



FREQUENTLY-ASKED QUESTIONS (FAQs)

WHAT IS THE TIMETABLE/FORMAT FOR THE PROGRAMME?

The course is delivered entirely online. Every week for six weeks, the teaching staff will upload a series of virtual tasks (videos to watch, materials to read, multiple-choice questions, participation in online forums, etc.). Participants can undertake these tasks at their own pace, to suit their schedule and availability.

WHAT WILL I RECEIVE, ONCE I HAVE COMPLETED THE COURSE?

In AbiertaUGR we offer **two types of certification upon completion of the programme:**

1. Certificate of participation: Participants who keep up to date each week and successfully carry out all of the assigned tasks can obtain a certificate of participation. This is free of charge and will be available to download in PDF format.

2. Official certificate, worth 3 ECTS credits across all University of Granada degree programmes (based on a duration of 75 hours for the full MOOC-UGR).

For further information, please consult: http://docencia.ugr.es/static/FCManagement/*/show/11.

If you fulfil the requirements of the programme and successfully complete all the elements, you may request the official certificate, which will enable you to apply for 3 ECTS credits in the administrative centre of the UGR Centre where you are studying. This official certificate costs 36€.

These credits are valid within the UGR only and must be administered and applied to the student's record during the academic year in which they have been achieved (or in the following year). Under no circumstances will they be applied to activities that have not been undertaken simultaneously with the MOOC or to the student record pertaining to any other course other than the degree programme specified on the student's application for the 3 credits.

For more information, please visit <https://abierta.ugr.es/lorca>.



HOW DO I UPLOAD MY PHOTO TO MY PROFILE?

1. Log in to AbiertaUGR with your user name and password.
2. Go to the User Menu at the top right-hand corner and click on your name.
3. Click on “Preferences” and then “Edit profile”.
4. Scroll down to the field entitled “User picture”, click here and drag over the image you want to use from your computer. You can also upload the image using the “Upload files” button.
5. Lastly, scroll to the bottom of the screen and click on “Update” to save the changes you have made.

HOW DO I CHANGE THE LANGUAGE USED WITHIN THE PLATFORM?

1. Direct the mouse to your name in the upper right-hand corner.
2. Click on “Preferencias” and then “Usuario”.
3. Select and click on the language you wish to use.
4. Lastly, scroll to the bottom of the screen and click on “Save changes”.

HOW DO I MANAGE THE SETTINGS FOR FORUM NOTIFICATIONS?

A. To unsubscribe from email notifications:

1. From the “Preferences/User” menu, select the options relating to what you wish to receive via email, by clicking on “Forum preferences”. This will be applied to all of the forums, except for the News forum.



2. Ensure that the option “Automatic subscription to the forum” is selected as “No, do not subscribe to ...”.

3. Similarly, the option “Type of email digest” should be marked as: “No digest”.

PLEASE NOTE: We recommend you select the option of not receiving any email notifications, given the nature of this MOOC and the number of participants.

B. To join a forum or receive email notifications:

1. From the “Preferences/User” menu, select the options relating to what you wish to receive via email, by clicking on “Forum preferences”. Your selection will be applied to all of the forums, except the News forum. If you wish to receive notifications for all messages in the forums, select “Automatic subscription”.
2. You can also click on the “Type of email digest” menu, and select the option you prefer to receive. We recommend you select the “Complete” option, so as to receive only one digest per day of the content of all the forums.

HOW DO I ACCESS THE VIDEOS?

If you cannot see the course videos, it is likely to be because of a software issue on your computer, requiring an update. There may be one of two things to update:

- a) Operating system with no codec, or with outdated codecs. Codecs enable you to decompress video files, which take up a lot of memory due to their high quality. Do a Google search for your particular operating system + “codec pack”. For example, if you use Windows 8, you would search for “codec pack” + “Windows 8”.
- b) Your browser may require updating. If you download and install Chrome (assuming you do not already have it), such issues will probably resolve themselves.