Blackboard Help and Highlights

Last Modified on 31/08/2026 8:41 pm HKT

Blackboard Help

- Instructor (Ultra Course View) (https://help.blackboard.com/Learn/Instructor/Ultra)
- 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) - 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) (Please share it with your students)

Q&A (Ultra Course View)

Sign on

Q: I am encountering an error when signing in to Blackboard. What should I do?

A: Please refer to CUHK EdTech Help: Troubleshooting problems signing in Blackboard (https://help.edtech.cuhk.edu.hk/docs/troubleshooting-problems-signing-in-blackboard).

Q: How to sign on Blackboard App?

A: Please refer to CUHK EdTech Help: How to sign on Blackboard App? (https://help.edtech.cuhk.edu.hk/docs/blackboard-app)

Set Up Courses

Q: How do I enroll or manage users?

A: To manage users in your course: CUHK EdTech Help: Blackboard: CUHK User Management (https://help.edtech.cuhk.edu.hk/docs/blackboard-cuhk-user-management).

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Q: Where can I download the student list?

A: To get the live student list, please consider using CUSIS: User Guides & FAQs : Staff (https://www.cuhk.edu.hk/cusis/faqs-gradebook.html).

You can also get the student list via Analytics > Course Activity > Table view > Click the Download button: Blackboard Help Center: Course Activity Report (https://help.anthology.com/blackboard/instructor/en/analytics/course-activity-report.html). Please note that students who add or drop courses on CUSIS will have their enrollment records reflected on Blackboard the following day.

(Note: Please keep the file secure as it contains personal data.)

Q: What would happen when a course is marked as completed? Can I open it again?

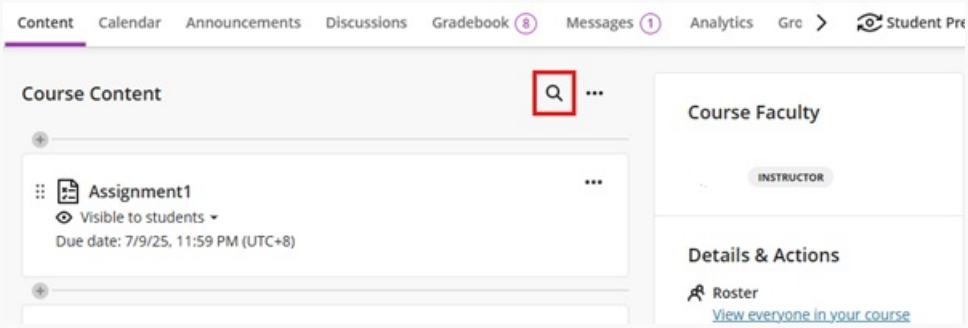
A: When the course is completed, students can access the content but cannot participate. Additionally, you can no longer make any changes once a course is completed. You can change the setting on Course Settings page: Blackboard Help Center: Course Settings (https://help.anthology.com/blackboard/instructor/en/course-and-content-management/set-up-courses/course-settings.html).

Course Content

Q: I find it difficult to locate content after copying a course or its items. Is there any tool or feature that can help?

A: The way a course is designed is different in Ultra, and a converted course will probably require some re-ordering of content to make the most of the new interface design.

You may use the Search function.



Q: How can I upload multiple files at once, and is it possible to reorder them after uploading?

A: Use drag and drop functionality or select multiple items for upload. You can easily reorder the sequence of your course materials on the Course Content page by dragging and dropping items. For more information: Blackboard Help Center: Edit and Manage Content (https://help.anthology.com/blackboard/instructor/en/course-and-content-management/edit-and-manage-content.html)

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Q: Is it possible to add Panopto to the Content homepage?

A:Yes. Please refer to CUHK EdTech Help: Locating Tools in Blackboard Ultra Courses (https://help.edtech.cuhk.edu.hk/docs/locating-tools-in-blackboard-ultra-courses).

Assessments and Grading

Information shared in December 2025: We have received multiple comments regarding the Gradebook. Blackboard Support has informed us that a major update to the Gradebook is expected within the next 3 to 6 months.

