

Using "CUHK User Management" tool to manually manage users in your original course

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Overview

With **CUHK User Management** tool, Instructors and TA/Support Staff can:

- A. Enroll Users
- B. Remove Users
- C. Change User Role
- D. Change User Availability

Steps:

The screenshot shows the 'CUHK User Management - List Users' page. The sidebar on the left has 'CUHK User Management - LTI' selected (1). The main area has an 'Enroll User' button (2) and a 'Remove Users from Course' button (3). Below these is a search bar and a table of users. The table has columns for 'USER NAME', 'FIRST NAME', 'LAST NAME', 'EMAIL', 'ROLE', 'AVAILABLE', and 'DATA SOURCE'. The first row is highlighted in green (4) and has a 'Pen' icon next to the 'USER NAME' column. The second row shows a user named 'student13' with first name 'Peter' and last name 'Wong', email 'student13@noreply.itsc.cuhk.edu.hk', role 'Student', and availability 'Yes'. The page shows 'Showing 1 to 2 of 2 entries' and navigation buttons for 'Previous', '1', and 'Next'.

1. On the **Control Panel**, expand **Course Tools**, and select **CUHK User Management - LTI**.
2. **Enroll Users**: Check the user list on this page and make sure the users are not on the list. Then, click **Enroll User** and input **Staff/Student IDs** to add (a) students, (b) instructors and/or (c) TA/Support Staff to your course site.

The 'ENROLL USERS' form has a text input field for 'Username (Student/Staff ID)' containing '1', a dropdown menu for 'Role' set to 'Student', and 'Cancel' and 'Submit' buttons. The form also includes instructions: 'Enter up to 10 usernames. Separate multiple usernames with commas.'

3. **Remove Users**: Select users. Click **Remove Users from Course** to remove users from your course.
 - o When you remove users from a course, **the system will delete all relevant user data**.
 - o You cannot remove users added according to CUSIS information from a Blackboard course site. Update "Available" to "No" using the "Pen" icon to stop the user(s) from accessing the Blackboard course site.
4. **Change User Role / Availability**: Click the "Pen" icon to edit the user's role and availability if needed.

Additional reminder:

Questions: elarning@cuhk.edu.hk

- Changes made under Blackboard CUHK User Management Tool will NOT synchronize with / update by CUSIS (e.g., You have enrolled a student in your Blackboard Course during Add/Drop period, the student will still be there even s/he has dropped the course on CUSIS).
 - You could submit your requests to elarning@cuhk.edu.hk / [ITSC Service Desk \(https://servicedesk.itsc.cuhk.edu.hk\)](https://servicedesk.itsc.cuhk.edu.hk) ([Instructions \(https://cuhk.service-now.com/sp?id=kb_article&sys_id=8cb5ae42db1b8b002c96f2adbf961944\)](https://cuhk.service-now.com/sp?id=kb_article&sys_id=8cb5ae42db1b8b002c96f2adbf961944)), especially when you need to add over 10 users to your course site(s). Please make use of [this template \(https://www.cuhk.edu.hk/eLearning/support/Batch_Enrollment_Template.xlsx\)](https://www.cuhk.edu.hk/eLearning/support/Batch_Enrollment_Template.xlsx) for batch enrollment.
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