

SAA MOBILE APP INSTRUCTIONS FOR FAMILIES

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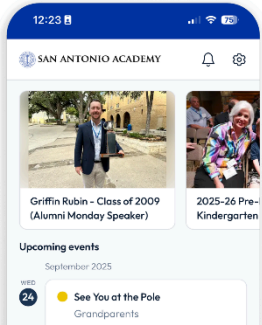
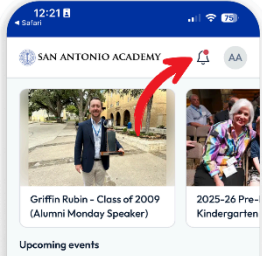
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STEP 1: DOWNLOAD THE SAA MOBILE APP

1. Either search for **San Antonio Academy** in the app store, or Apple users may follow this link: <https://apps.apple.com/us/app/san-antonio-academy/id6462501103>
2. Once downloaded and installed, open the app on your device.

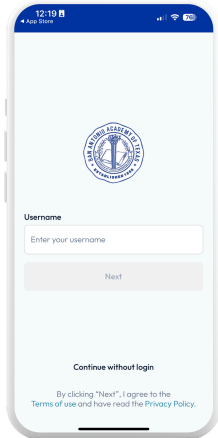
STEP 2: LOG IN TO THE APP

When first opening the app, you will have the option to log in or “continue without logging in.” What’s the difference?

Guest users can:	Logged-in users can:
<ul style="list-style-type: none"> • Browse public-facing content without logging in. • Access news, calendar, and general information. 	<ul style="list-style-type: none"> • Customize your settings. • Access chat (messages and reminders sent by teachers and coaches). • Access any password-protected content. • Receive and manage notifications. 

Opening the App for the First Time

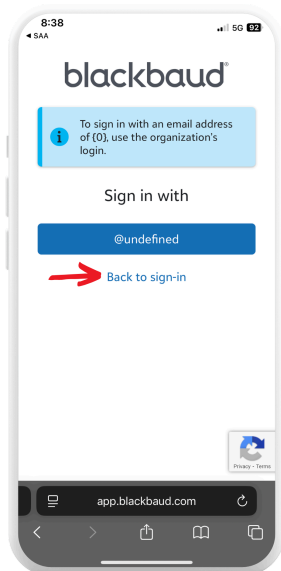
1. LOG-IN SCREEN: You will first arrive on a screen to enter your Username. The app has a single-sign-on feature in which you use your **Wildcat Portal (Blackbaud) credentials** to log in. For **username**, enter the **email you use to sign in to Blackbaud** (should be your SAA email address) and select **Next**.



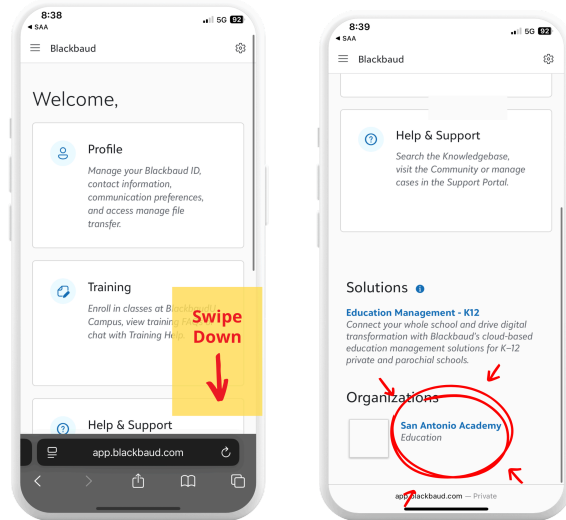
2. You will then be directed to the Blackbaud login page. Make sure your email address is entered correctly in the box and select **Next**.

Follow any authentication requirements it presents.

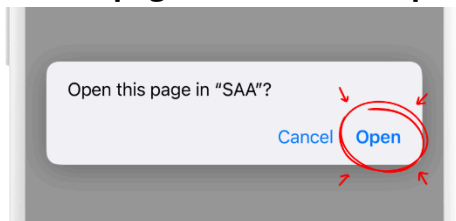
- a. Some users will be directed to the Blackbaud screen shown below. If this **DOES NOT** happen to you, move on to **step 3**. If it **DOES** happen to you, tap **Back to Sign-in** and move on to step 2b.



- b. Follow the prompt to log in using your Blackbaud ID again, only now, when you enter this information, it should direct you to the Blackbaud website. Scroll down to find the **Organizations** section, and tap to open **San Antonio Academy**. This should take you to step 3.



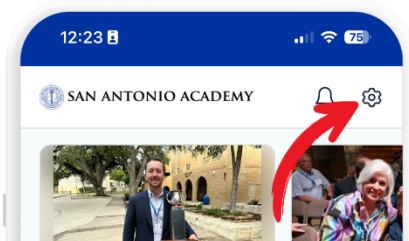
3. Once it authenticates using your Blackbaud credentials, you will see a message to **Open this page in SAA**. Select **Open**.



