

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 Blackboard Learn interface for a course. The sidebar on the left is titled 'Blackboard Learn Sandbox Course' and includes a 'Course Management' section with 'Control Panel' and 'Course Tools'. 'CUHK User Management' is selected in the 'Course Tools' section, marked with a red circle '1'. The main content area is titled 'CUHK User Management' and has a sub-section 'Enroll User' marked with a red circle '2'. Below this is a search bar with 'User Name' and 'Contains' dropdowns, and a 'Go' button. A 'Remove Users from Course' button is marked with a red circle '3'. Below the button is a table of users with columns for 'USER NAME', 'FIRST NAME', 'LAST NAME', and 'EMAIL'. The table contains three rows of user data, each with a 'Pen' icon next to the first name, marked with a red circle '4'.

USER NAME	FIRST NAME	LAST NAME	EMAIL
student10	student10	student10	student10@dummy.cuhk.edu.hk
student09	student09	student09	student09@dummy.cuhk.edu.hk
student08	student08	student08	student08@dummy.cuhk.edu.hk

1. On the **Control Panel**, expand **Course Tools**, and select **CUHK User Management**.
2. **Enroll Users**: Check the user list on this page and make sure the users are not yet enrolled in the course. 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. Users added according to CUSIS information cannot be removed from the course site. Update "Available" to "No" using the "Pen" icon to stop the user(s) from accessing the course site.
4. **Change User Role / Availability**: Click "Pen" icon to edit the user's role and availability if needed.

Additional reminder:

You are always welcome to submit your requests in **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 more than 10 users to your course site(s). Please make use of [this template](#)

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(http://www.cuhk.edu.hk/eLearning/support/Batch_Enrollment_Template.xlsx) for batch enrollment.
