Cengage Learning iLrn
Blackboard Partner Cloud Integration
Administrator Guide
Version 1.0 for Blackboard Learn 9.1 SP10+
null
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About Cengage Learning iLrn Integration

About Cengage Learning iLrn

Cengage Learning iLrn is an all-in-one diagnostic, tutorial, assessment, assignment, and course management system that saves instructors’ time and enhances students’ language learning experience. Everything students need to master the skills and concepts of the course is built right into this online system, including an interactive diagnostic study tool, an interactive media-enhanced ebook, student activities manual (Heinle eSAM), video, partner and group voice-recorded activities, grammar tutorial videos, and more. With its easy-to-use interface, instructors can set up an entire term’s work in minutes; assign audio-enhanced tests and activities; upload, share, and rate videos and other materials via Share it!, access students’ grades; and more.

About the Cengage Learning iLrn Integration

Cengage Learning iLrn provides institutions with a solution for a powerful language-teaching environment, while also providing a rich student centered experience. Combined with an advanced Blackboard Learn integration, the result is highly-accessible and dynamic instructional content.

Key Features include:

- **Deep integration**: Single sign-on, class or chapter-level content links and gradebook integration allow instructors and students to manage all language learning processes from within Blackboard Learn.
- **Intuitive, easy-to-use interface**: Sleek, modern display enables easy selection and sharing of instructional content.
- **Anytime, anywhere access**: Web-based technology and responsive design ensure a superior experience inside and outside Blackboard Learn.
- **Security and privacy**: Role-based permissions restrict access to data based on user type and context.

About the Partner Cloud

Leveraging the larger Blackboard Cloud infrastructure, the Partner Cloud allows institutions to access multiple state-of-the-art integrations of high quality educational content within the Blackboard Learn platform through a single Building Block.

The Partner Cloud Building Block offers a single registration and activation process for content partner integrations. With this Building Block, system administrators will have access to the full content inventory available through the Partner Cloud and can efficiently control and manage what commercial content is visible through Blackboard Learn. This new distribution vehicle eliminates the cumbersome process of managing old and new versions of building blocks while also providing customers with access to new features and product improvements more quickly.

In moving to this streamlined technology, Blackboard will continue to incorporate best practices and deploy consistent and native Blackboard Learn workflows for all partner integrations, including:
• Single sign-on provides instructors and students with the convenience of one login for all course resources.
• Automated gradebook refresh ensures all assignment grades appear in the Blackboard Grade Center, saving instructors' time.
• Deep linking functionality gives faculty greater control over how they deliver information and provides students easy access to their course work.
• Compliance with student data privacy laws, such as the Family Educational Rights and Privacy Act (FERPA), ensures sensitive student information remains protected and secure.

**Glossary**
The following table summarizes some important concepts used in this document:

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content area</td>
<td>A content area is a content structure within a Blackboard Course that is often linked to from the Course menu and organizes course folders, items, and other materials into logical groupings.</td>
</tr>
<tr>
<td>Building Block</td>
<td>A Building Block is an application module that extends the functionality of the Blackboard Learn platform.</td>
</tr>
<tr>
<td>System Admin Panel</td>
<td>This is the tab visible only to system administrators that contains a collection of links to tools targeted to the administration of the Blackboard Learn platform.</td>
</tr>
<tr>
<td>Step</td>
<td>A logical grouping of fields, instructions, and other elements within a data collection form in the Blackboard Learn platform.</td>
</tr>
</tbody>
</table>
Configuring the Partner Cloud Building Block

This Building Block is bundled with Blackboard Learn, Release 9.1 SP13 and above but must be downloaded and installed on Blackboard Learn, Release 9.1 SP10 through SP12.

After confirming the Partner Cloud Building Block is made available, you will be able to configure the Partner Cloud Building Block and make the Partner Cloud Tools available to allow proper usage by instructors and students.

If the Partner Cloud Building Block is already installed and configured, the system administrator may proceed with the partner specific configuration.

