Frequently Asked Questions for Blackboard Mobile™ Learn on Palm

Blackboard mobile™

What versions of HP WebOS support Blackboard Mobile Learn?

Palm devices with HP WebOS 1.4.5 or higher support Blackboard Mobile Learn.

How do I download the Blackboard Mobile Learn app?

The Blackboard Mobile Learn app is available in the Palm App Catalog for students and faculty on the Sprint network. Search for "Blackboard Mobile Learn" to find it.

How do I log in to Blackboard Mobile Learn?

Once you have successfully downloaded and opened Blackboard Mobile Learn:

1. Search for your school using the search bar that automatically appears when you open the app

2. Select your school

3. Log in using the same username and password that you normally use to access Blackboard

I successfully downloaded the Blackboard Mobile Learn app. Why do I get an error message when I try to log in?

Your campus has enabled the no-cost version of Blackboard Mobile Learn, which makes the app available at no cost to you or your institution on Sprint network Android devices, Sprint network BlackBerry® smartphone devices, Sprint network HP webOS devices, and via Wi-Fi on iPad™, iPhone®, and iPod touch®. You are likely receiving an error message if you are not on the Sprint network.

Why Sprint, and not another carrier?

We partnered with Sprint to make this app free and readily available to lots of institutions and students on a Sprint data plan.

We wanted to harness the power of the Sprint 4G network, which is available in over 70 markets and counting, as well as some of the most advanced smartphones on the market. The no-cost version of Blackboard Mobile Learn is therefore available on Sprint network Android devices, Sprint network BlackBerry smartphone devices, Sprint network HP webOS devices, and also on the iPad, iPhone and iPod Touch (Wi-Fi only). There is an annual license for institutions that want to offer it on all carriers.

I don't have Sprint, and don't know if they have coverage in my area. What are my options?

Sprint is offering discounts to students and faculty of several schools that have enabled Blackboard Mobile Learn. To check if you qualify for a discount, go to www.Sprint.com/Blackboard and click on the "Student Eligibility" link under "GET STARTED."

You can also check the Sprint coverage map for more details about coverage in your area at http://coverage.sprintpcs.com.

Can I update and contribute content to any features from my device?

You can update Blogs, Discussions, and Journals. You can also update the status of your Tasks.

Will the work done from my mobile device show when I log into Blackboard on a computer?

Yes! The Blackboard Mobile Learn app syncs with your institution's Blackboard servers so that any updates made from your mobile device are reflected on the normal Blackboard site, and vice versa.

What other features are planned for Blackboard Mobile Learn?

While we're excited about our new mobile learning apps, we are already hard at work to make them even more useful for students and for instructors. We feel like we've only scratched the surface of what's possible with mobile learning and we hope to do a lot more with your ideas and input as part of the mix. If there's something you'd like to see in our mobile apps, please tell us — we want to know! You can submit your thoughts and ideas at http://www.blackboard.com/Mobile/Student.aspx or on our blog http://www.mobilegarageblog.com

Where can I go if I have additional questions?

From anywhere within the app, tap the arrow that opens the menu at the top left corner. You will find links that will direct you to more information pertaining to the project. You can also go and check out our website at http://blackboard.com/Mobile, or contact your school's Help Desk or Blackboard Administrator.

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