4. If, after following these instructions, you continue to have trouble with the login process, please complete the [SAA App Login Help form](#). In the meantime, you can access the public-facing version of the app by selecting **Continue without login** from the app's login screen.

Accessing the Log-In Later

1. Tap the gear icon at the top right of the screen. Then select **Log in**.



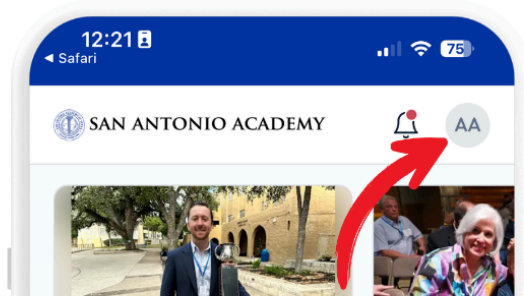
2. Follow the steps above for "Opening the App for the First Time"

STEP 3: CONFIGURE YOUR SETTINGS

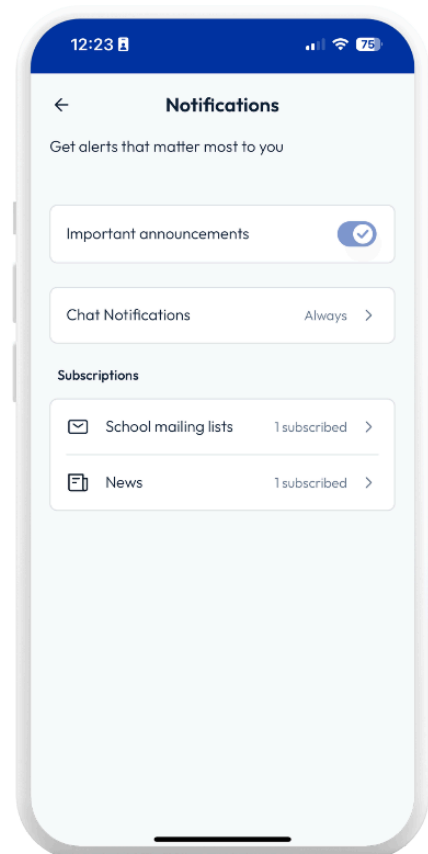
When you first log in, you will navigate through a series of screens to configure your initial settings, including language, notification preferences, and mailing list selections.

How to Adjust Your Settings Later

1. When logged in, open your **account profile bubble** to view your account settings *(circle at the top right of the screen containing your initials)*.

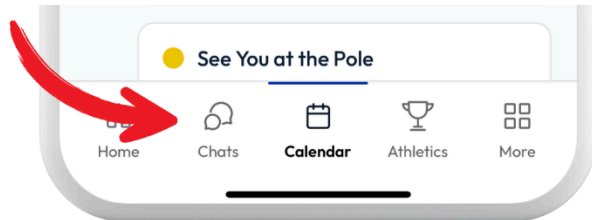


2. Select **Notifications** and decide the level of push notifications you'd like to receive from your app.
3. For **Chat Notifications**, configure the day(s) and specific times you can receive notifications on your phone. You have the ability to select custom quiet hours to reduce interruptions.
4. For **Subscriptions**, select the school mailing lists in which you'd like to receive push notifications when messages are sent out.
5. For **News**, when SAA posts news items, you can receive a push notification to let you know that this type of news has been posted. You have the ability to receive notifications when all or only certain news items are posted.

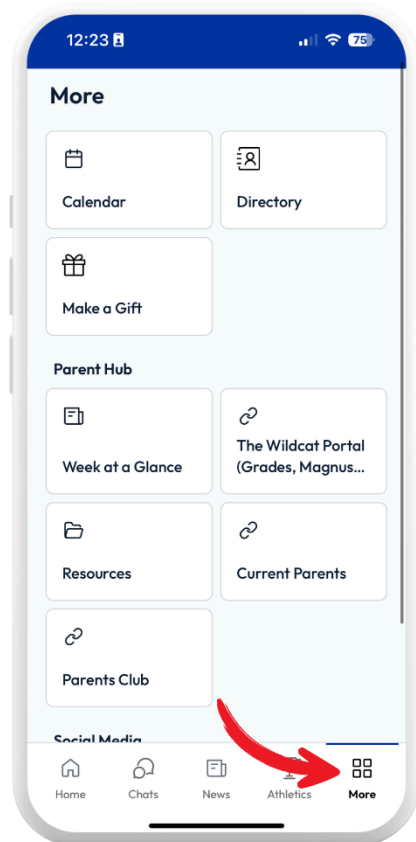


STEP 4: START BROWSING!

- News and upcoming events are on your home screen
- Using the icons in the bottom toolbar, easily access chat, athletics, and our full calendar (includes lunch menu, uniforms, and Blue/White days)



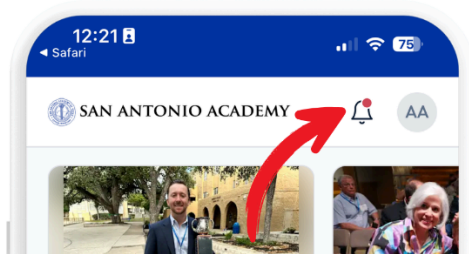
- Tap the **More** button to see additional resources, like the staff directory, social media, Wildcat Portal, and other helpful resources.



