

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

## How do I download the Blackboard Mobile Learn for ANGEL 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 for ANGEL?

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 for ANGEL 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.

## 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 Discussions. Instructors can post announcements as well.

## 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.

## Will the work done from my mobile device show when I log into ANGEL on a computer?

Yes! The Blackboard Mobile Learn for ANGEL app syncs with your institution's servers so that any updates made from your mobile device are reflected on the normal ANGEL site, and vice versa.

## 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 school's Blackboard Administrator. We're working to make sure all schools perform this upgrade ASAP.

## What other features are planned for Blackboard Mobile Learn for ANGEL?

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 [blackboardmobile.com](http://blackboardmobile.com), or contact your school's Help Desk or ANGEL Administrator.

