# Blackboard: CUHK User Management

Last Modified on 31/08/2026 8:36 pm HKT

## Overview

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

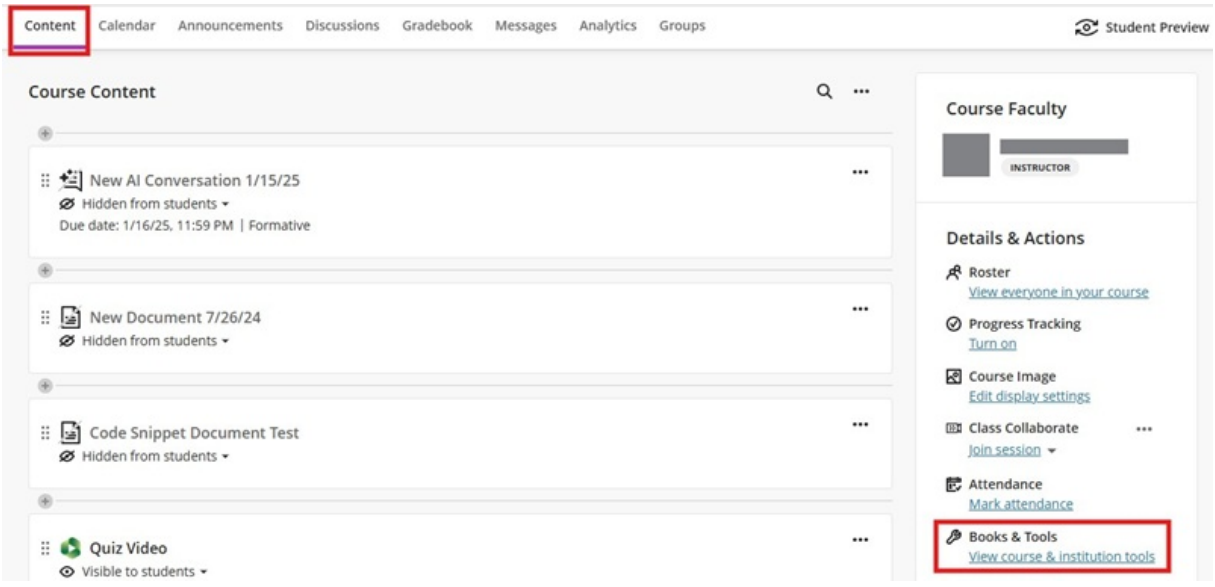
- Enroll Users
- Remove Users
- Change User Role
- Change User Availability

## 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/) (Instructions (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) for batch enrollment.

