

# Blackboard Help and Highlights

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## Blackboard Help

- [Instructor \(Ultra Course View\)](https://help.blackboard.com/Learn/Instructor/Ultra) (<https://help.blackboard.com/Learn/Instructor/Ultra>)
- [Instructor \(Original Course View\)](https://help.blackboard.com/Learn/Instructor/Original) (<https://help.blackboard.com/Learn/Instructor/Original>)
- [Blackboard App](https://help.blackboard.com/Blackboard_App) ([https://help.blackboard.com/Blackboard\\_App](https://help.blackboard.com/Blackboard_App))

## Highlights

### Important information

- [Access to Blackboard Courses and Panopto Videos](https://help.edtech.cuhk.edu.hk/docs/access-to-blackboard-courses-and-panopto-videos) (<https://help.edtech.cuhk.edu.hk/docs/access-to-blackboard-courses-and-panopto-videos>) - Access to Blackboard and Panopto is time-limited and depends on your role in the courses. Alumni and users with expired CUHK accounts will no longer have access to these platforms. Please ensure you download any necessary information before your access expires.
- [Points to note for students regarding Blackboard assignment and test submissions](https://help.edtech.cuhk.edu.hk/docs/points-to-note-for-students-regarding-blackboard-assignment-and-test-submissions) (<https://help.edtech.cuhk.edu.hk/docs/points-to-note-for-students-regarding-blackboard-assignment-and-test-submissions>) (Please share it with your students)

## FAQ

### Sign on

- [Troubleshooting problems signing in Blackboard](https://help.edtech.cuhk.edu.hk/docs/troubleshooting-problems-signing-in-blackboard) (<https://help.edtech.cuhk.edu.hk/docs/troubleshooting-problems-signing-in-blackboard>)
- [How to sign in Blackboard App?](https://help.edtech.cuhk.edu.hk/docs/blackboard-app) (<https://help.edtech.cuhk.edu.hk/docs/blackboard-app>)

### Enrolling users

- [How to enrol users in my Blackboard course?](https://help.edtech.cuhk.edu.hk/docs/blackboard-cuhk-user-management) (<https://help.edtech.cuhk.edu.hk/docs/blackboard-cuhk-user-management>)

### Course Contents

- [Why can't I find the course content inside my Blackboard course? \(Original Course View\)](https://help.edtech.cuhk.edu.hk/docs/show-hidden-site-menu-and-course-menu) (<https://help.edtech.cuhk.edu.hk/docs/show-hidden-site-menu-and-course-menu>)

### Assignments and Tests

- [What students should do if they have submitted a wrong assignment attempt?](https://help.edtech.cuhk.edu.hk/docs/resubmit-an-assignment) (<https://help.edtech.cuhk.edu.hk/docs/resubmit-an-assignment>)
- [What Instructors and TA/Support Staff can do if they would like to allow students to submit an additional attempt to Blackboard? \(Ultra Course View\)](https://help.blackboard.com/Learn/Instructor/Ultra/Grading/Attempt_Management) ([https://help.blackboard.com/Learn/Instructor/Ultra/Grading/Attempt\\_Management](https://help.blackboard.com/Learn/Instructor/Ultra/Grading/Attempt_Management))
- [What Instructors and TA/Support Staff can do if they would like to allow students to submit an additional attempt to Blackboard? \(Original Course View\)](https://help.blackboard.com/Learn/Instructor/Original/Grade/Grading_Tasks/View_Grade_Details) ([https://help.blackboard.com/Learn/Instructor/Original/Grade/Grading\\_Tasks/View\\_Grade\\_Details](https://help.blackboard.com/Learn/Instructor/Original/Grade/Grading_Tasks/View_Grade_Details))

Questions: [elarning@cuhk.edu.hk](mailto:elarning@cuhk.edu.hk)

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For more information: ITSC Service Desk Knowledges ([https://cuhk.service-now.com/sp?id=emp\\_taxonomy\\_topic&topic\\_id=077c98331b458610dbf9a82ce54bcb35](https://cuhk.service-now.com/sp?id=emp_taxonomy_topic&topic_id=077c98331b458610dbf9a82ce54bcb35))

For questions, please contact us at ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>) or [elearning@cuhk.edu.hk](mailto:elearning@cuhk.edu.hk) ().

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