

# Blackboard

## Mobile App Cloud Connection Requirement for Self Hosted Servers

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### Bulletin/Advisory Information:

**Important:** This notice is informational and only applies to clients on an extended support contract for a self-hosted server. This doesn't apply to Learn SaaS clients.

Blackboard Learn 9.1  
Original Experience  
Impact: Administrators

The Blackboard App communicates with your institution's site, connecting users with courses and institutional content. The App also connects with additional services. For example, push notifications are handled through a service outside of your Blackboard Learn instance.

After the release of Blackboard App 9.6 (July 2024), access to the additional services will be required for proper functionality. If access is blocked, the Blackboard App may not function.

To prepare for the update:

- Confirm your Blackboard Learn environment can communicate with the additional services.
- Test to ensure that push notifications work for your users.
- Confirm the mobile services Building Block is enabled. Administrator panel > Building Blocks > Installed Tools. Activate Blackboard Mobile Web Services Building Block if necessary.
- Turn on mobile notifications. Administrator Panel > Notifications. Configure mobile notifications.
- Confirm push notifications capability.

If you have trouble connecting to additional services outside of your Blackboard Learn instance, or have any questions, please contact your Anthology Product Support team.

