

# EIIET LEARNING PLATFORM

## (Web and App)

### **Student User Manual**

*Your step-by-step guide to using the EIIET online learning system(Moodle) and Mobile App (Android and iOS).*



**European Institute of Innovation, Entrepreneurship and Technology**

Lessingstraße 79, 13158 Berlin, Germany

Support tel: +49 30 23361855

**Website:** [my.eiiet.com](http://my.eiiet.com)

**Part 1: The EIIET Web Learning Platform****QUICK START – 1-MINUTE GUIDE**

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<b>What you want to do</b>	<b>Where to click</b>
Log in	Go to <a href="http://my.eiiet.com">my.eiiet.com</a> → Log in (top right) → enter username (not email) + password
Find your courses	Dashboard → Course Overview block (centre) or Navigation → My courses
Submit an assignment	Open the course → click assignment name → Add submission → upload file → Save changes → (if required) Submit assignment
Join a live class	Click the class link in your course or Calendar → Join session
Check grades	Click your name (top right) → Profile → Grades overview
Send a message	Click the chat bubble icon (top right) → search for a person → type and send

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## Chapter 1: Getting Started

This manual shows you, step by step, how to use EIIET Learning Platform. The EIIET Student Portal is a Moodle-based learning management system accessible from any modern web browser — no software installation required.

### 1.1 What You Can Do as a Student

Feature	Description
Courses	View all enrolled courses and access materials
Assignments	Submit work and view grades with feedback
Live Classes	Join online classes and watch recordings
Calendar	Track deadlines and events
Messages	Communicate with teachers and classmates
Notifications	Stay updated on course activity
Quizzes	Take tests and see results
Grades	View your overall progress
Mobile App	Access everything from your phone. Download and Install: You can visit <a href="https://eiiet.com/app/">https://eiiet.com/app/</a>

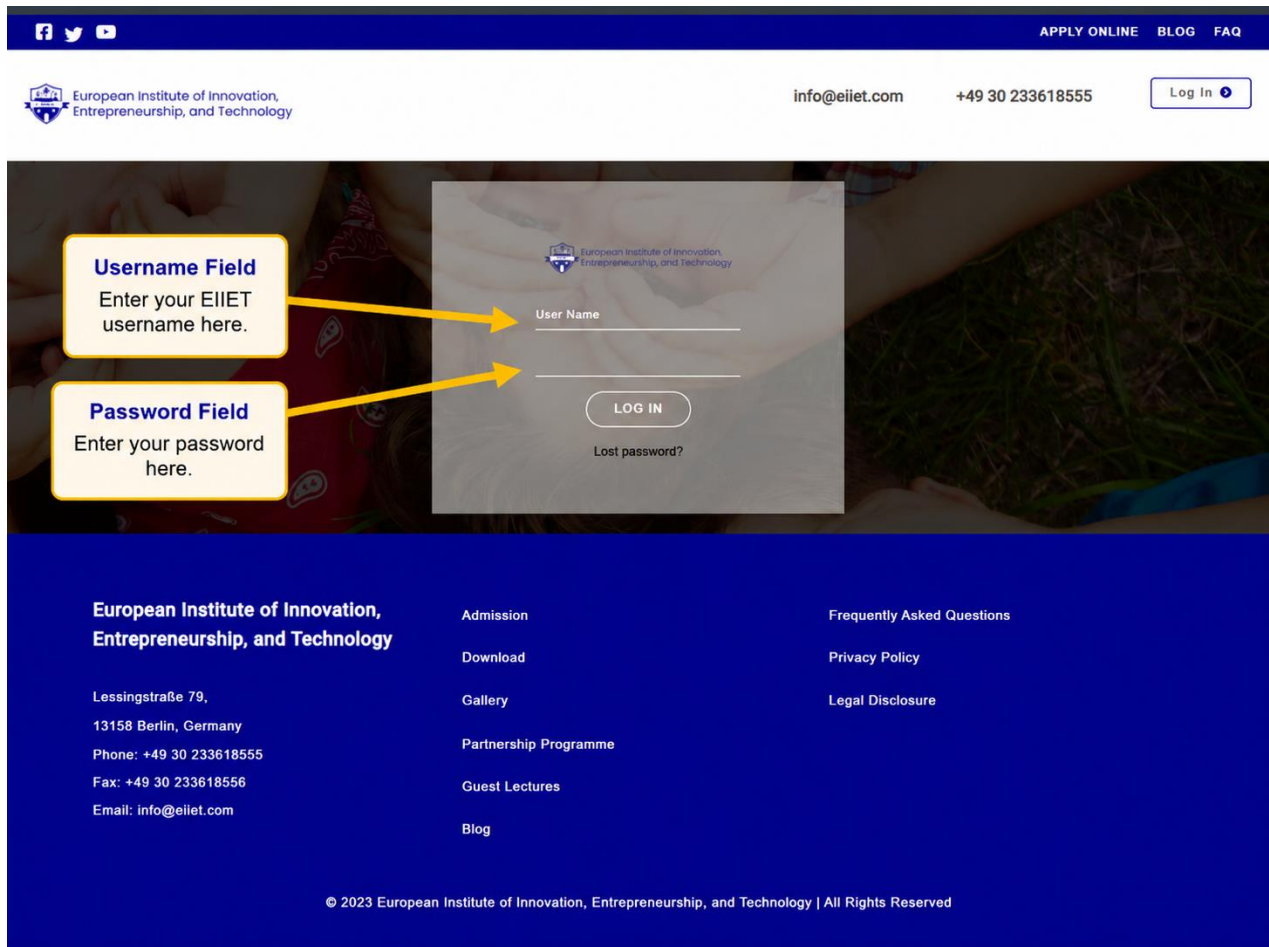
### 1.2 System Requirements

- **Device:** Computer, laptop, tablet, or smartphone
- **Internet:** Stable connection (broadband recommended for live classes)
- **Browser:** Latest versions of Chrome, Firefox, Edge, or Safari
- **Credentials:** Your EIIET username and password. These are given to you by EIIET. Your username is a short login name – it is *not* your e-mail address.

### 1.3 Accessing the Student Portal (web)

1. Open your browser and go to my.eiiet.com
2. Click Log in at the top-right corner of the page.
3. Enter Your Username and Password:

*Figure 1 The EIIET Login Screen*



4. Click **LOG IN**. You will be taken to your personal Dashboard.

Figure 2 Your Dashboard After Successful Login

The screenshot displays the EIIET Student Portal dashboard. At the top, there is a navigation bar with links for 'APPLY ONLINE', 'BLOG', and 'FAQ'. Below this, the user's profile information is shown, including the email 'info@eiiet.com', the phone number '+49 30 233618555', and the name 'Kaku Kun'. The main content area is divided into three sections:

- Navigation:** A sidebar menu with options like 'Dashboard', 'Site home', 'Site pages', 'My courses', and a list of specific courses such as 'M03 - Internal Control and Compliance' and 'M19 - Consumer Behaviour'.
- Upcoming Events:** A central section listing events with dates and times, including 'M08 - Cost Accounting' (Today, 12:45 PM - 3:45 PM), 'Introduction to Hospitality Industry - Assignment 11 is due' (Tomorrow, 3:45 AM), and 'Potsdam Fieldtrip' (Tomorrow, 1:45 PM).
- Recently Accessed Items:** A section on the right showing items like 'Class Joining L.L. M08 - Cost Account...' and 'German Language General German L...'.

## 1.4 Forgot Your Password?

1. On the login screen, click **Lost password?**

To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

**Search by username**

Username

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**Search by email address**

Email address

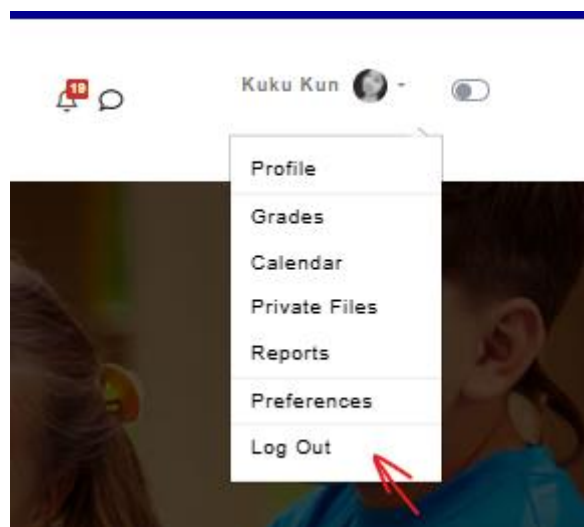
2. Enter your username or registered email address and click Search. If a matching account is found, a password-reset link will be emailed to you.
3. Check your email for a password reset link. The link expires in 30 minutes.
4. Click the link and enter your new password twice to confirm.
5. If you still cannot get in, contact EIIET at [info@eiiet.com](mailto:info@eiiet.com).

## 1.5 Logging Out

Always log out on shared or public computers.

1. Click your name (with photo) at the top right.
2. Select Log out from the dropdown menu.

*Figure 3 dropdown menu*



## **Chapter 2: The Dashboard**

After logging in, the Dashboard is your central hub. It shows your courses, upcoming events, recent activities, and a calendar.

Figure 4 The Student Dashboard, With the Navigation Block (left), Your Courses and Events

The screenshot shows the Student Dashboard interface with the following components and callouts:

- 1** Institution Logo: European Institute of Innovation, Entrepreneurship, and Technology.
- 2** Email Contact: info@eiет.com
- 3** Phone Contact: +49 30 233618555
- 4** Notifications: Bell icon with 4 notifications.
- 5** Messages: Speech bubble icon with 5 messages.
- 6** User Menu: Profile icon for Kuku Kun.
- 7** Customize this page: Gear icon for dashboard customization.
- 8** Navigation: Left sidebar menu with categories like Dashboard, Site pages, My courses, and Courses.
- 9** Upcoming Events: List of events such as "Introduction to Hospitality Industry- Assignment 11 is due" and "Potsdam Fieldtrip".
- 10** Recently Accessed Items: List of items like "Reading Material" and "Class 1 - Introduction".
- 11** Course Overview: Grid of course cards showing progress (e.g., "General German Language", "Information Technology").
- 12** Calendar: Monthly calendar view for June 2026 showing event dates.

**1** Institution Logo  
Click to go to the homepage.

**2** Email Contact  
Reach the institute via email.

**3** Phone Contact  
Call the institute.

**4** Notifications  
View your notifications and alerts.

**5** Messages  
Access your messages.

**6** User Menu  
View your profile, preferences, and log out.

**7** Customize Page  
Add, remove or rearrange blocks on your dashboard.

**8** Navigation Menu  
Quick access to dashboard, courses, site pages and other important links.

**9** Upcoming Events  
Shows your upcoming assignments, classes, deadlines and events. Click "Go to calendar" for full calendar view.

**10** Recently Accessed Items  
Quick access to the most recently opened materials and activities.

**11** Course Overview  
View all your enrolled courses in card format. Use search, sort or change the view.

**12** Calendar  
View all events in a monthly calendar. Create new events or manage existing ones.

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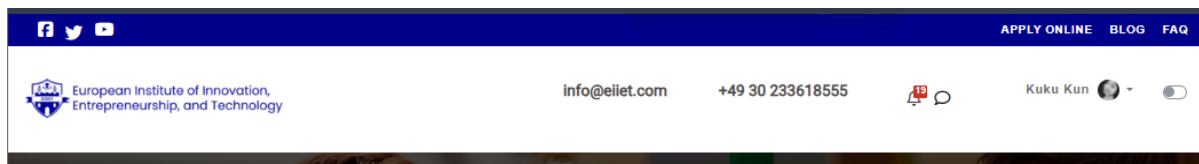
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## 2.1 Top Navigation Bar

The bar across the top appears on every page:

*Figure 5 The Header Bar That Appears at the Top of Every Page*



*Table 1 Elements of the Dashboard Page*

Element	What it does
Notification bell	Opens your notifications.
Message / chat icon	Opens your messages so you can read and send messages.
Your name and photo	Opens your account menu: Profile, Grades, Calendar, Preferences, Messages and Log out.
Search (magnifying glass)	Find courses, activities, or people.

