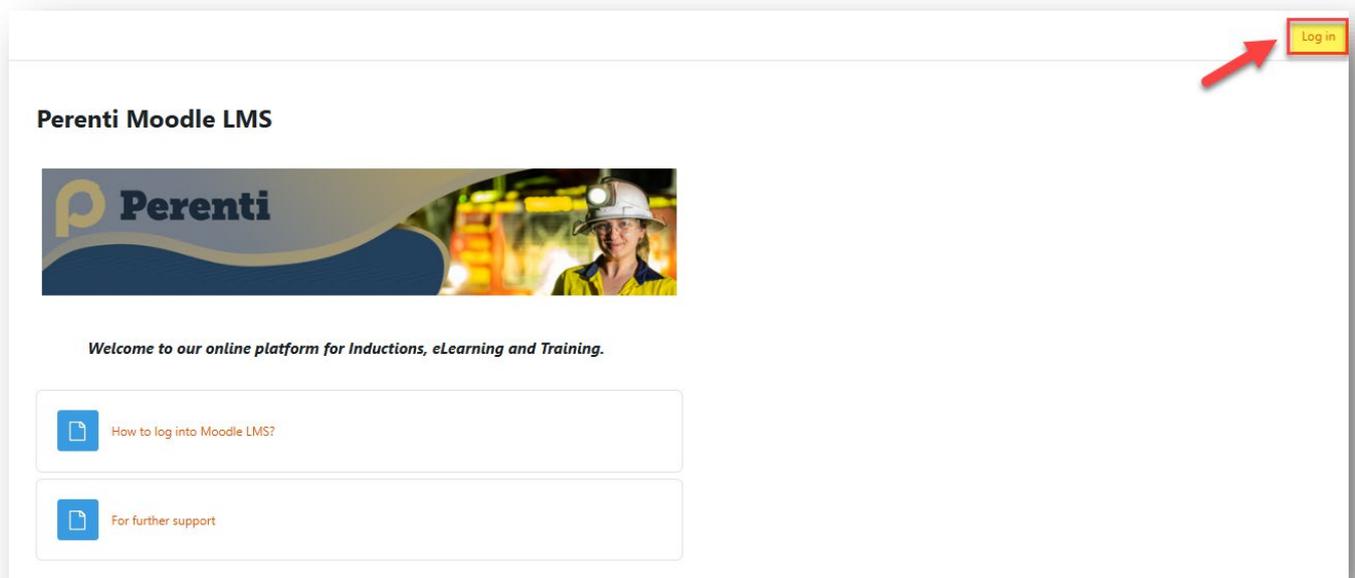


## ACCESSING PERENTI LEARNING MANAGEMENT SYSTEM (PERENTI MOODLE LMS)

### OVERVIEW

Perenti utilises the INX Learning Management System (Perenti Moodle LMS) to host all required online learning modules.

1. To access Perenti Moodle LMS Home page, go to <https://perenti-moodle.inxsoftware.com>
2. To log in, click on **Log in** in the top right corner of the Home page:



This will bring up the log in page where your credentials can be entered:

### Log in to Perenti Moodle LMS

  
  
  
[Lost password?](#)

You should have received an onboarding email on the email address you provided during the recruitment process. This email will contain your username and a temporary password.

The **Username** is your first name and last name in one word, all lower case (eg: bobsmith)

If your last name contains a number after it, eg Smith 1, the number will need to be in your username as well (eg: bobsmith1)

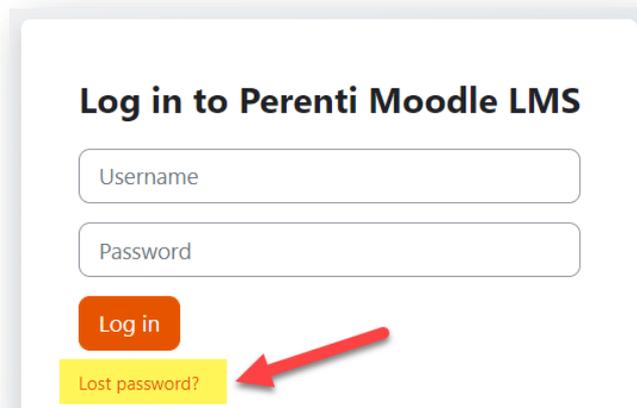
*\*\*\*This will only occur in the event there is more than one person with the same First Name & Last Name in INX – this is used to ensure the username is unique.*

