

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' interface. On the left sidebar, 'CUHK User Management - LTI' is selected (1). The main area shows the 'Enrollment of CU-2021 Blackboard Sandbox Course (ITSC-SC0150)' page with an 'Enroll User' button (2). Below this is a 'Remove Users from Course' button (3). A table lists users with columns for 'USER NAME', 'FIRST NAME', 'LAST NAME', 'EMAIL', 'ROLE', 'AVAILABLE', and 'DATA SOURCE'. The first user is 'student13' (Peter Wong) with role 'Student' and 'AVAILABLE' set to 'Yes'. A 'Pen' icon (4) is next to the user name. The table shows 'Showing 1 to 2 of 2 entries'.

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.

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:

- 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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