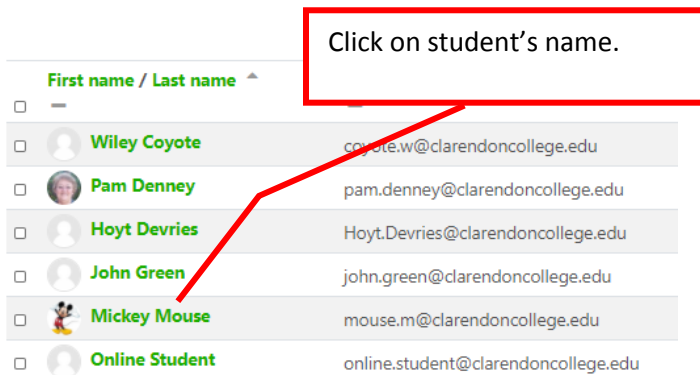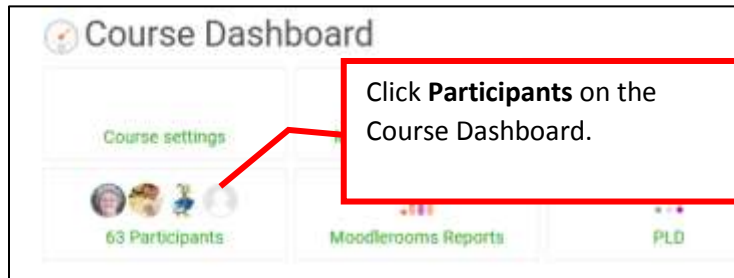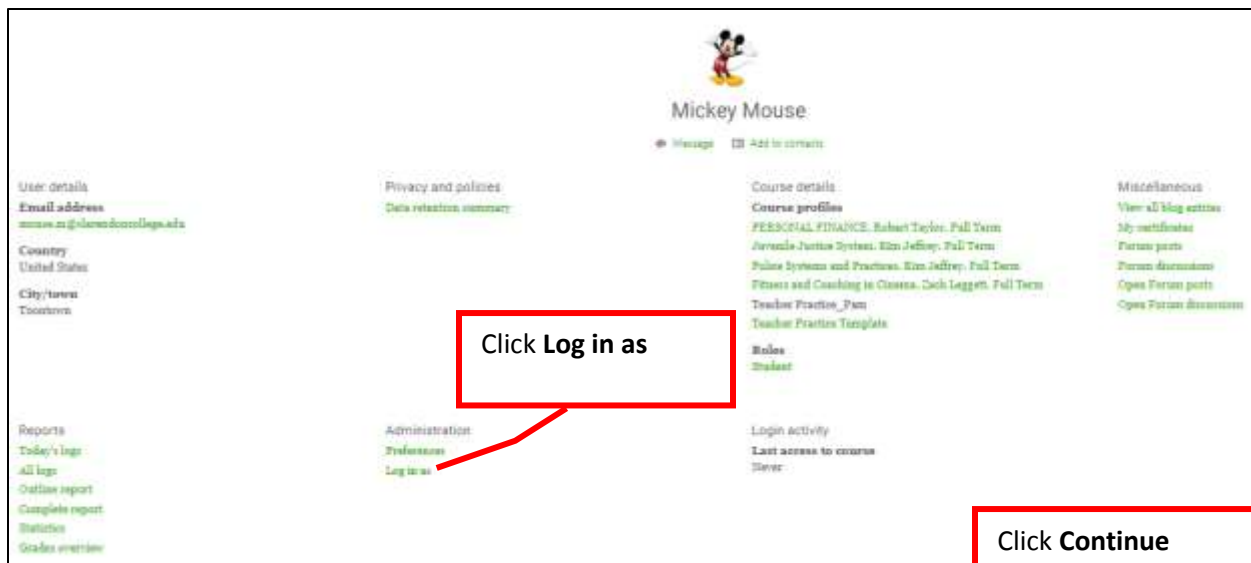# Troubleshooting Common Student Issues

Common issues with students:

- A student says he/she can't see something in your course.
- A student says he/she already submitted an assignment or took a quiz although you have no record of it.

Solution : Log in as the actual student to see exactly what he/she is seeing.

Course Dashboard

Course settings

63 Participants

Moodlerooms Reports

PLD

Click **Participants** on the Course Dashboard.

FYI: Instead of going to the Participants choice, you can also click the student's name from the Class List block on your Course Dashboard to log in as the student.

Click on student's name.

	First name / Last name ▲	
☐	Wiley Coyote	coyote.w@clarendoncollege.edu
☐	Pam Denney	pam.denney@clarendoncollege.edu
☐	Hoyt Devries	Hoyt.Devries@clarendoncollege.edu
☐	John Green	john.green@clarendoncollege.edu
☐	Mickey Mouse	mouse.m@clarendoncollege.edu
☐	Online Student	online.student@clarendoncollege.edu

Mickey Mouse

● Message ☐ Add to contacts

User details
Email address
mouse.m@clarendoncollege.edu

Country
United States

City/town
Toontown

Privacy and policies
Data retention summary

Course details
Course profiles
PERSONAL FINANCE, Robert Taylor, Fall Term
Juvenile Justice System, Kim Jeffrey, Fall Term
Police Systems and Practices, Kim Jeffrey, Fall Term
Fitness and Coaching in Cinema, Zach Leggett, Fall Term
Teacher Practice _Pam
Teacher Practice Template

Roles
Student

Miscellaneous
View all blog entries
My certificates
Forum posts
Forum discussions
Open Forum posts
Open Forum discussions

Reports
Today's logs
All logs
Outline report
Complete report
Statistics
Grades overview

Administration
Preferences
Log in as

Login activity
Last access to course
Never

Click **Log in as**

Click **Continue**

You are logged in as Mickey Mouse

Continue

It is as if you are actually that student. You can see everything in your course just like the student does. When finished, simply log out as that student and log back in as yourself.