

Blackboard

Class Collaborate Customer Support will be moving on September 24th, 2022!

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Bulletin/Advisory Information:

Following the acquisition of Collaborate by Class Technologies, we will be migrating our support portal from Behind the Blackboard on September 24. You can expect the same support in a new location: support.class.com.

The new site will be named [Class Community & Support](#). The name mentions community and we will migrate our community pages later but this message is related to Support.

What does this mean for me?

1. The knowledge base will be moving to a new portal: support.class.com. We are working to re-create a new customer support portal with that same look and feel that you are familiar with.
2. After the 24th you will be redirected to the new portal from Behind the Blackboard: support.class.com
3. If you are a customer of other Bb/Anthology products, you will continue to use Behind the Blackboard for support with Learn and other products.
4. Follow this link for portal maintenance status updates: <https://status.blackboard.com/incidents/7drs6v9dtpq5>. Once maintenance is complete, the new portal will be live at support.class.com.

Until then, you may still reach us via [Behind the Blackboard](#). More details around the Class and Collaborate acquisition can be found here [Class & Collaborate](#).

Additionally, our user guides and help content on help.blackboard.com will be migrated to class.com/support in the upcoming weeks. We are working with Anthology to create redirects for those of you who have bookmarked pages or linked to them in offline content. You can expect additional communications as these changes are rolled out.

If you are a current Administrator and would like more information, please review this [Support Bulletin](#). We will add updates to this article between now and September 24th, 2022. Please subscribe to this article by logging in to [Behind the Blackboard](#) and clicking the **click to Follow** button in the top right corner of the window. You will be notified when new updates are published.