Gradebook

Q: I want to set up a grade schema in Blackboard, so numeric grades are automatically converted to letter grades. How can I do this? Also, is it possible to create multiple grade schemas within a single Blackboard course to handle different assessments?

A: You can customize Grading Schemas following the information on Blackboard Help Center: Grading Schemas (https://help.anthology.com/blackboard/instructor/en/grading/grading-setup/grading-schemas.html). And yes, you can create multiple grade schemas.

Q: Smart view function no longer exists, and I found it difficult to download individual class list for combined courses. Any workaround?

A: You may use the "Export" feature to download the list: Blackboard Help Center: Import and Export Groups and Members (https://help.anthology.com/blackboard/instructor/en/interact-with-students/groups/import-and-export-groups-and-members.html).

Q: How to download Gradebook?

A: Please refer to Blackboard Help Center: Download Grades from Gradebook (https://help.anthology.com/blackboard/instructor/en/grading/work-offline-with-grade-data/download-grades-from-gradebook.html). *(Note: Please keep the file secure as it contains personal data.)*

Q: Can students see their grades after I post them, when the assessments are hidden?

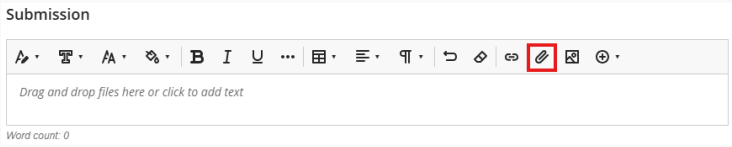
A: No. When an assessment is hidden, its corresponding grade column is also hidden.

Assignments and Tests

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Q: Question from students: How do they attach files to their assignment submissions?

A: Click the Paper Clip icon to browse and attach file(s).



For more about assessment submissions: CUHK EdTech Help: 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).

Q: What students should do if they have submitted a wrong assignment attempt?

A: Please refer to CUHK EdTech Help: Resubmit an Assignment (https://help.edtech.cuhk.edu.hk/docs/resubmit-an-assignment).

Q: How can I allow students an additional attempt to resubmit their assignment?

A: Please refer to:

- CUHK EdTech Help: Blackboard: Allowing Assignment Resubmission (https://help.edtech.cuhk.edu.hk/docs/blackboard-allowing-assignment-resubmission)
- Blackboard Help Center: Grant Exceptions and Exemptions (https://help.anthology.com/blackboard/instructor/en/grading/grading-assessments/grant-exceptions-and-exemptions.html)

Q: Is there a more efficient way to adjust both the due date and the release conditions (Access from/Access until) for an item in one place?

A: Use the Batch edit tool located in the More menu next to the magnifying glass:Blackboard Help Center: Batch Edit (https://help.anthology.com/blackboard/instructor/en/course-and-content-management/edit-and-manage-content/batch-edit.html).

Q: How to copy a test from another course?

A: Use Copy Items. Select the test(s) and copy it:

- CUHK EdTech Help: Blackboard Course Copy (https://help.edtech.cuhk.edu.hk/docs/blackboard-course-copy)
- Blackboard Help Center: Copy Content from Other Courses (https://help.anthology.com/blackboard/instructor/en/course-and-content-management/reuse-content/copy-content-from-other-courses.html)

Q: How to import questions to Ultra using Respondus?

A: Please refer to CUHK EdTech Help: Respondus: Batch Upload Questions to Blackboard Ultra (https://help.edtech.cuhk.edu.hk/docs/respondus-batch-upload-questions-to-blackboard-ultra).

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Interact with Students

Information shared in December 2025: Blackboard Support has informed us that a major update to Groups is expected within the next few months.

Q: How to batch enroll students in Groups?

A: Please refer to CUHK EdTech Help: Create Custom Groups and Import Group Members (https://help.edtech.cuhk.edu.hk/docs/create-custom-groups-and-import-group-members).

Q: How to disable the messaging function?

A: Already exists. Go to Course Settings: Blackboard Help Center: Course Settings (https://help.anthology.com/blackboard/instructor/en/course-and-content-management/set-up-courses/course-settings.html).

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

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