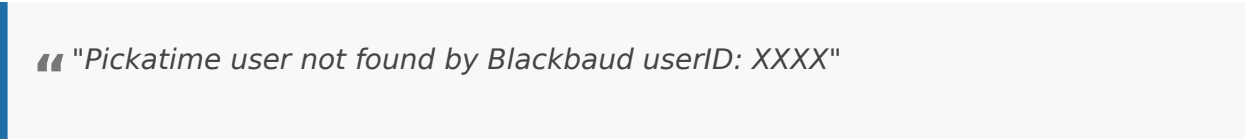


New Parent

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:

A screenshot of an error message displayed in a light gray box with a blue vertical bar on the left. The message reads: "Pickatime user not found by Blackbaud userID: XXXX".

“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 - 4. Click **Add**.
- 5. Click **OK**. The student will now appear in the roster.

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