

# New Features for 7.2

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

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**Note:** You must use The Raiser's Edge 7.96 (with Patch 17) or higher to integrate with Blackbaud NetCommunity 7.2. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2.

Previous references to the 7.2 release mentioned that it would be called version 7.1 Service Pack 6. However, due to the nature of the enhancements included in this release (such as adding **Blackbaud Checkout** to various parts), this update is 7.2 instead.

## Janrain is now Akamai

*Akamai Technologies* recently acquired *Janrain* and renamed their *customer identity and access management (CIAM)* product to *Akamai Identity Cloud*.

Integration with this third-party authentication service enables your organization to manage multiple logins for your **Blackbaud NetCommunity** website and social network websites, such as *Facebook* and *Twitter*.

Existing *Janrain* integrations require no updates: the functionality and configuration for this integration has not changed. You'll simply notice the rebrand and updated website information for the company. Your original *Janrain* dashboard remains at <https://dashboard.janrain.com/>.

We're updating our help documentation to reflect the rebrand to *Akamai*. However, some documentation may continue to use the legacy name, *Janrain*.

To set up this integration, follow the directions in our documentation for *Janrain* or *Akamai*.

## Blackbaud Checkout Enhancements

### Forms

With Version 7.2, these now also use **Blackbaud Checkout**.

- Event Registration Form part
- Payment 2.0 part

## Donation 2.0 Enhancements

In this release, we've made several new enhancements to the Donation 2.0 part.

Remember that in version 7.1 Service Pack 5, the Donation Form - Mini (Beta) was renamed and is now called Donation 2.0. This form also uses **Blackbaud Checkout**.

### Support for Direct Debit(ACH)

To enable donors to contribute gifts via *Automated Clearing House (ACH)*, you can now enable **Direct Debit** when you setup payments on a donation form part.

From the part editor, select **Payment Setup** and choose whether to enable direct debit payments, credit card payments, or both payment methods. When you enable direct debit payments, donors will enter the name of the account holder, their bank name, the account number, and the routing number (or sort code) to complete the payment. Based on where the donor lives, they may be required to enter additional information.

## Enter Debit Information

Account holder's name \*

Bank name \*

Account number \*

Routing number \*

**Due Today**

**\$70.00**

## Support for "Other" Designations

When your organization selects to **Enable Other Designation** on a donation form, the donor can select **Other** under **Designation** and then enter which fund should receive the donation. This information also appears on the confirmation page for the donation and in acknowledgment emails.

An admin then links the donation to the appropriate fund from **Raiser's Edge** when the admin processes transactions through the **Blackbaud NetCommunity** plug-in.

Your organization can customize the caption text that appears in labels for this functionality, such as "How would you like to direct your donation?"

## Match Event Guests to Constituents in Raiser's Edge

When an individual registers to attend an event, and the primary registrant brings a guest to the event, you can now match the guest to constituent in **Raiser's Edge** when you process the event transaction in the **Blackbaud NetCommunity** plugin. Previously, you could only match the primary registrant.

When you process the event transaction, the plug-in now automatically attempts to match each guest to an existing constituent in **Raiser's Edge**. Administrators can also search for existing constituents and manually link a guest to an existing constituents.

If no existing constituents match the guest for the event, an event administrator can select to create a new constituent record in **Raiser's Edge** for the link. Alternatively, you can decline the option and not create a new constituent; the guest will be noted in the same way that the guest would have been handled before this update.

## Email Enhancements

With this update, it's easier for email recipients to unsubscribe from email messages without harming your organization's reputation for SPAM compliance.

If an email recipient uses a supported email provider and your organization's email domain is in good standing as a sender (SPAM Compliance), then an unsubscribe link appears automatically in the header of the email in the email application (such as *Google Gmail*)

When a recipient selects this link, the recipient is handled as though the user selected to globally unsubscribe from a **Blackbaud NetCommunity** communication form. This does not harm your organization's domain reputation.

## Maintenance Changes

Blackbaud NetCommunity version 7.2 also includes these changes.

