

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)' 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 highlighted in green, and a 'Pen' icon (4) is visible next to the user name 'student13'. The table shows two entries: one for 'student13' (Peter Wong) and another for 'student13' (Instructor). The interface also includes a search bar, a 'Show 25 entries' dropdown, and pagination controls.

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

The 'ENROLL USERS' form is shown. It includes a text input field for 'Username (Student/Staff ID)' with the value '1', a dropdown menu for 'Role' set to 'Student', and 'Cancel' and 'Submit' buttons. The form also has a note: 'Enter up to 10 usernames. Separate multiple usernames with commas.'

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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