Blackboard

Open LMS Support Case
Behind the Blackboard

July 20, 2018
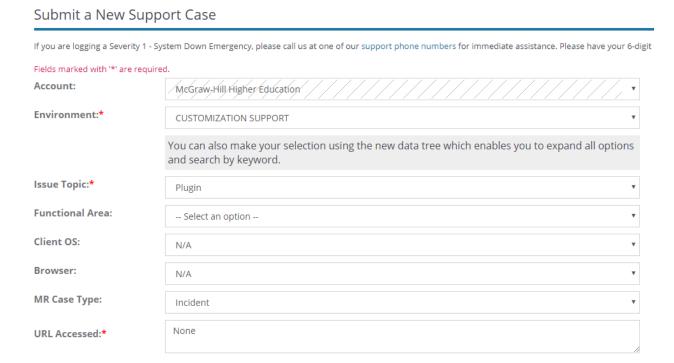
Blackboard

Table of contents

Blackboard

Blackboard Open LMS Plugin Support

Blackboard has published various [Client Support Services Guides](#) on our support portal [Behind the Blackboard](#) for our clients to use as a reference. A support case should be opened for an issue or client request so it can be tracked, managed and handed-off internally as needed. For all Blackboard Open LMS Approved Plugin requests, a support case should also be submitted. The following outlines how a Approved Plugin vendor can submit a support case and monitor its status.

Creating Support Case via Behind the Blackboard (BtBb)

After logging into [Behind the Blackboard](#), navigate to Support – Create a Case and fill-in the appropriate information as outlined below:

- For Environment, select **Customization Support**.

- For Issue Topic, select **Plugin**.

- For URL Accessed, enter **None**.

Submit a New Support Case

If you are logging a Severity 1 - System Down Emergency, please call us at one of our support phone numbers for immediate assistance. Please have your 6-digit

Fields marked with '*' are required.

Account:	McGraw-Hill Higher Education	▼
Environment:*	CUSTOMIZATION SUPPORT	▼
	You can also make your selection using the new data tree which enables you to expand all options and search by keyword.	
Issue Topic:*	Plugin	▼
Functional Area:	-- Select an option --	▼
Client OS:	N/A	▼
Browser:	N/A	▼
MR Case Type:	Incident	▼
URL Accessed:*	None	

- Enter a Subject/Error Message: in field. Please include **MAP Plugin** in this field to inform triage team that plugin is part of Blackboard Open LMS Approved Plugin Program.

- Enter a Description: in field. Please document plugin request for review/inclusion and request support case to be assigned to **Business Development**. This will aid in routing of the case and internal resource assignment.

- Select the appropriate Severity level for the case. Typically an updated plugin request would be classified as a **Severity 4**.

Blackboard

- Click the **Create New Case** button to submit information.

Case Status – Support Request

Support cases will be placed in one of the following Statuses over the lifecycle of the case:

Status	Description	Assignee
New/Assigned	Your case has been received by Blackboard Client Support and a support representative will contact you shortly. If you wish to add additional notes or attachments, you may do so via the action buttons on the case management page.	Support/BD
Researching	Your case is being worked on by Blackboard Client Support. No further information is required of you at this time.	Support/BD
Pending User	We require additional information from you to continue work on this case. Please refer to the note in the comments section of the case management page and respond by using the Add Comment button. An auto message will be sent every 3 days afterwards requesting an update on the case. If information is not provided after 9 days, the case will be automatically closed. Once closed, the case can be reopened.	Client
Pending Change Request	This case requires an internal change. The BD team will ensure appropriate action is taken.	Support/BD
Solution Suggested	A suggested solution for this case appears below. Please review the solution and click "Accept" if you agree that this solves your case; this action will close the case. If the suggested solution does not resolve your case, please click "decline" and we will continue to work with you toward resolution.	Client or None
Closed	The solution for this case is displayed below. If the same problem persists or has recurred, you may reopen this case within the first 30 days following closure; after that, we request that you submit a new case.	None

Please refer to the Behind the Blackboard FAQs for information on all case statuses (#26) and other information for managing your case(s) via Behind the Blackboard.

Case Handling

All support cases for updated MAP plugins will be managed by a member of the Business Development & Alliances team. Cases generated through the support portal will be initially routed to MR Tier 1 support but then re-routed to the Business Development queue.

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