## 2.2 Dashboard sections:

Section	Content
<b>Navigation Block</b> (left)	Main menu: Dashboard, My courses, Site home, Courses.
<b>Course Overview</b> (center)	Cards for each of your courses
<b>Upcoming Events</b> (center)	Deadlines, live classes, and assignment due dates.
<b>Calendar</b> (right)	Monthly view with events
<b>Recent Items</b> (right)	Quick shortcuts to work you've recently accessed.

The screenshot shows a student dashboard with a dark blue header and a light blue sidebar. The main content area is divided into several sections. Callouts with arrows point to specific features: 'Upcoming Events' (top center), 'Recently Accessed Items' (top right), 'Navigation Bar' (left sidebar), and 'Course Overview' (center main area). The 'Upcoming Events' section shows a message 'There are no upcoming events' and a 'Go to calendar...' link. The 'Recently Accessed Items' section lists 'Business Organ...', 'German Langua...', and 'Join the Class M04 - Sales Mana...'. The 'Navigation Bar' lists various site sections like 'Dashboard', 'Site home', 'Site pages', 'My courses', and 'Administration'. The 'Course Overview' section features a search bar, a 'Sort by course name' dropdown, and a 'Card' view selector, displaying a grid of course cards with titles like 'English International A-Levels', 'General German Language German Language', and 'Information Technology International A-Levels'.

**Upcoming Events**  
Displays information about your upcoming events.

**Recently Accessed Items**  
Shows the list of courses or activities you have accessed recently.

**Navigation Bar**  
Allows you to navigate through different sections of the site such as courses, grades, badges, and more.

**Course Overview**  
Shows all the courses you are enrolled in. You can search, sort, or change the view.

### *The Navigation Block (Left)*

The Navigation block is your quick way to jump between your courses and key pages.

*Figure 6 Navigation Block (Left Side)*



#### **Main menu items:**

- **Dashboard** - Return to home page
- **My courses** - Expand to see all your courses
- **Site home** - General site area
- **Courses** - Browse all available courses

### Course Overview

1. Search – type a course name to filter.
2. Sort – order by course name or progress.
3. View – toggle between card view (default) and list view.
4. Click any course card to enter the course page. *Figure 7 Course Overview -*

### Cards View

The screenshot displays the 'Course Overview' page in a card view. At the top, there is a dark blue header with the title 'Course Overview'. Below the header, there are navigation controls: a dropdown menu set to 'All', a search input field, a dropdown menu set to 'Sort by course name', and a dropdown menu set to 'Card'. The main content area is a grid of course cards. Each card has a colored header, a course title, and a '0% complete' status with a vertical ellipsis menu icon. The cards are arranged in a 4x3 grid. At the bottom, there is a 'Show' dropdown menu set to '12' and navigation arrows.

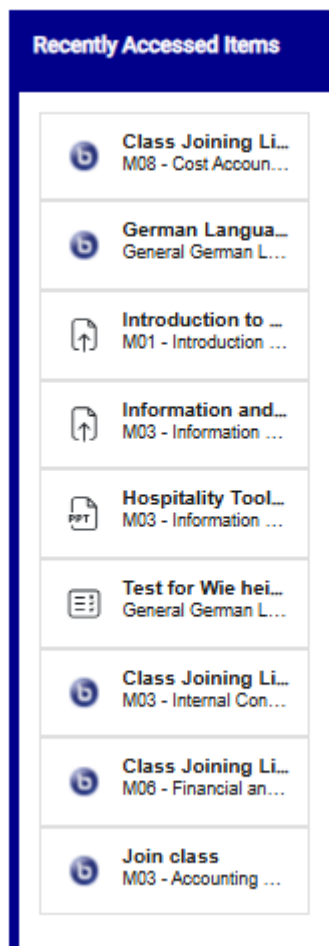
Course Title	Progress
★ General German Language German Language	0% complete
Information Technology International A-Levels	0% complete
M01 - Introduction to the Hospitality Industry Master of Arts in Hospitality Ma...	0% complete
M02 - Tourism Distribution Channels Bachelor's in Tourism and Recr...	0% complete
M03 - Accounting Fundamentals Bachelor in Tourism and Touris...	0% complete
M03 - Information and Communication Bachelor's in Tourism and Recr...	0% complete
M03 - Internal Control and Compliance Executive Master of Business ...	0% complete
M03 - Operations Management in Hospitality Master of Arts in Hospitality Ma...	0% complete
M04 - Communication and Argumentation Techniques Master's in Tourism and Recre...	0% complete
M06 - Financial and Cost Accounting in Hospitality Master of Arts in Hospitality Ma...	0% complete
M06 - Planning and Management of Sustainable Tourism ... Bachelor's in Tourism and Recr...	0% complete
M06 - Tourist Regions and Attractions Master's in Tourism and Recre...	0% complete

Control	Function
Search	Find a course by name
Sort	Order by name or progress
View	Switch between Card/List

### *Upcoming Events*

Shows a list of upcoming deadlines and live sessions. Click Go to calendar... for full calendar view.

*Figure 8 Upcoming Events*



### 2.3 Calendar (Right)

- Shows assignments, quizzes, live classes, and personal reminders.
- Click an event for details.
- Use the **New event** button to add your own personal reminders (e.g., study sessions).

Figure 9 current month with events marked



## 2.4 Profile

To view or edit your profile:

1. Click your **name** (top right) → select **Profile**.
2. Here you can see:
  - Your **user details** (email, timezone, country) – edit by clicking **Edit profile**.
  - **Course details** – list of your enrolled courses.
  - **Login activity** – first and last login times.
  - **Grades overview** – a summary of all your grades.

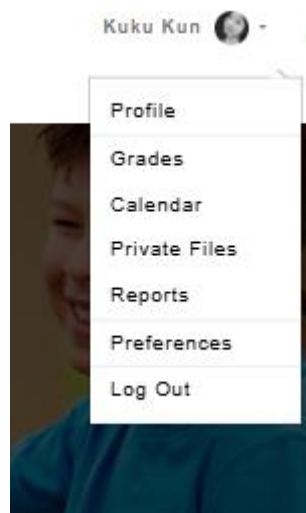


Figure 10 The Profile Page, Showing Your Details, Your Courses, Login Activity

The screenshot displays the user profile page with the following sections:

- Navigation:** A sidebar menu with options like Dashboard, Site home, Site pages, My courses (with sub-items like General German Language, M03 - Internal Control & Compliance, etc.), Privacy and policies, Course details, and Courses.
- User details:** Includes an email address (work2244@gmail.com), country (Nepal), and timezone (Asia/Kathmandu). There is an "Edit profile" link.
- Privacy and policies:** Contains a link for "Data retention summary".
- Course details:** Lists various course profiles such as "General German Language", "M03 - Internal Control and Compliance", "M07 - Availability Management in Tourism", etc.
- Miscellaneous:** Lists "Blog entries", "Forum posts", "Forum discussions", and "Learning plans".
- Reports:** Includes "Browser sessions" and "Grades overview".
- Login activity:** Shows "First access to site" (Friday, 5 September 2025, 2:00 PM) and "Last access to site" (Sunday, 28 June 2020, 11:19 AM).
- Mobile app:** Provides a "QR code for mobile app access" and a "View QR code" button. It also shows the "Last access to site" (Saturday, 27 June 2020, 11:25 PM).


At the bottom of the page, there is a footer with contact information for the European Institute of Innovation, Entrepreneurship, and Technology, including the address (Lessingstraße 79, 13158 Berlin, Germany), phone (+49 30 233618555), fax (+49 30 233618556), and email (info@eiiet.com). There are also links for Admission, Download, Gallery, Partnership Programme, Guest Lectures, Blog, Frequently Asked Questions, Privacy Policy, and Legal Disclosure.


**Editing Your Profile:**

*Figure 11 Edit profile flow*

**1 Click your avatar**


Click on your profile avatar located at the top-right corner of the website.





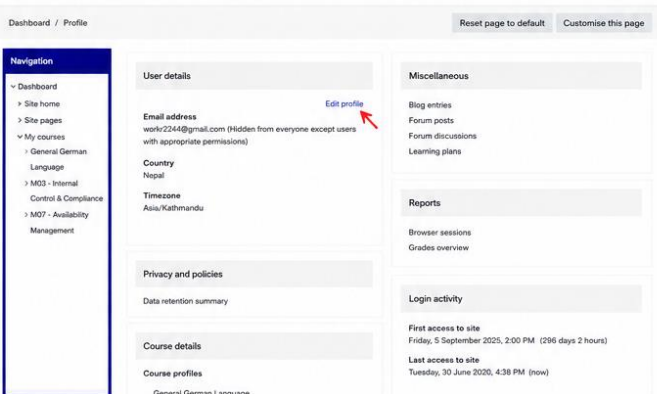
**2 Select Profile**

From the dropdown menu, click on "Profile".




**3 You will land on your Profile page**

This is your profile dashboard where your information is displayed.



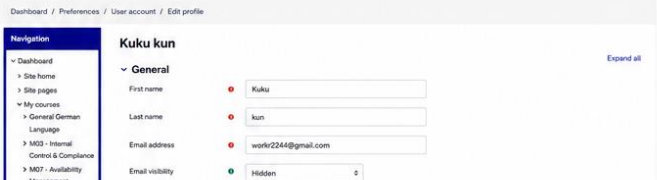
**4 Click Edit profile**

In the "User details" section, click on the Edit profile link.




**5 Update Your Information**

Update your information such as name, email, country, timezone, description, and profile picture.



**6 Save Your Changes**

Scroll down and click the Update profile button to save your changes.



## Chapter 3: Working with Your Courses

### 3.1 Opening a Course

There are two easy ways to open a course:

1. From the **Dashboard**, click a course card in the Course Overview block.
2. From the **Navigation** block, expand **My courses** and click the course name.

### 3.2 Inside a Course

A course page is organised into sections that you can open and close. The example below shows a course with a General section and several Assignments.

## WORKING WITH YOUR COURSES

### 1 OPEN A COURSE

**1** Click any course card

**2** Search

**3** Sort by course name

**4** Card

**5** All

Course Overview

- General German Language German Language (0% complete)
- Information Technology International A-Levels (0% complete)
- M01 - Introduction to the Hospitality Industry Master of Arts in Hospitality Ma... (0% complete)
- M02 - Tourism Distribution Channels Bachelor's in Tourism and Recr... (0% complete)
- M03 - Accounting Fundamentals Bachelor in Tourism and Touris... (0% complete)
- M03 - Information and Communication Bachelor's in Tourism and Recr... (0% complete)
- M03 - Internal Control and Compliance Executive Master of Business ... (0% complete)
- M03 - Operations Management in Hospitality Master of Arts in Hospitality Ma... (0% complete)
- M04 - Communication and Argumentation Techniques Master's in Tourism and Recre... (0% complete)
- M06 - Financial and Cost Accounting in Hospitality Master of Arts in Hospitality Ma... (0% complete)
- M06 - Planning and Management of Sustainable Tourism ... Bachelor's in Tourism and Recr... (0% complete)
- M06 - Tourist Regions and Attractions Master's in Tourism and Recre... (0% complete)

### 2 INSIDE A COURSE

**1** Navigation Menu

**2** GENERAL

**3** Course Overview (General)

**4** Other Sections (Assignments, Topics, etc.)

**5** Click an item to open it

**6** Breadcrumbs (Where you are)

Dashboard / My courses / M02 - Tourism Distribution Channels

- GENERAL
  - Announcements
- ASSIGNMENTS
  - Assignment 1 - Tourism Distribution Channels  
Opens: Sunday, 8 November 2025, 5:45 AM Due: Sunday, 30 November 2025, 8:45 AM
  - Assignment 2 - Tourism Distribution Channels  
Opens: Tuesday, 8 December 2025, 5:45 AM Due: Wednesday, 24 December 2025, 8:45 AM
- ASSIGNMENT
  - Assignment 3 - Tourism Distribution Channels  
Opens: Friday, 23 January 2026, 4:45 AM Due: Saturday, 14 February 2026, 4:45 AM

### 3 COURSE CONTENT AND SELF-STUDY

**1** Course Overview

**2** Self-Study Resources

**3** Current Topic (Highlighted)

**4** Table of Contents (Click a lesson)

Dashboard / My courses / General German Language

- COURSE OVERVIEW
  - Course Description
  - German Language
- RESOURCES FOR SELF-STUDY
  - COURSE: GERMAN FOR BEGINNERS **Highlight**
  - Table of Contents
    - Lesson 1.0 Introduction
    - Lesson 1.1 Wie heißt du? (1. Teil)
    - Lesson 1.2 Wie heißt du? (2. Teil)
    - Lesson 1.3 Eine Telefonnummer bitte
    - Lesson 1.4 Freizeit
    - Lesson 1.5 Geburtstag
    - Lesson 1.6 Datum
    - Lesson 1.7 Kleidung
    - Lesson 1.8 Familie und Nationalität

Figure 12. A course page. The breadcrumb trail at the top shows where you are; sections in the middle hold the activities.

