

Setup Steps

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Blackbaud Checklist

To set up your Parent-Teacher Conference event using the PTA scheduler with Blackbaud integration, follow these steps:

1. **[Integrate with SKY API, Set Up Your Account, and Set Up Event](#)** Create your conference event and give it a clear, descriptive name (e.g., "Fall 2026 Conferences"). Adjust your account settings for Blackbaud SSO.
2. **[Export Your Data:](#)** Export your students, teachers, classes, and enrollment data from Blackbaud. Once exported, verify the data imported correctly in the Admin UI.
3. **[Create Slots for the Event](#)** After verifying your data, create your time slots — including dates, times, and appointment durations.
4. **[Create the SSO](#)** - Blackbaud uses SSO for parent access from the Resource Board.
5. **[Configure Settings](#)**
 - **Appointment Settings** — Adjust various settings specific to your event.
 - **Configure Email** (*optional*) — Customize the default email confirmations and reminder notices, if needed.
6. **[Turn It On and Test the Scheduler](#)** Once your data is complete and time slots are created, activate the scheduler and test the booking experience.

Setup Account

Integrating with Blackbaud SKY API

Before connecting to pickAtime in the SKY API, confirm you have a pickAtime account for your school. If not, [create one here](#).

Also confirm your school meets Blackbaud's [SKY API prerequisites](#).

Pricing note: A **\$350 annual integration fee** applies.

Connecting the pickAtime App

1. In Blackbaud.com, go to [Marketplace](#).
2. Search for **pickAtime**.
3. Select **pickAtime** from the results.
4. Click **Connect**.
5. Click **Go To Application Website**.

Next Steps

Once your pickAtime account exists and is connected to the SKY API, you'll need to:

1. Update your **Account Settings** (below).
2. Begin [Setting Up Your SSO](#).

Account Settings

1. Log in to pickAtime with your email and password.
2. Go to **Global Setup / Business**.
3. Locate the **Single Sign On** section (*under Advanced Options*) and confirm **SSO Provider** is set to **Blackbaud**.

Field	What it does
SSO Login URL	Redirects participants to a login page after their session expires, so they can re-access the system. Should point to your portal or website.
SSO Secret Key	Provided by Blackbaud during SSO setup for your school's account

Field	What it does
SKY API Importer	Enable this if you intend to use it

⚠ **Important:** Enabling Blackbaud SSO **removes your Account URL**. Once connected, parents and students access your account exclusively through the **Blackbaud Resource Board tile** — not a direct pickAtime link.

Create Your Event

When you first log into pickAtime, you'll land in the Admin tool on the **Event Reports** page.

Steps to Create a New Event

1. Select **Events/Preview** from the sidebar.
2. Click **Add**.
3. Enter a name for your event — e.g., .
4. Select the event type: **PTA**.
5. *(If you've used pickAtime before)* Select a **Template** from the pull-down, based on a previous event. This carries over your starting settings from **UI Setup**, **CUI Messages**, and **Notifications Setup**.
6. Select your event's **time zone**.
7. *(Optional)* Add a **Date** and **Location**.

Once saved, your event will appear as a new row in the Events list.

About the Date and Location Fields

These fields are optional and primarily used to **distinguish between multiple events** when more than one is listed.

- The **Date** field is just a label — if your conference spans multiple dates, you can list them all here, or leave it blank.
- You do **not** need to create a separate event for each date — a single event can include any number of dates.

Adding Event Details

Use the **Event Details** box to add event-specific information you'd like to display on the scheduler or include in emails.

Anything entered here becomes available as a macro:

You can insert this macro into your **CUI Messages** or **Notifications Setup** templates to automatically pull in this text.

Removing a Previous Event

If you've used pickAtime before and are importing new data, you can delete your previous event(s) once the new one is created.

1. Create your new event first (see steps above).
2. Click **Delete** on the old event.

Creating the new event **before** deleting the old one lets you use the previous event as a template. Be sure to confirm your new event is set to type **PTA**.

Creating your SSO

Create the SSO

PickAtime can link directly from the **Blackbaud Resource Board** to your Parent-Teacher Conference event via Single Sign-On. *(For help building a Resource Board, see Blackbaud's [Resource Board help file](#).)*

Choose your path:

- **New schools** *(no existing pickAtime/Blackbaud integration)* — follow **Part 1** and **Part 2A** below.
- **Current schools** *(already integrated, updating your SSO link)* — follow **Part 1** and **Part 2B** below.

