



TeacherWeb Product Discontinuation

Overview

As a current subscriber to Blackboard's TeacherWeb or WorkNotes products, we want to let you know that these services will be discontinued on December 31st, 2017.

It is never an easy decision to discontinue a product loved by so many loyal customers over the years. However, our need to ensure our go-forward products keep pace with market and technology changes mean that the time is right to do so. **Therefore, effective December 31st, 2017, Blackboard will discontinue its TeacherWeb and WorkNotes products, and they will no longer be usable after that date.**

We know that moving to new solutions requires effort and time, so we are providing you with notice of this significant change at our first opportunity. We thank you sincerely for your support of the product and invite you to contact us with any questions you have regarding this discontinuation of service. While support services will continue to be offered through 12/31/17, renewals are no longer available.

Most of your questions may be addressed in this list of Frequently Asked Questions, but please contact us if you have other questions or concerns we can address.

Frequently Asked Questions

Q: I love using TeacherWeb/WorkNotes. Why is this happening now?

A: First, thank you for your support over the years. We know TeacherWeb/WorkNotes has fans, and we've done our best to keep it available as long as possible. However, educational technology has continued to evolve, bringing great new products and difficult new challenges. To ensure that we're making the best impact on the K12 technology space that we can, we've made the difficult decision to refocus on other great products in our [Community Engagement Suite](#) and on our new classroom LMS solution, [BB Classroom](#).

Q: Will my site be available after the EOL date?

A: No. After 12/31/17 TeacherWeb/WorkNotes will be taken offline, after which existing data will be deleted.

Q: Can I download my content for use outside of TeacherWeb/WorkNotes?

A: Yes, but content must be transferred by copying an individual page's html or by downloading individual files. Unfortunately, no mass-export features or services are available.

Q: My subscription ends before the end of the school year, but I don't want to renew if the product is being discontinued. Can I continue using my site through the end of this school year?

A: Contact support@teacherweb.com. They can assist you with reasonable extension requests.

Q: I already renewed after 1/1/17. Will I receive compensation for receiving less than a year of service?

A: Customers who receive less than a year of service may be due a pro-rated refund. Refunds due will be conducted after the official End-of-life date via the payment processor used to purchase the service. Blackboard will identify if you are affected, so no effort is required on your part to request a refund.

Q: Do you have any recommendations for other products like TeacherWeb/WorkNotes?

A: Blackboard supports teacher websites via our [Web Community Manager](#), as well as via Blackboard's K12 LMS solution, [BB Classroom](#). The products are not available for purchase by individual teachers, but packages are available at the school and district levels.

Q: I have a domain provided through TeacherWeb/WorkNotes. Can I use it elsewhere?

A: Yes, but doing so requires coordination with our support team and fees may apply. Contact support@teacherweb.com at your earliest convenience for information on your options for transferring the domain for use elsewhere.