Blackboard

Multiple Logins in Authentication Logs From Mobile Logins

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Product: Blackboard Learn

Release: SaaS

Service Pack(s): SaaS

Description: Some users are showing very tightly clustered login activity within the authentication logs.

Steps to Replicate:

1. Log into **Blackboard Learn** as Administrator

2. System Admin Tab > Authentication > Authentication Logs

Observed Behavior:
Notice there are multiple logins only seconds apart for the same user

Expected Behavior:
There are not multiple logins, seconds apart for users

Target Release: Mobile App - Q2 2021