

Frequently Asked Questions for Blackboard Mobile Learn on Android™

How do I download the Blackboard Mobile Learn app?

The Blackboard Mobile Learn app is available in the Android Market. Search for "Blackboard Mobile Learn" to find it.

How do I log in to Blackboard Mobile Learn?

Once you have successfully downloaded and opened Blackboard Mobile Learn:

1. Search for your institution using the search bar that automatically appears when you open the app
2. Select your institution
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?

You can update Blogs, Discussions, and Journals. You can also update the status of your Tasks. If you have the latest release of Blackboard Mobile Learn (available in the Android Market as of December 2010), you can also attach 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, you must have the most

recent release of Blackboard Mobile Learn (available in the Android Market 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 institution's Blackboard Administrator. We're working to make sure all institutions 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.

Is there a widget for the app?

If you have the latest release of Blackboard Mobile Learn (available in the Android Market as of December 2010), you can add a Blackboard Mobile Learn widget to your phone's home page.

To get the widget:

1. Hold your finger down on your home screen
2. Select "Android Widgets"
3. Select "Mobile Learn Dashboard" in the "Choose widget" menu

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 <http://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 institution's Help Desk or Blackboard Administrator.