## Bug Fixes

- *Google Analytics* no longer generates the analytics.js "ga" code which **Blackbaud Netcommunity** needs for site tracking. Instead, *Google Analytics* only generates the gtag.js "Google Tag Manger" code by default. This default may prevent the confirmation screen from appearing on your donation forms. To resolve this issue, go to **Administration** and **Sites & settings**. Then **Edit** the site tracking code. In the first line of the code, replace the word aync with aync="true". **Save** your changes. These directions are also included in the *Blackbaud Customer Support Knowledgebase* article 114068.
- We improved the performance of Donation 2.0 forms. Specifically, the form now loads faster when it includes many countries as options in the drop down menu.
- Previously, if a user submitted a payment for an Event 2.0 part and included extra whitespace after the cardholder name, the cardholder's last name sometimes appears blank in the **Raiser's Edge** plugin. The first name still appeared as expected. This is fixed; extra spaces in the name are now handled without issue.
- Previously, an error caused eReceipts to generate blank .pdf files for a small number of organizations with **Spark**. This is fixed; the files are generated with the appropriate content for eReceipts.
- Previously, if an organization used Donation forms but didn't have the Tribule module, an error could occur. This is fixed.
- Recently, users who did not have full Supervisor rights were unable to view the "honeycomb" email report. This is fixed. Users who have access to manage emails can view the email reporting data included in this report.
- Previously, if an organization linked a Membership form to a Payment 2.0 part, and selected for the email confirmation to include membership members and additional members, an error prevented the names of the additional members from appearing in the confirmation email. This is fixed; all the names appear as expected.
- Recently, an error caused gifts to intermediate appear and disappear from scrolling donor display and fundraiser dashboard results. This is fixed; the results are consistent and correct.
- To ensure we provide the latest security enhancements for **Blackbaud Netcommunity**, we upgraded *jQuery* to version 3.4.1. We recommend that all clients upgrade apply version 7.2 to ensure they take advantage of the latest security enhancements.

## Patch 1

- Previously, when an Event 2.0 form with **Blackbaud Checkout** was used to register multiple attendees, an error caused guest names to be duplicated in the acknowledgment email sent to the user. This is fixed.

# New Features for 7.2 Service Pack 1

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 1. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

This section provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 1. For information about how to install or update to this version, see the [Infinity Platform Installation and Upgrade Guide](#).

**Note:** You must use The Raiser's Edge 7.96 (with Patch 17) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 1. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 1.

## Donation 2.0 Enhancements

In this release, we've made several new enhancements to the Donation 2.0 part.

### Donor Name

The Donation 2.0 part will use the donor's name based on the Donation Form

- via the user details (if the donor logged in)
- or data entered in the personal information step.

If the personal information step is not configured and the donor isn't logged in as user, then information entered in **Checkout** will be used.

## Support for Pledge Installments

The Donation 2.0 part now includes an option which administrators can enable to accept Pledge Installments as a Gift.

A pledge is a promise to pay a specified amount over a set period. Pledges are paid in one or more installments.

1. To enable this, select **All Pledge Installment gifts** when you configure the part. By default, it isn't enabled.
2. Then choose the options that will be available to donors for the frequency of their pledge installments.
  - Monthly
  - Quarterly
  - Semi-annually
  - Annually
3. Reorder the frequency options or add captions to customize how they'll appear to donors.
4. Configure the remaining settings.

These are similar to the settings available for Recurring Gifts in a Donation 2.0 part.

For example, you can determine a maximum to limit the number of installments that make up donor pledges. Otherwise, donors can enter a installment number between 1 and 99.

You'll also determine what payment methods are accepted, as well as messages for acknowledgments and confirmations.

When a donor selects to make a pledge, the donor determines the

- Total pledge amount
- Frequency of installments
- Number of installment
- Start date of the first installment

and then provides the appropriate provide credit card or direct debit information for payments.

**Note:** The "Bill me later" option is not available for pledge installments.

## Merge Fields for Direct Debit

Merge fields for **Direct Debit** are now enabled by default for use on the **Acknowledgment Email** and **Confirmation Screen**.

Previously, if you wanted those merge fields, an admin had to configure them to be available first.

