

Student Guide to the Blackboard App



Student Support
eLearning

Mobile Technology

Students can download the free **Blackboard App**, to an [Apple iOS 9.0+](#), [Android 4.2+](#), or [Windows 10+](#) 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.

App Support

[Blackboard App Help Website](#)

Known Issues and Troubleshooting Tips

Resolving Login Problems

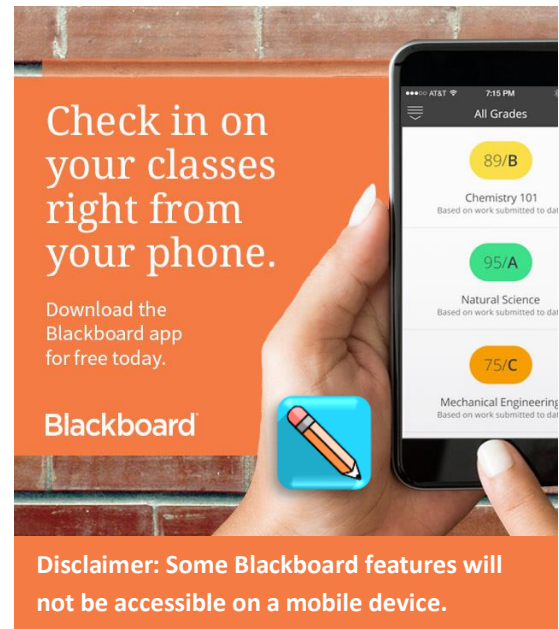
If you can't log into Blackboard *only* when using the app, delete and reinstall the app. If you can't log into Blackboard *at all* when using a desktop browser *or* the app, call the MATC Help Desk at 414-297-6541.

Course Display

If you choose to [show or hide courses from the course list in the app](#), these settings may 'sync' with Blackboard. A course hidden from your view in the Blackboard app may result in the course being hidden from the [Course List](#) module when viewing Blackboard in a desktop browser.

Course Tool and Content Availability

Your instructors manage overall tool and content availability in courses. However, some types of content or tools are not available through the app or appear in a simplified format. Also, some content may not work on mobile devices due to modern operating system or browser limitations. If content requires Adobe Flash, Java, QuickTime, or Silverlight plugins, the content must be accessed through a desktop version of Internet Explorer. See the [Feature Guide](#) and [Supported Content Guide](#) for details.



Tests

Only [mobile-compatible tests](#) are accessible through the Blackboard app. Tests containing incompatible questions or settings are blocked in the app. Regardless, students are advised to complete high-stakes tests on a desktop or laptop computer with stable internet connection to avoid experiencing technical problems caused by poor WiFi connectivity. See [Tips for Being Successful in Online Testing](#) for details.

Collaborate Recordings

Recorded Collaborate Ultra sessions are not yet supported in the app, but links to recordings will be launched in a mobile browser.