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Event Setup

Why are some of my time slots yellow?

Yellow time slots indicate that the scheduled time has already passed.

These slots:

- Are automatically hidden from participants
- Can no longer be booked
- Cannot be blocked

If the slots were created on the wrong date, you can delete them or move them to the correct date.

Future time slots appear in blue and remain available for booking and blocking.

Quick Reference

Issue	Solution
SKY Importer missing	Enable “Use SKY API, Importer”
No events available	Create a PTA Event
User has no access	Verify Blackbaud roles
Parents not reaching event	Verify SSO configuration
Blackbaud user not found	Verify matching User IDs
Daily sync emails	Disable Sync Notifications
Yellow time slots	Slots are in the past

Getting Started

Do I have to connect to the SKY API?

Yes. pickAtime now requires the **Blackbaud SKY API** for all Blackbaud integrations — legacy (non-SKY) integrations are no longer supported.

To use Blackbaud SSO and data imports, you must:

1. Install the **pickAtime application** from the Blackbaud Marketplace.
2. Connect your account to the **SKY API**.
3. Configure your **SSO settings**.

Why is there an SSO Login URL?

The **SSO Login URL** — found under **Global Setup / Business / Show Advanced Options / Single Sign On Options / Blackbaud** — is used when an **administrator's session expires**.

Rather than requiring admins to re-initiate SSO from scratch, pickAtime redirects them to this login page so they can quickly regain access.

I'm ready to test my event. Why can't I or our test parent access pickAtime from the Resource Tile?

This is usually an SSO configuration issue. Check the following:

- The **SKY API** integration is connected
- The **Resource Tile** has been configured correctly
- The **SSO URL** is correct
- The **Resource Tile** has been published
- Parents have **permission** to access the Resource Tile

Import Errors & Troubleshooting

Error: "User has no access."

This error means the Blackbaud account doesn't have the required permissions.

Confirm the user has:

- A valid BBID
- At least one of these roles: **Academic Group Manager**, **Schedule Manager**, or **Platform Manager**
- The **SKY API Data Sync** role

> ⚠ After updating permissions, you must **log out of Blackbaud and log back in** for the changes to take effect.

Error: "Error during obtaining Year/Term list from Blackbaud SKY API. Response Code: Unauthorized."

This is the same underlying issue as above — your account doesn't have access to the required SKY API products. Follow the same steps: confirm the user has a valid **BBID**, the appropriate admin role, and the **SKY API Data Sync** role. Contact your Blackbaud administrator if permissions need to be updated.

> ⚠ After any role change, log out and log back in.

Error: "Error during obtaining 'selected term' list... Response Code: NotFound. Details: One PodLookup Service returned a 404."

This indicates a problem with the **production environment** and the SKY API — it's not a pickAtime configuration issue.

Fix: Contact **Blackbaud** directly to resolve this.

Error: "Error during obtaining OfferingType list from Blackbaud SKY API. Response: Forbidden." (with server error pop-up)

Blackbaud has added a **scopes check** to their API. This error means the pickAtime application either has insufficient scope permissions, or a Blackbaud Environment Admin hasn't yet approved the app's updated access configuration.

> For more information, see Blackbaud's documentation: https://developer.blackbaud.com/skyapi/docs/applications/scopes

Fix: Have your Blackbaud Environment Admin review and approve the application's scope configuration.

I completed an import, but no data appears.

The most common causes are:

- The event is **not** set to type **PTA Event**
- The selected **term** contains no data
- The **wrong school year** was selected

Fix: Verify your event type, school year, and term selection, then run the import again.

Managing Imported Data

How do I add a teacher without running another import?

1. Go to **Events Management / Class Editor**.
2. Click **Add Teacher/Team → Add Teacher**.
3. Locate or create the teacher in the dialog.

The teacher can then be assigned classes manually.

How do I add a class without running another import?

1. Go to **Class Editor** and select the teacher.
2. Click **Add Class** and enter the class information.

The class saves automatically and is immediately available for scheduling.

To manually add students to the class:

1. In **Class Editor**, select the class.
2. Click inside the student entry field, begin typing the student's name, and select them when found.
3. Press **Enter**.

Repeat for each student. For large rosters, you can alternatively disable the Blackbaud Importer and import tab-delimited `.txt` files instead.

> See also: **Modifying Enrollment Data**, **Modifying Teacher or Room Data**

Can I switch from the Blackbaud Importer to file imports?

Yes — you can disable the Blackbaud Importer and use tab-delimited import files instead. This can be useful when manually maintaining data or troubleshooting import issues.

New Parent

New Family Can't Log In: "Pickatime user not found by Blackbaud userID"

Scenario: A new family enrolled a few days ago. When the mother tries to access pickAtime, she receives this error:

> "*Pickatime user not found by Blackbaud userID: XXXX*"

(where XXXX is her Blackbaud User ID)

Cause: The parent hasn't been added to the pickAtime account yet.

