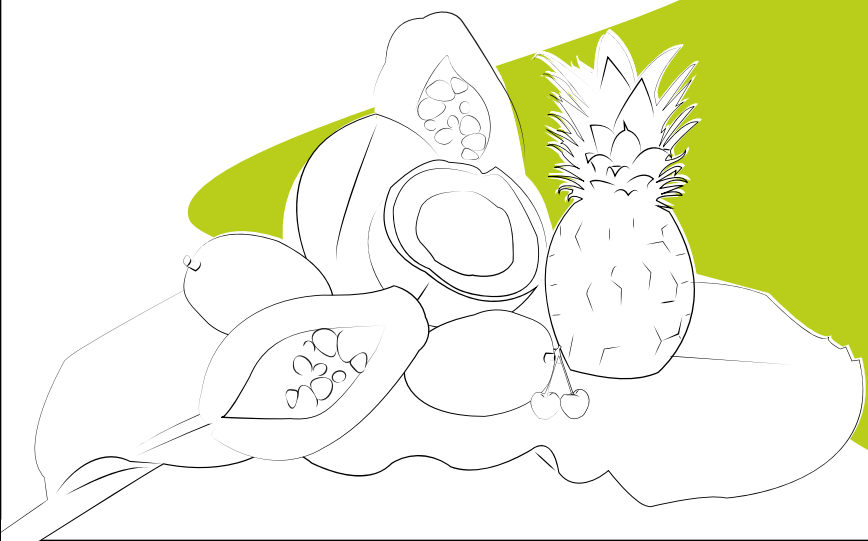
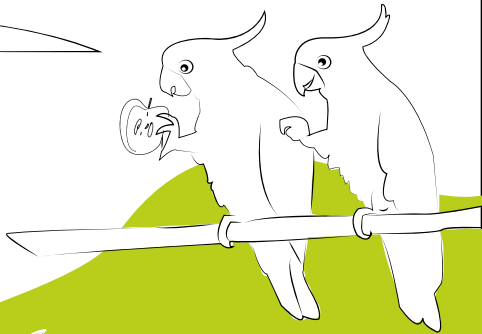
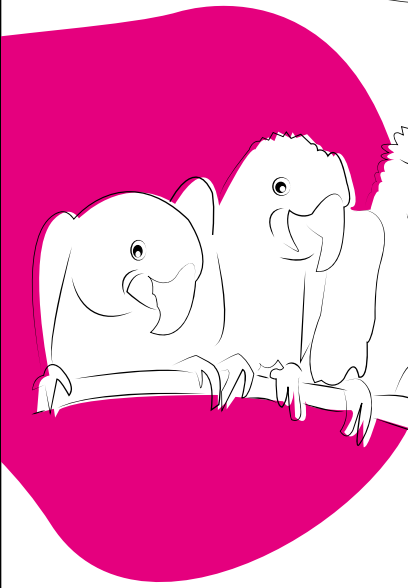
MS Teams offers a two-level structure - individual teams are divided into channels, which are specialised sections within a team. For better clarity, each user can hide chosen teams. Team owners (usually instructors) can also archive the teams. They can also set some channels as hidden or private (only accessible to certain members). When the list is displayed, the selected channels can be pinned and seen in top positions. Tabs are available in each channel for further division.

Meeting

Meeting is an online meeting tool useful for consultations, seminars, lectures, etc. The organiser (again,



Team brrrunch
initiated!



usually the instructor, but it can also be you) schedules the meeting, links it to a specific team channel (this is called a team meeting) and adds the participants. Team members and invited participants will receive an invitation with a link to join via email (sent to personal-number@o365.cuni.cz) and the meeting will appear in the calendar.



Did you know... that it is possible to join a meeting without an explicit invitation, using a link that can be distributed, for example, by posting it in Moodle, in the SIS, on a website, etc.?

