![UCMERCED]

UC Merced MobileCat
<u>Q & A</u>

1. **Question:**

   What devices are supported with this version?

   Answer:

   With this initial release, the following are supported:
   - Apple devices running iOS 6.0 or later.
   - Android devices running system version 4.0.3 or later.
   - Kindle Fire devices, 2nd and 3rd generation.

   NOTE: since this technology is changing rapidly, additional platforms will be supported in future

2. **Question:**

   How do I download the UC Merced MobileCat?

   Answer:

   1. Download the UC Merced MobileCat from your favorite mobile store. The app name is **<u>Ellucian Go</u>**; or use your mobile device to click the link provided on the Self-Service page.

   2. Once the app is downloaded, **select University of California Merced from list**. Enjoy the app!

   Note: the app icon is the following   (Ellucian Go)

3. **Question:**

   Are all web sites called from this mobile app mobile-friendly?

   Answer:

   Some are, but not all web sites are mobile-friendly. Efforts are in progress at UC Merced to upgrade key web sites to be mobile-friendly. It's an ongoing effort.

4. **Question:**

   What user ID and password should I use?

   Answer:

   Access to sensitive information like checking grades will require you to login. Use your UCM Net ID and password.

5. **Question:**

   Why do I need to select our school from a list?

   Answer:

   The app store distribution is supported by our vendor and shared with other institutions. This allows us to release new versions faster.

6. **Question:**

   Does the app have a timeout?

   Answer:

   Yes, only for items that contain sensitive data such as grades. This is for security purposes.

7. **Question:**

   What additional functionality is planned for the future?

   Answer:

   Ability to register for classes is the next big functionality! (release date soon!)