Submit a Request for Blackboard Course Merge of Multiple Sections

Step 1: Go to the request site: https://requestcat.fhsu.edu/.

Step 2: Login with your TigerTracks account.

Step 3: Click New ticket link at the upper left to start your request.

Step 4: Click Blackboard Batch Enrollment link on Select a queue for your new ticket page.

Step 5: Enter Subject of your request In RT Self Service/Create a ticket page

Step 6: Select the sections that you would like to combine. Hold left “Ctrl” key on your keyboard to select multiple shells.
Step 7: Select **Combine Course Shells** as Course Shell Action.

Step 8: If you want to delete default individual shells and only have a combined course shell listed under your Blackboard account, select **Yes**. If you want to have a combined course shell and keep your individual shells, select **No**.

Step 9: Course shell combinations **MUST** be preapproved by your department chair. Please check your chair first. If your chair okayed this request, select **Approved by Department Chair** in the box.

Step 10: Confirm your information that you filled out in the form. If the information in the request is correct, select **Request Information is Correct**.

Step 11 (Optional): You can provide more information or description in the text box at the bottom of the page.

Step 12: Click **Create ticket** to submit your request.
View or Modify Your Ticket

Changes cannot be made after submission except through appending a reply to the ticket. If you want to modify the ticket after submission, you can “Reply” in the ticket’s history area.

To view your submission or modify your request,

1. you can go to Open tickets at the upper left

2. Click on the request that you just created.

3. Next page, you will see all the request information. If you want to modify the ticket, click Reply button at the lower right in History area.

4. After modifying the ticket, you can click Submit

If you have any questions with this process, please call CTELT at (785) 628 – 4194.