The screenshot displays a course page layout. On the left is a dark blue sidebar with a white navigation menu. The top of the sidebar is labeled 'Course Lecturer' and features a profile card for Dr. Mahmoud Abdou with his email address. Below this is the 'Navigation' section, which includes a 'Dashboard' menu with sub-items like 'Site home', 'Site pages', and 'My courses'. Under 'My courses', there is a list of course titles such as 'General German Language', 'M03 - Internal Control & Compliance', and 'M01 - Introduction to the Hospitality Industry'. The 'M01' course is expanded to show sub-items like 'Participants', 'Competencies', 'Grades', and 'Assignments'. The main content area on the right is divided into three sections: 'GENERAL', 'ATTENDANCE', and 'READING MATERIALS'. The 'GENERAL' section contains 'Announcements' and a 'Class Joining Link'. The 'ATTENDANCE' section has a 'Class Attendance' link. The 'READING MATERIALS' section lists several items, including 'Class 1 - Introduction to Hospitality Industry 8/04/2026 PDF', 'Introduction to Hospitality - Assignment 1' (with open and due dates), 'Class 2 - Introduction to the Hospitality Industry, 15/042026', 'Introduction to Hospitality - Assignment 2' (with open and due dates), 'Class 2 - Introduction to the Hospitality Industry, 22/042026 PDF', and 'Class 3 - Introduction to Hospitality Industry 22/04/2026 PDF'.

- The breadcrumb trail at the top (for example Dashboard / My courses / course name) shows where you are and lets you step back.
- The General section usually holds course Announcements.
- Other sections (such as Assignments or topic names) hold the activities and resources. Click an item to open it.

- Use Collapse all / Expand all to tidy long pages.
- The course menu on the left links to course parts such as Participants, Competencies and Grades.

### 3.3 Course Resources (Files and Folders)

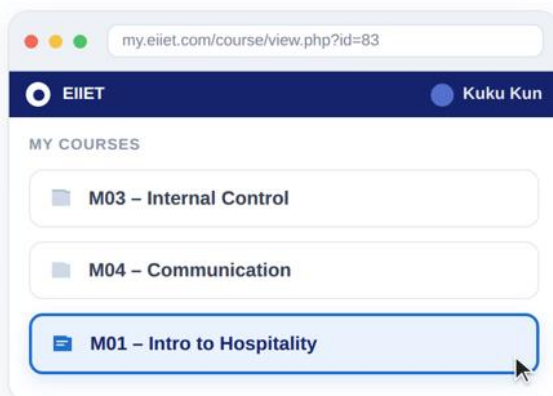
- Teachers may upload **PDFs, PPTs, videos, or links**.
- Click any resource to view or download it.
- If multiple files are in a folder, click the folder to see its contents.

#### *Reading Materials*

Finding your Files and folders inside a course:

#### 1 Open Your Course

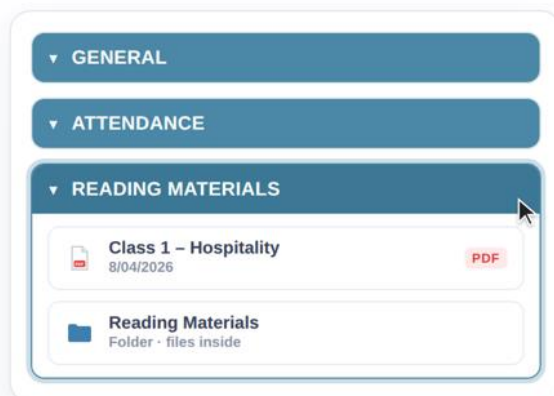
Go to your **Dashboard**, open **Courses**, and click the course you want to study. The course page will open.



Look for your course name, then click it to enter.

#### 2 Open "Reading Materials"

Each course page has sections. Find the **READING MATERIALS** section — this is where all your study files live. Click its title to open it.



Click the title bar to open or close any section.

### 3 Know Your Icons

Inside a section you'll see three kinds of items. The **icon** tells you what each one is before you click.



#### PDF file

A single document — lecture slides or notes. Click to read or download.



#### Folder

Holds **several files** together. Click to open it and see the files inside.



#### Assignment

Work you **hand in**. It shows an open date and a due date.

**Tip:** Folders hide files inside — always open them!

### 4 Open a File or Folder

Click a **PDF** and it opens or downloads. Click a **folder** and the files inside appear — then click any file to open it.

#### Reading Materials — opened

##### FILES INSIDE



Lecture slides.pdf

OPEN



Class notes.pdf

PDF



Worksheet.docx

The real files are inside the folder — click one to read it.




## Chapter 4: Assignments – Viewing and Submitting

### 4.1 Viewing Your Assignments

Assignments appear inside their course and also appear in **Upcoming Events** and on the **Calendar**.

- Each assignment shows: **Opened** date and **Due** date/time.
- Click the assignment name to open it and read the instructions.

**1 FIND YOUR ASSIGNMENT**

-  Open the course.
-  Go to the **Assignments** section.
-  Click the assignment name to open.

Dashboard / Courses / M01 - Introduction to the Hospitality Industry

**Navigation**

- Dashboard
- Site home
- Site pages
- My courses
- M01 - Introduction to the Hospitality Industry**
  - Participants
  - Competencies
  - Grades
  - General
  - Attendance
  - Reading Materials
  - Assignments**




**GENERAL** Collapse all

- Announcements
- Class Joining Link




**ATTENDANCE**

- Class Attendance Mark as done

**ASSIGNMENTS** Collapse all

 <b>Introduction to Hospitality - Assignment 1</b> Opened: Wednesday, 8 April 2026, 3:45 AM <span style="float: right;">Due: Wednesday, 15 April 2026, 3:45 AM</span>
 <b>Introduction to Hospitality - Assignment 2</b> Opened: Wednesday, 15 April 2026, 3:45 AM <span style="float: right;">Due: Wednesday, 22 April 2026, 3:45 AM</span>
 <b>Introduction to Hospitality - Assignment 3</b> Opened: Friday, 22 April 2026, 3:45 AM <span style="float: right;">Due: Friday, 29 April 2026, 3:45 AM</span>

**2 OPEN AN ASSIGNMENT**

-  Read the instructions carefully.
-  Check the due date.
-  Review your current submission status.


Dashboard / Courses / M01 - Introduction to the Hospitality Industry / Assignments / Introduction to Hospitality - Assignment 1

**Navigation**

- Dashboard
- Site home
- Site pages
- My courses
- M01 - Introduction to the Hospitality Industry**
  - Participants
  - Competencies
  - Grades
  - General
  - Attendance

**Introduction to Hospitality - Assignment 1**

Opened: Wednesday, 8 April 2026, 3:45 AM  
 Due: Wednesday, 15 April 2026, 3:45 AM

 Introduction to Hospitality Assignment 1.docx 26 April 2026, 6:58 PM

**Add submission** ←




**Submission status**

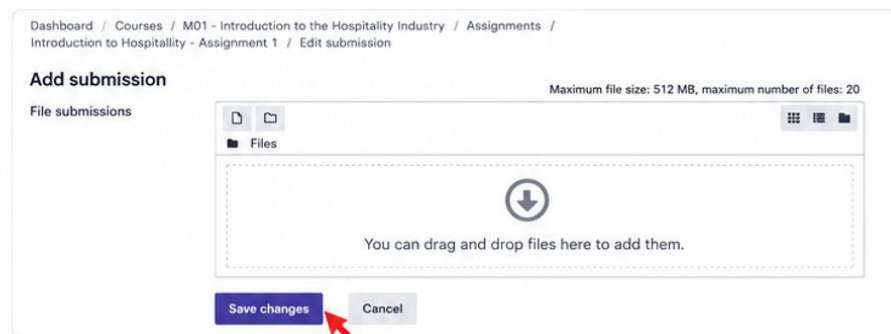
<b>Submission status</b>	No submissions have been made yet
<b>Grading status</b>	Not graded

## 4.2 Submitting Your Work

To submit your assignment:

### 3 SUBMIT YOUR WORK

-  Upload your file by dragging it here...
-  ...or click the file picker to choose a file.
-  Click "Save changes" to upload your work.






1. Open the assignment page (find it in your course or via the Upcoming Events block)
2. Click 'Add submission' (green button)
3. Drag and drop your file into the box, or click the file picker
4. Click 'Save changes'
5. Important: If you see a 'Submit assignment' button, you must click it to finalise - your work isn't officially submitted until you do!"

## 4.3 Understanding Gradebook

- Grades are organised by course and category (e.g., “Assignments”, “Quizzes”, “Final Exam”).
- Some grades may have **weightings** – check your course syllabus for how final marks are calculated.
- You can view **individual feedback** for each graded item by clicking on the grade.

### 4 VIEW FEEDBACK & GRADES

-  Go to **Grades** to view your results.
-  See your grade, feedback and percentage.
-  You can check all your results in **Grades**.

Dashboard / Courses / M01 - Introduction to the Hospitality Industry / Grades / User report

User report				
 <b>Kuku kun</b>				
Grade item	Grade	Range	Percentage	Feedback
▼ M01 - Introduction to the Hospitality Industry				
 Introduction to Hospitality - Assignment 1	85.00	0-100	85.00 %	Good work!
 Introduction to Hospitality - Assignment 2	92.00	0-100	92.00 %	Excellent!
 Introduction to Hospitality - Assignment 3	78.00	0-100	78.00 %	Keep improving.

When a teacher grades your work you receive a notification (for example, "... has given feedback for assignment ...").

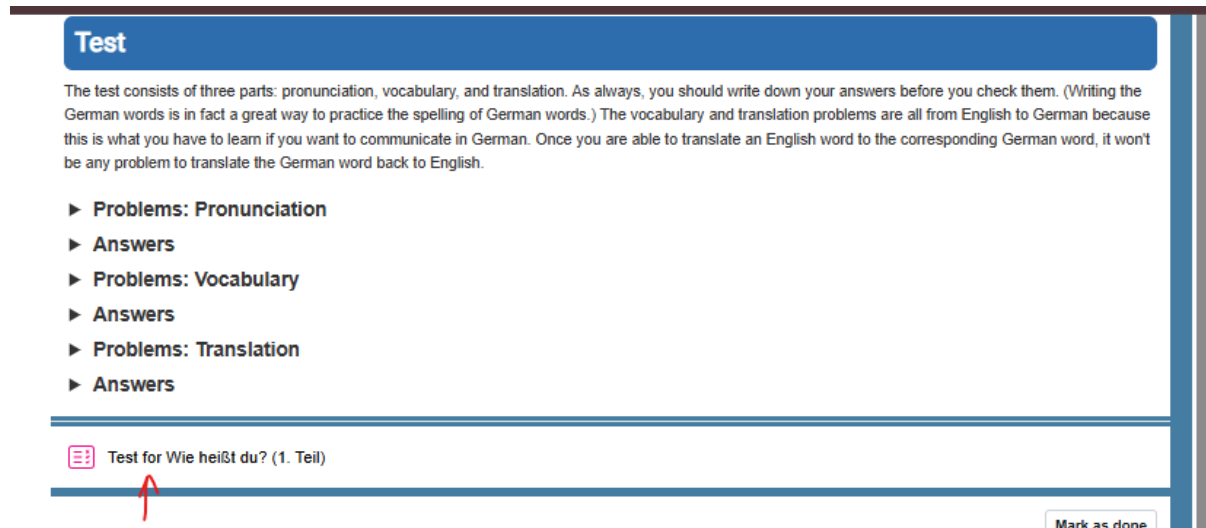
1. Open the assignment again, or go to your Grades, to see the grade and any comments.
2. You can also see all of your results from **Profile → Grades overview**.

