

Student FAQs

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1 Frequently asked questions (FAQ)

1.1 How do I access LMS? And what are my LMS username and password?

To access your LMS account, follow these steps:

1. Go to lms.lums.edu.pk and
2. Sign in with your LUMS ID and password
3. Your LMS account username and password are your LUMS ID and password.

1.2 How do I rearrange the order of my sites or how many tabs are displayed?

To rearrange the order in which your sites are displayed in the navigation bar,

1. Please go to the **My Workspace** tab.
2. Then select **Preferences** from the toolbox on the left hand side of the page.
3. In the **My Active Sites** box, you are able to rearrange the order of your tabs. To do so, select a site title that you would like to move, then select the up or down arrow to move it.
4. To change the number of tabs displayed in the navigation bar, select the drop down menu next to the number of **Tabs displayed** and select a number of choice.
5. Once you are finished organizing your active site tabs, please select **Update Preferences**.

1.3 Why am I not getting any emails from LMS?

To add your email to your LMS account, follow these steps:

1. Go to lms.lums.edu.pk and sign in with your LUMS ID and password
2. Click **Profile** on the left toolbar

3. Check your **Contact Information** in your profile
4. Verify if the email address is correct in the contact information, if there is anything missing contact at helpdesk.

1.4 How do I hide my old courses?

To hide your old courses that you no longer need,

1. Please go to the **My Workspace** tab. Then select **Preferences** from the toolbox on the left hand side of the page.
2. You will then see two boxes. The one to the left, titled **My Active Sites** lists the sites that will be displayed as tabs on your LMS navigation bar.
3. The box to the right will hide sites that you no longer need. To move sites from **My Active Sites** to **My Hidden Sites**, or vice versa, select the site of choice and select the SINGLE arrow pointing left or right to move only that site.
4. If you would like to move ALL of your sites from **My Active Sites** to **My Hidden Sites**, or vice versa, please select the DOUBLE arrows. Once you have made all of the changes desired, please select the **Update Preferences** option.
5. Refresh your browser and all of your changes will be seen in your LMS account.

1.5 My instructor said they posted an Announcement; why didn't I get it?

Sometimes, instructors choose not to send out email notifications of every announcement they post on LMS.

To check a course's announcements, make sure you're in the correct course site, and click the Announcements tool on the left. All of the course's announcements should appear.

1.6 How do I upload to Dropbox?

To upload an assignment to the Drop Box, follow these steps:

1. Click on the **Drop Box** tool on the left
2. To the right of your name, click on the **Add** drop down menu, then on **Upload Files**.
3. Click on **Choose File** to browse for a file to upload on your computer
4. If you need to add another file, click **Add Another File** and follow step three again
5. When finished adding files, click **Upload Files Now**
The files uploaded will now be available to your instructor.

1.7 How do I submit something to Assignments?

Before you submit an assignment to the Assignments tool, first make sure that your instructor wants you to make your submission through LMS, as instructors can use LMS to post assignment instructions, but not accept submissions there.

1. Click on the **Assignments** tool on the left, depending on which one your instructor uses in their course site
2. In Assignments, click on the assignment's title.
3. Go over the assignment details and instructions (if available) and make sure you have completed the components for submission properly
4. Depending on what your instructor has specified, you may have to:
 - a. Enter an answer in the text editor provided
 - b. Upload an attachment

- c. Both "a" and "b"
 5. If necessary, enter your assignment text in the text editor under **Submission Text**
 6. If necessary, upload your file by clicking the **Add Attachments** link on the bottom and following the on-screen instructions
 7. If there is an Honor Pledge, check the box to agree that you completed the assignment honestly.
8. **Click Submit to submit the assignment**

Your assignment will now be available to the instructor. If the instructor allows for resubmissions, you may resubmit by repeating the steps above.

1.8 How to post in Discussion and Private Messages/Forums?

To post in Discussions and Private Messages, please follow these steps:

1. Click on the **Discussions and Private Messages** tool on the left hand side of your LMS page.
2. Please select the proper discussion title, i.e. **Class Discussions**.
3. Then select the designated **topic** for the desired post.
4. Then select **post reply** and enter text into the rich text editor provided on the next page.
5. Once you are finished, please select **Submit**.

To post in Forums, please follow these steps:

1. Please select the **Forums** tool from the toolbox on the left hand side of the LMS page.
2. Please select the designated forum, then topic for the desired post of choice. Then select **Start a New Conversation** or select **reply** to reply to a previous post.

1.9 Where do I go to check my grades?

There are multiple places where your instructor may have posted grades. Most commonly, they will be in the Gradebook. If the grades are not in the Gradebook tool, or if those tools are not in the site at all, there may be a few other places to check.

If you are looking for a grade for a specific assignment submitted in Assignments, check that tool. If feedback has been released for it, in the Assignments tool, the **Status** column will say **Released**, and you can click on the assignment title to view your grade and feedback.

If you are looking for a grade for a specific assessment taken through the Tests & Quizzes tool, click into that tool and you will see a section labeled **Submitted Assessments**. All of the assessments you have taken will be displayed along with the corresponding grades.

1.10 How do I download the course materials?

If you are simply looking for the Syllabus, this may be available through the Syllabus tool if there is one. If the instructor did upload it to the Syllabus tool, it will either be displayed as a download link, or be displayed inline.

Materials for the course, including the syllabus if it's not posted in the Syllabus tool, may also be located under the Resources tool. Click on the Resources tool to see what the instructor has uploaded. To download an item, simply click on it.

If you are still having trouble locating important course information, contact your instructor for assistance.

1.11 How do I take my quiz/test/assessment in Tests & Quizzes?

To take an assessment in the Tests & Quizzes tool, first click on the tool on the left. If the assessment is ready, you will see a section labeled **Take an Assessment**. Click on its title, read over the guidelines, and then click **Begin Assessment** to get started.

1.12 Why doesn't my text work when I paste it from Microsoft Word?

Text formatted in Word cannot be directly pasted into a rich text editor. In order to paste text from Word documents into LMS and keep their original formatting, you must click on the **Paste from Word** button along the top row of icons in the rich text editor. Using either Ctrl+V or Cmd+V (depending on if you have Windows or Mac, respectively), paste your content into the pop-up that appears and click OK. The editor will convert your Word formatting to HTML. Please note that advanced formatting may still not appear properly due to the limitations of HTML.

1.13 My classes are not showing up in LMS. What do I do?

There are multiple reasons why your LMS sites may not be appearing. To find out what a possible cause could be, check out the **Course membership tool**.

The **Course membership tool** can be found on the **My Workspace** tab, home page. It will display all the courses against your enrollment in Zambeel.