

Blackboard App - For Instructors

Mobile Technology

Blackboard offers a consolidated single [Blackboard App](#) for both instructors and students. The user experience will change based on the user's role within a course. Instructors can use the updated Blackboard app for both Original and Ultra courses to:

- Preview course content and assessments
- Send simple course announcements
- Participate in discussions and Collaborate Ultra sessions
- Grade assignments using simple tools

To get started, see the [Blackboard App Quick Start Guide](#). To adapt your course for mobile learning, see the [Guide to Creating Mobile-Friendly Course Content](#) and [Supported Content Guide](#).

First-Time Login

When the app is open, search for the school by name in the provided text-field. Then, log in with your MATC email, password, and DUO. If you can't log into Blackboard through the Blackboard App or a web browser, call the MATC Help Desk at 414-297-6541 for assistance.

Known Issues and Troubleshooting Tips

Resolving Common Issues

Blackboard app users may experience errors in the app on their mobile devices that may not be replicable by others. Follow these troubleshooting steps. If a technical issue still occurs afterwards, report it to onlinelearning@matc.edu.

1. Check your device's operating system for updates. The app will only work on [iOS 14](#) and [Android 11](#) or better.
2. Uninstall the app and reinstall the latest version of the app.
 - a. **On Apple iOS Devices**
 - i. Uninstall the Blackboard app
 - ii. Then, go to Settings > Safari > Clear History and Website Data > Clear
 - iii. Restart the device. Then, reinstall the Blackboard app
 - b. **On Android Devices**
 - i. Go to Settings > Apps > Blackboard or Instructor > Storage > Clear Data
 - ii. Then, uninstall the Blackboard app and restart the device
 - iii. Restart the device. Then, reinstall the Blackboard app

Course, Tool, and Content Availability

Some types of content and tools are not available through the app or may appear in a simplified format. For this reason, faculty should still have access to a PC. See the [Feature Guide](#) and [Supported Content Guide](#) for details.

Tests

[Mobile-compatible tests](#) are accessible through the app, but we strongly advise that students complete high-stakes tests on a desktop or laptop computer with a stable internet connection. See our [Tips for Online Testing](#) for details.

Collaborate Sessions

You and your students may join [Collaborate sessions](#) through the Blackboard app or a device's mobile browser.