## Chapter 5: Quizzes and Tests

### 5.1 Accessing a Quiz

Quizzes appear inside your course, usually in a section labelled “Quizzes” or “Tests”.

Click the quiz name to open it.



The screenshot shows a quiz interface. At the top, there is a blue header with the word "Test". Below this, there is a paragraph of instructions: "The test consists of three parts: pronunciation, vocabulary, and translation. As always, you should write down your answers before you check them. (Writing the German words is in fact a great way to practice the spelling of German words.) The vocabulary and translation problems are all from English to German because this is what you have to learn if you want to communicate in German. Once you are able to translate an English word to the corresponding German word, it won't be any problem to translate the German word back to English." Below the instructions, there is a list of problems and answers, each preceded by a right-pointing arrow: "► Problems: Pronunciation", "► Answers", "► Problems: Vocabulary", "► Answers", "► Problems: Translation", and "► Answers". At the bottom of the main content area, there is a horizontal line. Below this line, there is a small icon of a book and the text "Test for Wie heißt du? (1. Teil)". A red arrow points to this text. In the bottom right corner of the interface, there is a button labeled "Mark as done".

### 5.2 Before You Start

1. Read the **instructions** carefully – note the time limit, number of attempts, and whether it is open-book or closed-book.
2. Check if there is a **password** (your teacher may give this in class).
3. Ensure you have a stable internet connection – quizzes often require you to stay online.

### 5.3 Taking a Quiz

1. Click **Attempt quiz now**.
2. Answer each question. You can usually **flag** questions you want to review later.
3. Navigate using the **question navigation** panel (shows which questions are answered).
4. When finished, click **Finish attempt** → then **Submit all and finish**.
5. Confirm your submission – you cannot change answers after this.

German Language: Test x +

my.eiiet.com/mod/quiz/view.php?id=102

Dashboard / My courses / General German Language / Course: German for Beginners / Test for Wie heißt du? (1. Teil)

### Navigation

- Dashboard
- Site home
- Site pages
- My courses
  - General German Language
    - Participants
    - Competencies
    - Grades
      - Course Overview
      - resources for self study
    - Course: German for Beginners
      - Test for Wie heißt du? (1. Teil)
        - READING MATERIALS
        - New section
        - M03 - Internal Control & Compliance
        - M07 - Availability Management
        - M04 - Communication and Argumentation Techniques
        - M06 - Tourist Regions and Attractions
        - M10 - Labour Market In Tourism and HoReCa
        - M11 - Business Eng
        - M15 - Safety in Tourism
        - M16 - Research on Tourism Services
        - M02 - Tourism Distribution Channels
        - More...

### Test for Wie heißt du? (1. Teil)

Complete the following quiz to test your understanding of Lesson 1 Part 1

[Continue your attempt](#)

Grading method: Highest grade

Grade to pass: 15.00 out of 50.00

### Your attempts

Attempt 1	
Status	In progress
Started	Thursday, 6 November 2025, 12:26 PM

German lesson No. 32, 09 April 2025 (teacher: Stefan Endres)

Jump to...

## 5.4 After Submission

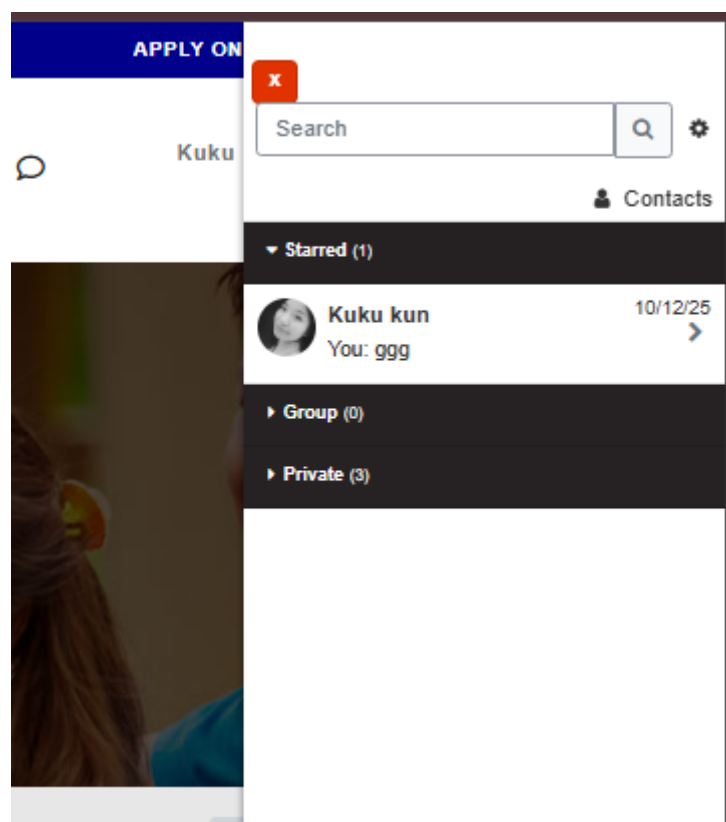
- You may see your **score** immediately or after the teacher reviews it.
- Some quizzes show correct answers and feedback automatically.
- Check your **gradebook** or the quiz page for results.

**Tip:** If you experience a technical problem during a quiz, take a screenshot and contact your teacher immediately.

## Chapter 6: Communication and Collaboration

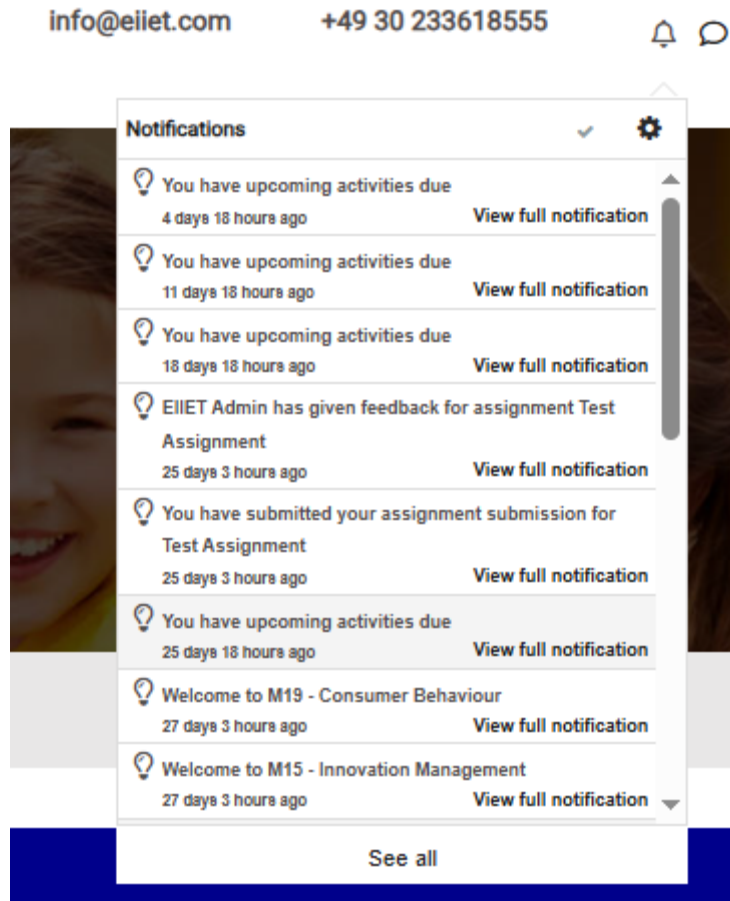
### 6.1 Messaging (Chat)

- Click the **chat bubble** icon in the top bar.
- You can see your recent conversations and search for other users.
- Click a person's name to open a private chat.
- Type your message and press **Send**.
- Teachers may also message you directly.



### 6.2 Notifications

- Click the **bell** to see recent notifications.
- Click **View full notification** for details.
- Use the **gear** icon to adjust which notifications you receive (e.g., turn off email for forum posts).
- Click the **tick** to mark all as read.



## Chapter 7: Live Classes and Recordings

### 7.1 Joining a Live Class

Live online classes run in the platform’s virtual classroom. When a class is scheduled you join it from inside the course or from the calendar.

Figure 13 A live-class page: the “Join session” button at the top, and a list of past recordings below

**1 Join the Class**

- Go to your course.
- Click "Join the Class".
- The class page will open.

**2 Join the Live Session**

Click "Join session" to enter the live class room.

**3 You are now in the class!**

**4 You have logged out of the conference**

Press OK to return to the course.

## 7.2 Watching Recordings

Past classes are recorded so you can watch them again.

1. On the same live-class page, scroll to the Recordings list.
2. Find the session by its **date**, then click **Presentation** in the Playback column to watch it.

**1**

### Open Recordings

After the class is recorded, the recordings appear in the same activity.

Playback	Name	Description	Preview	Date	Duration
Presentation	Join the Class			Tuesday, December 16, 2025	287
Presentation	Join the Class			Tuesday, December 9, 2025	390
Presentation	Join the Class			Tuesday, December 2, 2025	0
Presentation	Join the Class			Tuesday, November 18, 2025	114
Presentation	Join the Class			Tuesday, November 4, 2025	176
Presentation	Join the Class			Tuesday, October 7, 2025	82
Presentation	Join the Class			Tuesday, September 30, 2025	199
Presentation	Join the Class			Tuesday, September 16, 2025	263
Presentation	Join the Class			Tuesday, September 9, 2025	166

**2**

### Watch a Recording

Click on any presentation (playback) to open and watch the past class recording.

### Why Recordings Are Useful

Students can watch the recording anytime – perfect for those who missed the class or want to revise.

## Chapter 8: Calendar and Due Dates

Your calendar gathers all your important dates – live classes, assignment deadlines and personal reminders – in one view.

- Open the calendar from the **Calendar** block on your Dashboard, or by clicking “Go to calendar...” in Upcoming Events.
- Use the **All courses** drop-down to show events for one course only, or for all of them.
- Move between months with the arrows beside the month name.
- Events are colour-coded by type; click an event to see its full details.
- Click **New event** to add your own personal reminder.
- Use **Import or export calendars** to sync your EIIET dates with Google Calendar, Outlook or another calendar app.

## 1 Open Calendar

Go to your calendar.  
Find the date of your class.

## 2 Click Course Event

Click on the course event  
on that date.  
The event details will open.

**1** Click the course event on the calendar date.

**2** Click "Course event" (course name).

**2A** Click "Course event" (course name) to open the course page.

**2B** You can also click "Class Joining Link", to go directly to the meeting.

**2C** This is the course name you are attending.

## Chapter 9: Troubleshooting and Getting Help

### 9.1 Common Problems and Solutions

1. I cannot log in: Check your username (a short login name, not your email) and password; both are case-sensitive. Make sure Caps Lock is off. If needed, use Lost password.
2. I forgot my password: Use Lost password on the login page (see section 1.4).
3. A page will not load or looks broken: Refresh the page, or try another browser (Chrome, Firefox, Edge or Safari). If it continues, clear your browser cache.
4. A live class or video will not play: Use a stable broadband connection and an up-to-date browser, and close other heavy tabs.
5. I submitted my work but it still shows Draft (not submitted): Open the assignment and click Submit assignment to finalise it (see section 4.2).
6. A course is missing from my dashboard: You may not be enrolled yet; contact your teacher or EIIET.
7. My quiz stopped or timed out: Take a screenshot of any error and contact your teacher immediately (see section 5.4).

