

Mobile Technology

Faculty may download the free **Blackboard Instructor App**, to an [Apple iOS 9.0+](#) or [Android 4.2+](#) mobile device to:

- Preview course content and assessments
- Send simple announcements
- Participate in discussions and Collaborate Ultra sessions
- New! - [Grade assignments](#) using a simple set of tools

See the [Blackboard Instructor App Tour Video](#), [Feature Guide](#), and [Getting Started Guide](#) to learn more.

First-Time Login

When the app is open, search for the school by name in the provided text-field. Then, click the “Web Login” button to log in with your MATC network username and password.

App Support

- [Blackboard Instructor App Help](#)
- [Creating Mobile-Friendly Course Content](#)
- [Supported Content Guide](#)

Known Issues and Troubleshooting Tips

Resolving Login Problems

If you can't log into Blackboard *only* when using the app, delete and reinstall the app. If you can't log into Blackboard *at all* when using a desktop browser *or* the app, call the MATC Help Desk at 414-297-6541.

Missing Courses

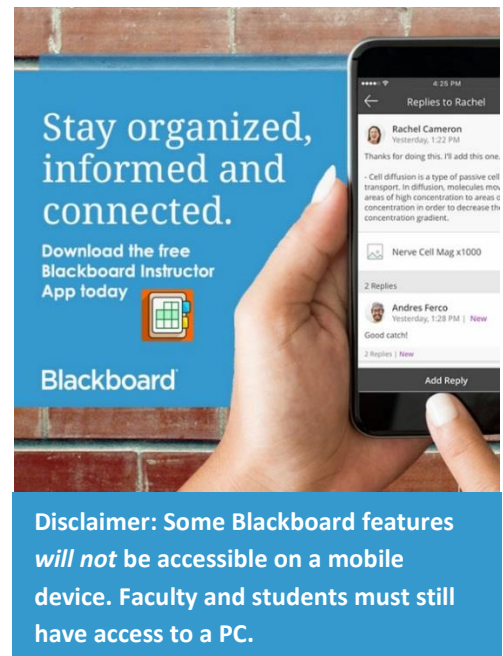
If courses are missing *only* when viewing the Blackboard app, uninstall and reinstall the app on your mobile device. If courses do not appear at all when accessing Blackboard through a desktop browser, contact Blackboard Faculty Support.

Course Display

If you choose to [show or hide courses from the course list in the app](#), these settings may 'sync' with Blackboard. A course hidden from your view in the Blackboard app may result in the course being hidden from the [Course List](#) module when viewing Blackboard in a desktop browser.

Unavailable Courses

Instructors manage their own course availability. If a course is unavailable to students, [Make the Course Available](#).



Course Tools and Content are Missing or Different

Instructors [manage Course Tool](#) and [Content Availability](#) through the desktop browser version of Blackboard. However, some types of content or tools are not available through the app or appear in a simplified format. See the [Feature Guide](#) and [Supported Content Guide](#) for details. If mobile-compatible content is available when viewing a course through a desktop browser, but does not appear in the app, delete and reinstall the app from your mobile device.

Unsupported Content

Some content may not work on mobile devices due to modern operating system or browser limitations. If content requires Adobe Flash, Java, QuickTime, or Silverlight plugins, the content must be accessed through a desktop version of Internet Explorer.

Tests

Only [mobile-compatible tests](#) are accessible through the Blackboard app. Tests containing incompatible questions or settings are blocked in the app. Regardless, students are advised to complete high-stakes tests on a desktop or laptop computer with stable internet connection to avoid experiencing technical problems caused by poor WiFi connectivity. See [Tips for Being Successful in Online Testing](#) for details.

Collaborate Recordings

Recorded Collaborate Ultra sessions are not yet supported in the app, but links to recordings will be launched in a mobile browser.