

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 / Online Scheduler Settings / Event Settings / Booking Window**.
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](#).

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