### 9.2 Getting Help

If you are still stuck, help is available:

- Email: [info@eiiet.com](mailto:info@eiiet.com)
- Website: [www.eiiet.com](http://www.eiiet.com)
- Phone: see the contact number on the front page of this manual.

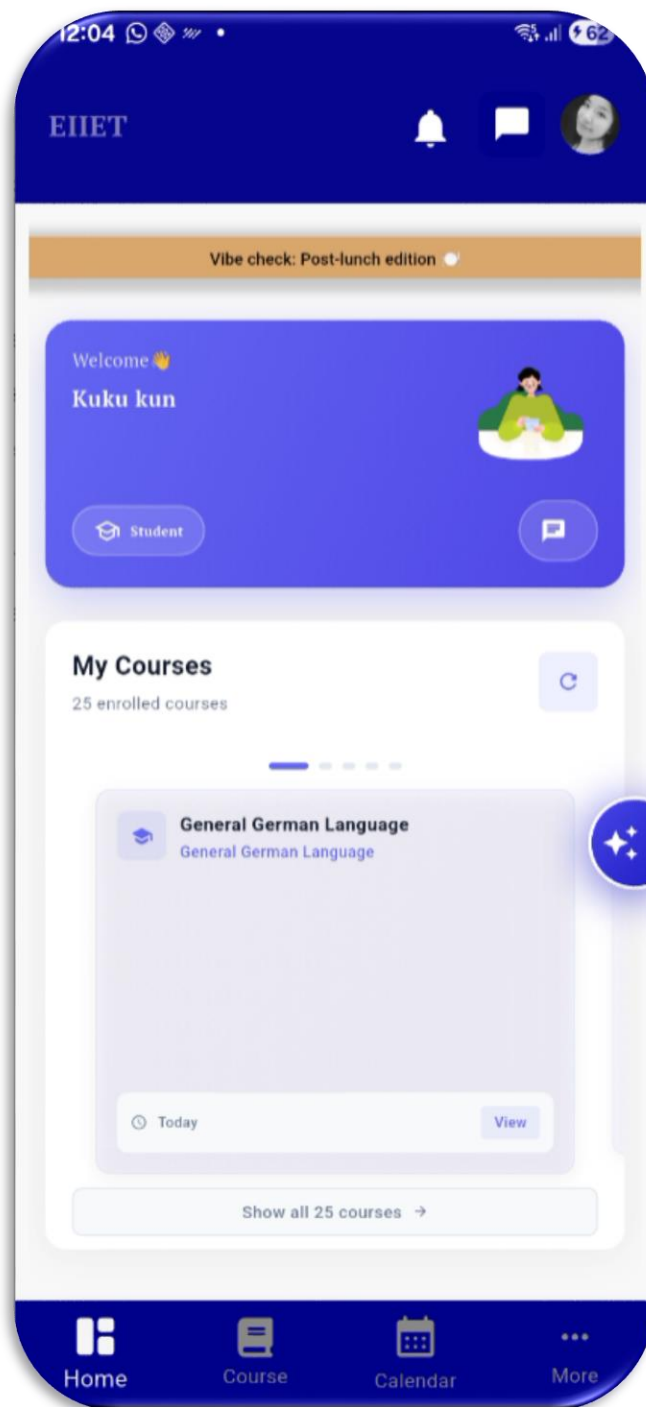
You can also use the EIIET mobile app: search EIIET on the App Store (iPhone) or Google Play (Android) to access your courses on the go.

When you contact support, please include your username, the course or page involved, what you were trying to do, and what happened. A screenshot helps us help you faster.

## **Part 2: The My EIIET Mobile App**

### **With the app you can:**

- See all the courses you are enrolled in and open their learning materials
- View assignments, read instructions, and submit your work
- Check your grades and feedback
- See your class calendar and upcoming events
- Message your teachers and classmates
- Get help from the support team through in-app tickets
- Ask the built-in AI Assistant quick questions
- Update your profile and photo



## 2. Installing the App

### *On an Android phone*

1. Open the Google Play Store.
2. Tap the search bar and type EIIET.
3. Tap Install and wait for it to download.
4. When it finishes, tap Open.

### *On an iPhone*

1. Open the App Store.
2. Tap the Search tab and type EIIET.
3. Tap Get.
4. When it finishes, tap Open.

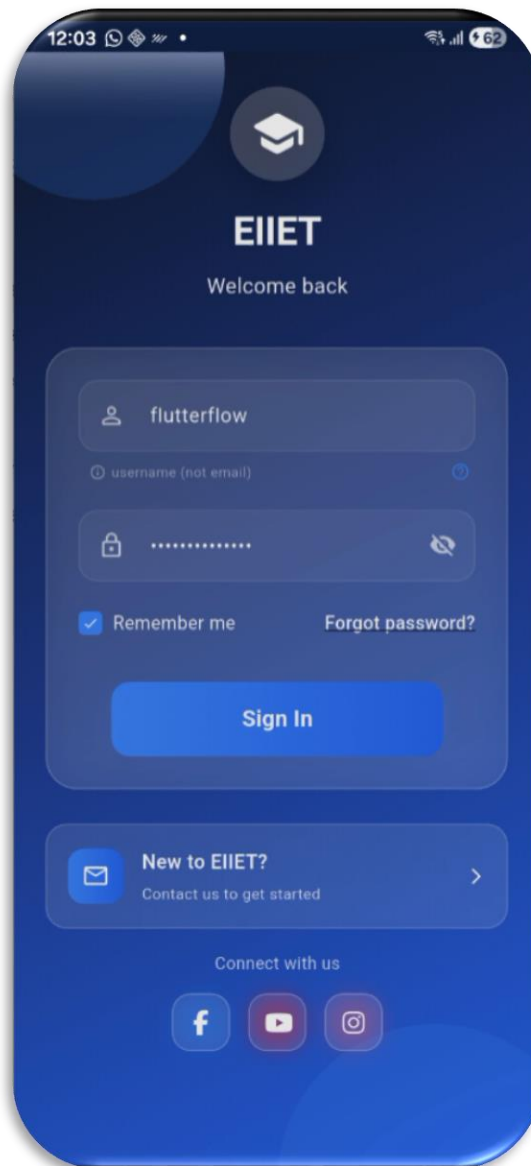
You can visit <https://eiiet.com/app/> to download app.

### **3. Logging In**

You log in with the **same username and password** you use for your EIIET online learning account. If you don't have these yet, contact your institute.

1. Open the **My EIIET** app. You may first see a short welcome / intro screen — tap through it.
2. On the login screen, type your **username**.
3. Type your **password**. (Tap the eye icon to check what you typed.)
4. Optional: turn on **Remember me** so you don't have to log in every time.
5. Tap **Login**.

**If login fails:** check your username and password are correct and that you have internet. Passwords are case-sensitive. See section 4 if you forgot it.



#### 4. If You Forgot Your Password

1. On the login screen, tap **Forgot password?**
2. Enter your **username** or the **email** on your account.
3. Tap **Send / Reset**.
4. Check your email inbox for a reset link and follow it to set a new password.
5. Return to the app and log in with your new password.

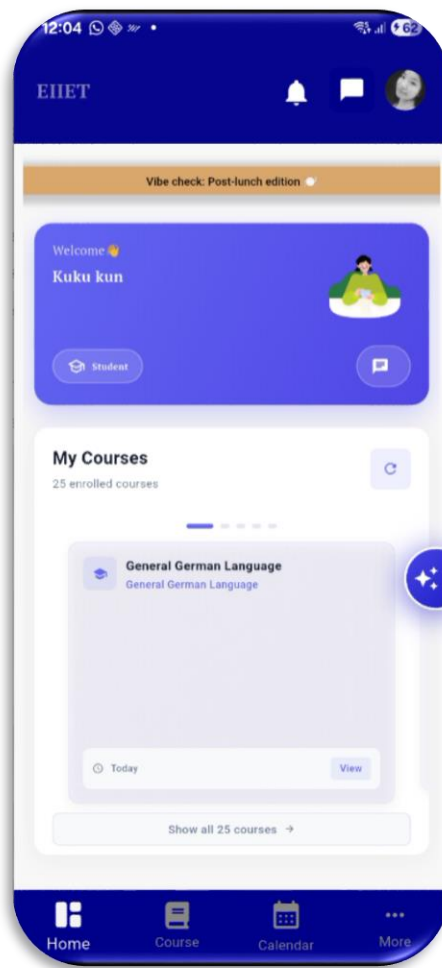
**Tip:** If no email arrives in a few minutes, check your spam folder, or contact support (see section 12).

### 5. Finding Your Way Around (Home Screen)

After you log in you land on the **Home** screen. At the bottom of the app is a **navigation bar** you tap to move between the main areas:

Button	What it opens
Home	Your dashboard — a summary of courses, tasks and quick links
Courses	The list of courses you are enrolled in
Calendar	Your events, deadlines and timeline
More	Profile, Settings, Help Center, Support, About and more

You'll also see a small floating **Assistant bubble** (see section 13) and a **bell icon** for notifications (section 11).



## 6. Your Courses

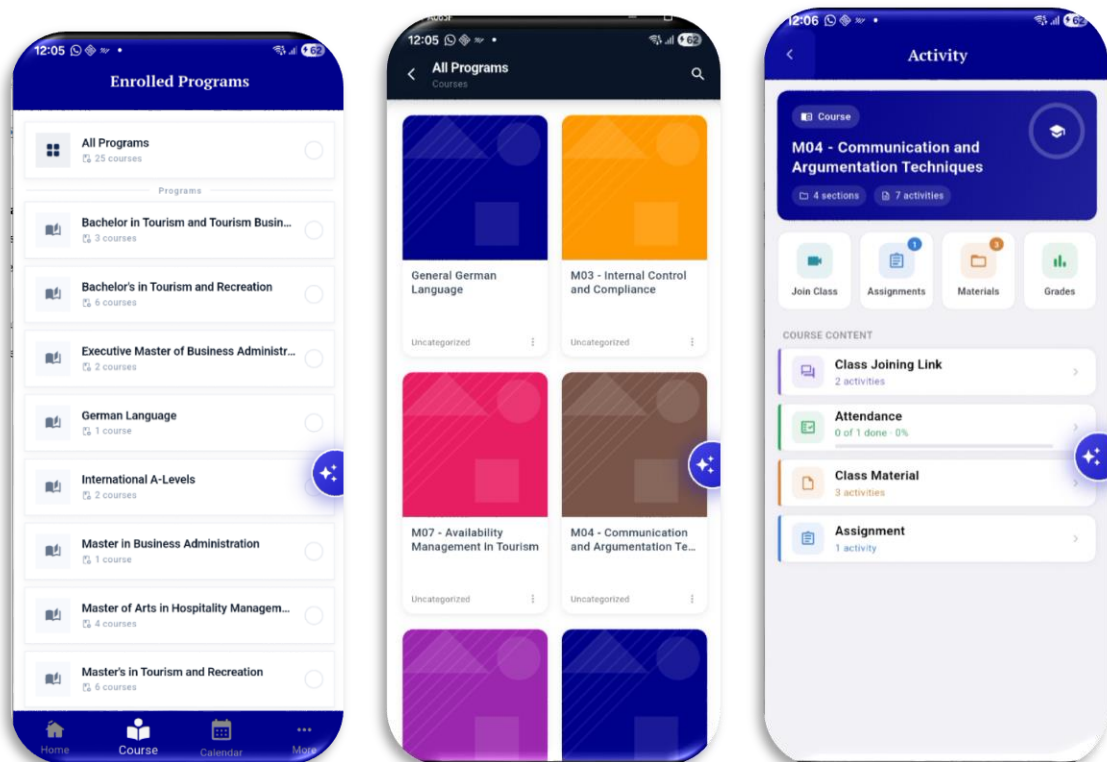
### *Seeing your courses*

1. Tap **Courses** in the bottom bar.
2. You'll see every course you're enrolled in. Tap any course to open it.

### *Inside a course*

1. Open a course to see its **topics / sections** and learning materials.
2. Tap any item — a file, page, video, book, forum, quiz, etc. — to open it.
3. Use the back arrow (top-left) to return to the course or course list.

