Blackboard

Please Join us in Welcoming Community Engagement Clients to Behind the Blackboard™!

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Version:Web_Community_Manager,Bb_Comms,Collaborate,Learn_BU,Analytics   **Article No.:** 000071029

Product: Community Engagement

Type: Support Bulletin

Bulletin/Advisory Information: If you are a Community Engagement administrator for Web Community Manager (WCM) or Bb Comms, you will now see Community Engagement in all relevant picklists. Selecting 'Community Engagement' in the "What's New for..." section on the home page will dynamically alter all links and buttons on your home page specifically for Community Engagement.

Here are a few knowledge base articles we think you will find useful:
Note: Some of the articles below will only be visible if you are a Community Engagement Administrator.

- #47024: A New Community Engagement Customer Support Portal - Behind the Blackboard™
- #47025: Behind the Blackboard™ for Community Engagement Clients FAQs
- #47026: New Community Engagement Client Support Portal (How to Submit a Case)
- #24359: Knowledge Base Email Subscriptions are Now Available
- #13535: What to Do the First Time you Login to Behind the Blackboard™
- #45979: Community Engagement Client Support Phone Numbers

Please remember:

- New Community Engagement support cases must be entered on *Behind the Blackboard™* as of today, Monday, June 19, 2017.
- All cases on the former support portal will remain visible in that portal until June 19, 2017. Cases in that portal which were in an "Open" status as of launch have been copied over to *Behind the Blackboard™*. Future case notes are only available on *Behind the Blackboard™*.
- Anyone attempting to open a new case must do so from *Behind the Blackboard™*. You will not be able to reopen old cases on *Behind the Blackboard™*, but if you have questions about a past case, please log a new case and reference the old case number.