Technical Considerations

- The Partner Cloud Building Block requires Cloud Services, which is available with Blackboard Learn SP10 and above. The Cloud Connection must be enabled. Other Cloud features, such as Profiles, are optional.
- The latest patches must be installed for the Partner Cloud Building Block to function properly.
- The Blackboard Learn environment must be reachable by the external Cloud Services, through any firewall or security software. This includes any test or development environments that will need access to the Cloud.
- Help on Blackboard Cloud configuration and testing is available: https://help.blackboard.com/en-us/Learn/9.1_SP_10_and_SP_11/Administrator/130_System_Management/003_Planning_for_Cloud
Configuring and Registering the Partner Cloud Building Block

Follow these steps to configure and register the Partner Cloud Building Block:

1. From the Administrator Panel, click **Building Blocks**.

   ![Building Blocks Table]

   - **Installed Tools**: Configure or delete building blocks that were included with the system.
   - **Proxy Tools**: Manage and register proxy tools and define their global properties.
   - **Basic LTI Tool Providers**: Manage and register basic LTI tool providers.
   - **Featured Building Blocks**: Manage and install featured building blocks.

2. Click **Installed Tools**.
3. Locate the Partner Cloud Building Block. Installed Building Blocks are in alphabetical order.

![Installed Tools Table]

4. Highlight the Building Block and select **Set Unavailable** from the contextual menu.

![Contextual Menu]

**NOTE**: Setting the **Availability** to **Unavailable** will trigger the approval of the Building Block just as setting it to **Available**. Setting the **Availability** to **Unavailable** allows the Building Block settings to be fully configured ahead of making it available for instructor and student usage.

5. When presented with the **Make Building Block Available** page, on which a summary of the permissions and access granted to the Building Block is listed, select **Approve** to activate the Building Block.
Make Building Block Available

Making the following Building Block available means that you trust the Building Block to have privileges on this system. Partner Cloud.

By default, Building Blocks have privileges to read system properties, read and write to the Blackboard system, and read specific Blackboard components required to function properly, like the top banner.

1. Privileges

This Building Block requires the privileges listed below to perform properly.

**Implied Blackboard Data Privileges**

<table>
<thead>
<tr>
<th>Name</th>
<th>Read</th>
<th>Create</th>
<th>Edit</th>
<th>Delete</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Announcements</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calendar Contents</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course Catalogs</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Contentule</td>
<td></td>
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<tr>
<td>Course and Organization</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Environments and Staff Controls</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Grade Center Outcomes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grade Center Line Items</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Users</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dormitory Institution Rules</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6. Highlight the **Partner Cloud Building Block**. Select **Settings** from the contextual menu. This will direct you to the configuration page.

   ![Partner Cloud Building Block](image)

   Alternatively, the Partner Cloud Building Block settings can be accessed directly from the Administrator Panel through the **Cloud Management** module and the **Partner Cloud Settings** option.

   ![Cloud Management](image)

7. For details on the **Configure and Activate Partners Available Through the Partner Cloud** section, please see below for **Configuring Cengage Learning iLrn Integration**.
8. In **Configure and Activate Partners Available Through the Partner Cloud** section, each partner configured in the Partner Cloud will be displayed. By selecting the Partner specific contextual menu, the partner may be configured.

![Configure and Activate Partners Available Through the Partner Cloud](image)

**Settings** will launch the Partner Specific setting pages.

**Make Unavailable** will disable the partner option in the Commercial Content selection page.

**Make Available** will enable the partner option in the Commercial Content selection page.

9. In the **Local System Information** section:

![Local System Information](image)

a. The Public URL is the institution’s Blackboard Learn URL as accessed by systems outside of the institution. The URL value is used for pushed notifications, such as grade notification.
b. Select the appropriate option for the **Show User Acknowledgement Message** option. This option designates if users will be required to acknowledge that they are leaving the Blackboard Learn system and that the action will direct their browser to an external site. If the option **Yes** is selected, the **Message Text** will be required in order to complete the Partner Cloud configuration. This message will be displayed to users prior to redirecting their browsers.

c. The **Open Partner Links in New Window** provides the option to open partner content in a new browser window or in the existing Blackboard Learn window. Each partner configuration will have the option to **Default from the Building Block** to use the value already selected from the Partner Cloud Building Block.

d. The **Show Unassociated Partners to Learners** is a system option that allows partners that are not yet associated with a course to be displayed to Learner or Learn/Guest Learner roles. The default setting is **No** which limits the list to only partners that Instructors have specifically mapped to the course.