**Tip:** If a course looks empty, your teacher may not have added materials yet, or the internet was slow — pull down to refresh.



## 7. Assignments & Submitting Work

### *Finding assignments*

1. Open the **Assignments** area (from Home or inside a course).
2. You'll see assignments across your courses, with their **due dates** and status.
3. Tap an assignment to open it.

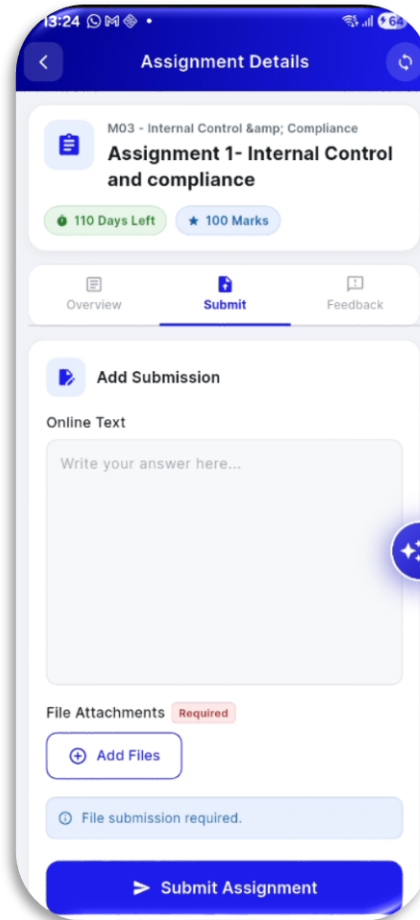
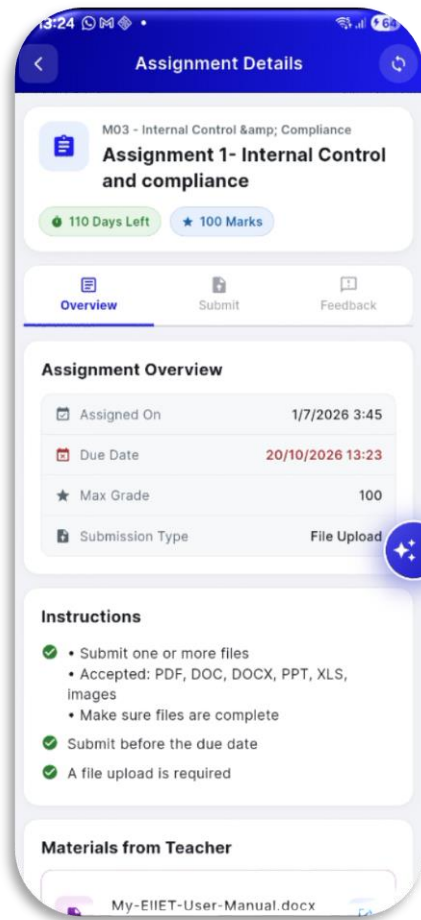
### *Reading an assignment*

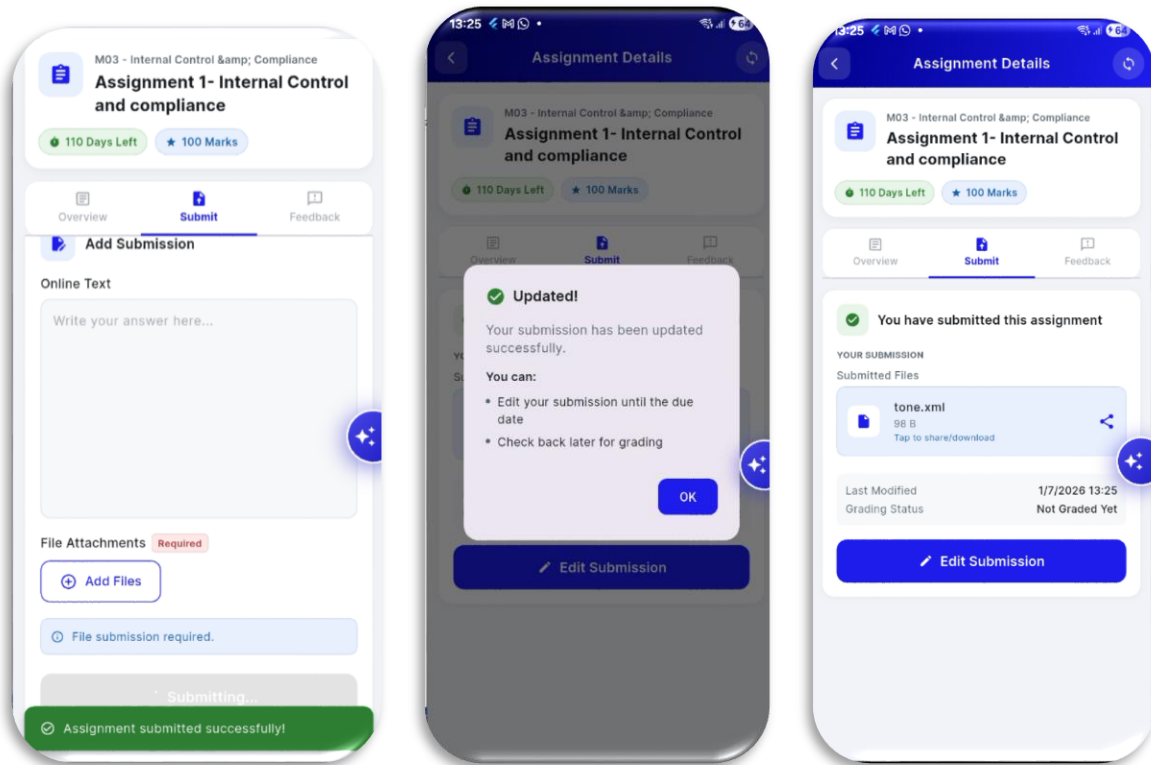
1. Read the **instructions** shown by your teacher.
2. Check the **due date** and whether you've already submitted.

### *Submitting your work*

1. On the assignment, tap **Add submission / Upload**.
2. Choose the file(s) from your phone.
3. Tap **Submit** and wait for the confirmation.

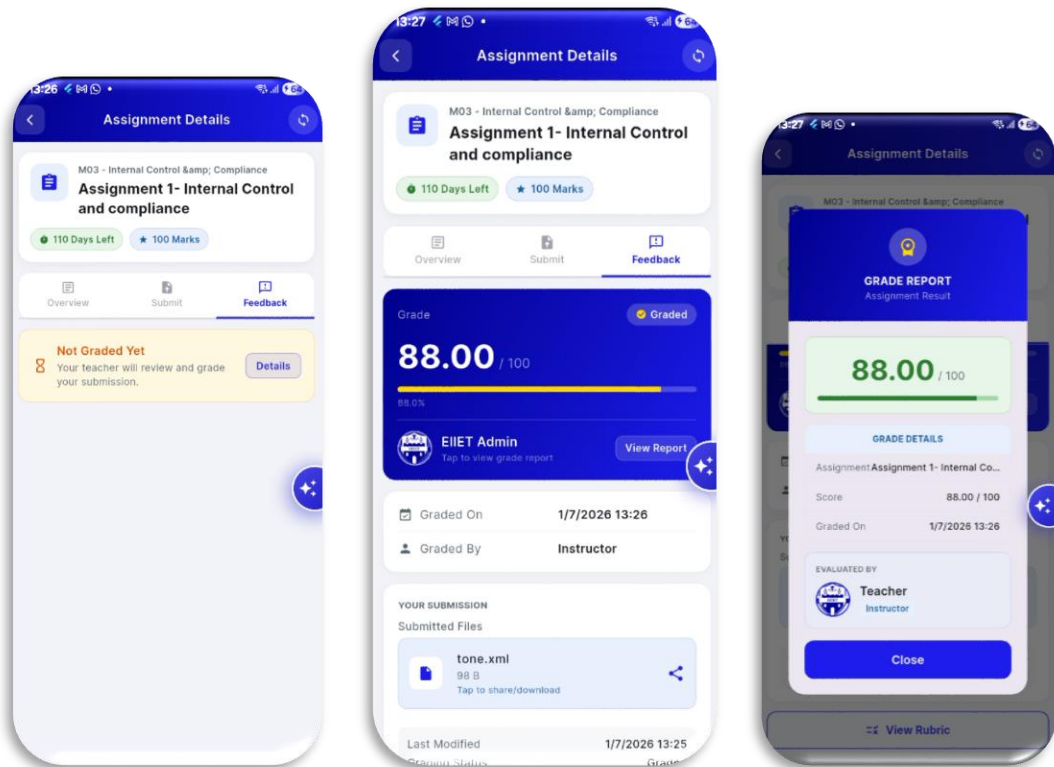
**Note:** Some assignments only allow certain file types or a single submission. If you're unsure, message your teacher or open a support ticket.

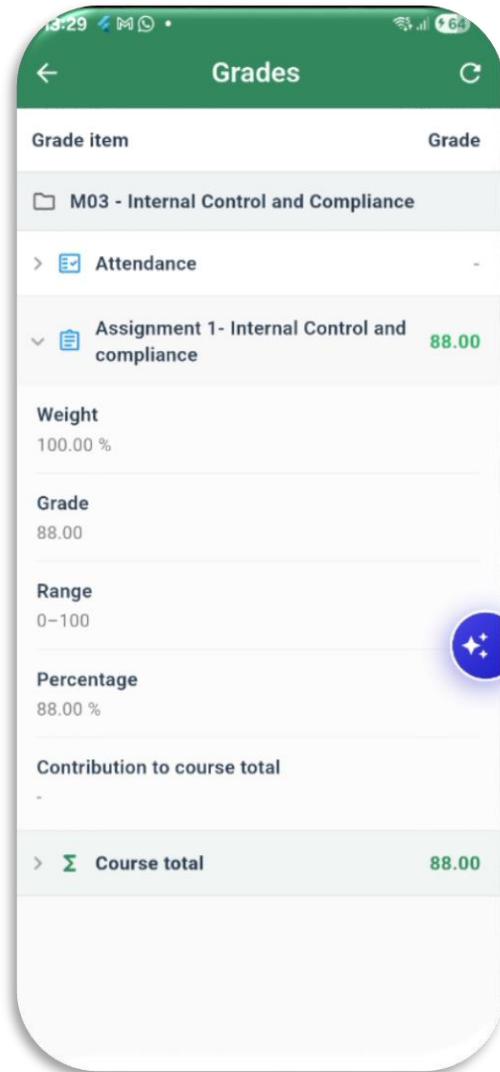
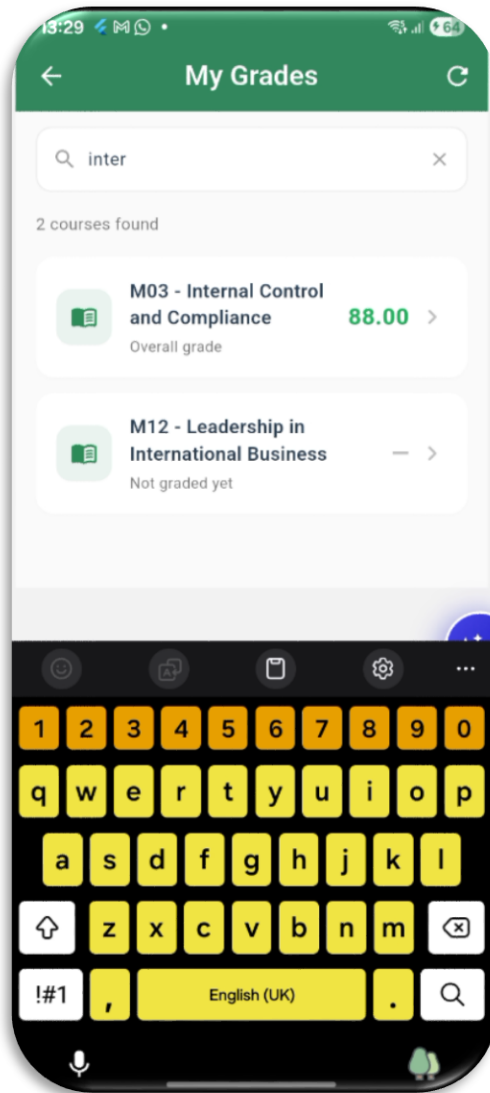




