

Blackboard Learning Guide – Getting Started (Ultra Course View)

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Starting from 2025-26 Term 2, Ultra Course View (Ultra) will be used as default for most of the courses. Please read through the information below for better understanding with Ultra.

To gain a firsthand understanding of Ultra

- Enrol yourself in **Blackboard Orientation for Learners (ITSC-BL-BOL)** (<https://help.edtech.cuhk.edu.hk/docs/blackboard-orientation-for-learners>) to explore the new interface in Ultra.
- Enrol yourself in **Blackboard Learn Exam Trial** (<https://help.edtech.cuhk.edu.hk/docs/blackboard-learn-exam-trial>) to help you prepare for the actual tests and assignments in Ultra.
- **Blackboard Help** (<https://help.blackboard.com/Learn/Student/Ultra>)
- **YouTube video tutorials** (<https://www.youtube.com/@AnthologyInc/playlists>)

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>)

FAQ

Sign on

- **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>)

Course Tools

- **How do I find my course tools (e.g. Panopto)?** (<https://help.edtech.cuhk.edu.hk/docs/locating-tools-in-blackboard-ultra-courses>)

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>)

Feedback and Support

- **Blackboard (Ultra) Survey for Students** (<https://cloud.itsc.cuhk.edu.hk/webform/view.php?id=13720890>)
- **Contact us: ITSC Service Desk** (<https://servicedesk.itsc.cuhk.edu.hk> (<https://servicedesk.itsc.cuhk.edu.hk/>) or elearning@cuhk.edu.hk)

Questions: elearning@cuhk.edu.hk

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