Troubleshooting the Blackboard Learn App Student Help Guide

If your Blackboard Learn App is connecting to the standard Blackboard Learn website instead of the responsive app format follow the instructions below to reset this view.

Instructions for IPhone

1. iOS -- Open Settings > Safari > Choose ‘Clear History and Website Data’
   
   - Then reinstall the app

Instructions for Android

2. Android -- Go to Settings > Application Manager > Choose 'Blackboard' or 'Instructor'
   
   - On Android 5.x and previous: Choose 'Clear Data'
     
   - On Android 6.x+: Choose 'Storage', and then 'Clear Data'
     
   - Then reinstall the app

To learn more about Blackboard


2. Attend a workshop offered by the E-Learning Support Services staff. For information about upcoming opportunities or to request a group training session, contact our office or visit our website: http://www.american.edu/library/technology/blackboard/.

3. Contact us for immediate live support or to schedule a one-on-one consultation. We are available from 9:00 am until 5:30 pm, Monday through Friday, in Room 321 of AU’s Bender Library.