### 8. Checking Your Grades

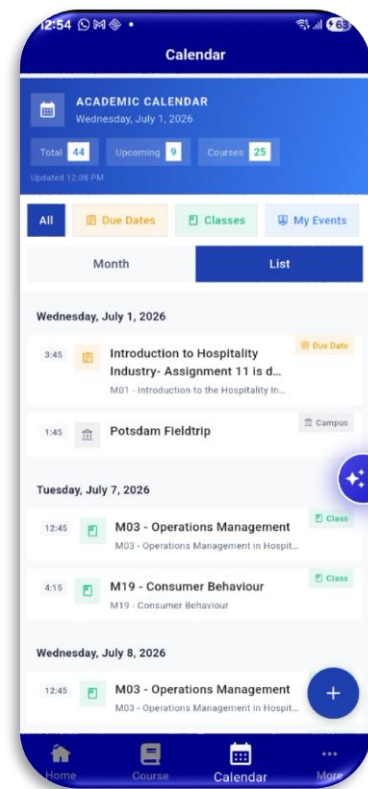
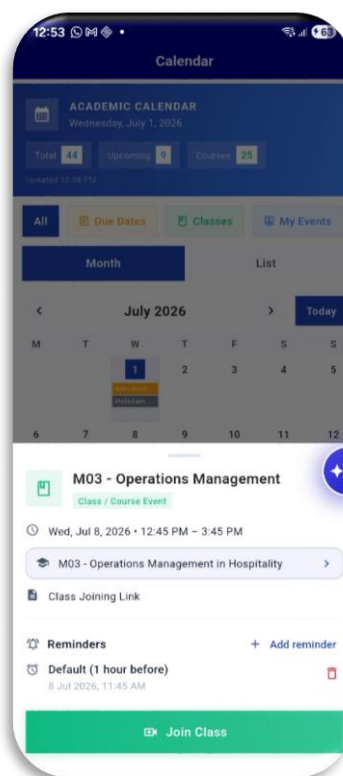
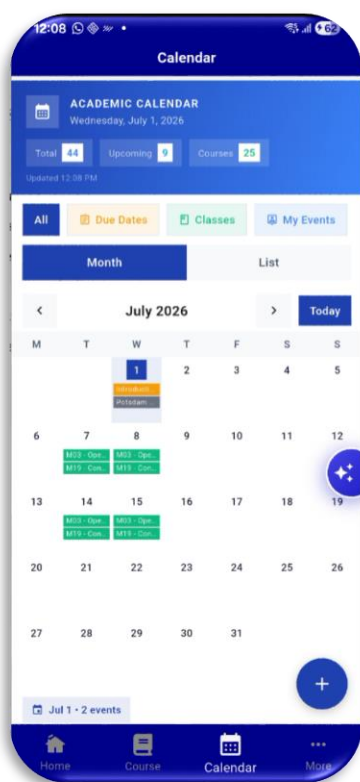
1. Open **Grades** (from Home or the More menu).
2. Select a course to see your grades and any teacher feedback.





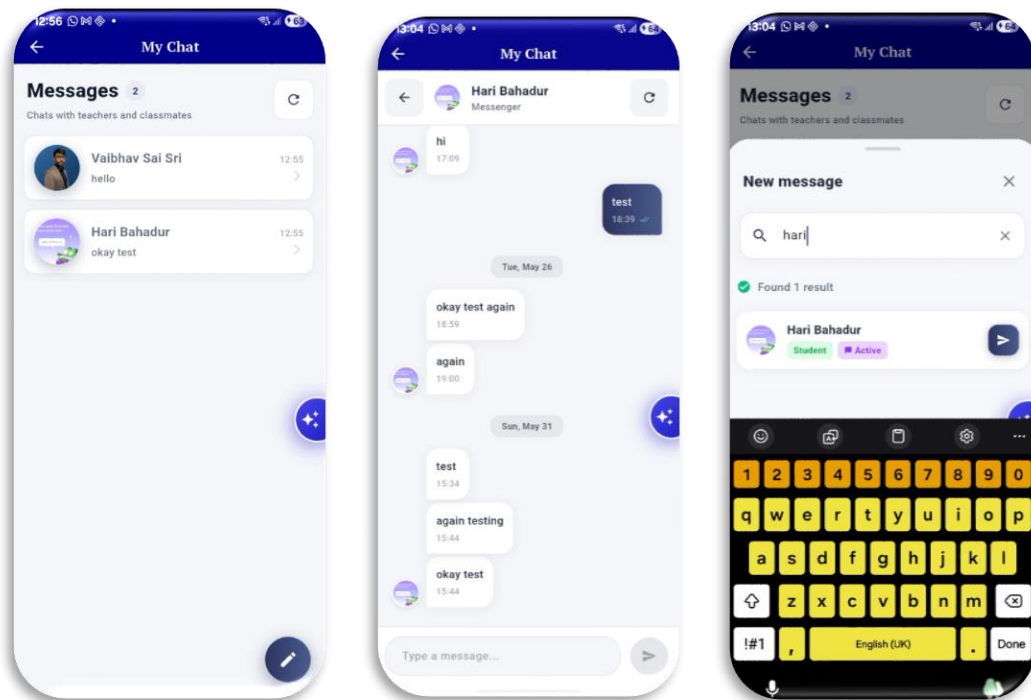
## 9. Calendar & Upcoming Events

1. Tap **Calendar** in the bottom bar.
2. Browse by month to see events, class sessions and assignment deadlines.
3. Tap an event to see its details.
4. Check **Upcoming Events** for what's happening soon.



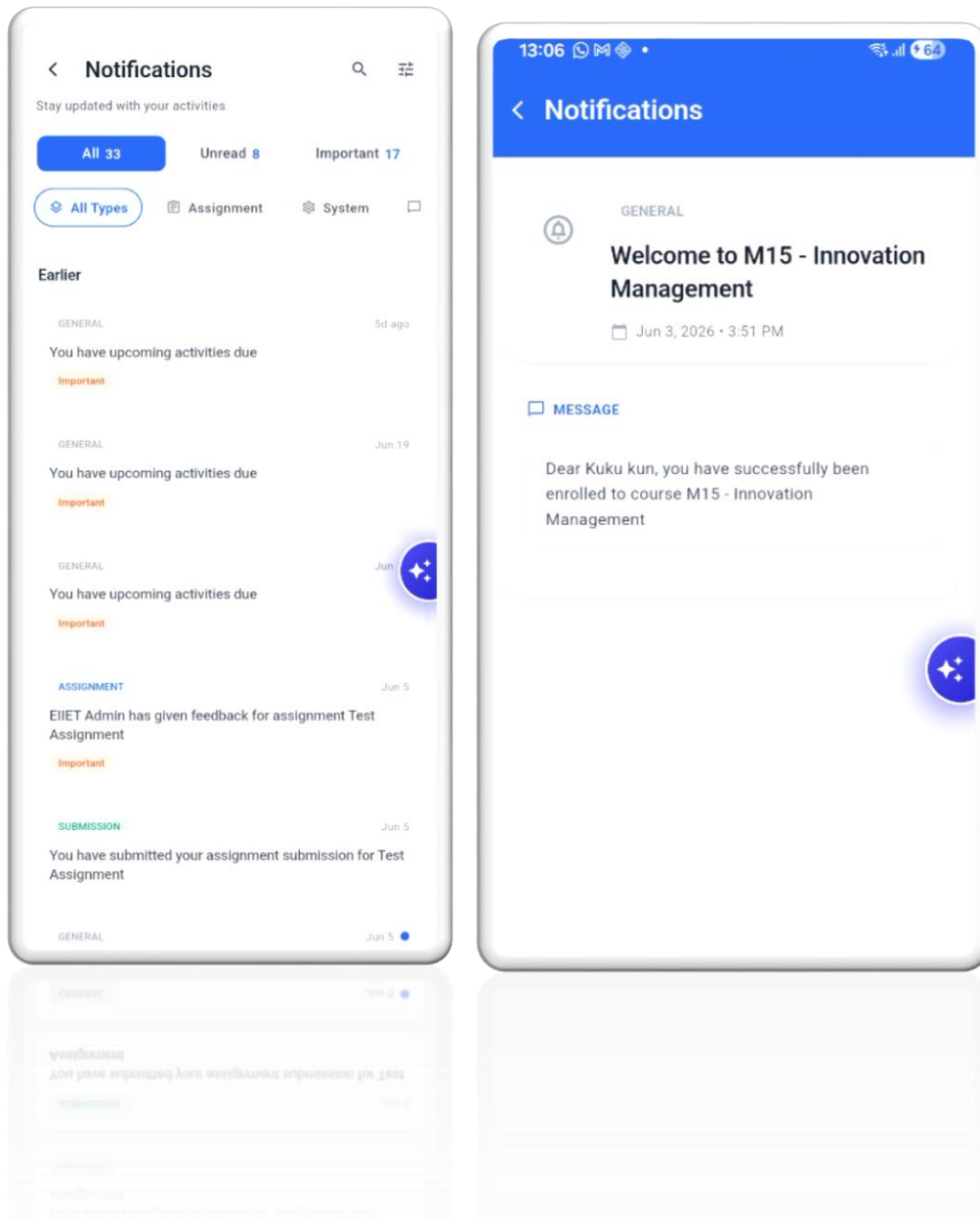
## 10. Messages & Chat

1. Open **Messages** (from Home or the More menu).
2. Tap a conversation to read it, or start a new one and search for a person.
3. Type your message and tap **Send**.



## 11. Notifications

1. Tap the **bell** icon (usually top-right).
2. See announcements, grade updates and reminders.
3. Tap a notification to open what it refers to.



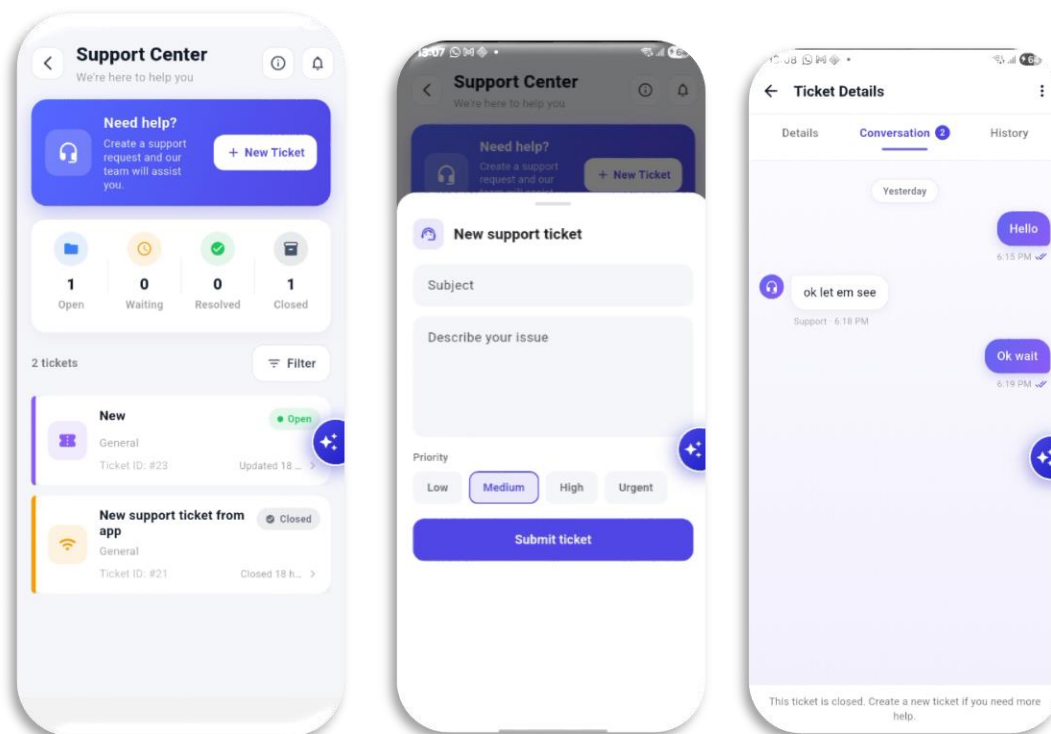
## 12. Getting Help — Support Tickets

If you have a problem or a question for the team, you can raise a **support ticket** right inside the app.

