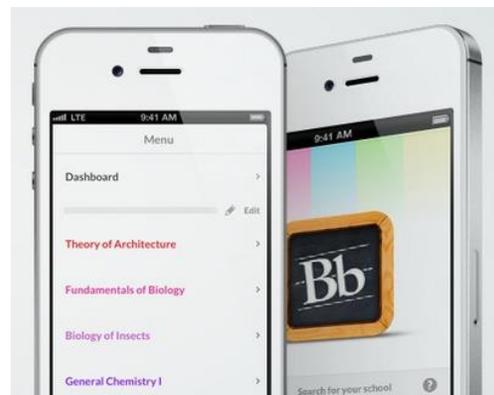# ACCESSING BLACKBOARD ON MOBILE DEVICES

Blackboard Mobile Learn App

Students who are interested in viewing course content from Blackboard on a smart phone or tablet may download the free *Blackboard Mobile App* from their device's app store.

Supported Devices Include: iPad, iPod (iOS 6.0+); Android (2.3+); Blackberry (OS 4.5.0 +); and Palm (WebOS 1.4.5+).

⚙ WHAT CAN I DO ON MY MOBILE DEVICE WITH THE APP?

YOU CAN:
+ Check your grades
+ Review announcements and tasks
+ View course documents and media
+ Take mobile-compatible tests
+ Post to discussions, journals, and blogs
+ Receive push notifications from classes

YOU CANNOT:
+ Submit assignments
+ Take non-mobile compatible tests
+ Use Blackboard's Virtual Classroom and Chat tools
+ Send course e-mail or messages
+ Watch Flash-based media

* Please see the Blackboard Mobile Learn 4.0 Feature Guide (http://goo.gl/wX1fap) for more information.
* Most MS Office, PDF, and media files can be viewed through the Blackboard Mobile app, but additional apps may be needed.
* Not all Blackboard features will be accessible on a mobile device. Students will still need access to a laptop or desktop

⚙ WHERE CAN I GET TECHNICAL SUPPORT FOR THE APP?

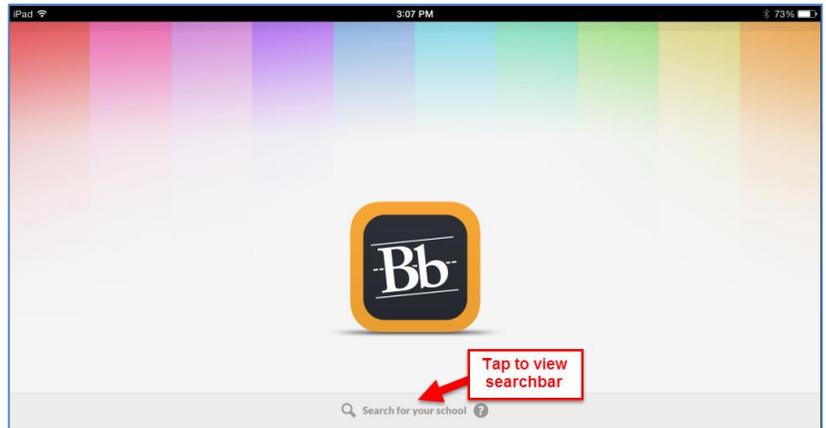|	
Blackboard Mobile Learn Resource Center	http://help.blackboardmobile.com/
Blackboard Mobile Learn Twitter Feed	https://twitter.com/BbMobileSupport
For App Login Problems	If you can't log into Blackboard *only* when using the app, delete and reinstall the app on your device, then try again. If you still can't log in, contact the app support team using the online form (http://goo.gl/trDanw).
	If you can't log into Blackboard at all when using the web browser *or* app, please call the Help Desk at 297-6541.

