Blackboard®

External Users Cannot Open Portfolio Snapshots Shared with Them by Email

Date Published: Aug 03,2020 **Category:** Planned_First_Fix_Release:Future_Reference_Learn; Product:Course_Tools_Learn; Version:SaaS   **Article No.:** 000055461

Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: Users not logged into Blackboard cannot open portfolio snapshots shared with them by email.

Steps to Replicate:

1. Create a Portfolio
2. Use the "Share Snapshot" option for external users, and send it to a valid email address
3. As a recipient not logged into Blackboard attempt to click the email link

Expected Behavior: The link opens and the portfolio snapshot can be viewed.
Observed behavior: Red screen displays "An error occurred. Contact the System Administrator."

Target Release: Future Reference
Patch Available: No