

USER MANUAL

Accessing learning resources OFFLINE on the Mobile App



Table of Contents

1. Introduction	2
2. Installing the TSIBA LMS Mobile App	2
3. Downloading Course Materials for Offline Access	2
4. Accessing Downloaded Files Offline	2
5. Completing Activities Offline	3
6. Syncing Offline Activities	3
7. Managing Storage and Deleting Offline Content	3
8. Troubleshooting Common Issues	3
9. Conclusion	4
10. Additional Support	4

1. Introduction

This user manual provides step-by-step instructions on how TSIBA students can access their learning resources offline using the TSIBA LMS mobile app. The guide includes downloading course materials, syncing offline activities, and ensuring a seamless learning experience even without an internet connection.

2. Installing the TSIBA LMS Mobile App

1. Open the Google Play Store (Android) or Apple App Store (iOS).
2. Search for TSIBA LMS.
3. Tap Install (Android) or Get (iOS) and wait for the app to download.
4. Once installed, open the app and log in using your TSIBA credentials.

3. Downloading Course Materials for Offline Access

1. Open the TSIBA LMS app and log in.
2. Navigate to your Dashboard and select the course you want to access offline.
3. Tap on the **three-dot menu** in the top-right corner.
4. Select **Download Course** to store all course materials offline.
5. Alternatively, for specific files:
 - Open the module containing the resource (PDF, video, document, or quiz).
 - Tap the download icon next to the resource.
6. Wait for the download to complete. You will now be able to access the files offline.

4. Accessing Downloaded Files Offline

1. Open the TSIBA LMS app without an internet connection.
2. Navigate to the Offline Courses section.
3. Select the course you downloaded.
4. Open learning materials such as PDFs, videos, and assignments.

5. Completing Activities Offline

1. Open a downloaded course and navigate to the required activity.
2. Complete quizzes, forums, or assignments offline.
3. Your progress will be stored locally on your device.

6. Syncing Offline Activities

Once you regain an internet connection:

1. Open the TSIBA LMS app.
2. Go to Offline Sync from the menu.
3. Tap Sync Now to upload all offline activities to the LMS.
4. Confirm that your progress is updated in the online version of the course.

7. Managing Storage and Deleting Offline Content

1. Open the TSIBA LMS app.
2. Go to Settings > Offline Storage.
3. Tap on the course you want to remove and select Delete Downloaded Content.
4. Ensure you sync all completed activities before deleting a course.

8. Troubleshooting Common Issues

Issue: Download option not available.

- Solution: Ensure you have a stable internet connection when downloading.

Issue: Unable to sync offline activities.

- Solution: Reconnect to the internet and retry syncing.

Issue: Insufficient storage space.

- Solution: Delete unused courses or files to free up space.

9. Conclusion

By following this guide, TSIBA students can efficiently access their learning resources offline and ensure their progress is synced seamlessly when back online. If you experience further issues, contact TSIBA LMS support at lms@tsiba.ac.za.

10. Additional Support

For further assistance, contact TSIBA LMS Support:

- **Email:** lms@tsiba.ac.za
- **Website:** <https://tsiba.ac.za>

Happy Learning!

TSIBA Education LMS Team