Basic activities during a meeting include turning the camera and microphone on/off, displaying the participants and chat. If you want to react, use the “Raise hand” icon (you then need to click on the icon once more to “Lower your hand” again). During a meeting, you can share content - a presentation, your screen or a selected window. If you are the owner and moderator of the meeting and you are given permission by the participant, it is also possible to control another participant’s mouse for navigation and explanation purposes.

Microsoft 365 Support

Each faculty/unit provides general IT support which the users can contact in case of any M365-related



issues. Therefore, always contact the faculty helpdesk (see the section [Faculty IT department/e-learning](#) department).



3. ZOOM

This section introduces ZOOM, a video conferencing program that came into use around the world during the Covid-19 pandemic. We will focus primarily on its use at Charles University as one of the tools for synchronous and asynchronous learning. However, it is important to note that each faculty and each instructor may use it differently, as the platform offers a wide range of options for setting custom preferences.

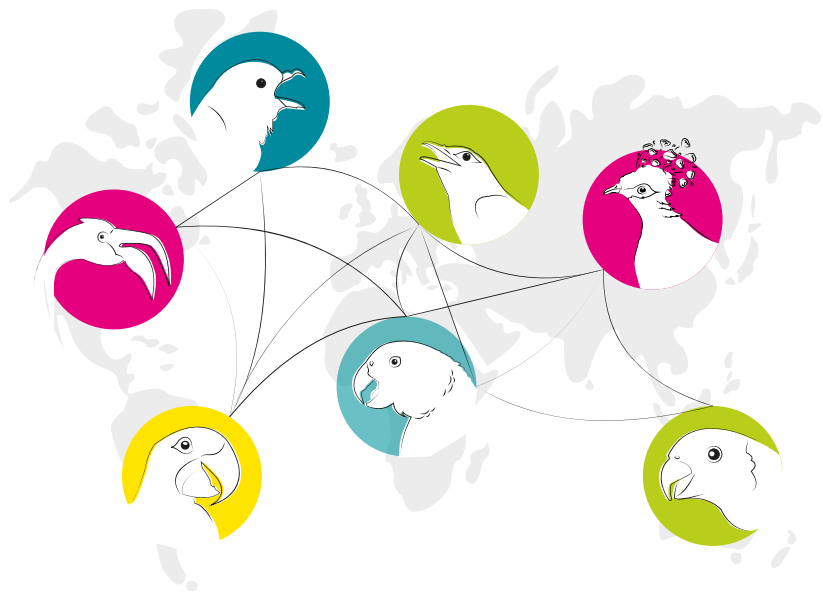
ZOOM is one of the most widely used platforms for video conferencing and webinars. It can be used not only for distance learning, but also for online consultations or work team meetings. In addition to video and audio transmission, it also allows interaction via chat, non-verbal reactions, screen, presentation or whiteboard sharing, and dividing participants into smaller groups (into so-called breakout rooms).



Login

ZOOM stands out for its simplicity and ease of use (there is no need to install any programme or create an account in order to join an existing meeting). Most often, the instructor will post a link that allows you to join a meeting right away in your browser. The other option is receiving a meeting ID from the instructor, going to zoom.us/join and joining the meeting by entering the ID. This type of access might require a password as well.

There are also ZOOM apps available for all common desktop and mobile operating systems. All of them should provide the same user experience.



Meetings and webinars

There are two basic types of video conferencing: Meetings, which allow more interaction between the participants, and Webinars, which assume a more passive role of the audience.

The number of features available to the participants always depends on the organiser's setup. But usually, you will be able to turn on/off your microphone and camera, share your screen, use group chat or start a chat with just one other participant, and add reactions (raising a hand, a quick yes/no answer or a request to slow the lecture down).

Further information about the individual functions is available at the support.zoom.us website.

If you want to start organising your own meetings, you need to create a ZOOM account. The Basic licence is available for free and allows meetings of up to 100 participants for a maximum of 40 minutes. If you are interested (e.g., for association activities) in organising online meetings with a longer duration using this platform, please contact ZOOM Support.