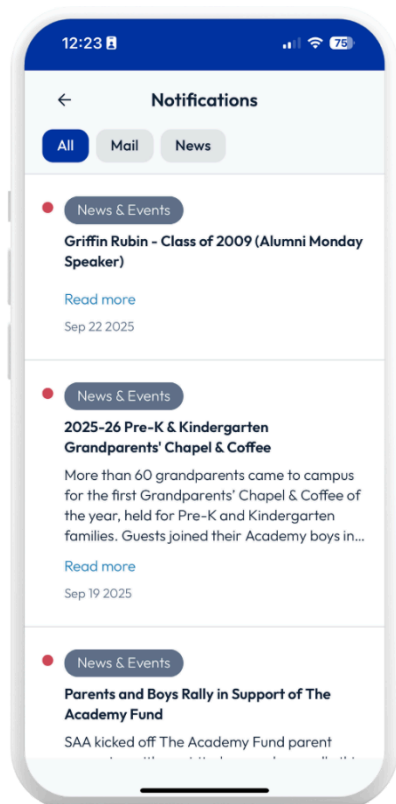
How to View Your Notifications

Remember: Notifications can only be received and managed while being logged into the app.

1. **See a small red bubble?** You may not see it yet if you haven't subscribed to notifications or have already read them.



2. Click the bell to see where your notifications will appear, organized by type of notification.
3. Once you have subscribed, you will see buttons at the top that allow you to filter and choose what to show on the screen.
4. Scroll to read the different types of communication.



How to Use Chat

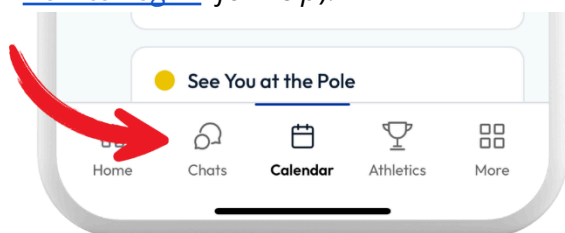
The chat feature is intended to give teachers, coaches, and administrators the ability to send families quick updates and helpful reminders. The majority of parent communication should remain in email, and student communication in Google Classroom.

- Email = Main parent communication
- App = Quick parent updates/reminders
- Google Classroom = All student communication
- GroupMe = Parent-only communication groups

All chats and direct messages are initiated by teachers/coaches and cannot be initiated by families. To contact a teacher or coach, please reach out to them via email. Students are not given the ability to use any chat features.

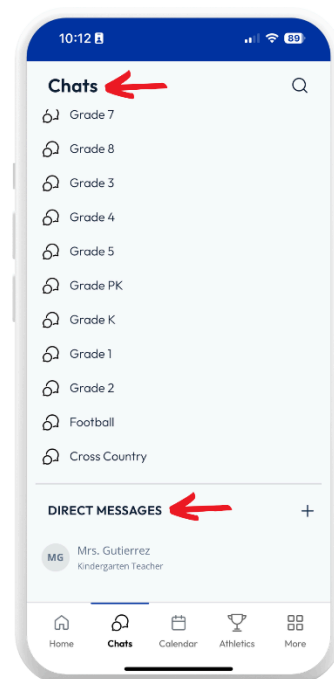
Remember: To access chat, you must be logged into the app!

1. From your app home screen, select the Chat icon from the bottom navigation (if you don't see it, you need to log into your account using your Blackbaud ID — see section on ["How to Log In"](#) for help).

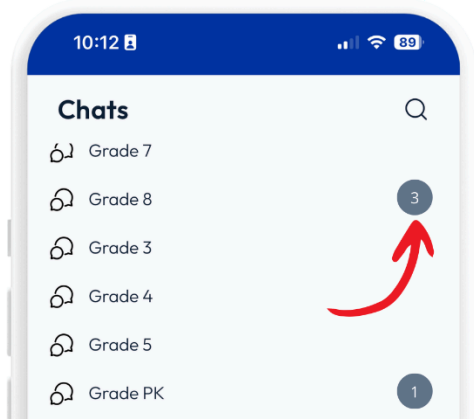


2. Once on the Chats home screen, the top half of the screen shows the chat rooms you have been assigned based on your son's grade and athletic team (if applicable). Direct Messages are in the bottom half.

- **Chat Rooms:** Are teacher/coach messages to families in an entire grade/team.
- **Direct Message:** Are more private conversations between a teacher/coach and parents, initiated by a teacher/coach, and may include two or more selected parties.



3. If a notification bubble appears next to a chat room or direct message, this means you have an unread message that you can view.



4. If you would like to adjust your app notifications, this is managed in your mobile app's main account settings. See "[How to Adjust Your Settings Later](#)" section for instructions.
5. If you are missing a chat room in which you should be included, please submit the [Mobile App Help Request Form](#) for assistance.