Part 1: Establish the SSO Connection Between Blackbaud and pickAtime

(This part is identical whether you're setting up SSO for the first time or updating an existing connection.)

This requires copying a **Redirect URL** from pickAtime into Blackbaud, then copying a **Secret Key** from Blackbaud back into pickAtime. You'll need to be logged into both accounts to copy/paste between them.

1. Log into pickAtime, go to **Global Setup / Business / Show Advanced Options**, and under **Single Sign On Options**, select **Blackbaud** as your SSO Provider.
2. Copy the **Redirect URL** shown — you'll need it in step 4.
3. In Blackbaud (as a Platform Manager), go to **Core / Security / Authentication Settings / SSO Settings**.
4. Click **Add New**.
5. Enter a **Name** for your SSO — saving will auto-generate a **Slug** based on this name.
6. Paste your **Redirect URL** (from step 2) into the appropriate field.
7. Be sure to include the `{token}` placeholder, **with the curly braces**.
8. Check **Allow Impersonation**.
9. Click **Save**.
10. Edit the item you just created, then select and copy the **Secret Key**.

11. Return to pickAtime, go to **Global Setup / Business / Show Advanced Options**, and paste the Secret Key into the **SSO Secret Key** field.

 **Tip:** The Secret Key is 88 characters — longer than the visible field. Triple-click the text field to select the entire string.

You've now connected Blackbaud and pickAtime. Next, you'll need a **Blackbaud Resource Board tile** that points to pickAtime — see Part 2 below.

Part 2A: Add the SSO Link to a Resource Board (New Schools)

 **Watch our video:** [Setting Up Your School's Single Sign-On](#)

1. From **SSO Settings**, copy the URL next to the SSO item you just created.
2. As a Platform Manager or Content Editor, go to **Core / Content / Additional Content Types / Links**.
3. Click **Add New Category**, and name it.
4. Click **Save & Add Link**.
5. Enter a **Title**.
6. In the **URL** field, combine your school's app URL with the SSO segment from step 1, replacing the slug: `https://SCHOOLNAME.myschoolapp.com/app/sso/auth/SLUG`
7. Click **Save**.
8. Go to **Core / Content / Resource Boards**.
9. Next to **View Boards**, choose the relevant role/security group (e.g., **Parent**).
10. Click **Add Post**.
11. Enter a **Title**, **Description**, and **Cover Photo**.
12. For **Post Cover**, select **Direct Link**.
13. Select the **Category** you created earlier.
14. Select your **Link** (the SSO link from step 6).
15. Click **Save**.

Part 2B: Update Your Resource Board (Current Schools)

 **Watch our video:** [Setting Up Your School's Single Sign-On](#)

1. From **SSO Settings**, copy the URL next to the SSO item you just created.
2. As a Platform Manager or Content Editor, go to **Core / Content / Additional Content Types / Links**.
3. Locate and click your existing pickAtime link.

4. Click the **edit icon**, locate the link destination, and click **Change**.
5. Select **Link / URL**.
6. In the **URL** field, combine your school's app URL with the SSO segment from step 1, replacing the slug: `https://SCHOOLNAME.myschoolapp.com/app/sso/auth/SLUG`
7. Click **Save**.

Testing Your SSO

1. Go to **Security / Authentication Settings / SSO Settings**, and edit your SSO link to confirm **Allow Impersonation** is enabled.
2. Under your profile menu, select **Impersonate User**.
3. Find a user to impersonate. *(Make sure this user also exists in pickAtime — Blackbaud User IDs determine the user's role in pickAtime.)*
4. While impersonating, go to that user's **Resource Board**.
5. Click the pickAtime link to confirm it opens the event correctly.

Notes

- The relevant board(s) must be selected for the SSO link post to appear under the **Resources** tab.
- When manually adding users to pickAtime, you'll need their **First/Last Name**, **Email**, and their **Teacher ID** or **Parent ID**.
- For more on Blackbaud SSO, see Blackbaud's [SSO Tutorial](#).

Export your Data

In the Admin UI, select **Importer** from the sidebar.

Step 1: Authenticate with Blackbaud

1. Click **Sign in to Blackbaud**.
2. Click **Authorize**.

⚠ **Requirements:** At least one admin must be authenticated with a Blackbaud ID, hold one of the following roles — **Academic Group Manager**, **Schedule Manager**, or **Platform Manager** — and have the **SKY API Data Sync** role. Importing **Advisory** data additionally requires the **Advisory Group Manager** role.