10. In the **Privacy Configuration** section, options are set to specify which information should be shared between the Blackboard Learn and partner servers.

The **Share User Information** option does not appear with a default and will be required in order to complete the **Partner Cloud** configuration.

- **Always** indicates that user information will be shared. This includes the user first name, last name and email address.
- **Never** indicates user information will not be shared.
- **User Choice** indicates that each individual user will be prompted to decide how their information should be sent upon their first launch of a partner specific link.

The **Share Course Information** option designates if the Blackboard course ID and name should be shared with the partner systems.

11. In the **Grade Integration** section, options are set to configure the grade integration between Blackboard Learn and partner systems.
Under **Scheduled Grade Update Frequency**, select an update frequency (Never, 30, 60, 90 or 120 minutes) to determine the frequency with which the local Blackboard Learn installation will communicate with the partner servers to fetch grades. The default selected value is 60 minutes. Optimal interval time may depend on the number of instructors and students and the local server configuration.

**Accept Grade Notifications** will allow the local Blackboard Learn system to accept grade notifications from partner systems for quicker update of grades and other information. For grade notifications to work properly, the local Blackboard Learn server must be reachable from the Partner Cloud servers using the public URL on record. The default selected value is 'No'.

**Last Checked** indicates the local Blackboard Learn application server and the date, time of the most recent communication with the partner servers.

**Last Updated** indicates the date and time of the most recent communication with the partner servers in which there was user activity shared between the systems and the number of successful and/or failed course updates that occurred. If a communication occurred but there was no data to be updated, this date and time may be older than the Last Checked information.

**Locked Since** will typically appear as blank. A lock indicates that the Partner Cloud and Blackboard Learn servers are communicating. If there is a lock, a Clear button will appear next to the lock information. Before pressing Clear, wait 15 to 20 minutes to determine if the lock is part of the regular update process. The lock information can also be compared with the Last Update time. Clicking the Clear button will provide you with the path of the lock on your Blackboard Learn application server. The lock has to be deleted manually.

**Run Grade Update** will start the synchronization process and re-set the automated update interval countdown. If the synchronization needs to be updated before the next
scheduled automatic time, or if the Blackboard Learn administrator believes there is information not being passed between the partner servers and the Blackboard Learn installation, clicking **Run Now** will force a communication and pass any pending information between the systems.

12. In the **Blackboard Course Roles to LIS (Learning Information Services) Context Role Mapping** section, designate how to map the Blackboard Learn course roles to the six LIS Context Roles. Administrator, Learner and Instructor are required. A suggested mapping for default course roles is displayed below.

![Blackboard Course Roles to LIS Context Role Mapping](image)

*Note: The Partner Cloud Tools are not available to guests or observers.*
13. In the **Blackboard Institution Roles to LIS Institution Role Mapping** section, the Building Block can be configured to support the institution roles through a default option or a custom option. Institution roles are used by partner integrations when user activity is outside of the context of a course. The **Default Institution Roles Mapping** is the default. If **Custom Institution Roles Mapping** is selected, the mapping options will appear.

**NOTE:** For the **Default Institution Role Mapping**, all custom roles are mapped to the “Other” role by default.

![Blackboard Institution Roles to LIS Institution Role Mapping](image)

14. In the **Multi-Institution Installation** section, the Building Block can be configured to support licensing of partner content by Domains, Institution Hierarchy, or Data Source Keys.

These options can be used to enable the partner integration based on the multi-institution set up.

**NOTE:** If **No** is selected for **Support Multiple Institutions**, the **Identify Institutions by** options will not appear.

![Multi-Institution Installation](image)
15. In the **Debug Logging Level** section, designate debug settings to be used when troubleshooting an issue with support assistance. During initial configuration, the suggested and default value is **Not Enabled**.

Upon submission, the registration process will occur and the **Registration Status** will be updated to indicate either a successful or failed registration.
Making the Partner Cloud Building Block Available

Once configuration is complete, you are ready to make the Building Block available for instructor and student access.