Did you know... that you can use ZOOM for free as long as your meeting is no longer than 40 minutes and no more than 100 people attend?



ZOOM Support

ZOOM support is provided by the E-learning Centre at the Faculty of Medicine in Plzeň in cooperation with the Centre of Scientific Information and the student team.

If you encounter a problem, always try to make sure that the situation is not caused by the technical limitations of your setup and contact your instructor first. If you experience recurring problems or have further questions, you can contact us via email at zoom@lfp.cuni.cz or in [MS Teams](#).



4. Turnitin

Turnitin is a tool used to check the originality of text documents and detect plagiarism. It is a useful tool for students, instructors and all those interested in improving the quality of their academic work. In this section you will learn more about what Turnitin is, how to use it, how the instructors use it and how important it is to follow the rules of academic ethics.

Turnitin is primarily a plagiarism prevention system. At CU, it is mostly used for automatic checks of theses in the SIS, currently according to [Rector's Directive No. 15/2019](#), "Comparison of final theses and habilitation dissertations and their storage in inter-university and international databases of theses". After the submission of a thesis, whether bachelor's, master's or doctoral, the SIS will automatically run a check in Turnitin and the results will be available to the author of the thesis, the thesis supervisor, opponents and members of the defence committee after some time (somewhere between a few minutes and a few hours). The system will highlight any matches, both literal and structural, found with technical texts, the publicly accessible part



of the Internet, university thesis repositories and Turnitin's own database created by checking students' papers. The system searches for matches in Czech as well as in other languages and translations.

In addition, the Turnitin system can be used as an e-learning tool for submitting, evaluating and commenting on papers, either through the Turnitin website or the Turnitin assignment in Moodle. Only the lecturers decide when to use the system, it is not independently accessible to students.



Did you know... that student access to the Turnitin system is limited to invitation-only classes created by the instructor? Thus, a student cannot independently use the system to check their work without the instructor's knowledge.

Turnitin and Turnitin in Moodle

Whether an e-learning course is accessible via its own web interface or the Moodle system is a matter of user access, there is no difference in functionality. In both cases, you will be able to view the same texts, comments and, depending on the settings, the highlighted matches. For more information about the Turnitin assignment in Moodle, see [the Turnitin Assignment section](#).



Login and profile

If your instructor has decided to use the Turnitin web interface and has created an e-learning course in Turnitin, you can log in at turnitin.cuni.cz using the “Log in to Turnitin” button. To log in, you will be redirected to the CAS login form. This is also the only possible way for all students and lecturers at CU to access the system. Turnitin will therefore never save your password. All students have the role of the student set in the system by default and can therefore submit their work to the courses and assignments listed.



Did you know... that Turnitin is primarily a tool for the instructors, so students can only access it when prompted and can only read similarity reports if the instructor makes them available to them?

Submitting an assignment

Submitting work to Turnitin via Moodle follows the same procedure as regular Moodle submissions. To submit work directly into an assignment in Turnitin, the user must log in and upload the file into an existing assignment. Once logged in, you should see your home page with a list of the classes you are enrolled in.

- ▶ Click on the name of the class you want to upload the file to; this will take you to the home page of that class.
- ▶ Click on the “Submit” button to the right of the name of the assignment you want to attach the file to.



- ▶ Enter the name of the file to be uploaded. Decide whether you want to upload the file from your computer, Dropbox or Google Drive, and attach the appropriate file. Press the “Upload” button to start uploading the file.
- ▶ After uploading your file, statistics about the file will be displayed. The upload must be completed by pressing the “Confirm” button.
- ▶ For some submissions, the system may ask you to accept the terms of the EULA. Only after you have agreed to them can you submit the file.

