

# Blackbaud FAQs

## Blackbaud Integration FAQ

### Overview

This guide answers the most common questions about the pickAtime Blackbaud Integration, including:

- Connecting to the Blackbaud SKY API
- Importing data from Blackbaud
- Configuring Single Sign-On (SSO)
- Troubleshooting common errors
- Managing users and events

### 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 Single Sign-On (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.

#### I'm ready to test my event. Why can't I see my account URL?

When using the Blackbaud integration, parents access your event through Blackbaud's Resource Board rather than directly through a pickAtime account URL. Before testing, verify that:

- The SKY API integration is connected.
- The Resource Tile has been created.
- The SSO link is configured correctly.
- The Resource Tile is published and visible to parents.

View these instructions: [Create the SSO - new schools](#) to learn more.

## Why is there an SSO Login URL?

The SSO Login URL (located in Global Setup / Business, Show Advanced Options, Single Sign On Options, Blackbaud) is used when an administrator's session expires.

Instead of requiring administrators to initiate SSO again, pickAtime redirects them to this login page so they can quickly regain access to the system.

## Why aren't parents being taken to our pickAtime event?

This is usually caused by 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.

If all settings appear correct, test the direct SSO link to verify that it opens the event.

## 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 before it becomes available.

To enable the importer:

1. Go to Global Setup
2. Select Business
3. Click Show Advanced Options
4. Open Single Sign-On Options
5. Select Blackbaud
6. Check Use SKY API Importer

The importer will now appear in the Importer section.

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

Blackbaud imports only work with PTA Events.

If your event was created as a Normal Event or Simple PTA Event, it will not appear in the importer.

Create a new event using the PTA Event type and try the import again.

# What Blackbaud roles are required to use the SKY Importer?

The account running the import must:

- Have a [BBID](#)
- Have one of the following roles:
  - Academic Group Manager
  - Schedule Manager
  - Platform Manager
  - Have the SKY API Data Sync role

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

## Import Errors & Troubleshooting

### Error: “User has no access.”

This error occurs when the Blackbaud account does not have the required permissions.

Verify that the user has:

- A valid [BBID](#)
- One of the required administrator roles
- The SKY API Data Sync role

After updating permissions, log out of Blackbaud and sign back in.

**Error during obtaining Year/Term list from Blackbaud SKY API. Response Code: Unauthorized. Reason: Unauthorized. Details: {"errors" [{"message", "User has no access.", "error\_code": 401, "error\_name": "ServiceClientException", "raw\_message": "User has no access"}]}.**

This message indicates that your Blackbaud account does not currently have access to the required SKY API products.

Please make sure that the account you are using to run the import has [BBID](#) and one of the following roles ('Academic Group Manager', 'Schedule Manager', or 'Platform Manager') and the 'SKY API Data Sync' role in Blackbaud. Contact your Blackbaud administrator and verify that the appropriate SKY API permissions have been assigned.

**NOTE:** if you establish one of the roles for your account, you have to LOG OUT from Blackbaud and then log in again.

**On the Blackbaud Importer page I received the following error: Error during obtaining 'selected term' list from Blackbaud SKY API. Response Code: NotFound. Reason:Not Found. .Details: {"errors":[{"message":"One PodLookup Service returned a 404. Check to make sure the mapping between the service type Blackbaud.EduLegacy. Service and the environment id xxxxxxxxxxxxxxxxxxxx exists in Blackbaud.One.PodLookup.DataService.**

This indicates a problem with the production environment and the SKY API. Please contact Blackbaud to resolve this issue.

**On the Blackbaud Importer page, I received the following error: Error during obtaining OfferingType list from Blackbaud SKY API. Response: Forbidden. Also, the server error pop-up would appear.**

Blackbaud has made an update where the 'scopes' check was added.

For such an error, we got the following details from Blackbaud: "This application has insufficient scope to perform the operation. This application's scopes configuration is either insufficient for the request or the Blackbaud Environment Admin has not yet approved the application's updated access configuration. Learn more:

<https://developer.blackbaud.com/skyapi/docs/applications/scopes>"

**I completed an import, but no data appears.**

The most common causes are:

- The event is not a PTA Event.
- The selected term contains no data.
- The wrong school year was selected.

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. Open Events Management
2. Select Class Editor
3. Click Add Teacher/Team
4. Select Add Teacher
5. Locate or create the teacher within the dialog pop-up.