Step 2: Run the Import

Select your **Import Type**, **Event**, and **Term**, then click **Import**.

There are **3 import types**, depending on what data you need:

Option A: Academic Import (Parent-Teacher Conferences)

Use this to import class and enrollment data for standard PTA conferences.

1. Select Import Type: **PTA Event**.
2. Select the specific **event** to import data into.
3. Select **Academics** as the Offering Type.
4. Select the specific **Term ID**.

⚠ **Important:** If you remove teacher/class/student data manually in pickAtime, it **will be re-added** on your next Blackbaud data sync. Instead of deleting unwanted classes, set their slot type to **"Hidden"** — hidden classes are skipped during future imports/auto-syncs.

Option B: Advisory Import (Advisory-Only Conferences)

Use this to import data for advisory-only conferences. Requires the **Advisory Group Manager** role (see authentication requirements above).

Option C: Admissions Import (Admission Events)

Use this to import parent data for admissions events.

- Includes a **Parent Type** selector — choose **Parent of Incoming**, **Parent of Candidate**, or both.
- Imported contacts will have the role **Parent of Candidate** or **Parent of Incoming Student**.

Note: Contacts imported via Admissions import do **not** have access to the Resource Board.

If Your School Doesn't Use Blackbaud Academic Data

If your school doesn't track Academic data in Blackbaud, you'll need to import your **Teacher**, **Class**, and **Enrollment** files manually instead:

1. Go to **Global Setup / Business / Single Sign On**.
2. Uncheck "**Use SKY API, Importer.**"
3. [Create and import your data files](#) as you normally would.

Viewing Your Imported Data

1. From **Events Preview**, select your event and click **Go To Event**.
2. Select **Class Editor** to see your teacher list. Select a teacher to see their classes; select a class to see enrolled students.

See **Modifying Teacher or Room Data** to add/remove teachers, **Moving a Class** to reassign a class, and **Modifying Enrollment Data** to add/remove students from a class.

To view data organized by class instead: Check "**Show Only Classes**" (far right).

Creating Time Slots

Creating Slots

To get started, from the Admin UI, go to **Events / Preview** and select your event. Click the orange **Go To Event** button to open your event. You will then see the **Appointments** tab. From the left-hand calendar, select the date you want to work with. Open the **Slots** drop-down and choose **Create Slots**.

Step 1: Choose Which Teachers to Create Slots For

In the slot generator, choose to create slots for **selected teachers** or **all teachers/resources**. To select multiple teachers, hold **Ctrl** while clicking names in the right-hand panel.

Step 2: Set Your Time and Duration

Field	Description
From	Start time of the first slot
To	End time of the last slot
Duration	Length of each appointment (in minutes)
Travel Break	Optional gap between appointments

Example: 10-minute slots with a 5-minute travel break create slots at 8:00–8:10, 8:15–8:25, 8:30–8:40, and so on.

Note: If you need a break that doesn't align with your slot duration (e.g., 20-minute slots but a 40-minute lunch break), create slots in **two batches** — one before the break, one after.

Step 3: Choose Appointment Type

Type	Description	Indicator
In-Person	Parents receive room/location info	P
Virtual	Parents receive a meeting link	V
In-Person or Virtual	Parents choose their preferred format	PV

Step 4: Set Slot Visibility

Option	What it does
Visible for Customer	Available for online booking
Hidden from Customer	Hidden from parents; visible in Admin UI only
Shown with "Call" Status	Visible to parents, but they're prompted to call the school to book
Make Unavailable	Visible in Admin UI but not bookable online (use for lunch breaks, meetings, etc.)

You can optionally add a custom message for unavailable slots.

Step 5: Set Maximum Appointments Per Slot *(Optional)*

Use this for group sessions, open labs, or any scenario where multiple families can book the same time slot.

Creating Slots for Multiple Days or Teachers

Scenario	What to do
Same schedule across multiple days	Enable Multiple Dates and select all applicable dates before saving
Different schedule per day	Create slots for the first day, switch to the next date, and repeat
Different schedules per teacher	Select a teacher (or group), create their slots, then repeat for the next teacher/group

Tip: If you created identical slots for all teachers at once, individual slots won't display until you click a specific teacher's name in the right-hand panel.

