

Student Guide to the Blackboard App



Student Support
eLearning

Mobile Technology

Students can download the free **Blackboard App** to an [Apple iOS 11.0+](#) or [Android 5+](#) mobile device to:

- View [announcements](#), due dates, [content](#), and [grades](#)
- Receive [push notifications](#) from classes
- Submit [mobile compatible tests and assignments](#)
- [Link to cloud storage](#) (Google Drive, DropBox, OneDrive)
- Participate in [discussions](#) and [Collaborate Ultra](#) sessions
- Send course e-mail or messages

See the [App Tour video](#), [Quick Start Instructions](#), and [FAQ](#) for details. Support is available through the [Blackboard App Help Website](#).

First-Time Login

When the app is open, search for the school by name in the provided text-field. Then, log in with your MATC network username and password. If you can't log into Blackboard at all when using a desktop browser or the app, call the MATC Help Desk at 414-297-6541.

Known Issues and Troubleshooting Tips

Resolving Common Issues

Blackboard app users may experience errors in the app on their mobile devices that cannot generally be replicated by other users or Blackboard administrators. In these instances, we recommend the troubleshooting steps outlined below. If an issue can still be reproduced after following these steps, [report it to the Online Learning department](#).

- On iOS Devices
 - Uninstall the Blackboard app
 - Then, go to Settings > Safari > Clear History and Website Data > Clear
 - Restart the device. Then, reinstall the Blackboard app
- On Android Devices
 - Go to Settings > Apps > Blackboard or Instructor > Storage > Clear Data
 - Then, uninstall the Blackboard app and restart the device
 - Restart the device. Then, reinstall the Blackboard app

Course, Tool, and Content Availability

You may choose to [show or hide courses from the course list in the app](#) only. Some types of content and tools are not available through the app or may appear in a simplified format. See the [Feature Guide](#) and [Supported Content Guide](#) for details.

Tests

Although [mobile-compatible tests](#) are accessible through the app, we strongly advise that you complete high-stakes tests on a desktop or laptop computer with stable internet connection. See our [Tips for Online Testing](#) for details.

Collaborate Sessions

Students may join [Collaborate sessions](#) through the app or mobile browser.

