

# Frequently Asked Questions for Blackboard Mobile™ Learn on the iPhone®/iPod Touch®/iPad™

Blackboard  
mobile™

## How do I download the Blackboard Mobile Learn app?

The Blackboard Mobile Learn app is available in the iTunes store; search for Blackboard Mobile Learn to find it. There is one version for the iPhone/iPod touch, and a separate version for the iPad.

## How do I log in to Blackboard Mobile Learn?

Once you have successfully downloaded and opened Blackboard Mobile Learn:

1. Search for your school using the search bar that automatically appears when you open the app
2. Select your school
3. Log in using the same username and password that you normally use to access Blackboard

## I successfully downloaded the Blackboard Mobile Learn app. Why do I get an error message when I try to log in?

To use Blackboard Mobile Learn on your iPhone, iPod touch, or iPad, you MUST be connected to a Wi-Fi network. Blackboard Mobile Learn can ONLY be accessed via Wi-Fi on an Apple device.

## How do I set up a Wi-Fi connection on my iPhone/iPod touch/iPad?

1. Go into your "Settings"
2. Select the "Wi-Fi" option in the settings menu
3. Toggle the "OFF" switch to the right so that it changes to read "ON" and turns blue in color
4. Wait for the available networks to load under the header that reads "Choose a Network." Select the network you want to join once it is displayed.
5. If you select a secure/password-protected network, enter the network password in the menu that pops up. If your network is unprotected, you do not need to type in a password.

## Why can't I use Blackboard Mobile Learn on 3G/4G on my iPhone? Why is it only available on Sprint, and not on AT&T or Verizon?

Blackboard Mobile Learn can be supported in different ways, but most U.S. campuses have taken advantage of an option that costs nothing to you or your school, made possible through a partnership between Blackboard and Sprint. That option makes Blackboard Mobile Learn available on Sprint network Android™ devices, Sprint network BlackBerry® smartphone devices, Sprint network HP webOS devices, and via Wi-Fi on the iPhone, iPod touch, and iPad.

## Why Sprint, and not another carrier?

We partnered with Sprint to make this app free and readily available to lots of institutions and students on a Sprint data plan. We wanted to harness the power of the Sprint 4G network, which is available in over 70 markets and counting, as well as some of the most advanced smartphones on the market. The no-cost version of Blackboard Mobile Learn is therefore available on Sprint network Android devices, Sprint network BlackBerry smartphone devices, and Sprint network HP webOS devices, but also on the iPad, iPod and iPod Touch (Wi-Fi only). There is an annual license for institutions that want to offer it on all platforms/all devices.

## Can I update and contribute content to any features from my device?

Using your iPhone/iPod touch/iPad over a Wi-Fi connection, you can update Blogs, Discussions, and Journals. You can also update the status of your Tasks. If you have an iPhone or iPod touch and the latest release of Blackboard Mobile Learn (available in the iTunes store as of December 2010), you can also attach media 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, please make sure you have the most

recent release of Blackboard Mobile Learn (available in the iTunes store 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 school's Blackboard Administrator. We're working to make sure all schools 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.

## Can I change the order of my courses when viewed in the app?

If you have the latest version of Blackboard Mobile Learn (available in the iTunes store as of December 2010), you can change the order your courses appear in the app. You can also mark and filter courses as "Favorites."

## 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 [www.mobilegarageblog.com](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 school's Help Desk or Blackboard Administrator.

Available on select devices. Coverage not available everywhere. Sprint data plan required. Sprint network data use without a data plan or pack is \$0.03/KB. Restrictions apply. Sprint 4G network reaches over 70 markets and counting, on select devices. Sprint 3G network reaches over 271 million people. See [sprint.com](http://sprint.com) for details. Not all services available on 4G and coverage may default to 3G/separate network where 4G unavailable. Copyright ©2011 Blackboard Inc. All rights reserved. Blackboard, the Blackboard logo, Blackboard Learn, and Blackboard Mobile are trademarks or registered trademarks of Blackboard Inc. or its subsidiaries in the United States and/or other countries. Sprint and the logo are trademarks of Sprint. All other trademarks and trade names are the property of their respective owners and are used with permission. All rights reserved.

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