Ethics and plagiarism

Submitted documents (term papers, presentations, seminar papers, etc.) should follow the basic principles of contemporary academic writing, i.e., they should not pass off someone else’s work and results as their own (they should not be a product of plagiarism) and they should not apply their own results a second time without appropriate reference or substantial elaboration (they should not be a product of auto-plagiarism).

In this regard, CU is guided by its [Code of Ethics](#), which states in Part II that:

5. Students do not plagiarise, do not cheat during assessment, and do not allow other students to cheat. Students do not pass another person’s work off as





their own. Students do not disparage the results of their work, their instructor's work, or another person's work.

6. Students do not plagiarise their own work, do not use their earlier work repeatedly without properly citing the author.

You can read in more detail what is and is not considered plagiarism or auto-plagiarism by CU in [Rector's Directive No. 13/2020](#), "Plagiarism"



Assessment at Charles University”. In general, however, you can stick to a simple rule: if you never mislead the reader about where you have sourced a formulation, idea or another result, you cannot go wrong.



Did you know... that we have produced a [guide for students](#) on the topic of plagiarism, where you can find all the information you need on how to study according to academic ethics?

Turnitin helpdesk

For help with using Turnitin, please contact your [faculty Turnitin coordinator](#), the [Public HelpDesk](#), or email turnitin-centralni-podpora-l@cuni.cz.



5. Socrative

In this section we will focus on the Socrative system, which is a popular tool in the field of interactive learning. Socrative is an online platform that allows instructors to create various interactive tasks and tests for their students. The students can then solve the tasks and answer questions using their mobile devices or computers. This tool makes learning engaging and interactive, which increases teaching effectiveness and student engagement.

Socrative is a simple online tool for creating short tests or quizzes for quick feedback during lessons. Instructors can use it, for example, during lectures as a method of checking whether the students have understood the material correctly or whether they remember key concepts. The instructor sets up a “room” in the Socrative environment where they place the quiz. They then tell the students the name of the room.

Login and profile

Students can log in at [socrative.com](https://www.socrative.com) using the “Login” button and then selecting the “Student Login” option.



To log in, you only need to know the name of the room and then fill in your name in the next step. Your answers will be recorded under this name. It is up to the instructor and the student to agree whether the student will use their real name and whether their answers will be visible to other course participants or anonymous. A maximum of 50 students can log in to a quiz room in the basic version and up to 150 in the advanced version of Socrative PRO. Therefore, if you are unable to log in, please contact your instructor to check if the room is at capacity.



Did you know... that you don't have to register to join Socrative? Just log in with your name using the link provided by the instructor and you can participate in the class right away.

Quizzes

The most commonly used feature of Socrative is the quiz tool. A quiz can contain one or more questions and can be time-limited. Quizzes can combine different types of questions, such as multiple choice, true-false, short answer, etc. However, due to the nature of the tool, these quizzes usually serve as quick feedback and are not graded. The Socrative environment is very intuitive, uncomplicated, and is very easy to navigate.



I'm the winnerrrr!



Socrative Support

Support for Socrative is provided by the E-learning Centre at the Faculty of Medicine in Plzeň in cooperation with the Centre of Scientific Information and the Medical Library. In case of any problems regarding interaction with the system, please contact your lecturer as soon as the problem occurs. If there is a different kind of problem, contact the helpdesk.

- ▶ Vít Švejda | Vit.Svejda@lfp.cuni.cz | Phone: +420 377 593 157
- ▶ [Helpdesk website](#)



6. Streamserver CUNI

Streamserver is a web service for streaming multimedia (video/audio) in a protected or free mode. Media is presented on a separate portal or as part of courses in Moodle.

