

Single Sign-On (SSO)

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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?	<input type="checkbox"/> Yes — always use this	<input type="checkbox"/> 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
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"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.

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