

# Embedded Video Controls Unresponsive for Screen Reader Users

## Article Number

000078305

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## Description

The controls the user hovers over when watching videos on a keyboard with a screen reader, such as JAWS, become unable to operate rather than hidden (occurs in Chrome and Edge Only).

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## Information

This issue only affects those who are visually impaired using screen readers with browsers other than Firefox.

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## KB Product

Learn SaaS

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## Last Modified Date

Fri Oct 24 13:14:20 GMT 2025

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## Release (General)

SaaS

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## Resolution Workaround

Use Firefox browser.

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## Steps to Replicate

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Navigate to **System Admin > Courses** > Access any ultra course
3. Open a document with embedded video content
4. Play the video using a screen reader

## Observed Behavior:

The user loses control once the bar is hidden.

## Expected Behavior:

The visual bar is hidden, not disabled.

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## Summary

The controls the user hovers over when watching videos on a keyboard with a screen reader, such as JAWS, become unable to operate rather than hidden (occurs in Chrome and Edge Only).

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## Target Release

SaaS-Fixed (v4000.4.0)

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## Title

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