

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 Wi-Fi 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 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).

Getting Help with Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)

FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard, or other instructional technologies, should contact FCLD.

Phone: (860) 768-4661 **Email:** fclld@hartford.edu

Website: <http://www.hartford.edu/fclld>

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

FAQ/Submit a Ticket: <http://www.hartford.edu/studentbbsupport>

Information Technology Services (ITS) 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: (860) 768-4357 **Email:** helpdesk@hartford.edu

Website: <http://hartford.edu/ots>

Media Technology Services (MTS)

Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.

Phone: (860) 768-4357 **Website:** <http://www.hartford.edu/mts>