Step 1: Add the Parent to Contacts

Go to **Contacts** and enter her **name**, **email**, and **BBID** as the Parent ID.

Step 2: Connect the Parent and Student

1. Select the parent in **Contacts**, then go to the **Parents-Students Map** tab.
2. Under **Student List**, click **Add**, select the student, and click **Add** again.

Step 3: Confirm the Student Is Enrolled in Classes

If the student isn't yet enrolled in any classes, follow the steps below.

Enrolling a Student in Classes

1. From the **Admin UI**, select the **Class Editor** tab.
2. Select a **teacher**, then select the **class**. The class roster will display on the right-hand side.

To enroll an existing student

1. Start typing the student's name in the white box at the top of the roster (right-hand side).
2. If the student is already in your account, the system will suggest a match.
3. Press **Enter** to confirm and add them to the roster.

To enroll a new student (not yet in your account)

1. Go to the **Class Editor** page and select the teacher, then the class.
2. Click the **Enroll Student** icon (above the roster, far right).
3. In the **Select Person** dialog, click **Add Student**, then fill in the student's details — **First Name**, **Last Name**, **Security Value**, and **Student ID** — in the fields marked `<not entered>`.
4. Click **Add**.
5. Click **OK**. The student will now appear in the roster.

Parents

Parents receive "We do not have that email in our database."

When the Blackbaud integration is active, parents can **only** access pickAtime through the **Blackbaud Resource Board** — not by logging in directly at pickatime.com. Direct them to use the Resource Board or SSO link instead.

Can parents log in directly through pickatime.com?

No. When using the Blackbaud integration, parents must access pickAtime through the **Blackbaud Resource Board** or **SSO link**.

Will parents see their spouse’s appointments? Do both parents receive confirmation emails?

No. In pickAtime, appointments are visible only to the parent who booked them. Confirmation emails are also sent only to the parent who made the appointment.

Blackbaud does not provide pickAtime with the information needed to link one parent’s account to another. As a result, parents cannot view each other’s appointments or receive confirmation emails for appointments booked by their spouse.

Resource Board

Parents can access the Resource Tile, but teachers can't (or vice versa).

Work through the following checks in order:

1. Go to **Core** / **Security** / **Authentication Settings** / **SSO Settings** and review the pickAtime SSO settings.
2. Go to **Core** / **Content** / **Additional Content Types** / **Links** and check the **Category Settings** for the pickAtime SSO link.
   - If the category is set to **Secure**, confirm the correct roles are added. If not, add them and test.
3. Click the category name to see all links in it.
4. Click **Edit Link** and confirm:
   - The **Publish date** is earlier than today's date.
   - Copy the **Destination URL** for use in the next steps.
5. Go to **Core** / **Content** / **Resource Boards**, click **Edit Post**, and confirm the **Category** and **Category Link** match those from step 4. Send the direct SSO link to the affected parents/teachers to test it directly.
6. Go to **Core** / **Users**, find the affected user, and open their **Contact Card** / **Access** tab. Review their **Personas** and **Roles**.
7. Click **Employment → Edit** and confirm they have the correct roles assigned.

Room Numbers and/or Meeting Links

Add Room Numbers and/or Individual Teacher Meeting Links

If you are using the **Blackbaud SKY API Importer** and need to add room numbers or individual teacher meeting links, you will need to temporarily disable the SKY API Importer and use the file importer.

> **Important:** Do not use this process if you have already made manual changes to Classes in the Admin UI. Importing the Class File will update the Classes and may overwrite changes you have made manually.

1. Disable the Blackbaud SKY API Importer

Go to **Global Setup / Business**. Under **Integration Options**, uncheck **SKY API Importer**.

This will give you access to the file importer.

> Disabling the Importer will **NOT** hurt your slots, appointments, contacts, SSO, or previously imported data.

2. Obtain Your Teacher and Class Files

Contact **support@pickatime.com** to request copies of the **Teacher File** and **Class File** that were previously imported through the Blackbaud SKY API Importer.

You will edit the Teacher File to add the room numbers and/or individual meeting links. The Class File does not need to be edited.

3. Update and Import the Teacher File

Add a **Room** column, a **Virtual Room** column, or both to the Teacher File, depending on the information you want to add.

Field	Description
TeacherID	Unique identifier for the teacher *(key field)*
First	Teacher's first name
Last	Teacher's last name
Email	Teacher's email address *(must be unique; one address only)*
Room	Room or location where the teacher will hold conferences
Virtual Room	Teacher's individual online meeting link. This is not needed if you are using pickAtime's built-in online meeting integration.

