

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.

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