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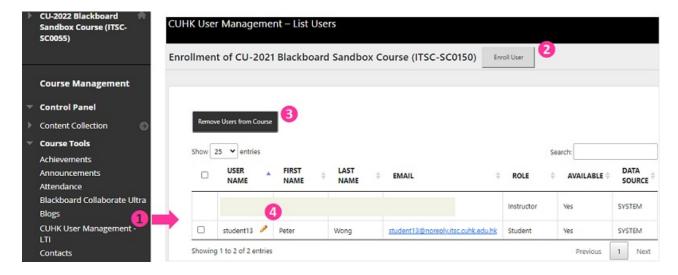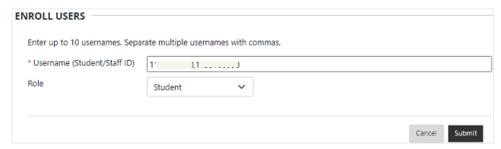
Overview

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:

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.

3. Remove Users: Select users. Click **Remove Users from Course** to remove users from your course.
   ○ When you remove users from a course, **the system will delete all relevant user data.**
   ○ 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:

- 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 elearning@cuhk.edu.hk / ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk) (Instructions (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) for batch enrollment.