

Troubleshooting Blackboard Student App Issues

Blackboard Learn



Online
Learning

Bb Mobile Learn Has Stopped Working

Bb Mobile Learn reached the end of its life in August 2017. This app has been removed from app stores and is no longer supported. Because Bb Mobile Learn no longer receives updates, it may stop working due to incompatibilities with updated mobile device operating systems. Students are strongly encouraged to delete the Bb Mobile Learn app and replace it with the new student Blackboard app for [Apple iOS 9.0+](#), [Android 4.2+](#), or [Windows 8.1+](#) mobile devices. See our [Student Guide to Using the Blackboard App](#) for more information.

Login Problems Using Blackboard App

If you can't log into Blackboard when using the Blackboard app, delete and reinstall the app on your device, then try again. If you can't log into Blackboard at all when using the web browser or app, please call the Help Desk at 297-6541.

Content Inaccessible on Mobile Device

Some of Blackboard's features and content will be inaccessible on a mobile device. Students will still need access to a laptop or desktop for some types of content and activities, such as online testing. Most Microsoft Office, PDF, and media files can be viewed through the Blackboard app, but additional apps may be needed.

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