

Blackboard: CUHK User Management

Last Modified on 18/08/2025 10:24 am HKT

Overview

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

- Enroll Users
- Remove Users
- Change User Role
- Change User Availability

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 before or 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/) (<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.

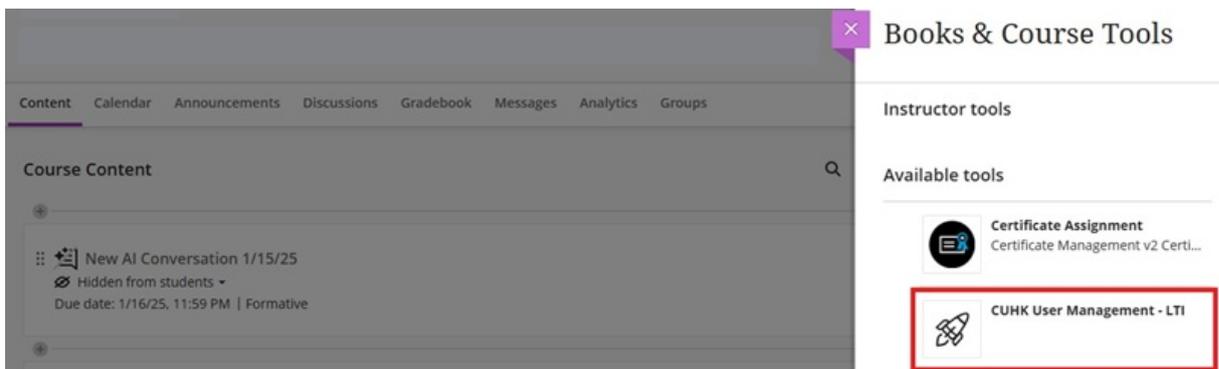
Steps (Ultra Course View)

1. Access your course, then proceed to Content > Books & Tools > **View course & institution tools**.

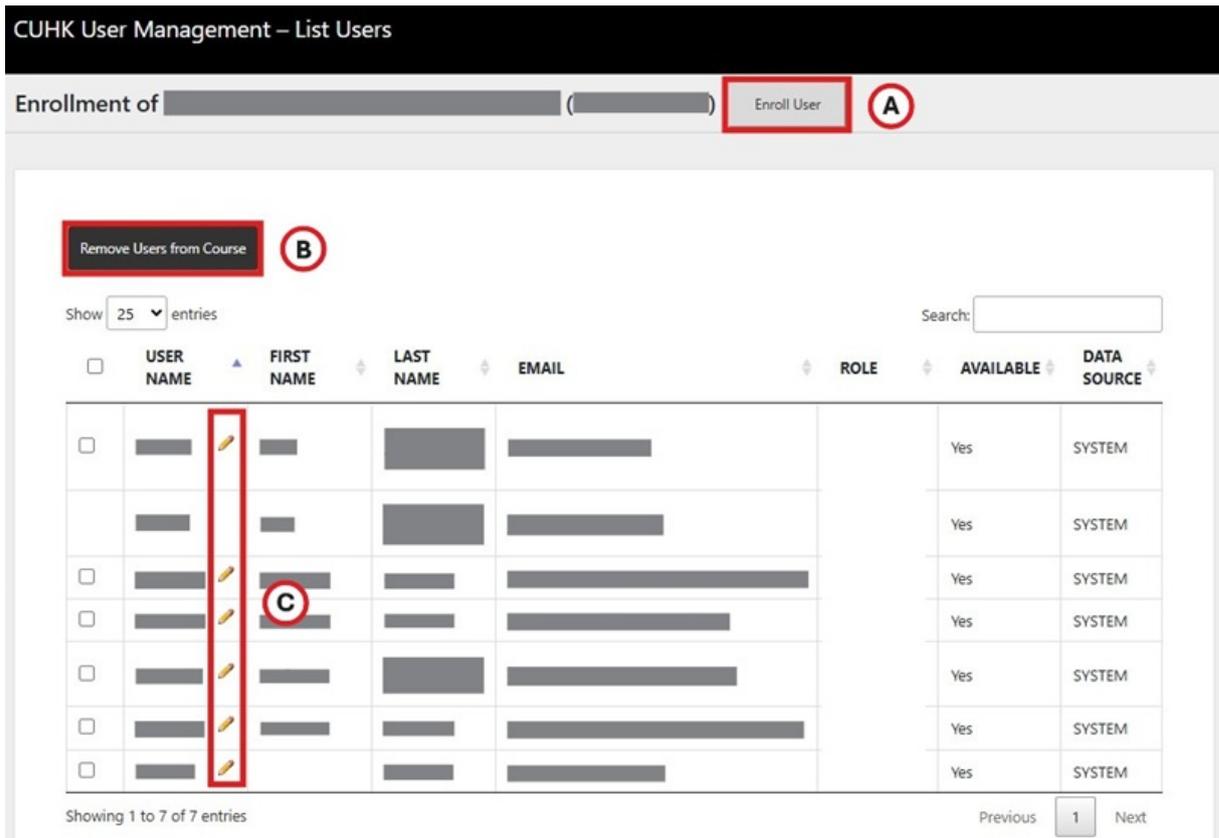
The screenshot displays the Blackboard Ultra Course View interface. At the top, a navigation bar includes tabs for 'Content', 'Calendar', 'Announcements', 'Discussions', 'Gradebook', 'Messages', 'Analytics', and 'Groups'. The 'Content' tab is highlighted with a red box. Below the navigation bar, the 'Course Content' section lists several items: 'New AI Conversation 1/15/25' (Hidden from students), 'New Document 7/26/24' (Hidden from students), 'Code Snippet Document Test' (Hidden from students), and 'Quiz Video' (Visible to students). On the right side, the 'Course Faculty' section shows the instructor's role. Below that, the 'Details & Actions' section lists various tools: Roster, Progress Tracking, Course Image, Class Collaborate, and Attendance. The 'Books & Tools' section at the bottom right is highlighted with a red box, showing the option to 'View course & institution tools'.

2. Then, select **CUHK User Management – LTI**.

Questions: elearning@cuhk.edu.hk



3. Once you have reached the page of CUHK User Management, you can:



A. 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. If you need to enroll multiple users, please separate their usernames with comma(s).

ENROLL USERS

Enter up to 10 usernames. Separate multiple usernames with commas.

* Username (Student/Staff ID)

Role

- B. 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 associated user data from the course.
 - You cannot remove users added by CUSIS-Blackboard synchronization. Change **Available** to **No** using the **Pen icon** to stop the user(s) from accessing the Blackboard course site.
- C. Change user role / availability: Click the **Pen icon** to edit the user's role and/or availability if needed.

Steps (Original Course View)

The screenshot displays the Blackboard interface for course management. On the left, a navigation menu shows 'CUHK User Management - LTI' selected. The main area is titled 'CUHK User Management - List Users' and shows the enrollment page for 'CU-2021 Blackboard Sandbox Course (ITSC-SC0150)'. A table lists users, with 'student13' highlighted. A 'Remove Users from Course' button is present above the table. A search bar and 'Enroll User' button are also visible.

1. Access your course, then proceed to Course Management > Control Panel > Course Tools > **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. If you need to enroll multiple users, please separate their usernames with comma(s).

The 'ENROLL USERS' form contains the following fields and controls:

- Instruction: Enter up to 10 usernames. Separate multiple usernames with commas.
- * Username (Student/Staff ID):
- Role:
- Buttons: Cancel, Submit

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 associated user data from the course.**
 - 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.

Contact us: ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>) / elarning@cuhk.edu.hk