These are the steps to make the Partner Cloud Building Block available:

1. From the Administrator Panel, click Building Blocks.

2. Click Installed Tools.

3. Locate the Partner Cloud Building Block. Installed Building Blocks are in alphabetical order.

4. Highlight the Building Block and select Set Available from the contextual menu.
<table>
<thead>
<tr>
<th>View Components</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Set Available</td>
<td></td>
</tr>
<tr>
<td>Set Inactive</td>
<td></td>
</tr>
<tr>
<td>Settings</td>
<td></td>
</tr>
<tr>
<td>Uninstall</td>
<td></td>
</tr>
</tbody>
</table>
Configuring Cengage Learning iLrn Integration

These are the steps to configure the Cengage Learning iLrn Integration:

1. Navigate to the Administrator Panel. Locate the **Cloud Management** module and click **Partner Cloud Settings**.

2. Navigate to the **Configure and Activate Partners Available Through the Partner Cloud** section and locate Cengage Learning iLrn. Select **Settings** from the contextual menu.
3. The **Configure Cengage Learning iLrn** page will open.

![Configure Cengage Learning iLrn](image)

4. Locate **Configure Cengage Learning iLrn Specific Settings** section. This is where options are set to specify which information should be shared between the Blackboard Learn and Cengage Learning iLrn.

5. The **Do you want Cengage Learning iLrn links to open in a new window?** option determines if the Cengage Learning iLrn content will open in the Blackboard Learn window.  

   **NOTE:** Cengage Learning iLrn always opens content in a new window; hence this option will automatically be set to ‘Yes’.

6. The **Do you want to share user information with Cengage Learning iLrn?** option specifies how information should be shared between the Blackboard Learn and Cengage Learning iLrn servers.

   - **Yes** indicates that user information will be shared with Cengage Learning iLrn. This includes the user first name, last name and email address.

   - **No** indicates user information will not be shared for with Cengage Learning iLrn.

   - **User Choice** indicates that each individual user will be prompted to decide how their information should be sent upon their first launch of any Cengage Learning iLrn link.

   - **Default from Building Block** indicates that the Building Block option will be used.
7. The **Do you want to share course information with Cengage Learning iLrn?** option specifies how information should be shared between the Blackboard Learn and Cengage Learning iLrn servers.

   - **Yes** indicates that course information will be shared with Cengage Learning iLrn. This includes the Blackboard Learn course ID.
   - **No** indicates course information will not be shared with Cengage Learning iLrn.
   - **Default from Building Block** indicates that the Partner Cloud Building Block option will be used.

8. The **Do you want to share extended user and course information with Cengage Learning iLrn** option allows extending any existing Learn SIS Integration metadata to Cengage Learning iLrn. This provides the Cengage Learning iLrn with all of the additional course and user information.

   **NOTE:** Cengage Learning iLrn does not require the institution to share extended user and course information; hence this option will automatically be set to 'No'.

9. The **Do you want to accept grades from Cengage Learning iLrn?** option specifies whether to accept scores for the Blackboard Learn Grade Center.

   - **Yes** indicates that grades from Cengage Learning iLrn will be accepted and added in the Blackboard course Grade Center.
   - **No** indicates that grades from Cengage Learning iLrn will not be accepted and will not be added in the Blackboard course Grade Center.

10. The **Do you want to enable Cengage Learning iLrn for specific institutions on this Blackboard Installation?** option allows extending any multi-institution configuration which will allow only a subset of applicable courses to access the partner integration.

    If **No** is selected, the Cengage Learning iLrn integration will be available to all institutions on the Blackboard Installation.

    If **Yes** is selected, an ID must be provided for each institution for which the Cengage Learning iLrn tools will be available. If the Blackboard Installation supports multiple institutions, enter each ID in comma delimited format.

11. The **Do you need to add custom parameters for Cengage Learning iLrn?** option allows the inclusion of custom LTI parameters to be passed to Cengage Learning iLrn.

    **NOTE:** Cengage Learning iLrn does not require any custom parameters.

12. Click **Submit** to save all changes.
13. Upon submission, the registration process will occur and the **Configuration Status** will be updated to indicate either a successful or failed configuration.

![Successfully configured using cloud credentials.]

14. Upon a successful configuration, the Cengage Learning iLrn Integration can be made available to the instructor by returning to **Configure Partner Cloud** page.

Navigate to the **Configure and Activate Partners Available Through the Partner Cloud** section and locate Cengage Learning iLrn. Select **Make Available** from the contextual menu.
Enabling Partner Cloud Tools

When the Building Block is set to **Available**, the Partner Tools are not automatically made available.