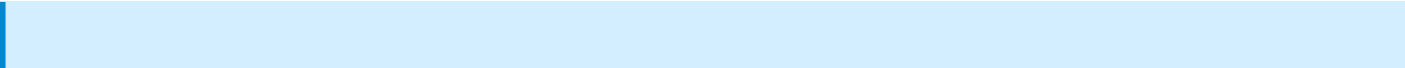
Updating Existing Slots

Use **Update Slots** to change existing slot characteristics without deleting and recreating them.

To access: Appointments tab → select date/teacher → Slots / Update Slots

You can update:

- Appointment type (e.g., switch from in-person to virtual)
- Maximum appointments per slot
- Slot visibility (hidden, unavailable, etc.)



Tip: If you created identical slots for all teachers at once, individual slots won't display until you click a specific teacher's name in the right-hand panel.

"Keep existing slot type on slots being updated" — useful when teachers have already blocked parts of their schedule, since it lets you change appointment type without affecting slot type.

Blocking Slots

Blocking is the preferred way to **temporarily** remove availability without permanently deleting a slot.

1. Go to the **Appointments** page and click the **X** in the corner of the slot.
2. The slot turns **red** and displays "Blocked." You can enter a custom message (e.g., "Lunch Break" or "Staff Meeting").
3. To unblock, click the **X** again to restore availability.

Blocked slots appear on reports when **Show All Slots** is enabled.

Deleting Slots

Use **Delete Time Slots** to permanently remove slots.

To access: **Appointments tab** → **select date/teacher** → **Slots / Delete Time Slots**

If appointments already exist on those slots, you'll be prompted to choose:

- **Move appointments** to the red Appointments List (a holding area for manual rebooking or cancellation)
- **Cancel appointments** without sending a notification
- **Cancel appointments** and send a cancellation email

Tip: Consider whether parents need a cancellation notification before confirming any deletion.

Moving Slots

Use **Move Slots** to transfer an entire day's slots — and any existing appointments — to a new date. Useful for school closures, rescheduled conference days, or teacher availability changes.

To access: **Appointments tab** → **select date/teacher** → **Slots / Move Slots**

In the dialog, select the destination date, choose whether to move slots for all teachers or selected teachers, and confirm.

Existing appointments transfer with all parent information intact, and appointment **times remain the same**.

Important: Calendar notification emails are **not** sent automatically — advise parents to update any calendar entries they've saved. You can send a custom notification email explaining the change.

Copying Slots

Use **Copy Slots** to duplicate a day's slot *structure* to another date or teacher — **without** copying existing appointments.

To access: **Appointments tab** → **select date/teacher** → **Slots / Copy Slots**

Select the destination date and/or teacher(s) and confirm. Slot visibility, appointment type, and availability settings are all preserved.

If you also need appointments to transfer, use **Move Slots** instead.

Changing Slot Duration or Times

Slot start times, end times, and duration **cannot be edited in place**. To change any of these:

1. Delete the slots you want to change (or all slots for that day).
2. Recreate them with the correct settings.

Example: If you have 10-minute slots from 8:00 AM–2:00 PM but want 9:00 AM–1:00 PM instead, delete the 8:00–9:00 AM and 1:00–2:00 PM slots (or delete all and start fresh), then create the new schedule.

Quick Reference: Which Tool to Use?

Situation	Use
Temporarily remove availability	Block Slots
Permanently remove slots	Delete Time Slots
Change appointment type or visibility	Update Slots
Reschedule an entire day	Move Slots

Situation	Use
Duplicate a schedule to another day or teacher	Copy Slots
Change slot duration or times	Delete + Recreate

Slot Color Guide

Color	Meaning
 Blue	Available
 Red	Blocked
 Grey	Teacher is booked elsewhere (team meeting or personal appointment)
 Yellow	Time has passed

Configure Settings

Event Settings (UI Setup)

The **UI Setup** page lets you adjust settings specific to a single event.

To get there:

1. From the Admin UI, go to **Events / Preview** and select your event.
2. Click **Go To Event** to open Event Management.
3. Select **Settings / UI Setup**.

Work through the sections from top to bottom, as outlined below.

Scheduler Availability

Setting	What it does
Open scheduler to customers	Date/time the scheduler opens for parents
Close scheduler to customers	Date/time the scheduler closes for parents
Allow Admins access to the CUI at all times	Lets admins access the parent scheduling page even when it's closed to parents.

