

# Mobile Portal Login & Installation FAQ

## What is the Mobile Portal app?

The Mobile Portal app is a convenient way to access the Campus Parent/Student Portal using an iOS or Android device.

## What are the requirements to use the Mobile Portal app?

You must have a Campus Portal Account to access your data.  
You must have an iOS or Android device.

## What are the supported devices?

You can find the list of supported devices below.

Device	Minimum OS
Apple Mobile Devices (iPod Touch, iPhone)	iOS 6.0+
Apple Mobile Devices (iPod Touch, iPhone)	iOS 6.0+
Android Mobile Devices (Phones)	Android 4.0+
Android Tablet Devices	Android 4.0+

## Do I need a network connection to use the app?

Yes, most of the time. You will need a connection (wifi or 3G or higher) for use of the application for user authentication and initial data download.

## Where can I get the app?

In the Apple App Store for iOS on your device.

In the Google Play Store for Android on your device.

## How do I view my Campus Portal data in the App?

1. Open the app
2. Search for Bibb and select Georgia
3. Select Bibb County Schools
4. Login with your Campus Portal username and password

## When is the data updated?

The initial data is downloaded after your first login. Updates occur when you open the app. If it has been more than 15 minutes since the last update, close and re-open your app.

## Login/Installation Issues

I got an error message, what does it mean?

Could not authenticate user:

Your username and password do not match a valid user account.

Check that your username and password were entered correctly.

If you changed your password in the Campus Parent/Student Portal, update your password in the app.

Could not complete data retrieval:

The most likely cause is no network connection. Connect to a network and try again.