These are the steps to make the Partner Tools available:

1. From the Administrator Panel, click **Tools** within the **Tools and Utilities** module.

   ![Tools and Utilities menu]

2. Select the All Tools option under Filter By:

   ![All Tools filter]

3. Locate the **Partner Cloud** Tools:

   a. For SP10 and 11:

   ![Partner Cloud tools]

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Select the **Availability Default** dropdown. Select the appropriate value to make the **Partner Cloud Tools** available.

![Dropdown Menu]

**Default On** designates that for newly created courses or organizations the tool will be enabled by default. Within a course or organization, the tool is configurable by the instructor.

**Default Off** designates that for newly created courses or organizations the tool will not be enabled by default. Within a course or organization, the tool is configurable by the instructor.

**Always On** designates that the tool will always be enabled within a course or organization. It is not configurable by the instructor.

**Always Off** designates that the tool will never be enabled within a course or organization. It is not configurable by the instructor.

b. For SP12 and above:

![Table]

Select the **Availability** as ON or OFF by clicking on the ON/OFF value. Once your option is selected the **Scope of Change** can be set.

![Options]

**Note:** The Partner Cloud Tools are not available to guests or observers.

4. Click **Submit**.
Removing Access to a Partner

1. From the Administrator Panel, locate the Cloud Management module and select the Partner Cloud Settings option

2. Locate the Configure and Activate Partners section and the Cengage Learning iLrn option. Click on the contextual menu and select the Make Unavailable option. This will disable the Cengage Learning iLrn integration.

3. Click Submit.
Removing Access to the Partner Cloud Building Block

To remove access to the Partner Cloud, change the Availability setting to Inactive on the Building Blocks page. This will remove all Partner Cloud features from Blackboard Learn. Links to partner content and features deployed inside courses will remain visible, but will not function.

Note: Setting the Availability to Unavailable is not recommended, as it will allow links inside courses to remain live, but will not guarantee synchronization between Blackboard Learn and partners, which may be disruptive to instructors and students.

These are the steps to make the Partner Cloud Building Block inactive:

1. From the Administrator Panel, click Building Blocks.

2. Click Installed Tools.
3. Locate the Partner Cloud Building Block. Installed Building Blocks are in alphabetical order.

4. Highlight the Building Block and select **Set Inactive** in the contextual menu.
Instructor Cengage Learning iLrn Integration Usage

Once the Partner Cloud Building Block is available and partners configured, instructors will have the ability to add Cengage Learning iLrn content within a course.

1. Using the course menu, instructors should navigate to a content area in which they wish to add a partner content item.

2. Instructors should select the Publisher Content option and click on Commercial Content.

   Note: With SP13 and above the Publisher Content option is renamed to Partner Content.

3. The Commercial Content page will launch allowing the instructor to pick the appropriate partner content.

   Associated Partners will display partners already associated to the course.

4. After selecting the desired partner, instructors will be prompted in two different ways:
Note: If Blackboard Cloud Profiles are enabled, and the instructor has not yet set up their profile, they will be prompted to complete the setup before continuing. Information on configuring Profiles can be found on the Blackboard Help site: https://help.blackboard.com/en-us/Learn/9.1_SP_10_and_SP_11/Instructor/020_My_Blackboard/About_Profiles

a. Upon the first launch to a partner system from the selected Blackboard Learn course, the instructor will be prompted to register. Registrations will vary by partner.

b. After the registration process is complete, subsequent visits to add partner content will take the instructor directly to the partner content selection page:

```
Add Cengage Learning iLrn content

Select iLrn content to add to your Blackboard course.

Book links
Links to iLrn books. Each added book link will create a new column in the Blackboard Grade Center for this course.

Chapter links
Links to specific iLrn book chapters. Each added chapter link will create a new column in the Blackboard Grade Center for this course.

Book links - navigation only
Links to iLrn Books. Adding these links will not add columns to the Blackboard Grade Center for this course.

iLrn Workstation
Links directly to the iLrn Workstation.
```
c. Here the instructor has four options:

- **Book links:**
  a. Creates a link to iLrn books for instructor and students.
  b. Each added book link will create a new column in the Blackboard Grade Center for this course.