Overview of operated streamservers

The following streamservers are available at Charles University:

- ▶ stream.cuni.cz - for pedagogical staff and interested CU students
- ▶ medicalmedia.eu - video server of CU's medical faculties and the medical faculties of the [MEFANET](#) project
- ▶ media.ftvs.cuni.cz - support of teaching at the Faculty of Physical Education and Sport
- ▶ pedmedia.cuni.cz - streamserver of the Faculty of Education
- ▶ stream.knihovna.cuni.cz - CU's free video server
- ▶ video.czp.cuni.cz - streamserver of the Environment Centre
- ▶ stream.ims.fsv.cuni.cz - streamserver of the Institute of International Studies at the Faculty of Social Sciences





Login and search

Logging into the web portal is possible via the Central Authentication Service (CAS) user account. This account is used, for example, to log in to the Student Information System (SIS). For more information about the CU CAS user account, visit cas.cuni.cz.

Access to individual recordings is differentiated and set by the content's author. If you have trouble playing the content, please contact the user support of the respective portal or the central CU streamserver users' support by emailing streamserver@ruk.cuni.cz.





Welcome
to the courrrse!



Support

The streaming services section of the E-learning Support Centre provides user support at the following email address: streamservery@ruk.cuni.cz. Your support request should include a description of the problem, the URL of the problematic page and a screenshot.



Did you know... that the Central Library of Charles University has a special audiovisual laboratory where you can record podcasts or make videos? More information can be found on the [Central Library's Webpage](#).



7. Mahara

Mahara is one of many tools that can help you create an electronic portfolio. It is a web application that allows you to create and manage an electronic portfolio and provides social networking features for communication between users. Mahara also cooperates with the Moodle e-learning environment and can be easily integrated into existing units. Mahara offers a simple and intuitive user environment that allows you to create your own digital portfolio containing your learning and professional achievements. You can upload different types of digital material to Mahara, such as text documents, presentations, images, audio and video recordings, web links and more. Mahara also allows you to create reflections, goals, plans and more, helping students and instructors to systematically record and showcase their development and learning.




What is an electronic portfolio?

An e-portfolio is a digital version of a traditional portfolio that allows you to store, manage and handle digital documents. A portfolio allows you to collect, organise and share your work and projects with other people. Portfolios can be used in a variety of ways in academia. Students can use a portfolio to improve self-assessment and to document their work, as well as to track the evolution of their stances and opinions over time. Abroad, portfolios are often used as a tool for demonstrating academic and professional competence, for moving on to higher education and for job applications.

There are different types of portfolios that can be useful for students and learning. Each type has its advantages and is suitable for different situations.

- ▶ **A work or development portfolio** is a list of activities and tasks that a student has completed over a period of time.
- ▶ **A documentary, educational or reflective portfolio** contains a larger body of work from the student's entire developmental period and shows their gradual mastery of the material.
- ▶ **A showcase portfolio** contains only a few examples of the student's best work and is used to showcase achievements in a particular field.
- ▶ **A thematic or project portfolio** relates to a specific subject or activity and shows the student's work in a group.



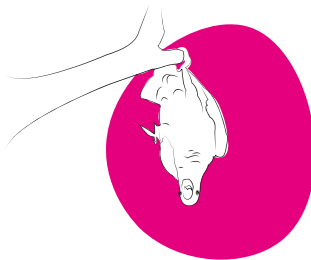
A cartoon owl is depicted in a simple line-art style, sitting on a green circular base. The owl is facing right and holding a large quill pen in its beak. The quill is white with detailed feather patterns. Behind the owl's head is a large, solid green circle. A speech bubble is positioned to the left of the owl's head, containing the text "Welcome to the courrrse!".

Welcome
to the courrrse!

Mahara login and helpdesk

You can log in to the Mahara web application in the form of the university portal UMÍM.TO via the link

elearning.cuni.cz/e-portfolio-mahara. Other related documents can be found on this page. You can contact the helpdesk via email at mahara@ruk.cuni.cz.



