

Service Support

For

AUB Mobile Application

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1 OVERVIEW

A new AUB mobile application is now available on the Apple iTunes and Google Play stores thanks to the collaboration with the Office of Information Technology and the Office of Communications.

The app allows you to check holds, grades, schedule, deadlines, academic calendar, as well as program offerings.

Using the app, you can also receive notifications on campus updates, access AUB news and events, search the directory list, stay connected with all of AUB's social media channels, and use GPS and maps to check where buildings are located on campus, along with the departments and offices they host.

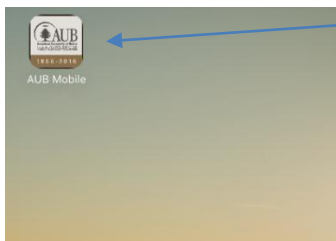
The mobile application also facilitates search for library books and articles as well as access to e-learning (Moodle), Instructor Course Evaluation (ICE) and the latest issue of MainGate magazine.

Further updates to the application is expected in Summer of 2016 along with Banner and alumni enhancements.

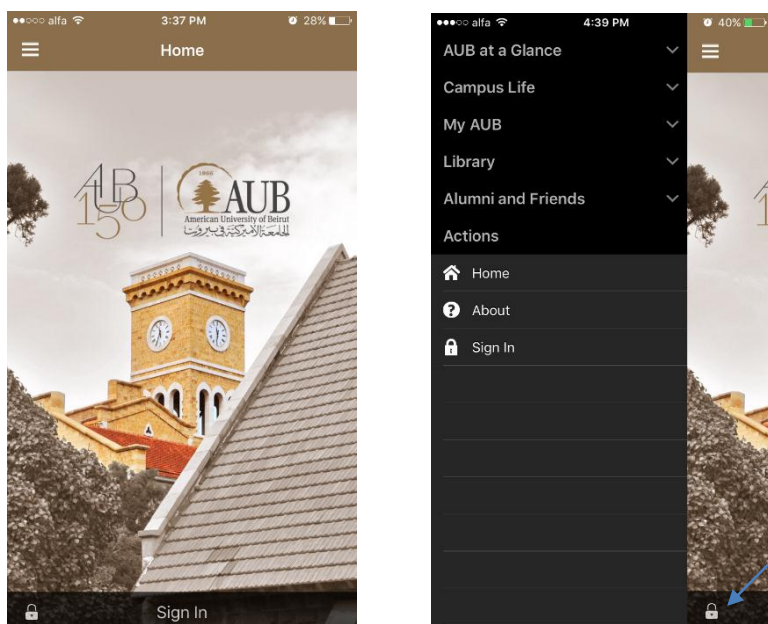
2 Installation, Access and Authentication

Install the "AUB Mobile" app from one of the Apple iTunes and Google Play stores.

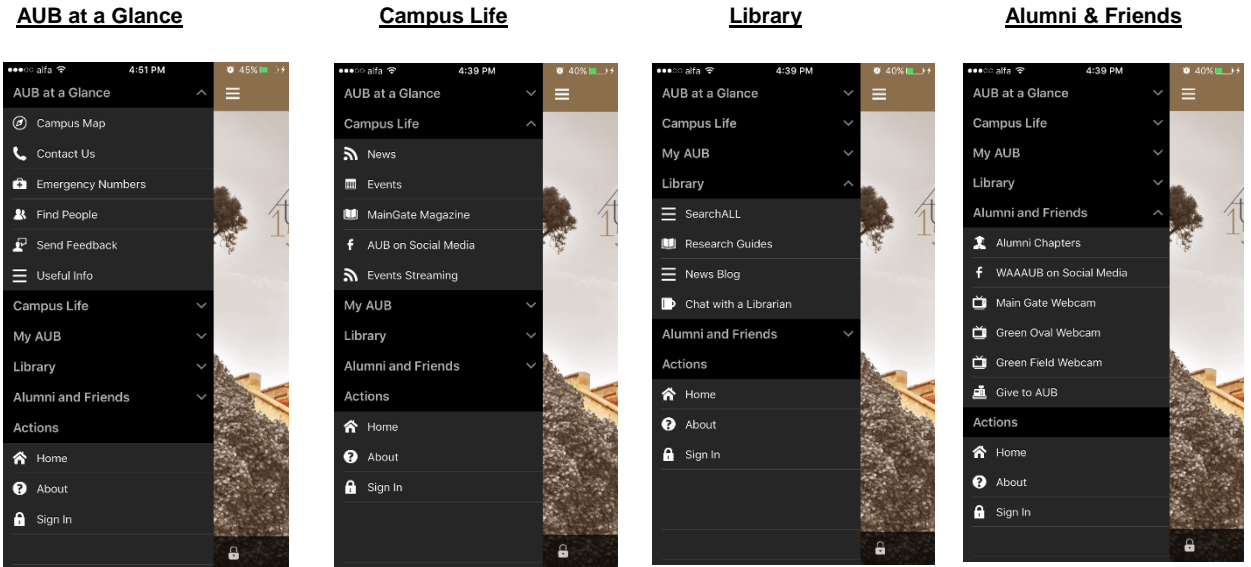
- To install the mobile app, you need to download it from one of the Apple iTunes and Google Play stores. Any iOS or Android device may be used for this download.
- Once downloaded, the "AUB Mobile" app will look like:



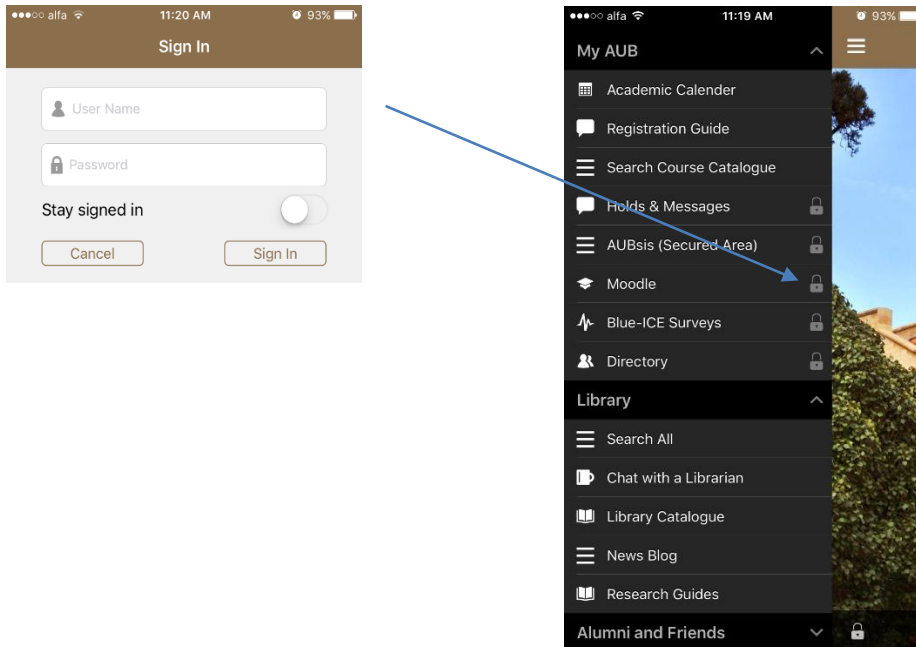
- The homepage and the main menu will look like:



- All users (including students, staff, faculty and alumni) can access most menu items on the left which are the features that are not marked with a “Lock sign”, such as:



- Under the “**My AUB**” menu, When prompted for sign-in, users (**students and faculty members only**) may connect to the secured services using Banner self-service (AUBsis) credentials:



3 FAQ

3.1 Known Issues

The following may constitute a kind of advices to troubleshoot the service:

- Known accessibility issues (e.g. complaints related to login, phone stores, etc.):
 - User (student or faculty) may not be choosing the right login credentials and entering his/her AUB email username and password instead of AUBsis ones.
 - Today, the app is only available on the iOS and Android stores to download from.
- Likely causes of predictable errors:
 - Some types of phones experienced crashes when mobile page takes long time to load.
 - iOS Phones have some bugs such as the privacy policy and AUB website do not show under the About module.
 - Android phones have an issue with opening pdf document within the app, the reason why all pdf forms are now being open outside the app.
 - Android phones are too slow in loading the live streaming pages.

3.2 Contact Details

	email	extension
<i>IT Helpdesk</i>	it.helpdesk@aub.edu.lb	2260
<i>Office of Communications</i>	media@aub.edu.lb	2672