

Frequently Asked Questions for Blackboard Mobile Learn on BlackBerry®

What versions of BlackBerry support Blackboard Mobile Learn?

BlackBerry devices with OS 4.3 or higher support Blackboard Mobile Learn. If you need to upgrade your software, simply connect your BlackBerry smartphone to your computer using your USB cable, go to http://na.blackberry.com/eng/services/devices/#tab_tab_update, and click on the "Update" button.

Note: You may need to download BlackBerry® Application Loader software to your desktop before the BlackBerry Device Software will begin downloading. If this is the case, you will be prompted to do so after clicking the Update button. Click "Run", then follow the additional instructions in order to update your smartphone's software.

If you do not see an "Update" button, please ensure that you are running the following items:

1. Windows® Internet Explorer® v5.5 or later, running on Windows®.
2. An ActiveX control provided by Research In Motion Ltd. on your BlackBerry smartphone. Click on the Internet Explorer Information Bar, shown at the top of the page, and select "Install ActiveX Control..." to install this component.

How do I get BlackBerry App world on my BlackBerry?

If you don't already have BlackBerry App World, visit www.blackberry.com/appworld/download from your BlackBerry to download it.

How do I download the Blackboard Mobile Learn app?

The Blackboard Mobile Learn app is available in the BlackBerry App World™. 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.

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.

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.

