

# Frequently Asked Questions (FAQs) about the Moodle Upgrade

## About the upgrade

### **Q: When is the Moodle upgrade happening?**

A: Tuesday, Aug. 19, 2025, between 5 and 8 a.m. During this time, Moodle will be unavailable.

### **Q: Why is Moodle being upgraded?**

A: This upgrade ensures TRU's Moodle is running the latest long-term release with updated security patches. It also enables future features and adds multi-factor authentication (MFA) for better protection.

## Logging in after the upgrade

### **Q: What's changing with how I log in?**

A: Moodle will now use TRU's single sign on (SSO) system. Just click the **Login** button in the top-right corner of the Moodle homepage.

### **Q: Will I still need to enter my username and password?**

A: If you're already signed into a TRU service like email, you'll be logged in to Moodle automatically. If not, you'll be prompted to log in using your TRU credentials and possibly complete the MFA step.

### **Q: What is single sign on (SSO)?**

A: SSO means you only need to log in once to access multiple TRU services. If you're logged into email, you're already signed in for Moodle.

### **Q: What is multi-factor authentication (MFA)?**

A: MFA adds an extra layer of protection by requiring a second step (such as a code sent to your phone) in addition to your password.

### **Q: I don't use multi-factor authentication—will this change?**

A: Most TRU users already use MFA for email and other services. If you don't, you may be prompted to set it up when accessing Moodle after the upgrade.

## Technical Support

**Q: What if I can't log in after the upgrade?**

A: If you encounter login issues, contact TRU IT Services through the IT Service Desk ([itservicedesk@tru.ca](mailto:itservicedesk@tru.ca) or 250-852-6800) or visit [tru.ca/itsupport](https://tru.ca/itsupport) for assistance.

**Q: Will my Moodle courses or content be affected?**

A: No. This is a platform upgrade only—your courses, content, and student progress will remain unchanged.

**Q: Will the Moodle interface change?**

A: Yes, Moodle 4.5 brings some changes that we think you will like, the biggest change you will notice is smaller icons that give Moodle a cleaner more modern look and feel, they also help reduce scrolling.

[Watch the Moodle 4.5 Upgrade video to see the highlighted changes.](#)