

## Going Mobile with Blackboard for Students

### ***Blackboard App for Students***

The Blackboard app is designed especially for students to view content and participate in courses. We do not recommend that students take quizzes or tests on a mobile device. Instead, we recommend that they take these via a normal desktop or laptop computer with a wired connection or stable wifi connection.

### ***Before you begin***

**Be sure you have been assigned a University of Hartford Blackboard user account.**

**Your mobile device needs one of these operating systems to run the Blackboard app.**

- iOS 9.0+
- Android 4.2+

### ***Use these steps to download and Install the App***

1. From your device, access the appropriate online store.

#### **Apple Store:**

<https://itunes.apple.com/app/blackboard-app/id950424861?mt=8>

#### **Google Play Store:**

<https://play.google.com/store/apps/details?id=com.blackboard.android.bbstudent&hl=en>

2. If necessary, search for **Blackboard**.
3. Install the **Blackboard** app on your mobile device.
4. Open the **Blackboard** app and search for **University of Hartford**.
5. Log in with your University of Hartford Blackboard username and password. These are the same credentials you use to access your Blackboard courses on a computer. Your username will be the first part of your email address (without the @hartford.edu portion) and the last four digits of your University ID (unless you have changed your password).

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## ***Getting Help with Technology at the University of Hartford***

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### **Student Blackboard Support**

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

**Phone:** (860) 768-4636      **Email:** [bbsupport@hartford.edu](mailto:bbsupport@hartford.edu)

**Website/File a Ticket:** <http://www.hartford.edu/studentbbsupport>

### **Office of Technology Services (OTS) Help Desk**

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

**Phone:** 768-4357 (on campus) or (844) 292-3213 (off campus)

**Email:** [ots@hartford.edu](mailto:ots@hartford.edu) **Website:** <http://hartford.edu/ots>