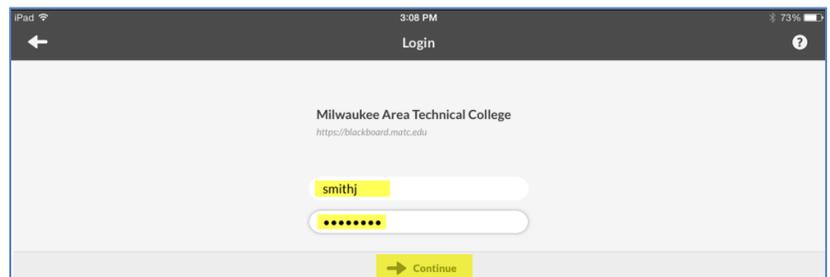# HOW TO ACCESS BLACKBOARD USING THE BLACKBOARD MOBILE LEARN APP

1. After you have installed the app, open the application. When the application opens, tap on the words "**Search for Your School**" to view the searchbar.
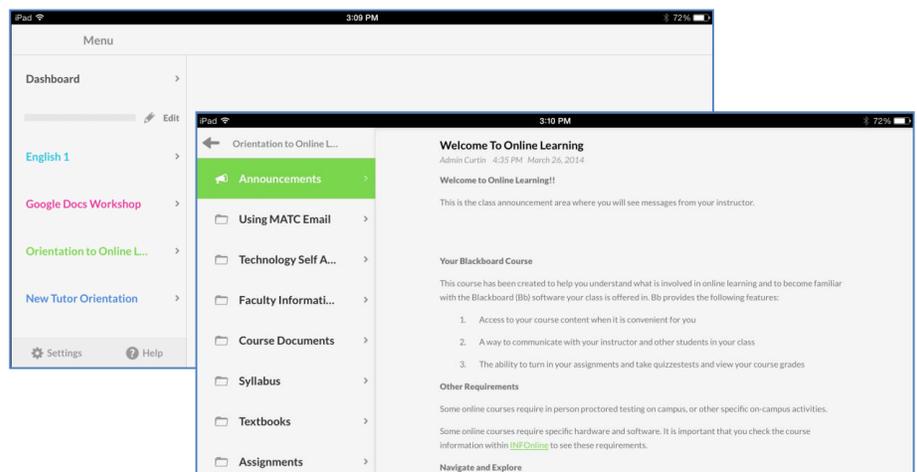
2. In the "**Search**" text field that appears, type "**Milwaukee Area Technical College**" then select the school from the search results that appears below the searchbar.

3. In the login form that appears, type your MATC network username and password in the appropriate fields, and then click the "**Continue**" button.

4. Once you are logged in, you will see a menu containing links to your course notifications dashboard and to your courses. When you select a course, you will see the course's main menu and contents.

To learn how to use the app, please see the Blackboard Mobile Learn Resource Center website.

ADVICE FOR COMPLETING TESTS AND ACTIVITIES ON MOBILE DEVICES

🚩 **Please be aware of your device and the app's support for tools and assessments.**

- Not all types of Blackboard assessments and tools will be available on a mobile device!

- The design and features of some tools may be in a more simplified format when accessed through the app.

- If your instructor provides mobile-compatible tests, you may access them through the Blackboard Learn app on Apple iOS 4.0+ or Android 2.2+ devices.

🚩 **Be aware of your device's internet connectivity**

- If you experience a failure of your Internet connection while you are completing a test or discussion board, blog, or journal entry, keep the assessment open and try to re-connect to the Internet immediately. If assessment is kept open and the connection is re-established, you may be able to successfully continue with and submit the assessment.

- If you are taking a test through a mobile Web browser and the screen freezes, try clicking a "Save" button next to one of the questions to save your progress. However, do not save each and every question as you are taking the test as this has been known to cause problems.

> ⚠️ *Avoid problems associated with Wi-Fi and lost internet connectivity – Complete high-stakes assessments on a PC with supported Web browser. If you experience a problem, contact your instructor right away!*

🚩 **Be aware of test formats**

- Not all tests can be taken on a mobile device. Timed tests and tests protected by Respondus Lockdown Browser are generally not available on a mobile device and will require completion through a PC.

- Tests that use questions or test settings that are not compatible with mobile devices will appear in the course map with a message directing students to take the test through a PC with supported Web browser.

- Mobile-compatible tests will feature questions in the following supported formats:
    - Multiple choice
    - Fill in the Blank
    - True/False
    - Calculated Numeric
    - Hot Spot (Diagram Labeling)
    - File Response (File Upload)