

Blackbaud on iOS

A recent iOS update is interfering with Blackbaud Authentication.

If you attempt to access the CSN Blackbaud Portal on an iPhone with the Safari browser, you may encounter this bug.

The bug directs users to a blank Blackbaud environment with the caption “Welcome, [First Name]”.

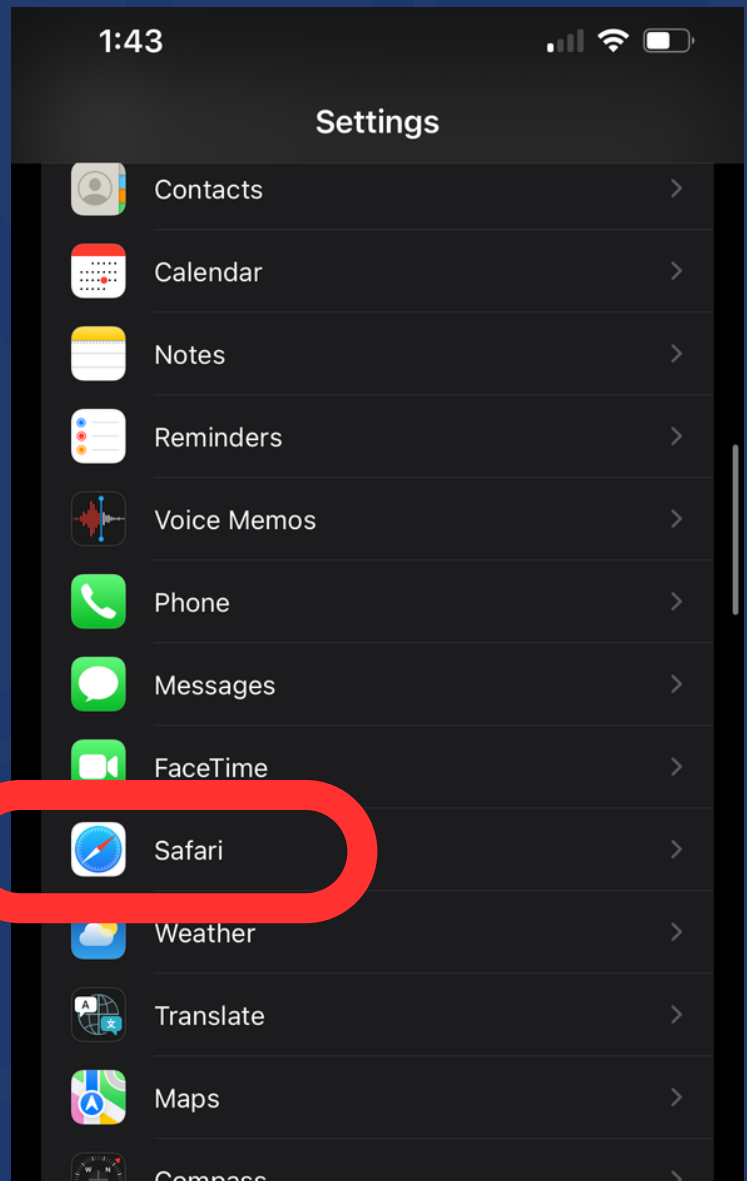
This guide will help you circumvent this bug if you encounter it.

Safari Settings

1

First, open your phone’s settings and locate the Safari app.

Alternatively, you can scroll to the top of the settings page and type “Safari” in the search bar.

