



COMMUNITY SCHOOL
of Naples

CSN Blackbaud Implementation

Welcome Back!

We hope you had the perfect summer vacation.

While you were away, our technology team was hard at work configuring the new CSN community platform.

We have implemented Blackbaud as our school's Learning Management System and Student Information System.

This tutorial is meant to help you transition to Blackbaud.

If you have not yet logged in to the new system, please see the steps below.

Check Your Email Inbox 1

On August 1, 2023, we sent email invitations to join our new Blackbaud community. The only way to access your Blackbaud account for the first time is by accepting the official email invitation.

The email will look like this:

If you did not receive your email invitation, contact our [Website & Database Manager](#)

Dear [Your Name],

Community School of Naples is ready for you to login via Blackbaud Services using this email address as your username. With this invitation, you will create and use a Blackbaud ID to access your Community School of Naples portal.

[Accept Invitation](#)

Thank You,
CSN Administration



Accept the Invite

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When you click "Accept Invitation", you will be redirected to the Blackbaud First-Time login page. It will ask you to enter your email address.

- Students: your email address is your first initial, last name and graduation year followed by @communityschoolnaples.org
 - Example: Sammy Seahawk, class of 1982 would have the email: sseahawk1982@communityschoolnaples.org
- Parents: your email address will be the one that received the invite email.
- Faculty/Staff: your email address is your first initial and last name followed by @communityschoolnaples.org.

NOTE: After entering your email address, click "Next". DO NOT click "Forgot Login/First Time Logging In".

After clicking "Next", Blackbaud will tell you that your email address is being used to create your Blackbaud ID. When you're ready, click "Continue".

Create Your Password

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The next step is to create your Blackbaud password. On this screen, you're required to enter a password, confirm the password, and confirm your first and last name.

Your password must be:

- 12 Characters long, with no spaces or hyphens. Your password must include at least three of the four character types below:
 - Capital Letter
 - Lowercase Letter
 - Number
 - Special Character

In Blackbaud, passwords expire after 180 days of inactivity. As long as you log in once every 180 days, your password will not expire.

Please note: When logging in, after 5 failed login attempts, the system will suggest that you reset your password.

After 10 failed login attempts, your account will be locked automatically and you will be forced to change your password.

Confirm Your Email

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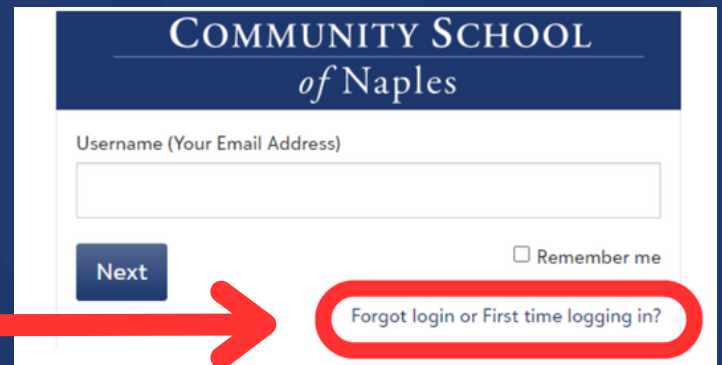
After successfully creating your password, you will be prompted to confirm your email address. You will be sent a 6-digit code from Blackbaud via email. Enter the 6-digit code to proceed.

Once you enter the 6-digit code, you will need to enter your email address one last time. After you do that, you're in!

Account Maintenance

Resetting Your Password

To reset your password from the Blackbaud login screen, click "Forgot Password or First Time Logging In?"



Next, click "Reset your password [here]."

When prompted, enter your email address to receive a password reset email.



Faculty/Staff MFA

Multi-factor Authentication is required for all Faculty/Staff. When creating your account, you will be prompted to choose an MFA method, and use that method for your first login.

If you select "Remember this browser", you will be exempt from your MFA check for 30 days.