1. Open **More** → **Support** (or the Help Center → Open a Ticket).
2. Tap **New Ticket**.
3. Choose a **category** and **priority**, add a **subject** and describe your issue.
4. Tap **Submit**.

### *After you submit*

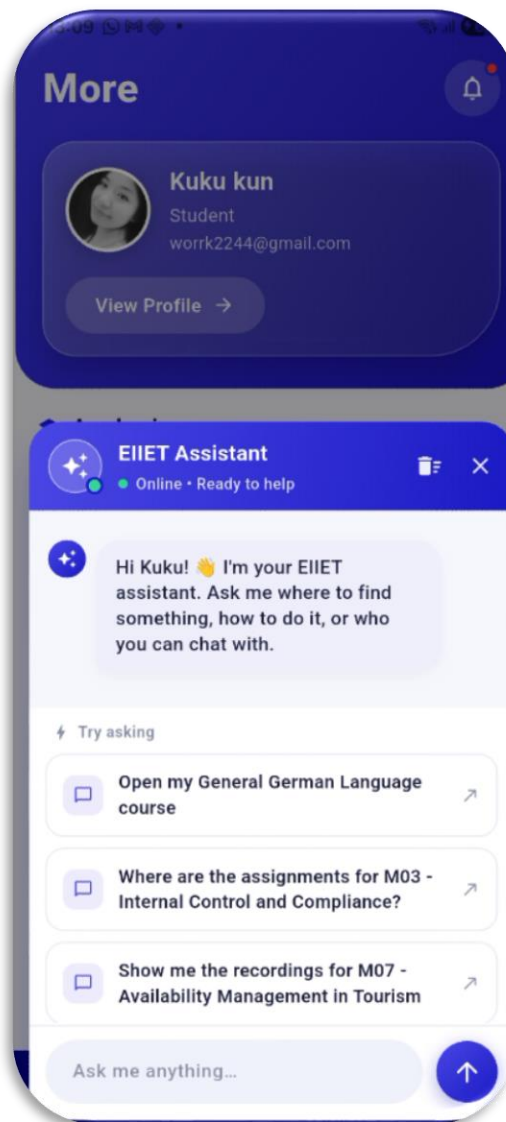
- Your ticket goes to the team. You'll see it in your ticket list.
- At first you **wait for a reply** — the message box stays locked until the team responds.
- When a staff member replies, you'll be able to **reply back** and continue the conversation.



### 13. The AI Assistant (Help Bubble)

The floating **Assistant bubble** can answer quick questions and help you get around the app.

1. Tap the **bubble** (it floats on the screen).
2. Type a question — for example "Where are my grades?" or "Open my courses".
3. The assistant replies, and can jump you straight to the right screen.
4. For anything it can't answer, it will point you to **Support** (section 12).



## 14. Your Profile

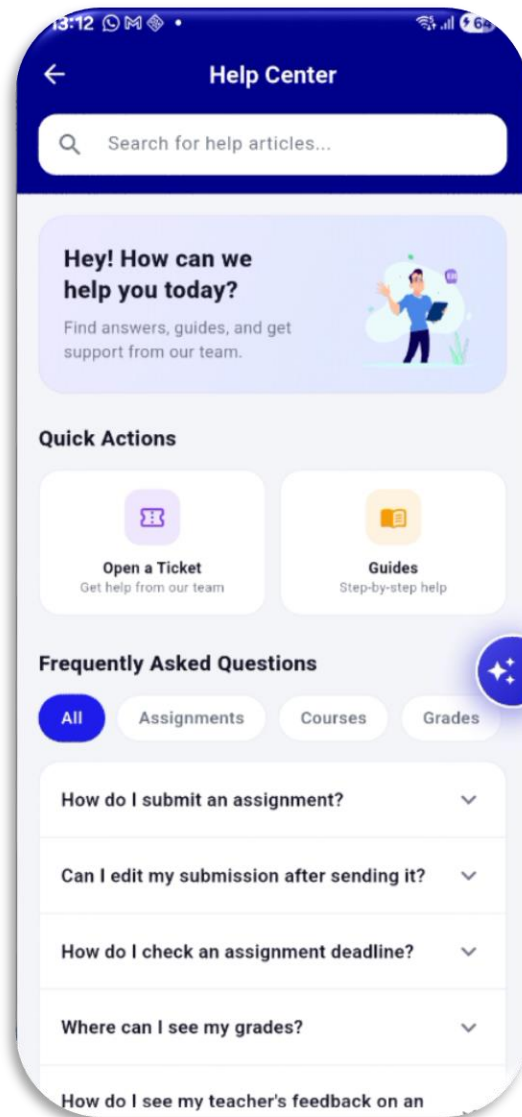
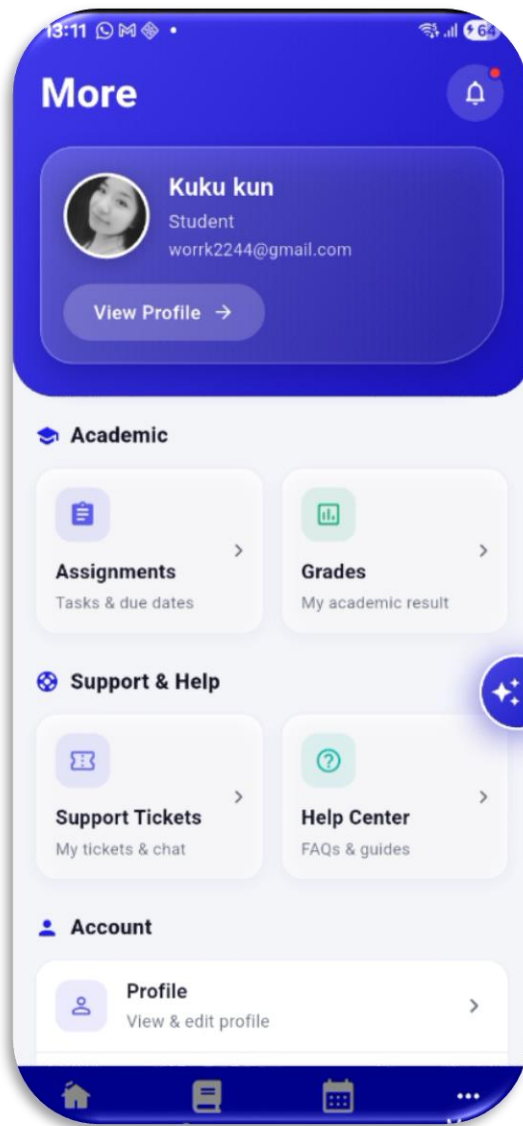
1. Open **More** → **Profile** (or tap your photo).
2. See your name, email and details.
3. Tap **Edit Profile** to update your information.
4. Tap your **photo** to change your profile picture.
5. Tap **Save** when done.



## 15. The "More" Menu

The **More** tab gathers everything else:

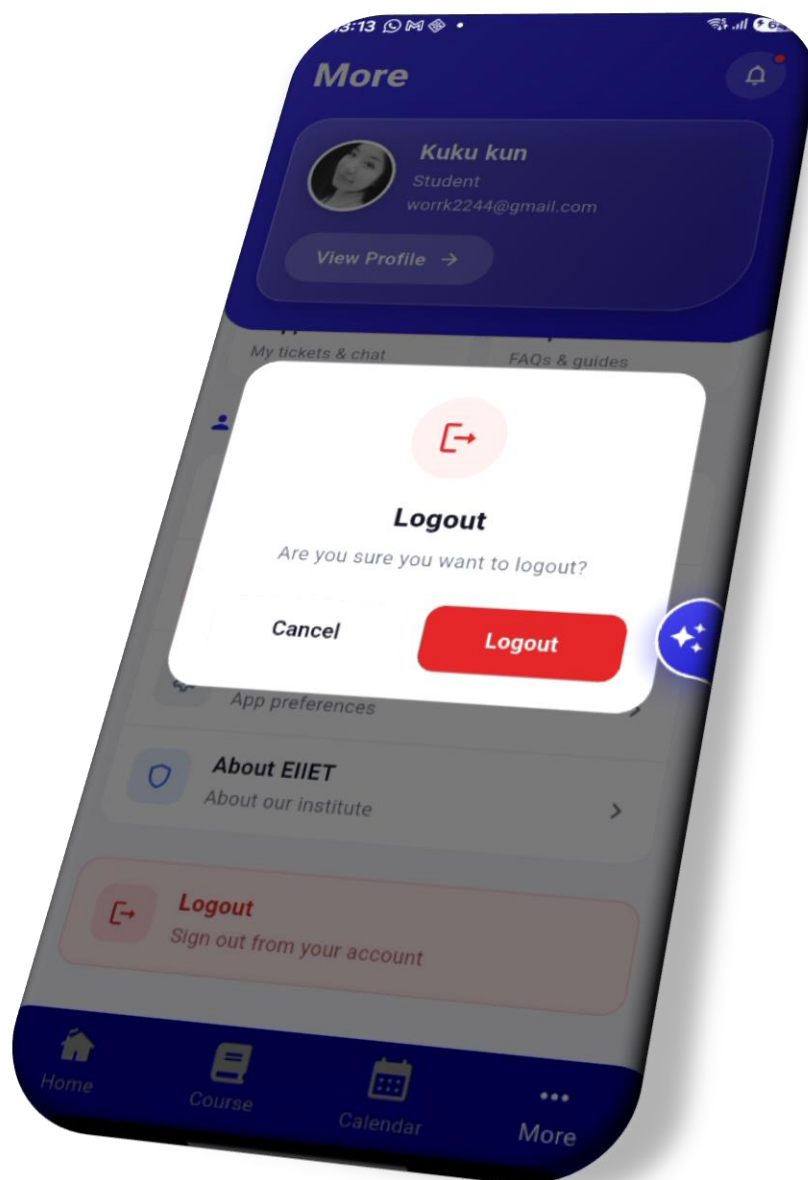
<b>Item</b>	<b>What it's for</b>
Profile	View and edit your details and photo
Settings	Notifications and privacy options
Help Center	Answers to common questions (FAQ) and quick links to support
Support	Raise and track support tickets
Privacy & Policy	How your information is used
About EIIET	About the institute and contact details
Logout	Sign out of the app



## 16. Logging Out

1. Open **More**.
2. Scroll down and tap **Logout**.
3. Confirm. You'll return to the login screen.

*Figure 14 The logout confirmation*



**17. Tips & Troubleshooting (FAQ)**

<b>Problem</b>	<b>What to do</b>
I can't log in	Check username/password (case-sensitive) and your internet. Use "Forgot password?" if needed.
Courses won't load / "connection timed out"	Check your internet, then pull down to refresh. If it continues, the server may be busy — try again shortly.
A course looks empty	Your teacher may not have added materials yet, or content is still loading — refresh.
My photo won't update	Try a smaller image and a stable connection; re-open Edit Profile and save again.
I didn't get a reset email	Check your spam folder; confirm the email on your account; contact support.
Something isn't working	Open a support ticket (section 12) — describe what you tapped and what happened.

***Need more help?***

Raise a support ticket in the app. Visit [www.eiiet.com](http://www.eiiet.com) for more information.