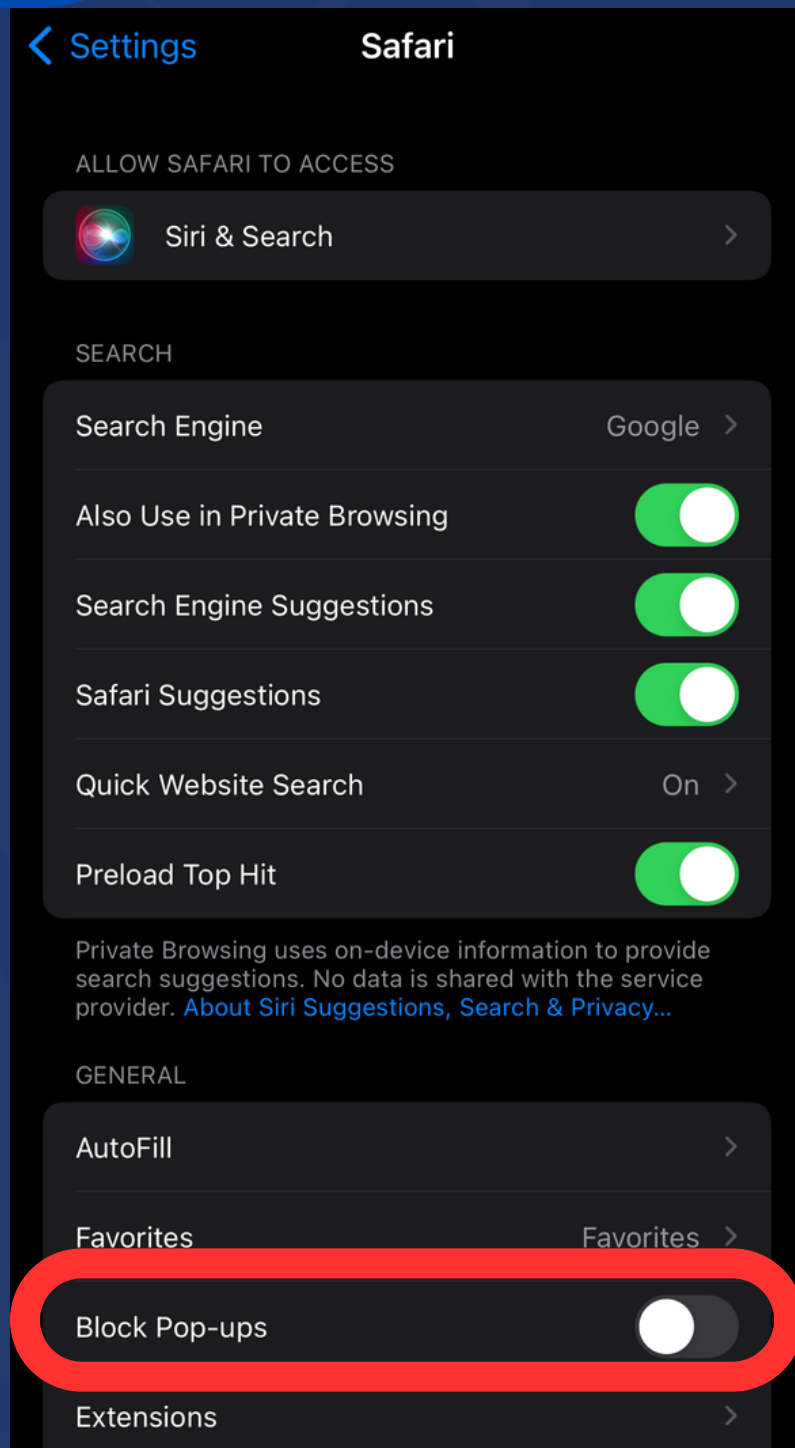


Pop-up Blocker

2

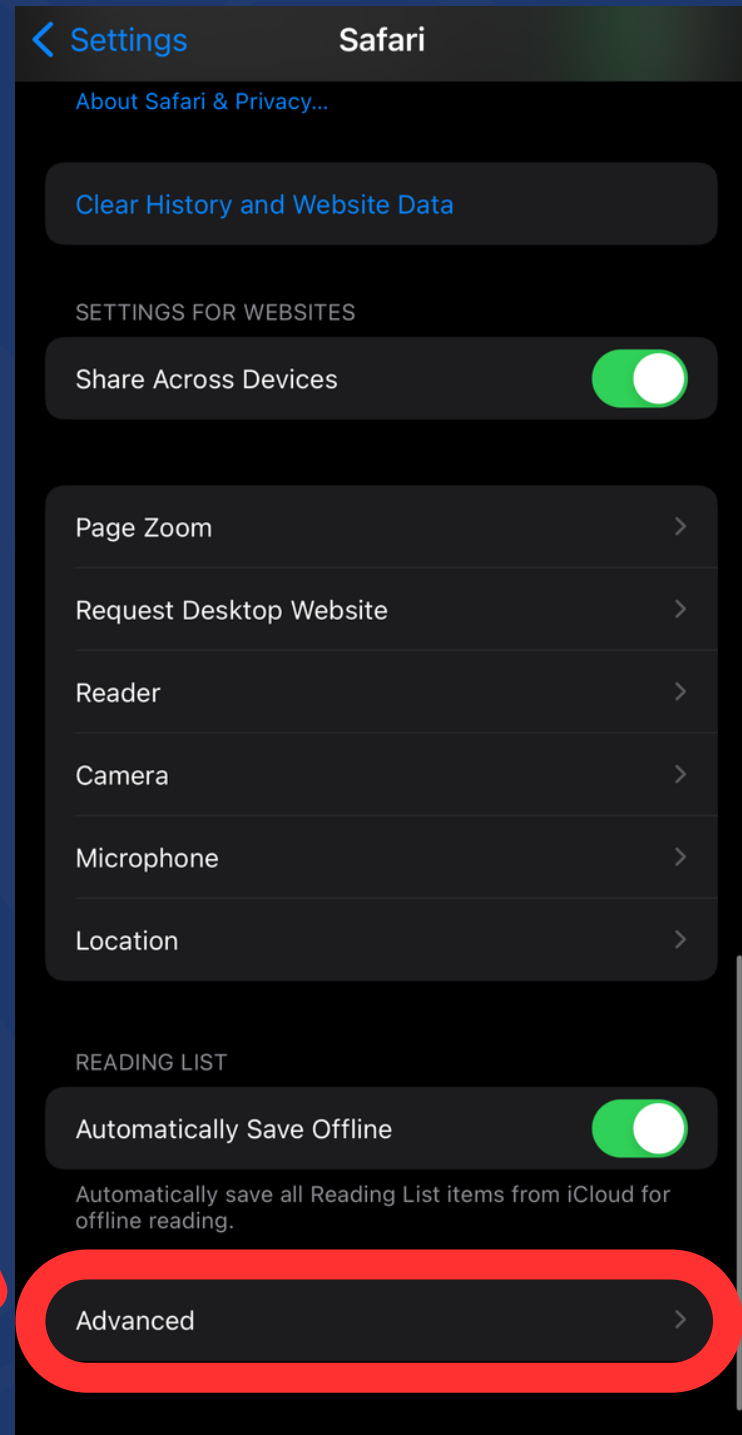
In the settings for Safari, locate the switch labeled “Block Pop-ups”.

Switch this setting to OFF if it is turned on. This feature has been responsible for some login failures.



