

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**.

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