Appointment Number Limits

Setting	What it does
Maximum Appointments per Event	Caps total appointments allowed for the entire event
Maximum Appointments Per Resource per Day	Caps appointments per teacher/resource, per day — e.g., you can create 15 slots but cap bookings at 10; once the 10th is booked, no more can be made that day
Maximum Appointments Per Child	Caps how many appointments a parent can book per child
One appointment per teacher per student	If checked, a parent can only book once with a given teacher per student, even if the student has multiple classes with that teacher
One appointment per class	If checked, a parent can only book once per class, even with multiple students enrolled in it
Allow back-to-back	If unchecked, parents can't book two appointments back-to-back unless they're with the same teacher (to allow travel time between teachers). Back-to-back is always allowed with the same teacher, or when travel breaks have been configured.

Appointment Cancellations

Customer cannot cancel their appointment closer than XX hours/days/weeks. Restricts how close to the appointment time a parent can cancel.

- Set to **0** to allow cancellation up to the last minute.
- Set to a large value to effectively prevent cancellations.

Note: Closing the scheduler does **not** automatically prevent cancellations — this setting is separate.

Close Appointment Booking

Controls when slots become unavailable for **new bookings**, ahead of the appointment time. Choose one of three methods:

1. Close booking at a specific **time of day**, XX days before the appointment date.
2. Close booking XX **hours/days/weeks/months** before the appointment time.
3. Close booking XX **hours before the first appointment of the day**.

Scheduler Settings

Scheduling Link

Your event's **Scheduling Link** is the URL you share with parents (on your website or via email) to access the booking page (CUI). You can customise it with an event-specific suffix — for example:

`https://pickatime.com/HowardSchool/LS` or `https://pickatime.com/HowardSchool/US`

Important: Even with a custom event link, parents will see a toggle to switch to any other **open** events on your account. To restrict parents to a single event with no toggle option, use the **Category** link instead, which scopes the scheduler to only the event(s) in that category.

Scheduler Display

View mode:

Mode	Best for
Condensed	Compact layout with variable time steps — good for smaller screens or quickly browsing availability
Expanded	Fixed time intervals in a traditional layout — easier for comparing exact appointment lengths/gaps

Parents can toggle between views anytime using the button in the top-left corner of the scheduler.

Date display mode:

Mode	Behavior
Paginator	Shows multiple dates on one page
Calendar	Shows one day at a time, with a mini calendar to jump to other dates

Scheduler Display Limits

Display X weeks of slots: Sets how many days/weeks of slots are shown at once in the CUI.
(Only applies when Paginator is selected.)

Teacher Display

Setting	What it does
Display resource description	Shows the teacher's description (via the info icon next to their name)
Display rooms	Shows room numbers on the parent scheduler
Separate legend for each child (Regular PTA only)	Adds a separate color legend per child
Display class names	Shows class names (via the info icon) if class names have been added on the Appointments page

Teacher's Group Name

Lets you organise teachers into groups (e.g., "Lower School," "Upper School").

1. Enter your desired group names in this section.
2. Go to the **Appointments** page — each teacher row has a **Group Name** column where you can assign them to a group from the drop-down.

Advanced Settings

Online Meeting Provider

Use 'X' for online meetings: Select your preferred online meeting provider for this event from the drop-down.

Multiple Appointment Booking

Allow a parent to make conflicting appointments for themselves: If checked, a parent can book overlapping appointments at the same time.

Appointment Changes

Setting	What it does
Allow customers to see and cancel past appointments	Lets parents view/cancel appointments that have already passed
Don't allow customers to change appointment time	Prevents parents from rescheduling once booked

Notification Setup

The **Notifications** tab lets you configure: **Confirmation Email**, **Cancellation Email**, **Reminder Email**, **Custom Email**, **Follow-up Email**, **Resource Notification Email**, and **Calendar Event Notification**.

Confirmation Email

Field	What it controls
Subject	Email subject line
Header	Text shown above the email body
Body	Main email text
Send Confirmation and Cancellation Emails	Sends a confirmation after booking (<i>typically left unchecked for schools</i>)
Support Email	Address that receives replies to confirmation/reminder/cancellation emails. If left blank, replies get an automated response directing them to contact your organization.
Replace the Email Body with the Printable Schedule	Recommended. Sends one consolidated email with a table of all booked appointments, instead of one email per appointment.

Reminder Emails

Send Reminder Emails: Click **Add** and enter the number of hours before an appointment that a reminder should go out. You can add multiple reminder times — duplicates are automatically removed.

