**FAQ’S**

**Q: What are the new updates for iRattler Mobile?**

A: There are a number of enhancements to iRatter Mobile including an improved layout and design and increased functionality. Users can now:

- Purchase required course materials through Barnes & Noble
- Make a payment
- Create guest accounts
- View closed classes/courses during the enrollment period
- Download Academic Calendar & Class Schedule to mobile device
- View & E-mail Advisor
- And much more

**Q: Which devices are compatible with iRattler Mobile?**

A: Any mobile device that can use a web browser can access iRattler Mobile, including but not limited to:

- Android
- Apple iOS
- Windows Phone
- Blackberry OS

Also, make sure that you are not using the browser in private mode and that the cookies and cache have been cleared.

**Q: Is this a downloadable app?**

A: No.

You will use your web browser and type in the following address: [https://mirattler.famu.edu](https://mirattler.famu.edu) (Do not use “www.”). Sign-in with your current FAMNet ID and password (jane.doe). Once you have accessed it, you can bookmark the address in your web browser or add it to the “Favorite” section for quick access.

**Note:** It is also accessible through the FAMU app that can be downloaded from Google Play or the Apple App store.

**Q: Can anyone access iRattler Mobile?**

A: Just as with the traditional iRattler site, there is a public page open to all users without sign-in credentials. The public page allows all visitors to use tools including the interactive campus map, the course catalog, campus news, and the FAMU Twitter stream.

**Q: Does iRattler Mobile timeout the user?**

A: Yes. iRattler Mobile will timeout the user’s account after twenty minutes of non-use.

**Q: Will iRattler Mobile lockout the user after a number of attempts to login?**

A: Yes. After **three** failed login attempts, the account will be locked for security purposes. If the user’s account becomes locked, or any additional issues occur, please contact the EIT Help Desk at (850)412-HELP for assistance.

**Q: Can any user with a valid FAMnet ID and password log into iRattler Mobile?**

A: No. Only members of the following groups can sign into iRattler Mobile: Students, Faculty, Advisors and Applicants.

Updated by J. Johnson 8/22/2013