



# Expected Questions from Students

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## **What is happening to the Udacity App?**

The Udacity app for iOS and Android is being removed from the App Store and Google Play and will not longer be supported. Throughout 2019 we plan to release upgrades to the Udacity learning and service experiences, and we will roll out these features first on the desktop experience. We hope to offer an improved Udacity App experience in the future.

Students are encouraged to use [udacity.com](https://udacity.com) to access the Classroom experience, Knowledge and Student Hub.

## **Does this mean Udacity is shutting down?**

No. Udacity is investing in our student experience, but we are removing the App for now to focus on providing the best experience possible to students on their learning path.

We have worked hard to make most of the Udacity App features available on our mobile web experience at [udacity.com](https://udacity.com).

## **Is the Udacity App ever coming back?**

While we can't promise a release date of a new Udacity App, we are working in the coming months to determine the best way to support our students on mobile experiences.

## **When is the last day I can use the Udacity app?**

The Udacity App has been removed from the App Store on January 9, 2019. The Udacity App will remain functional for the time being for users who have the Udacity App installed, but the services are no longer supported.

**My mobile device is the only way I can access Udacity content. What do I do now?**

Udacity content and services, like the Classroom, Knowledge and Student Hub, remain accessible on a mobile browser experience.

**Can I access my coursework from a mobile browser?**

Yes. Please sign-in using your email and password on [udacity.com](http://udacity.com) in your mobile browser. You will be redirected to your Classroom.

**Can I get an extension/refund/cohort/ switch due to not being able to work on my Nanodegree program now?**

No. As your Nanodegree program remains fully accessible on your mobile browser.

**Where can I go to keep working on my courses?**

Sign-in using your email and password on [udacity.com](http://udacity.com) in your mobile browser. You will be redirected to your mobile classroom.

**Is my progress going to be erased? Is my account going to be deleted?**

No. All your progress in the Classroom is saved. The only thing that is changing today is that the Udacity iOS and Android Udacity apps can no longer be downloaded and are not supported after January 9, 2019.