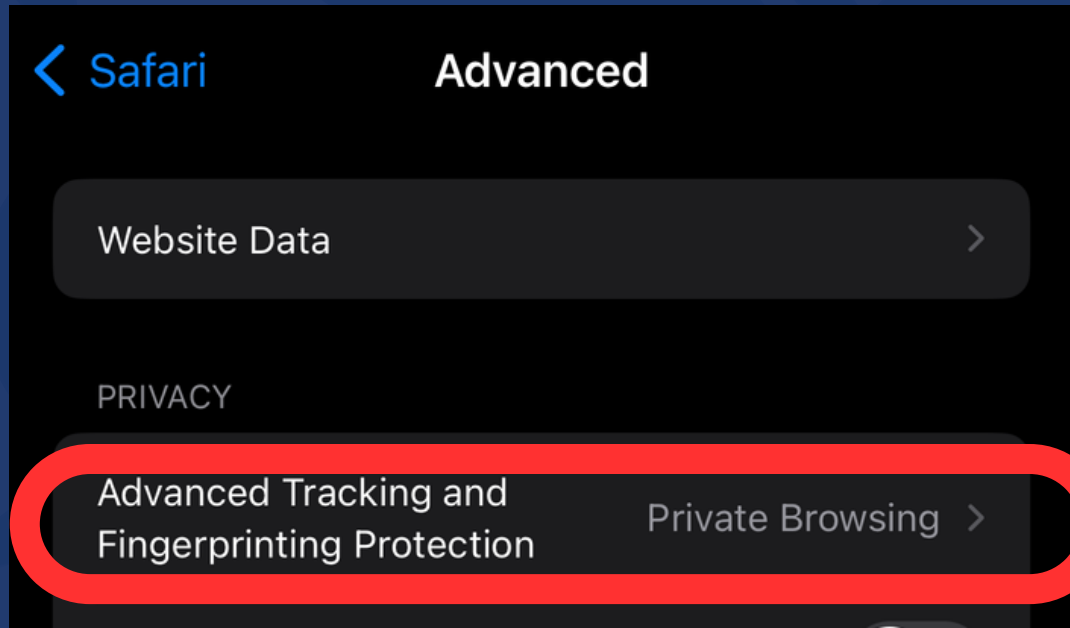
If turning off the pop-up blocker does not solve the problem, navigate to the bottom of the Safari settings page.

Click on the “Advanced” button to open advanced settings.



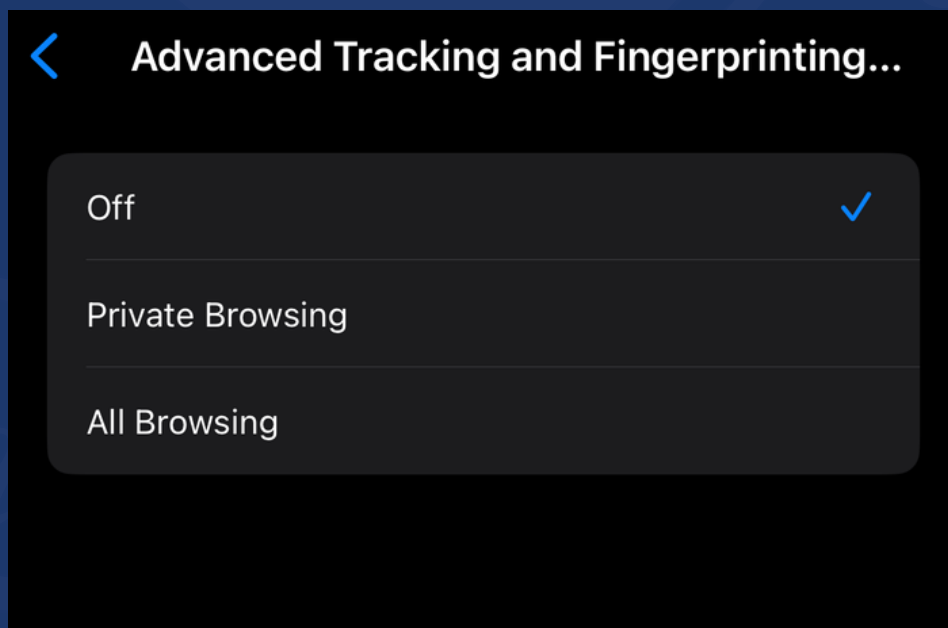
Adjusting Advanced Settings 4

In Advanced Settings, open “Advanced Tracking and Fingerprinting Protection”



Turning off ATEP 4

In the menu for Advance Tracking and Fingerprinting Protection, turn the feature off. This feature is known to interfere with Blackbaud authentication.



Once these steps are complete, you should be able to log in successfully from your iPhone using Safari.

Alternatively, using a computer or a different browser on your iPhone should circumvent this issue.

Thank you for reading this tutorial. If you have any questions, please contact our Website & Database Manager at: bchung@communityschoolnaples.org