

Frequently Asked Questions for Blackboard Mobile™ Learn on the iPhone®/iPod touch®/iPad™



How do I download the Blackboard Mobile Learn app?

The Blackboard Mobile Learn app is available in the iTunes store; search for Blackboard Mobile Learn to find it. There is one version for the iPhone/iPod touch, and a separate version for the iPad.

How do I log in to Blackboard Mobile Learn?

Once you have successfully downloaded and opened Blackboard Mobile Learn:

1. Search for your school using the search bar that automatically appears when you open the app
2. Select your school
3. Log in using the same username and password that you normally use to access Blackboard

Can I update and contribute content to any features from my device?

Using your iPhone/iPod touch/iPad, you can update Blogs, Discussions, and Journals. You can also update the status of your Tasks. If you have an iPhone or iPod touch and the latest release of Blackboard Mobile Learn (available in the iTunes store as of December 2010), you can also attach media files to your posts.

Please help, I am having trouble attaching media files to my posts!

In order for you to attach media files to your posts, please make sure you have the most recent release of Blackboard Mobile Learn (available in the iTunes store as of December 2010). If that doesn't work, it may be a behind-the-scenes component of the Blackboard software that needs to be upgraded by your school's Blackboard Administrator. We're working to make sure all schools perform this upgrade ASAP.

Will the work done from my mobile device show when I log into Blackboard on a computer?

Yes! The Blackboard Mobile Learn app syncs with your institution's Blackboard servers so that any updates made from your mobile device are reflected on the normal Blackboard site, and vice versa.

Can I change the order of my courses when viewed in the app?

If you have the latest version of Blackboard Mobile Learn (available in the iTunes store as of December 2010), you can change the order your courses appear in the app. You can also mark and filter courses as "Favorites."

What other features are planned for Blackboard Mobile Learn?

While we're excited about our new mobile learning apps, we are already hard at work to make them even more useful for students and for instructors. We feel like we've only scratched the surface of what's possible with mobile learning and we hope to do a lot more with your ideas and input as part of the mix. If there's something you'd like to see in our mobile apps, please tell us — we want to know! You can submit your thoughts and ideas at <http://www.blackboard.com/Mobile/Student.aspx> or on our blog www.mobilegarageblog.com

Where can I go if I have additional questions?

Please check out our website at <http://blackboard.com/Mobile>, or contact your school's Help Desk or Blackboard Administrator.

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