8. Contacts

The E-learning Support Center operates as a part of the Central Library of Charles University. It is located in the Krystal Centre in Veleslavín, Prague, where, in addition to administrative facilities, it operates several computer rooms, an audiovisual laboratory and holds multimedia equipment. The main focus of the centre is:

- ▶ management of the Moodle, MS Teams, and Turnitin helpdesk
- ▶ implementation of professional training in navigating the teaching systems at CU
- ▶ consulting and advisory services
- ▶ loan of laptops and other audiovisual equipment
- ▶ audiovisual laboratory management
- ▶ conference and computer room rental



E-Learning Support Centre

- ▶ For questions for the entire e-learning team, please email elearning@cuni.cz.
- ▶ Follow us on [Facebook](#) or [Youtube](#).

Contact details for individual staff members of the E-Learning Support Centre can be found on the Centre's website at

<https://elearning.cuni.cz/english/contacts>.

Faculty e-learning coordinators

Faculty e-learning coordinators are a kind of ombudsmen for students and instructors. They make sure that all the information reaches the right people. If you are experiencing an e-learning-related problem and don't know where to turn, these people will help you find the right person to help you.



Did you know... that you can find the contact information of a faculty's e-learning coordinator on the list of coordinators at? <https://elearning.cuni.cz/podpora/#koordinatori>



Faculty IT and e-learning departments

Catholic Theological Faculty

<https://cuni.cz/ktf-podpora>

<https://www.ktf.cuni.cz/KTF-781.htm>

Protestant Theological Faculty

<https://web.etf.cuni.cz/ETFENG-336.html>

<https://web.etf.cuni.cz/ETFENG-339.html>

Faculty of Law

<https://www.prf.cuni.cz/192/oddeleni-informacnich-technologii>

https://www.prf.cuni.cz/sites/default/files/uploads/files/moodle_manual_eng.pdf

Hussite Theological Faculty

<https://htf.cuni.cz/HTF-102.html>

First Faculty of Medicine

<https://www.lf1.cuni.cz/dekanat-oddeleni-vypocetni-techniky>

<https://e-learning.lf1.cuni.cz/en>

Second Faculty of Medicine

<https://www.lf2.cuni.cz/en/department-it-systems>

Third Faculty of Medicine

<https://www.lf3.cuni.cz/3LFEN-179.html>

Faculty of Medicine in Plzeň

<http://elearning.lfp.cuni.cz/?lang=en>

Faculty of Medicine in Hradec Králové

<https://www.lfhk.cuni.cz/Information-Systems>

<https://www.lfhk.cuni.cz/it-center>

Faculty of Pharmacy in Hradec Králové

<https://www.faf.cuni.cz/Faculty/Structure/Units/Computer-Centre>

<https://www.faf.cuni.cz/en/IT-info/Support>



Faculty of Arts

<https://www.ff.cuni.cz/home/faculty/faculty-administration/it-services>

<https://elearning.ff.cuni.cz/en/home-page>

Faculty of Science

https://www.natur.cuni.cz/eng/centre-of-information-technologies?set_language=en

Faculty of Mathematics and Physics

<https://psik.mff.cuni.cz>

Faculty of Education

<https://sit.pedf.cuni.cz/en>

Faculty of Social Sciences

<https://fsv.cuni.cz/en/staff/it-department>

Faculty of Physical Education and Sport

<https://ftvs.cuni.cz/FTVS-1862.html>

Faculty of Humanities

<https://oit.fhs.cuni.cz>



Faculties' licences and helpdesks

| LICENCE | LOGIN | HELPDESK |
|---------|-------|----------|
|---------|-------|----------|

Protestant Theological Faculty

| | | |
|--------|---|--|
| Moodle | https://moodle.etf.cuni.cz | sirka@etf.cuni.cz |
|--------|---|--|

Faculty of Law

| | | |
|--------|---|--|
| Moodle | https://moodle.prf.cuni.cz | itpodpora@prf.cuni.cz |
|--------|---|--|