How reminders are grouped depends on your Printable Schedule setting:

- **If "Replace the Email Body with the Printable Schedule" is ON:** All appointments are grouped into a single reminder email per day, sent the configured number of hours before that day's **first** appointment. With reminders set at both 24 and 12 hours, you'll receive two emails — one at each interval before your first appointment of the day.
- **If it's OFF:** Appointments booked within the **same hour** are grouped into one reminder email. For example, 9:00, 9:15, and 9:30 AM appointments would be combined into one email, while a separate 10:15/10:30 AM email would be sent independently.

Field	What it controls
Footer	Text shown below the email body
Subject for combined email	Subject line used when a combined email is sent (e.g., a cancel + immediate reschedule)

Recommended: Use the Printable Schedule as the Email Body

For both **Confirmation** and **Reminder** emails, you can replace the email body with a **Printable Schedule** — a table summarizing all of a parent's booked appointments (identical to what they'd see clicking "Printable Schedule" on the scheduler page).

To enable this: Check "**Replace the Email Body with the Printable Schedule of Appointments.**"

When enabled, the email will contain:

1. Your **Header** text
2. The printable schedule table
3. Your **Footer** text

The table's content/format is controlled separately under **Settings → CUI Messages → Print Schedule.**

With this option on, parents receive **one** email containing their full schedule — not one email per appointment.

Configure CUI (Customer User Interface)

You can customise most of the text and labels parents see when booking appointments.

To edit CUI messages:

1. From the Admin UI, go to **Events / Preview**, select your event, and click **Go To Event**.
2. Select **Settings / CUI Messages**.
3. On the left, choose a label to edit — the corresponding text appears on the right for editing.

Common customisations:

- **Login page title:** Edit under **Sign In Page / Welcome Message**.
- **Logo:** Go to **Global Setup / Business**, under **Account Level Settings / Account Logo**, and click the **Upload** icon.
- **HTML editing:** Click the **HTML icon** () in the toolbar to view/edit raw HTML for a given message.

Turn it On and Test the Scheduler

1. Open the scheduler

1. From the Admin UI, go to **Events / Preview**, select your event, and click **Go To Event**.
2. Select **Settings / UI Setup / Event Settings / Scheduler Availability**.
3. Set "**Open scheduler to customers on**" and "**Close scheduler to customers on**" to define the window during which parents can book appointments.

To access the scheduler yourself while it's closed to parents, check "**Allow Admins access to the CUI at all times.**"

2. View the scheduler

1. First, make sure that your [SSO](#) is set up and permits impersonation.
2. Log in to Blackbaud and under your profile menu select the Impersonate User option. Blackbaud will allow you to find a user to impersonate. Ensure that this user is in pickAtime as well (note that the User IDs in Blackbaud tell pickAtime what role that User has).
3. Once you are impersonating a user, go to the Resource Board.
4. Click the pickAtime Resource Tile to access the event.

3. Test the booking process

Ensure that you have a student attached to your test account to confirm that appointments can be booked correctly. To review your Parent-Student Relationship or if you need to manually add a student, follow the instructions [here](#).

1. Confirm the student's name appears in the drop-down list.
2. Select the student's name and continue through the scheduling process.
3. You'll see a list of all available appointment slots for that student's teachers.
4. Select a teacher and time to book and complete the process.

Recommended Testing Checklist

- Teachers imported correctly
- Classes imported correctly

- Student relationships are imported correctly
- Room assignments verified
- Appointment slots displayed correctly
- Parent scheduling tested
- Confirmation emails verified
- Virtual meeting links tested (if applicable)
- Reports reviewed
- Test appointments removed

Troubleshooting

Students' teachers aren't showing up

This usually means one of the following:

- The student's enrollment data is incomplete or missing
- No slots have been created yet for that student's teachers at this event

What does "the integration with pickatime is not set up correctly" mean?

This appears when you have added your vendor id # to the end of the secret key (located in Global Setup / Business, Show Advanced Options, Single Sign On Options, Blackbaud). The secret key should be empty after the ==.

What does "There was an error: Blackbaud user not found" mean?

This appears when pickAtime is not able to locate a user with a Blackbaud email within our Database. Users must exist in both pickAtime and Blackbaud with a matching User ID (parentID or teacherID). Check and confirm that the user exists in both systems and if they do confirm that their User ID data matches.

What does "Failed to get Blackbaud user" mean?

This appears when pickAtime is not able to communicate with BB communication. Please check and confirm that the user exists in both systems, and if they do confirm that the User ID data matches, try again.

Click [here for our full Blackbaud FAQ](#).