Example:

TeacherID	First	Last	Email	Room	Virtual Room
234	Angela	Frank	a@school.com	106	unique teacher meeting link
225	Bobby	Smith	b@school.com	Gym	unique teacher meeting link

Once you have added the room numbers and/or meeting links, import the updated **Teacher File**.

4. Import the Class File

After importing the Teacher File, import the **Class File** provided by pickAtime. **No changes to the Class File are required.**

Importing the Class File associates the updated teacher information with the classes, allowing the **Room Number** and/or **Meeting Link** to appear on the **Appointments** page in the Admin UI. You can then enable the Sky API Importer again (**Global Setup / Business**. Under **Integration Options**, check **SKY API Importer**.)

Setting Up the SKY API Importer

I connected pickAtime through the Blackbaud Marketplace, but I don't see the SKY Importer.

The SKY Importer must be enabled manually:

1. Go to **Global Setup / Business / Show Advanced Options / Single Sign On Options / Blackbaud**.
2. Check **"Use SKY API Importer."**

The importer will now appear in the **Importer** section.

I added an event, but no events are available to import.

Blackbaud imports only work with **PTA Events**. If your event was created as a **Normal** or **Simple PTA** event, it won't appear in the importer.

Fix: Create a new event using the **PTA Event** type and run the import again.

What Blackbaud roles are required to use the SKY Importer?

The account running the import must have:

- A valid **BBID**
- At least one of: **Academic Group Manager**, **Schedule Manager**, or **Platform Manager**
- The **SKY API Data Sync** role

> ⚠ If you recently received a new role, **log out of Blackbaud and log back in** before attempting the import.

Single Sign-On (SSO)

Single Sign-On (SSO)

What's the difference between the SSO URL and the Redirect URL?

	SSO URL	Redirect URL
Purpose	Where users are sent after signing out or when their session expires — must include login info	Used by Blackbaud during the authentication process
Use for Resource Tile?	☐ Yes — always use this	☐ No

Your SSO URL looks something like: `https://11451.myschooldemo.com/app/sso/auth/pickatime`

It's located under **Core / Content / Additional Content Types / Links**. To construct it, combine the first portion of your Blackbaud URL with the second portion from your SSO link *(see step 5 of SSO Settings)*.

What should my SSO key look like?

The SSO Key is exactly **88 characters**. A common issue occurs when extra characters are accidentally added after the trailing `==`.

> The key should end at `==` with nothing after it, and must be no longer than 88 characters total.

SSO Error Messages

"The integration with pickAtime is not set up correctly"

Your vendor ID has been appended to the end of the Secret Key (**Global Setup / Business / Show Advanced Options / Single Sign On Options / Blackbaud**).

Fix: Remove any characters after the `==` — the key should be exactly 88 characters with nothing following `==`.

"Failed to get Blackbaud Account Information"

Your SSO URL may be incorrect. Confirm you're using the **SSO URL**, not the **Redirect URL**.

Your SSO URL should look like: `https://11451.myschooldemo.com/app/sso/auth/pickatime`

*(Found under **Core / Content / Additional Content Types / Links** — combine your Blackbaud base URL with the path from your SSO link.)*

If the URL is correct, also confirm your **SSO Key is exactly 88 characters**.

"Failed to get Blackbaud user"

pickAtime can't communicate with Blackbaud for this user.

Fix: Confirm the user exists in **both** systems, and that their **User ID** matches in both.

"Blackbaud user not found"

pickAtime couldn't find a matching user record.

Fix: Verify that:

- The user has been imported into pickAtime
- The user exists in both systems
- The **User ID** matches in both systems

"pickAtime user not found by Blackbaud userID"

The Blackbaud User ID couldn't be matched to a **Parent ID** or **Teacher ID** in pickAtime.

Fix: Confirm the same User ID exists in both systems.

Sync & Notifications

Will I receive daily sync emails?

No — pickAtime only sends a notification if a **sync error** is detected.

How do I change who receives sync notifications?

1. Go to **Global Setup / Business / Integration Options**.
2. Locate **Notification Contact(s)**.
3. Check the name(s) of the admin(s) who should receive notifications.

How do I disable automatic Blackbaud synchronization?

Click the **blue button** in the upper-right corner of the **Importer** page to log out of the Blackbaud Importer connection. Once disconnected, automatic synchronization and related notifications will stop.

Teachers

Why is a teacher being directed to the parent side instead of the Admin UI?

Teachers who are also parents are initially directed to the parent/event booking side. They can switch to the Admin UI using the **Admin** button on the left side of the page.

If the Admin button isn't visible: Verify that the user's **Blackbaud User ID** has been entered in both the **Parent ID** and **Teacher ID** fields within their pickAtime contact record.