

# PGMOODLE UPGRADE

## What is happening?

PG Moodle will be upgraded to the most recent version.

## Why is this happening?

It will improve the user experience for all users by providing a stable platform with new features and improvements, and also a number of fixes for security vulnerabilities. Furthermore, the new Moodle site will be compliant with the current GDPR (General Data Protection Regulation).

## When is this happening?

Date	Action
Monday 7 January 2019 @ 8:00am	The service will be taken offline and the upgrade process will begin.
Tuesday 8 January 2019	The service will stay offline and the upgrade process will be completed.
Wednesday 9 January 2019 @ 9:00am	PGMoodle will be back online. Users can access the service.

\* Note that all scheduled times are at GMT (UK times). You can use the following website to see the time difference between your location and the UK: <http://www.timeanddate.com/worldclock/difference.html>

We do not anticipate any problems once PG Moodle is back online. However as with any upgrade there may be a risk of unexpected issues popping up. Please be patient if this happens.

## What is the impact?

Users will not be able to access the service once it goes offline on the 7th and 8th January 2019.

## What precautions should I take?

Before the downtime happens you could take a few precautions:

- Moodle books can be exported to a Microsoft Word or PDF file, or printed to a hard/paper copy. Please see [Module Typical Layout - Resources](#) in Getting Started with Moodle (Guide) or [PG Moodle Guide Book](#), which is available in Technical Support – Students.
- Download/save all your feedback related to the latest submission.

# Your future with PG Moodle

Below are visual previews of what PG Moodle will look like after the upgrade.

Finding your way around (video): <https://www.youtube.com/watch?v=-0H9HLv41vY>

## PG Moodle FAQ

After the upgrade you may have some questions, for example - *"Where is X? It does not appear in the same place anymore."*

You can post these type of questions on this [padlet](#).

You can also 'like' any other questions which have already been posted by other users. To do this simply click the heart shaped icon.

We will then analyse your posts and convert them into a **PG Moodle FAQ** page, which will be available to all users.

[Post your questions here.](#)