

Blackboard

Message User Interface Will Not Open When Trying to Send a Message From Gradebook

Date Published: May 13,2024 **Category:** Planned_First_Fix_Release:SaaS_v3900_93_0; Product:Learn_BU; Version:Ultra **Article No.:** 000078559

Product: Blackboard Learn

Release: SaaS

Service Pack(s): Ultra

Description: Message user interface will not open when trying to send a message from Gradebook.

Steps to Replicate:

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. As an instructor, access an Ultra Course with any student enrolled and at least one gradable item on it
3. Go to **Gradebook** and change the tab to 'Students'
4. In the Student's list, click on the ellipsis (...) at the right of any student
5. Click on 'Message Student'

Observed Behavior:

The menu closes and nothing else happens.

Expected Behavior:

A message composition window appears, allowing the instructor to compose a message to the student.

Target Release: SaaS-Fixed (v3900.93.0-rel.6 or higher)

