



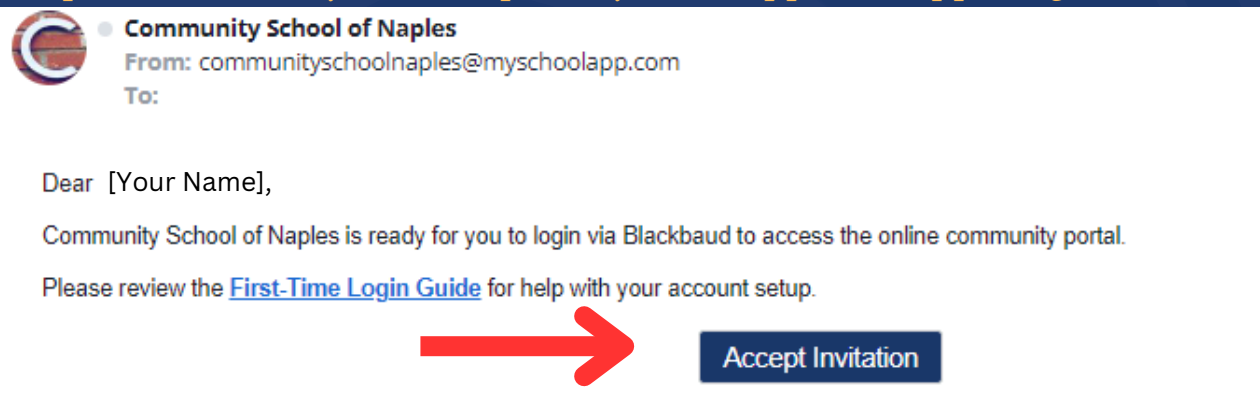
COMMUNITY SCHOOL  
of Naples

# Blackbaud Account Setup

## Check Your Email Inbox 1

In your email inbox, you will find a Blackbaud invitation (pictured below). You can proceed by clicking the “Accept Invitation” button, or by navigating to:

<https://communityschoolnaples.myschoolapp.com/app/#login>



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

## Accept the Invitation 2

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: Timmy Seahawk, class of 1982 would have the email: tseahawk1982@communityschoolnaples.org
- **Faculty/Staff:** your email address is your first initial and last name followed by @communityschoolnaples.org.
- In all cases, the email that received the invitation will be your username.

After entering your email address, click "Continue".

Sign in or sign up

Enter your email address.

Email address  
[your email]

Remember my email

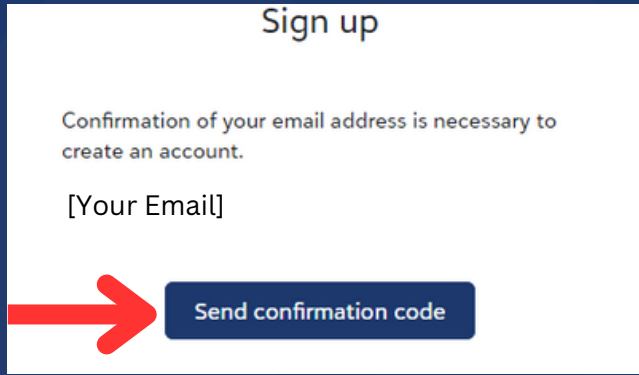
Continue

# Confirm your Email

## 3

Next, you will be asked to confirm your ownership of the email address for security purposes. Click the “[Send Confirmation Code](#)” button below your email address.

The confirmation code is a [six-digit string](#) that typically [arrives in within 5 minutes](#).

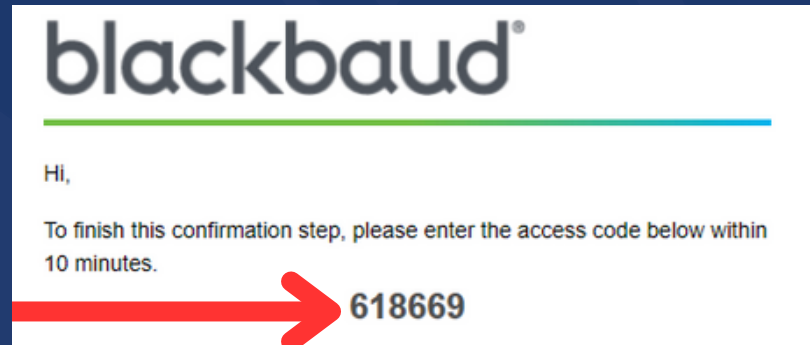


Sign up

Confirmation of your email address is necessary to create an account.

[Your Email]

Send confirmation code



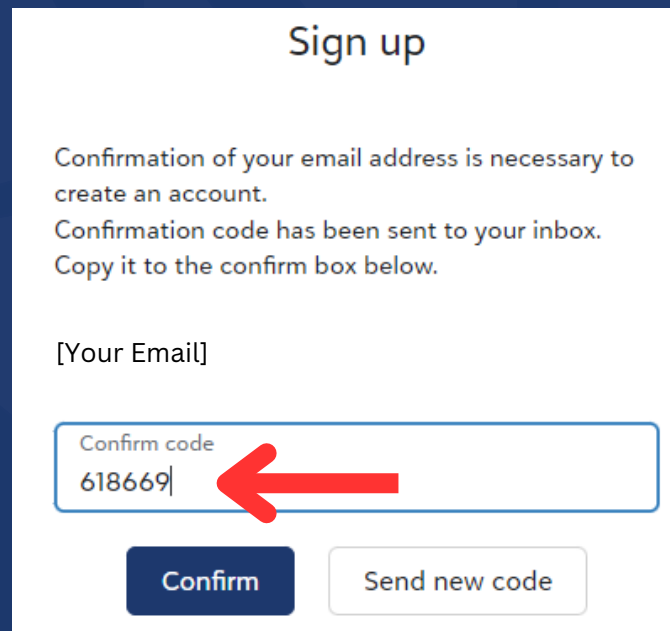
blackbaud®

Hi,

To finish this confirmation step, please enter the access code below within 10 minutes.

