Basic Mobile Device Troubleshooting for Blackboard App and Blackboard Instructor App

Article Number

000075546

Functionality

- **iOS**:
  - Uninstall the Blackboard app or Blackboard Instructor app
  - Go to Settings > Safari > Clear History and Website Data > Clear
  - Restart device
  - Reinstall the Blackboard app or Blackboard Instructor app
- **Android**:
  - Go to Settings > Apps > Blackboard or Instructor > Storage > Clear Data
  - Uninstall the Blackboard app or Blackboard Instructor app
  - Restart device
  - Reinstall the Blackboard app or Blackboard Instructor app

Introduction

Blackboard app and Blackboard Instructor app users may experience errors in the app(s) on their mobile devices that cannot generally be replicated by other users or institution administrators. In these instances, it is recommended to follow some basic troubleshooting steps outlined below. If an issue can still be reproduced after following these steps, please report it to Blackboard Support via Behind the Blackboard for further assistance.

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Summary

When specific Blackboard app or Blackboard Instructor app users encounter errors in the app(s) on their mobile device that cannot be widely reproduced by other users at an institution, Blackboard advises the basic troubleshooting steps outlined in this article.

Title

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