Troubleshooting the Blackboard Learn App

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. Open **Settings**, scroll down and choose **Safari**.
2. Choose **Clear History and Website Data**.
3. Reinstall the app.

Instructions for Android

1. Go to **Settings** and then **Application Manager**.
2. Choose **Blackboard** or **Instructor**.
3. Choose **Storage**, and then **Clear Data**.
4. Reinstall the app.

To learn more about the Blackboard App

1. Visit the Blackboard Help website: https://help.blackboard.com.
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.