618669

Once you receive your confirmation code, return to the Blackbaud login screen and enter the code in the [Confirm Code](#) text box. **NOTE: You must enter the 6-digit code within 10 minutes of receiving it.** If you do not, the code will expire, and you will need to request another code.



Sign up

Confirmation of your email address is necessary to create an account.

Confirmation code has been sent to your inbox. Copy it to the confirm box below.

[Your Email]

Confirm code  
618669

Confirm Send new code

Click “[Confirm](#)” to proceed.

See the troubleshooting section at the end of this guide for email confirmation assistance.

# Create Your Password 4

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:
  - Lowercase Letter
  - Capital Letter
  - Number
  - Special Character (!, #, %, {, [, etc.)

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.

## Accessing Your Account

After you create your password, your account setup is complete. **The user experience after creating a password is known to vary based on device, browser, and internet connection.**

We recommend opening a new instance of Blackbaud and using your new credentials to access your account.

<https://communityschoolnaples.myschoolapp.com/app/#login>

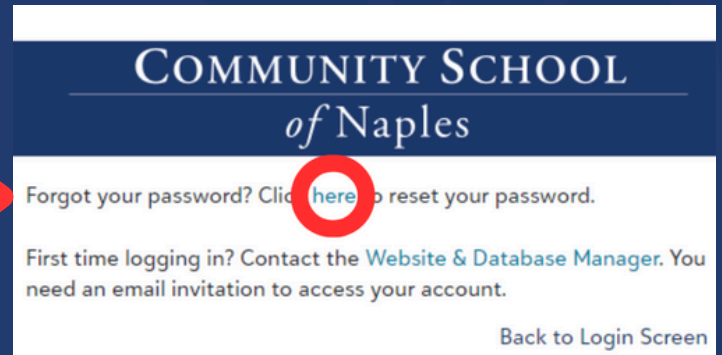
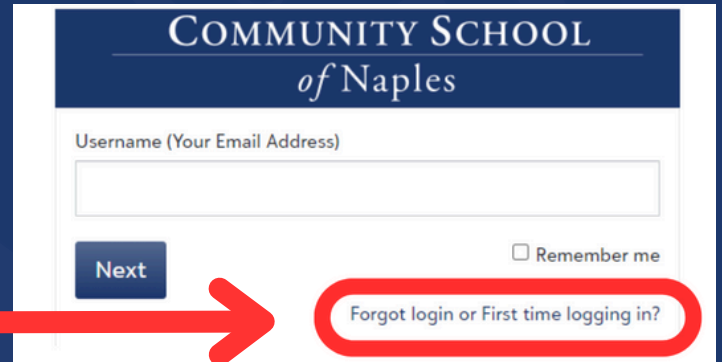
Please see the troubleshooting section at the bottom if you encounter an error.

# Account Maintenance

## Resetting Your Password

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

Next, click the hyperlinked "**here**" in the first sentence. When prompted, enter your email address to receive a password reset email.



## MFA Setup

**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 challenge for **30 days**.

**MFA is optional for non-faculty staff members**. If you're not comfortable with receiving a **text code** or using an **authenticator app**, we recommend not enabling MFA.

# Troubleshooting

## I did not receive the invitation

First, contact our [Database Manager](#) to ensure that we have the correct email address on your file ([bchung@communityschoolnaples.org](mailto:bchung@communityschoolnaples.org)). After confirming your email address, we will send a new invite to you.

If the invitation doesn't arrive, please confirm that our email address is not blocked. [communityschoolnaples@myschoolapp.com](mailto:communityschoolnaples@myschoolapp.com)

If the second request fails, please go to Blackbaud's "Unblock Me" webpage here: <https://host.nxt.blackbaud.com/unblockme-add-in/>. Enter your [email address](#) followed by "Community School of Naples", then click "Submit".

You will receive a confirmation code from Unblock Me. Enter the code where prompted. After this, please request another invitation.

## Not receiving confirmation code

If you have not received your [6-digit confirmation code](#) within [5 minutes](#) of requesting it, make sure that [noreply@blackbaud.com](mailto:noreply@blackbaud.com) is not blocked by your email provider. Then, request a new code.

If the second request fails, please go to Blackbaud's "Unblock Me" webpage here: <https://host.nxt.blackbaud.com/unblockme-add-in/>

Enter the email address associated with your Blackbaud account. Below that, enter "Community School of Naples" (without quotations. It must be exact!)

You will receive a [confirmation code from Unblock Me](#). Enter the code when prompted on the [Unblock Me webpage](#). After this is done, [request a new confirmation code](#) from the [Blackbaud login page](#).

# Troubleshooting

## Infinite Loading Error or “Nothing to See Here”

After creating your password, you may encounter an infinite loading animation (green circle). If you wait long enough or refresh the page, you might see an error message saying “Nothing to see here” with an image of a magnifying glass.

If this occurs, start a new session in Blackbaud. Close the tab, and navigate back to: <https://communityschoolnaples.myschoolapp.com/app/#login>

We are unsure why this occurs, but your account configuration should be complete. You should be able to log in to the Blackbaud Portal using the credentials you established.

If you encounter any other issues or need help navigating the system, please contact our Database Manager, Brandon Chung.

[\(bchung@communityschoolnaples.org\)](mailto:bchung@communityschoolnaples.org)