### Examples:

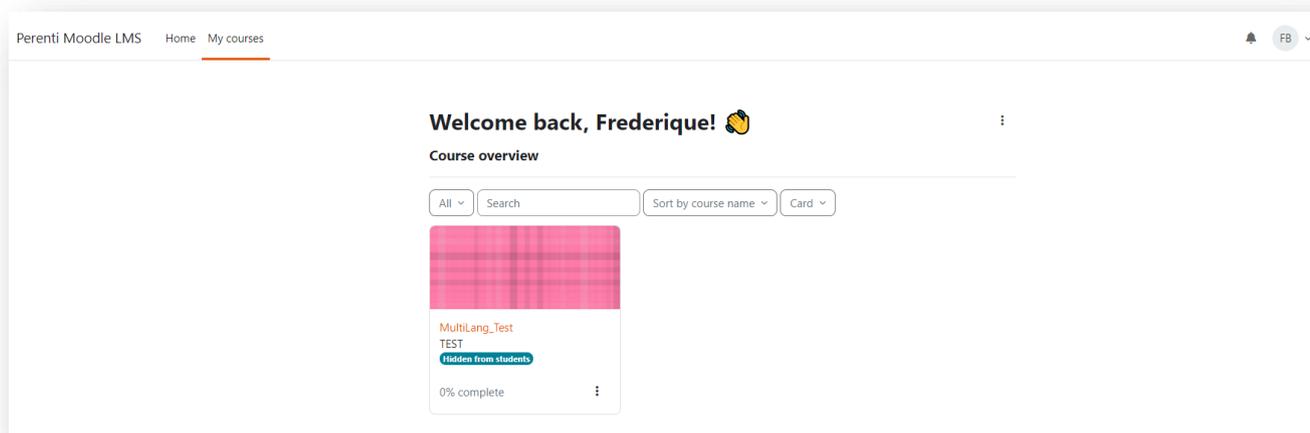
First Name: <input type="text" value="Frederique"/>	Last Name: <input type="text" value="BIJOUX"/>	Moodle Username: <input type="text" value="frederiquebijoux"/>
First Name: <input type="text" value="Tebogo"/>	Last Name: <input type="text" value="1006 PHOFUETSILE"/>	Moodle Username: <input type="text" value="tebogo1006phofuetsile"/>

The **Password** is your one-time password from the onboarding email. Once logged in, the system will prompt you to change your password.

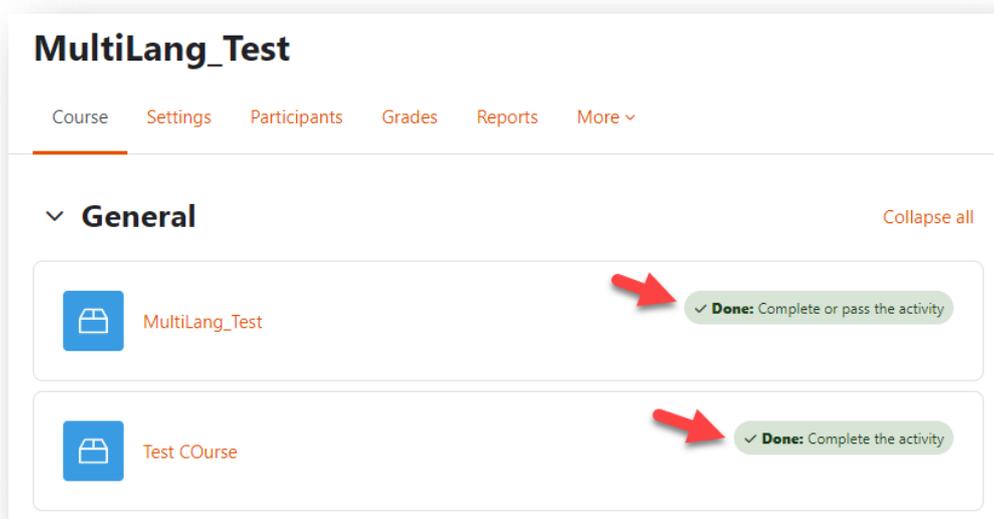
NB – If you forget or need to reset your password, select 'Lost Password?' and an email will be sent to your email address with instructions on creating a new password.



- Once you have logged into Moodle LMS, your **Course Overview** will appear with the list of all inductions, e-Learning Modules and Training required for your role.



4. Select a course and follow the course details to complete it  
(You can save completed chapters and come back to it at a later time if required).
5. Once successfully completed and the green tick is obtained for each of the activities, the course can stay in your 'Course Overview' for up to 48 hours. Please don't complete it again thinking it hasn't been completed.



NB: If the course contains a theory element to complete on Moodle LMS and a practical element to complete on site with a trainer, the course will stay on your 'Course Overview' until both theory and practical assessments have been completed and marked as such on your InTuition profile.

