



Support Cases and What to Expect

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Product: Blackboard Learn

Description:

In an effort to maximize resources, specialized support and development experts will prioritize investigating and fixing issues impacting major features and/or multiple clients as quickly as possible.

For issues that are not as widely impactful, the Blackboard Support team will work to provide any available workarounds and guidance in instances such as:

- Unique situations such as issues affecting only one course, a single content item, or a specific user.
- The issue has remained very low in impact across the install base of clients.
- The issue has been reported against discontinued features or features that have been rewritten in a more current release.
- The issue is not reproducible system-wide on the currently installed or available releases.

If you feel this issue has a substantial impact on your institution, please provide us with a detailed use case on how this affects multiple students and/or teachers so this may be shared with Product Development.

We apologize for any inconvenience this may cause for your users and institution.

Thank you for your understanding.