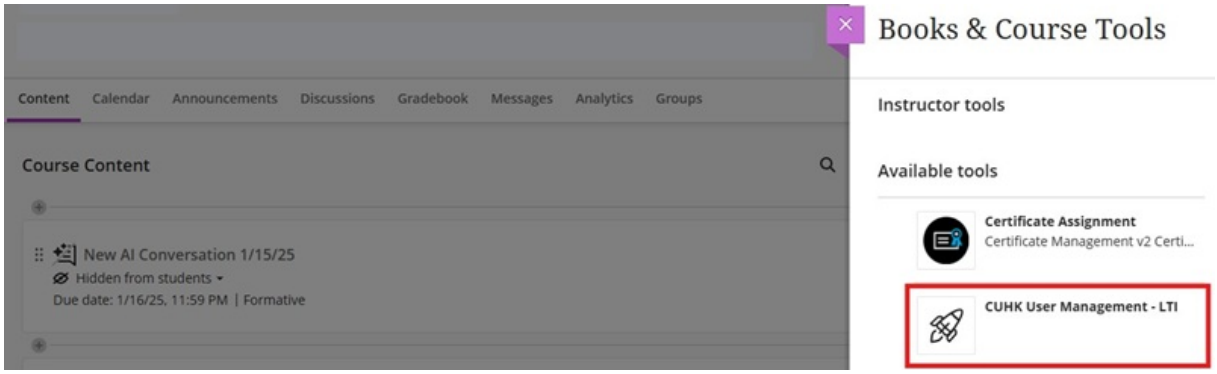
## Steps

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

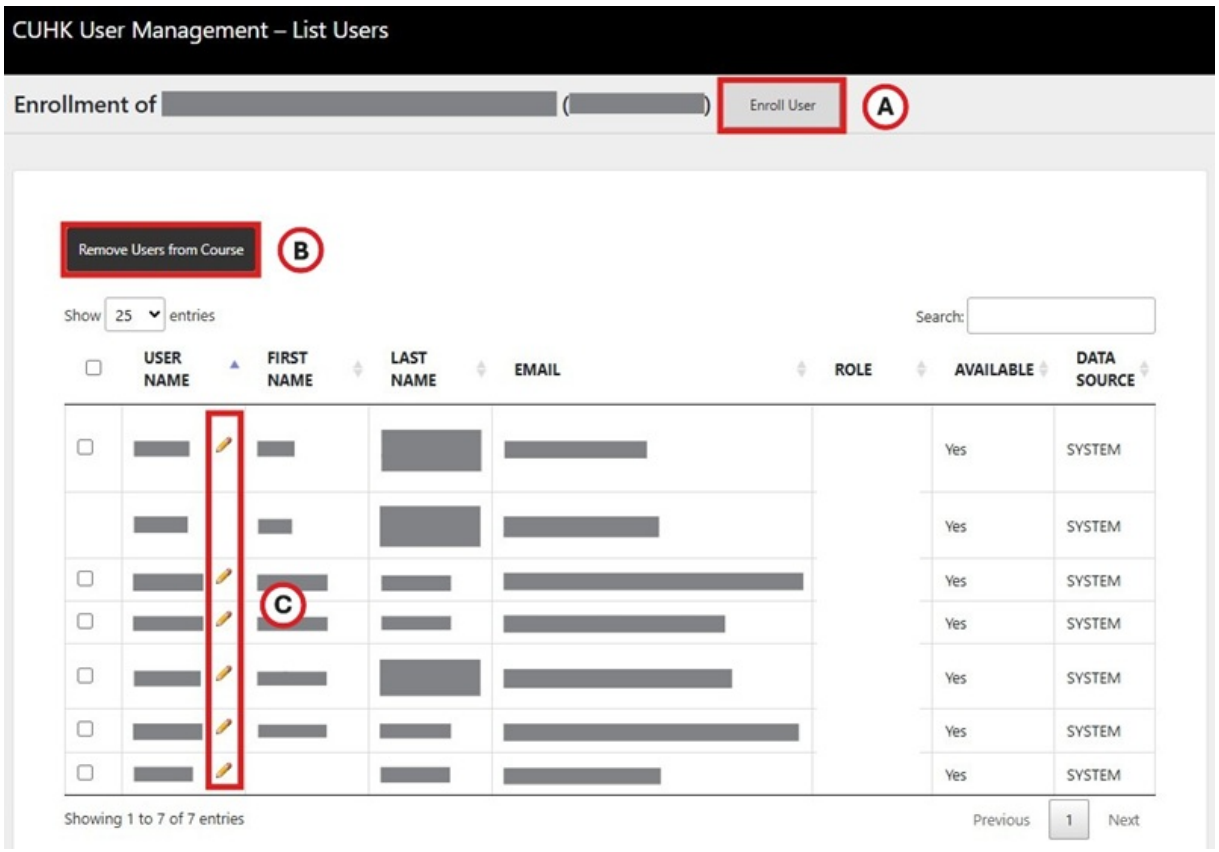



2. Then, select **CUHK User Management – LTI**.

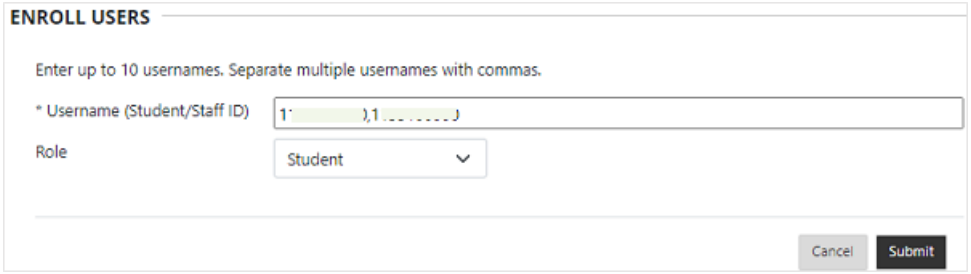

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3. Once you have reached the page of CUHK User Management, you can:




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).




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.


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*Contact us: ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk) / elearning@cuhk.edu.hk*

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