- **Chapter links**
  a. Creates a link to specific iLrn book chapters for instructor and students.
  b. Each added chapter link will create a new column in the Blackboard Grade Center for this course.

- **Book links - navigation only**
  a. Creates a link to iLrn books for instructor and students.
  b. Adding these links **will not** add columns to the Blackboard Grade Center for this course.

- **iLrn Workstation**
  a. Creates a links directly to the iLrn Workstation for the instructor.
  b. This item will be unavailable by default.
Accessing Cengage Learning iLrn Tools

When the Partner Cloud Building Block is available and the Cengage Learning iLrn Integration configured, instructors have the ability to access the Cengage Learning iLrn tools within a course.

These are the steps to access Cengage Learning iLrn Tools:

1. Navigate to the Blackboard Course in which Cengage Learning iLrn content has been added.
2. Navigate to the menu that runs vertically on the left side of the course. Click **Tools**.
3. Select **Commercial Content Tools**. Tools are listed alphabetically.
4. Navigate to the **Associated Partners** section and click the box that contains the **Cengage Learning iLrn** option.
5. Cengage Learning iLrn tools are displayed:
## Information Transmission Summary

The following table provides a summary of the information transmitted between your school’s Blackboard Learn environment and the Cengage Learning iLrn systems:

<table>
<thead>
<tr>
<th>Category</th>
<th>Sent to Cengage Learning iLrn</th>
<th>Received from Cengage Learning iLrn</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Information</td>
<td>Bb profile ID</td>
<td>Account ID of the associated Cengage Learning iLrn account</td>
</tr>
<tr>
<td></td>
<td>User IMS context role</td>
<td>This information is always transmitted to Blackboard secured with OAuth and is only available to the student himself and the course instructor. Whether this information is presented over SSL is dictated by the local configuration of Blackboard Learn.</td>
</tr>
<tr>
<td></td>
<td><strong>Optional:</strong> First name, last name, and email address to enhance the user experience. These are not sent by default. The user or the institution’s system administrator must choose to send this information. This information is sent when a user clicks on links to Cengage Learning iLrn. The SSL status of these links matches exactly that of the page where the link was placed, when possible. Please note that not all Cengage Learning iLrn sites support SSL throughout; the browsing experience may drop to plain HTTP at some points while visiting Cengage Learning iLrn.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Section ID of the associated Cengage Learning iLrn account</td>
<td></td>
</tr>
<tr>
<td>Course Information</td>
<td>Encrypted version of the context id (external course key) Cengage Learning iLrn does not have the ability to decrypt these identifiers.</td>
<td>Section ID and section status of the associated Cengage Learning iLrn section</td>
</tr>
<tr>
<td></td>
<td>Course ID and course name to enhance the student experience is also sent to Cengage Learning iLrn. This information is sent when a user clicks on links to Cengage Learning iLrn. The SSL status of these links matches exactly that of the page where the link was placed.</td>
<td>This information is always transmitted to Blackboard secured with OAuth and is only available to students and instructors enrolled in the course. Whether this information is presented over SSL is dictated by the local configuration of Blackboard Learn.</td>
</tr>
</tbody>
</table>
Enrollment Information

<table>
<thead>
<tr>
<th>Enrollment Information</th>
<th>None</th>
<th>Cengage Learning iLrn user ID, course ID, user name, course name and IMS context role</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None</td>
<td>This information is always transmitted to Blackboard secured with OAuth and is only available to the student himself and the course instructor. Whether this information is presented over SSL is dictated by the local configuration of Blackboard Learn.</td>
</tr>
</tbody>
</table>

Cookies and Privacy Information

For more information about Blackboard Learn, visit the Blackboard Privacy Center at [http://www.blackboard.com/privacy/](http://www.blackboard.com/privacy/).

For more information about Cengage Learning iLrn Privacy Policy, visit [http://hlc.quia.com/books/privacy_policy.html](http://hlc.quia.com/books/privacy_policy.html).
Partner Cloud Support

When entering a Behind the Blackboard ticket for issues found with the integration, it is important to designate the **Issue Topic** as **Building Blocks/Extensions**, the **Functional Area** as **by Partner** and the **Category** as **Partner Cloud** or the specific partner.