



Blackboard

## **Blackboard Instant Messenger (Blackboard IM) End of Life - December 31, 2018**

**Date Published:** Nov 16,2018 **Category:** Product:Blackboard\_IM; Version:Blackboard\_IM **Article No.:** 000048026

**Product:** Collaborate -Blackboard IM

**Type:**Support Bulletin

**Bulletin/Advisory Information:**

### **November 15, 2018 Support Bulletin Update:**

Blackboard Collaborate would like to take this time to remind you about end of life (EOL) for Blackboard Instant Messenger (Blackboard IM) effective December 31, 2018. Please carefully review this update for detailed information on EOL dates, Blackboard IM EOL impact and a Blackboard IM replacement.

#### **When will Blackboard IM no longer be available?**

Effective December 31, 2018, Blackboard IM will no longer be available to clients.

#### **When will support for Blackboard IM end?**

Support for Blackboard IM will end in concurrence with the End of Life date, on December 31, 2018.

#### **How will current customers be impacted?**

- Any current Blackboard IM customer contracts with an expiration date beyond the End of Life date will be terminated on December 31, 2018.
- Any customer with a Blackboard IM contract which expires prior to the end-of-life date will have the option to terminate the contract at that point, OR renew its contract and Blackboard IM license through the end of 2018 at a prorated rate.
- Termination of a customer's Blackboard IM contract does not impact use of other Blackboard products for which they're contracted.

#### **Is there a replacement product available?**

- Blackboard is happy to announce we have partnered with Hitlabs, maker of a cutting-edge communications application called Pronto.
- Pronto provides a sleek, modern design that enables users to connect from their mobile devices or directly inside Blackboard's LMS platforms.
- To learn more about Pronto and their integration with Blackboard, please visit <https://partners.trypronto.com/blackboard>

If you have any questions please submit a case through [Behind the Blackboard](#).

### **January 2018 Support Bulletin:**

**Effective December 31, 2018, Blackboard will end-of-life the Blackboard Instant Messenger (Blackboard IM) product.**

As a part of our commitment to delivering a portfolio of products to help our clients thrive in a complex and changing educational environment, our team has completed a full

assessment of what would be required to continue developing and supporting Blackboard IM. We have determined that the product requires significant investment and developmental updates that are not aligned with our strategy and therefore chosen to end-of-life Blackboard IM.

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We will continue to share timely information over the course of the year. Please reach out to support or your account executive with any questions or concerns.

Sincerely,  
The Blackboard Team