Hussite Theological Faculty

| | | |
|------------------|---|--|
| Google Workspace | https://www.google.com/a/htf.cuni.cz | jiri.pavlik@htf.cuni.cz |
|------------------|---|--|

First Faculty of Medicine

| | | |
|-------------------------------|---|--|
| Medicam Media | https://medicalmedia.eu | e-learning@lf1.cuni.cz |
| Moodle for University Courses | https://moodle.lf1.cuni.cz | jitka.feberova@lf1.cuni.cz |
| Moodle for Lifelong Learning | https://kurzy.lf1.cuni.cz | tomas.nikl@lf1cuni.cz |
| Jitsi Meet | https://meet.lf1.cuni.cz | e-learning@lf1.cuni.cz |
| MS Teams | https://teams.microsoft.com | e-learning@lf1.cuni.cz |
| Wikiskripta | https://wikiskripta.eu | e-learning@lf1.cuni.cz |

Second Faculty of Medicine

| | | |
|--------|---|--|
| Kahoot | https://kahoot.com | drahomira.dvorakova@lfmotol.cuni.cz |
|--------|---|--|

Faculty of Medicine in Plzeň

| | | |
|---------|---|--|
| Moodle | https://lms.lfp.cuni.cz | elearning@lfp.cuni.cz |
| Vimeo | https://vimeo.com/lfplzen | elearning@lfp.cuni.cz |
| Kapwing | https://www.kapwing.com | elearning@lfp.cuni.cz |
| Canva | https://www.canva.com | elearning@lfp.cuni.cz |



Faculty of Medicine in Hradec Králové

| | | |
|---------------|---|--|
| Moodle | https://moodle.lfhk.cuni.cz/moodle2 | kvaso@lfhk.cuni.cz |
| Microsoft 365 | https://www.office.com | adm@lfhk.cuni.cz |

Faculty of Pharmacy in Hradec Králové

| | | |
|---------------|---|--|
| Microsoft 365 | https://www.office.com | helpdesk@faf.cuni.cz |
|---------------|---|--|

Faculty of Arts

| | | |
|---------------|---|--|
| Microsoft 365 | https://www.office.com | elearning@ff.cuni.cz |
|---------------|---|--|

Faculty of Science

| | | |
|------------------|---|--|
| Google Workspace | https://ga.natur.cuni.cz | mmika@natur.cuni.cz |
|------------------|---|--|

Faculty of Education

| | | |
|---------------|---|--|
| Microsoft 365 | https://www.office.com | petr.slavik@pedf.cuni.cz |
|---------------|---|--|

Faculty of Social Sciences

| | | |
|---------------|---|--|
| Google Apps | https://workspace.google.com | google@fsv.cuni.cz |
| Microsoft 365 | https://www.office.com | ito@fsv.cuni.cz |
| Grammarly | https://www.grammarly.com | ito@fsv.cuni.cz |
| Consultations | https://konzultace.fsv.cuni.cz/en | ito@fsv.cuni.cz |

Environment Centre

| | | |
|------------------|---|--|
| Google Workspace | https://workspace.google.com | podpora@czp.cuni.cz |
|------------------|---|--|



Institute for Language and Preparatory Studies

| | | |
|--------------|---|--|
| Canva | https://www.canva.com | tomas.blumel@ujop.cuni.cz |
| Shutterstock | https://www.shutterstock.com | tomas.blumel@ujop.cuni.cz |
| Quizlet | https://quizlet.com | tomas.blumel@ujop.cuni.cz |
| Ecomail | https://www.ecomail.cz | tomas.blumel@ujop.cuni.cz |
| Renderforest | https://www.renderforest.com | tomas.blumel@ujop.cuni.cz |
| Streamyard | https://streamyard.com | tomas.blumel@ujop.cuni.cz |

Centre for Transfer of Knowledge and Technology

| | | |
|-------|---|--|
| Canva | https://www.canva.com | petra.praglova@ruk.cuni.cz |
|-------|---|--|



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