

# Student Guide to the Blackboard App

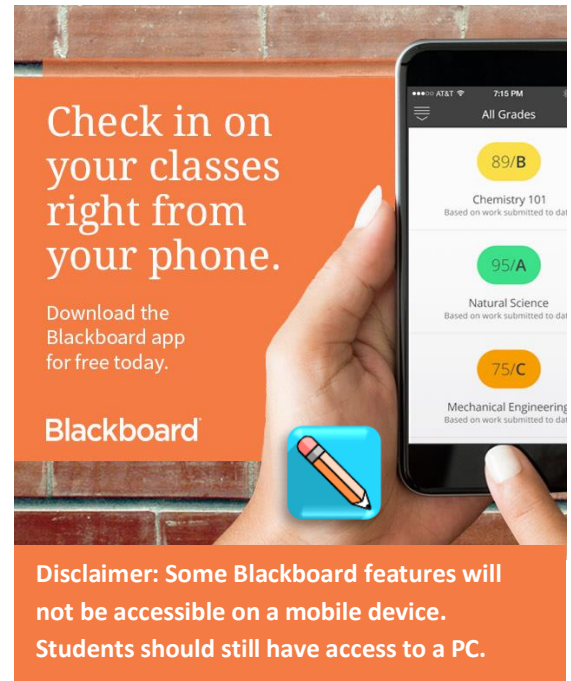


## Mobile Technology

Students can download the free **Blackboard App**<sup>1</sup>, to an [Apple iOS 9.0+](#), [Android 4.2+](#), or [Windows 8.1+](#) 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

To learn more, see the [App Tour video](#), [Feature Guide](#), and [FAQ](#).



## 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.

### Resolving Login Problems

If you can't log into Blackboard *only* when using the app, delete and reinstall the app. If you still can't log in, contact the app support team using the [online form](#).

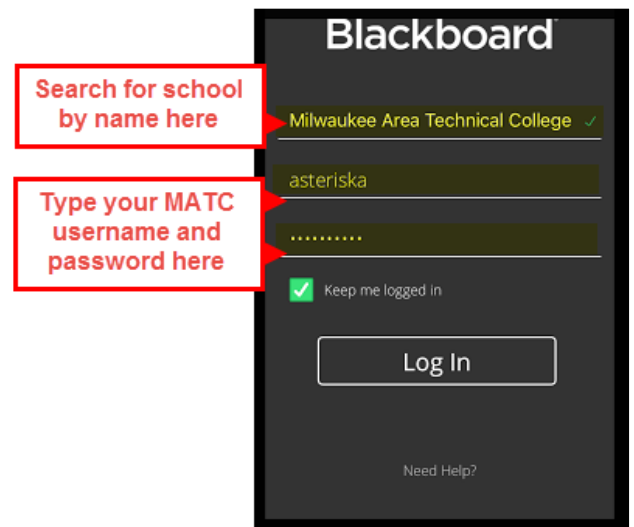
If you can't log into Blackboard *at all* when using a web browser *or* app, call the MATC Help Desk at 414-297-6541.

## App Support

Blackboard Mobile Resource Center - <http://help.blackboardmobile.com/>

Blackboard Mobile Support Center Email - <http://blackboardmobile.desk.com/customer/portal/emails/new>

Blackboard Mobile Support Twitter - [@BbMobileSupport](https://twitter.com/BbMobileSupport)



<sup>1</sup> The *Blackboard* app is meant solely for students and replaces the retired *Bb Student* and *Blackboard Mobile Learn* apps. A separate app will be made available to faculty in August 2017.

## **Advice for Completing Activities and Assessments on Mobile Devices**

### ***Be aware of your network connectivity.***

Technical problems may occur when taking tests on mobile devices due to problems with lost *Wi-Fi connectivity*. We strongly recommend completing high-stakes assessments on a PC with supported web browser and wired internet connection.

- After completing an activity or assessment, always check your My Grades area to confirm that your assignment or test attempt has been sent to your instructor.
- 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 the 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.
- If you experience a technical problem, contact your instructor right away!

### ***Be aware of your device and app's support for Blackboard tools and assessments.***

- Not all types of Blackboard assessments and tools will be available on a mobile device.
- The features of some tools may be in a more simplified format when accessed through the app.

### ***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.
- The Bb Student app supports taking tests with the following question formats:
  - Multiple choice
  - True/False
  - Either/Or
  - Short Answer
  - Essay
- If tests contain other question types, the Bb Student app will direct you to a web view of Learn to complete the test.