# Installing the Blackboard Mobile Learn™ for iPad® Application

These instructions are for installing the Blackboard Mobile Learn for Apple® iPad® application.

## Prerequisites

These instructions assume your institution has enabled Mobile Learn application access to Blackboard Learn™. Instructions for verifying this are below. You will also need an Apple iPad with Wi-Fi enabled.
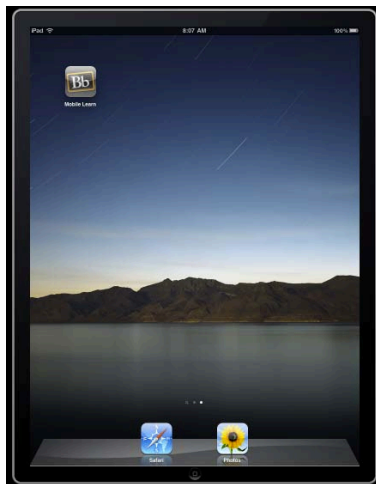
Initially, the Blackboard Mobile Learn application is available only to Higher Education institutions in the United States, Puerto Rico and Canada. If your institution is located outside of these regions you will not be able to use Blackboard Mobile Learn for the iPad.

## Installing the Blackboard Mobile Learn Application for iPad

The process of installing the Blackboard Mobile Learn for iPad is similar to the installation of other iPad applications.

To follow these steps, use your iPad device.

1. Launch the iTunes App Store.
2. Search for "Mobile Learn."
3. Select **Free**.
4. Click **Install** to download the Blackboard Mobile Learn application.



5. Launch the Blackboard Mobile Learn application.

6. In the field provided, enter the full name of your institution. For example, "Monument University" and not "MU."



7. If your institution has enabled access to the Blackboard Mobile Learn application, the login page displays. Continue to the next step.

   If your institution has not enabled access to the Blackboard Mobile Learn application you will receive the following message: "Unfortunately, Blackboard Mobile Learn is not currently available for your institution." Please contact your institution's help desk to encourage them to enable Blackboard Mobile Learn access to the Blackboard Learn server at your institution.

8. Enter your username and password for your institution's Blackboard Learn website and click **Login**. When your credentials successfully authenticate to the server, the Blackboard Mobile Learn Dashboard displays.

## Troubleshooting

If you forgot your password:

1. Contact your institution's help desk. They can re-set your password, answer your questions or troubleshoot problems you may encounter with Blackboard Mobile Learn for iPad application.

If your Blackboard Mobile Learn application cannot connect to the Blackboard Learn website at your institution or your wifi connection drops you should try the following:

1. Verify that your iPad Airport is enabled for Wi-Fi access.
2. Verify that your iPad is connected to a Wi-Fi network.
3. Connect your iPad to a Wi-Fi network and re-try logging into the Blackboard Learn website at your institution.

If your Blackboard Mobile Learn application becomes unresponsive, your Blackboard Learn session may have timed out.

1. Close the Blackboard Mobile Learn application.
2. Re-launch the Blackboard Mobile Learn application.
3. In the field provided, enter the name of your institution. For example, "Monument University."
4. The login page displays.
5. Enter your username and password for your institution's Blackboard Learn website and click **Login**. When your credentials successfully authenticate to the server, the Mobile Learn Dashboard displays.

# Frequently Asked Questions

### I lost my iPad. Are my grades and other information at risk?
No, your password, grades and other Blackboard Learn related information are not stored on your iPad and your data are not at risk. And, we're sorry you lost your iPad.

### Where can I go to get help?
Please contact your institution's help desk for support of the Blackboard Mobile Learn for iPad application. Your institution's help desk will be able to answer your questions and help troubleshoot problems you may have with the Blackboard Mobile Learn application.

### I've got ideas on how to improve Blackboard Mobile Learn, where can I provide my suggestions?
Visit our website (http://www.blackboard.com/Mobile/Student.aspx) and to give us your recommendations for improving the Blackboard Mobile Learn for iPad application. You can also email us your recommendations at mobilefeedback@blackboard.com.

### My institution hasn't enabled Blackboard Mobile Learn, how can I encourage them to do so?
Contact your institution's help desk to let them know you are interested in having access to the Blackboard Mobile Learn for iPad application. Also, please let us know. Visit our website (http://www.blackboard.com/Mobile/Student.aspx) and tell us the name of your institution. We'll let your administration know that you're interested.

### Are there any fees to use the Blackboard Mobile Learn for iPad application?
No, this application is free. It is brought to you by your institution and Blackboard.