6. Commence the next course and continue this process until all required courses have been completed.

## TROUBLESHOOTING

1. I haven't received any onboarding email.  
Please check your spam folder and look for an email coming from 'noreply@inxsoftware.com'. If you can't find anything, please refer to the site news on the Moodle LMS Home page and contact the relevant email address (for your division).
2. I get 'Invalid Login, please try again' – Incorrect username and password when signing in.  
Check your username is correct and entered all lowercase, and make sure you are using the correct password. If you think the password can be the issue, try to reset it using the 'Lost Password' function. If it still doesn't work, please refer to the site news on the Moodle LMS Home page and contact the relevant email address (for your division).
3. I can't hear anything while completing the module.  
Ensure your speakers are not on mute and turned up to a suitable level.
4. A blank window appears when I click the course links in Moodle LMS.
  - Check your browser pop up and redirect settings. They must be allowed.
  - Moodle courses may not work on older browsers including Internet Explorer. Whether you are using Google Chrome, Microsoft Edge, Firefox or Safari, please ensure that you have the most current web browser version installed.
  - If using a mobile device, please also make sure you are using the latest version of Safari (in Apple iOS/iPadOS) or Google Chrome (in Apple iOS/iPadOS/Android OS)
5. The course freezes whilst completing it and does not let me go further.  
We strongly recommend using a wired internet connection for best results. If you are using wi-fi, please ensure you have a strong wi-fi signal at all times whilst completing courses in Moodle. If your connection drops out, you may need to re-start the course.
6. If the following message appears, please refer to [INX User Guide - Perenti Moodle LMS - Can't Display Pop-ups.pdf](#)

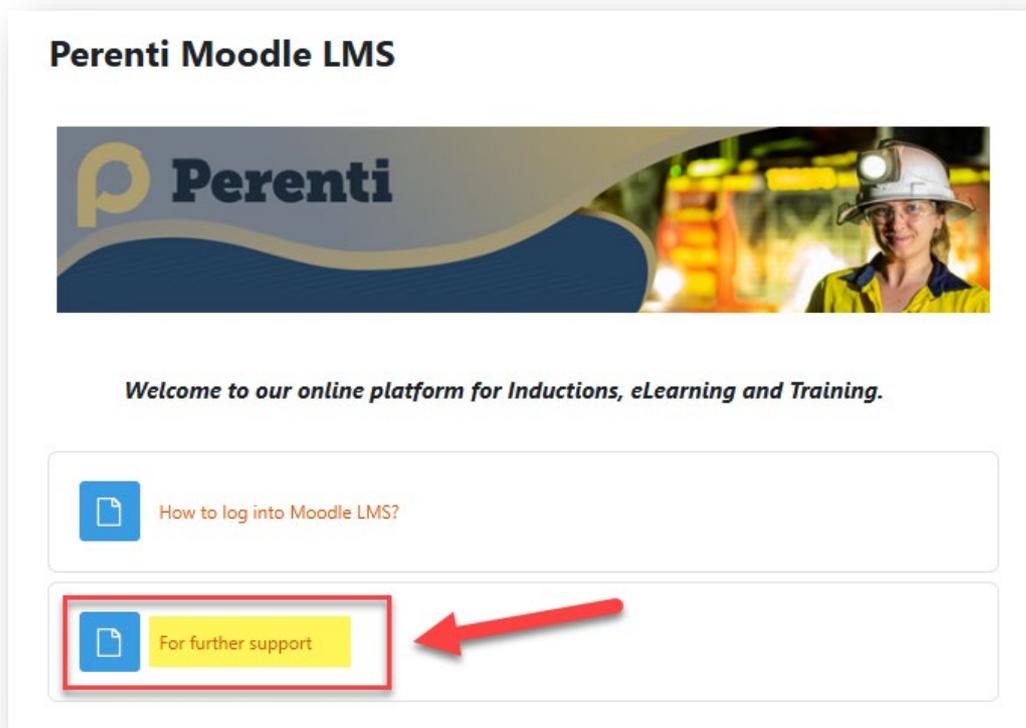
### Anti Bribery and Anti Corruption Induction

It appears that popup windows are blocked, stopping this SCORM package from playing. Please check your browser settings before trying again.

7. Once successfully completed and green tick obtained in LMS, the compliance will stay in your development plan for up to 48h before it disappears.

If you saw the green tick and know you have completed it successfully. Please do not complete it again in the next 48h and wait until the record transfers across to InTuition.

If you experience any further issues with accessing Moodle LMS, please contact the relevant email address listed in the “For further support” section of the Home Page:



The screenshot shows the Perenti Moodle LMS Home Page. At the top, it says "Perenti Moodle LMS". Below that is a banner with the Perenti logo and a photo of a worker in a hard hat. The main heading reads "Welcome to our online platform for Inductions, eLearning and Training." There are two menu items: "How to log into Moodle LMS?" and "For further support". The "For further support" item is highlighted with a red box and a red arrow pointing to it.

(Last updated on 05.12.2024)