The teacher can then be assigned classes manually.

## How do I add a class without running another import?

1. Open Class Editor
2. Select the teacher
3. Click Add Class
4. Enter the class information
5. Save

The class will become available for scheduling immediately. To manually add students:

1. Open Class Editor
2. Select the class
3. Click inside the student entry field
4. Begin typing the student's name
5. Select the student when found
6. Press Enter

Repeat for additional students.

Alternatively, you can turn off the Blackbaud Importer and import .txt (Tab-delimited) files.

See also: [Modifying Enrollment Data](#), [Modifying Teacher or Room Data](#)

## Can I switch from the Blackbaud Importer to file imports?

Yes.

You may disable the Blackbaud Importer and use tab-delimited import files instead.

This can be useful when manually maintaining data or troubleshooting import issues.

# Daily Sync & Notifications

## Why am I receiving daily sync emails?

Daily notifications are normal when using the Admissions Import.

The Admissions Import automatically synchronizes data each day and sends status notifications.

## How do I stop daily sync notifications?

1. Go to Global Setup
2. Select Business
3. Open Advanced Options
4. Locate Sync Notification Contact
5. Uncheck your name

You will no longer receive daily sync notifications.

## How do I disable automatic Blackbaud synchronization?

Log out of the Blackbaud Importer connection.

Once disconnected, automatic synchronization and related notifications will stop.

## Single Sign-On (SSO)

### What is the difference between the SSO URL and the Redirect URL?

The [SSO URL](#) is the link users use to be redirected after they have signed out or if their session times out. This page must include login information.

The Redirect URL is used by Blackbaud during the authentication process and should not be used as the Resource Tile link.

Always use the SSO URL when creating Resource Board links. The layout for your SSO URL resembles a layout similar to this: *https://11451.myschooldemo.com/app/sso/auth/pickatime*. It is located in the Content menu under **Additional Content Types, Links**. To create the link, take the first portion from your Blackbaud URL and the second from your SSO link (See step 5, Core / Security, Authentication settings, SSO Settings).

### What should my SSO key look like?

The SSO Key is 88-characters. A common configuration issue occurs when extra characters are added after the ending “==”.

## SSO Error Messages

### What does “The integration with pickAtime is not set up correctly” mean?

This usually indicates one of the following:

- An invalid SSO URL
- An incorrect SSO key
- An improperly configured Resource Tile

Review your SSO setup (located in Global Setup / Business, Show Advanced Options, Single Sign On Options, Blackbaud) and verify all values.

Note: The secret key should be empty after the == and have no more than 88 characters.

## What does “Failed to get Blackbaud Account Information” mean?

Confirm that your [SSO URL](#) is created correctly. NOTE: Your SSO URL is **not** your redirect URL; the layout for your SSO URL resembles a layout similar to this: <https://11451.myschooldemo.com/app/sso/auth/pickatime>. It is located in the Content menu under **Additional Content Types, Links**. To create the link, take the first portion from your Blackbaud URL and the second from your SSO link (See step 5, Core / Security, Authentication settings, SSO Settings).

If this information is correct, then check that you have entered an 88-character SSO Key.

## What does “Blackbaud user not found” mean?

pickAtime was unable to locate a matching user record.

Verify that:

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

## What does “pickAtime user not found by Blackbaud userID” mean?

The Blackbaud User ID could not be matched to a corresponding Parent ID or Teacher ID in pickAtime.

Confirm that the same User ID exists in both systems.

# Parent Login Issues

## Parents receive the message “We do not have that email in our database.”

When using Blackbaud SSO, parents do not create accounts directly in pickAtime.

Parents must:

- Exist in both Blackbaud and pickAtime
- Have matching User IDs
- Access the event through the Resource Board

Parents should **not** attempt to log in directly from pickAtime.com.

## **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.

## **Teacher & Administrator Access**

### **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 access the Admin UI using the Admin button at the left side of the page.

If the Admin button is not 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.

## **Resource Board Access Issues**

### **Parents can access the Resource Tile, but teachers cannot. / Teachers can access the Resource Tile, but parents cannot.**

Review:

1. Category permissions
2. Link permissions
3. User roles
4. User personas
5. Resource Board settings

Ensure both groups have access to the category containing the pickAtime Resource Tile.

## **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

---

Revision #5

Created 2026-04-09 17:04:05 UTC by Tara Cicora

Updated 2026-06-12 22:24:03 UTC by Tara Cicora