

# Blackboard

## Add User Information Link does not Create a Link as Expected on the Profile Page

**Date Published:** Aug 21,2019 **Category:** Planned\_First\_Fix\_Release:Will\_Not\_Fix; Product:Learn\_Administration\_Learn; Version:SaaS **Article No.:** 000057014

**Product:** Blackboard Learn

**Release:** SaaS

**Service Pack(s):** SaaS

**Description:** Add User Information Link does not create a link as available on the Profile page in a regular Self Hosted environment compared to an SaaS ULTRA environment.

### Steps to Replicate: In SH Environment

1. Login as Administrator
2. Go to Administrator Panel > Customize User Information > Add User Information Link and enter any valid link and information for these fields (being sure that Add Link is checked)
3. Click Submit:

Add User Information Link

URL

Link Title

Instructions

1. Go to the top right Activity Stream and Choose Settings > Personal Information > Edit Personal Information

### Observed Behavior:

Note that the link and Instructions show

### In SAAS Environment

1. Login as Administrator
2. Go to your Profile page and note you have various links to edit your information
3. Go to Administrator Panel > Customize User Information > Add User Information Link and enter any valid link and information for these fields (being sure that Add Link is checked)
4. Click Submit:

Add User Information Link

URL

Link Title

Instructions

**Observed Behavior:**

Go to your Profile page and the link/other text you entered is nowhere to be found. The Edit Personal Information page does not exist in the same form on SAAS Profile pages and each item is individually editable

**Target Release:** Will Not Fix

**Patch Available:** No