Unable to Download Files in Ultra Courses Using the Blackboard App in an iOS Mobile

Article Number
000077746

Description
Users are unable to download files in Ultra courses using the Blackboard App in an iOS mobile.

Information
Issue does not happen on Android devices.

KB Product
Learn SaaS

Last Modified Date
Sun Jan 05 09:49:44 GMT 2025

Release (General)
SaaS

Steps to Replicate

1. Log into **Blackboard Learn Ultra Experience** as a student using the Blackboard Learn App on an iOS mobile
2. Access an Ultra course
3. Find a file and expand to make window bigger

Observed Behavior:
The expand button does not work or show the download button.

Expected Behavior:
The window expands and the download button is visible like on Android

Summary
Unable to Download Files in Ultra Courses Using the Blackboard App in an iOS Mobile

Target Release
Blackboard App_8.8

Title
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