## Merge Fields for Credit Card

An admin can now configure merge fields for **Credit Card** for use on the **Acknowledgment Email** and **Confirmation Screen**.

## eReceipts for Direct Debit for the United Kingdom

In a previous release, Donation 2.0 forms were updated to support **Direct Debit** for the United Kingdom. (Your organization's culture is set to UK.)

In the current service pack, **Direct Debit Receipts** are also supported when you use a Donation 2.0 form with direct debit for the United Kingdom.

A merge field for the **Direct Debit Receipt URL** can be included in the **Acknowledgment Email** and **Confirmation Screen**.

## eReceipts

Now, eReceipts are supported when you use a Donation 2.0 form for **Credit card** and **Debit card**. An admin can enable them in **Sites and Settings**.

A merge field for the eReceipt can be included in the **Acknowledgment Email** and **Confirmation Screen**.

## Tiny MCE Editor

With this release, all *Tiny MCE* editors were upgraded to version 4.9.6. You'll use these to add and edit HTML content in a "what you see is what you get" (WYSIWYG) experience.

## Blackbaud Checkout: Membership Part

This release updates the **Membership** part to use the re-factored transaction processing architecture and integrate with **Blackbaud Checkout**.

1. Edit the **Membership** part.
2. Select **Credit Card** as a payment method.
3. Checkout is disabled by default.

Select **Add Checkout** to enable it.

**Note:** Currently on a part editor, when **Checkout** is enabled and the selected merchant account supports **Checkout**, the checkout overlay will appear. However, if the selected merchant account does not support **Checkout** (ie. it uses **IATS**) instead, then the part will use a **Blackbaud Secure Payments** page for credit card payments. If **Checkout** is disabled on the part editor, the part uses **Direct to Payment**, regardless of the selected merchant account.



# Training

The **Help** menu now includes a clickable hyperlink to **Training**. Select it to view the current curriculum available from *Blackbaud University*.

# Maintenance Changes

Blackbaud NetCommunity version 7.2 Service Pack 1 also includes these changes.

## Bug Fixes

- We improved the performance of Donation 2.0 forms. Specifically, the confirmation screen now loads faster when eReceipts are not enabled.
- Previously, when a user created a Donation Form 2.0 part and attempted to edit the text on the **Language** tab, an error caused the live form to show the default text instead of the saved customized text. This is fixed; the text entered and saved on the **Language** tab now correctly appears on the live form.
- Previously, if eReceipts were enabled, donors who submitted transactions experienced a slow loading page. Some donors submitted duplicate transactions when they believed the donation was unsuccessful. This is fixed; the page loads as expected when the donor selects **Donate Now**.
- Previously, an error caused the mini donation form part to use the **Email** or **Phone Type** based on the first **Phone Type** in the **Tables** configured in *Raiser's Edge*, instead of the type configured in the **Sites and Settings** for **Admin** in *Blackbaud NetCommunity*. There was a workaround (*KnowledgeBase* article: 114861). This is fixed; the mini donation form part now uses the correct settings from *Blackbaud NetCommunity*.
- Previously, if the *Raiser's Edge* integration was set to regularly import data, but *Raiser Edge 7* was down during the scheduled import time, events would briefly disappear from the **Event Calendar** in *Blackbaud NetCommunity* until *Raiser Edge 7* was restored and the integration imported data again. This is fixed; the events continue to display even when the integration can't import data because it's data source is down.
- Previously, if a user only had email rights, an error prevented the user from using any export functions (message reports, bounces, opt outs, not-sent). When the user attempted to view the **Select Export** page, the page appeared to load but the export wasn't downloaded. This is fixed; users with email rights can successfully download exports. Users with supervisor rights never experienced the error.
- Previously, when a user inserted the email sign up form part on a *Blackbaud NetCommunity* page, the style sheet for the part override the site style. Now, the email sign up form part displays based on the site style sheet (correct priority).
- This release updates the reCAPTCHA integration for user registration forms to strengthen

resistance to spam bots.

- This release also includes multiple security fixes.

# New Features for 7.2 Service Pack 2

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 2. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

This section provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 2. For information about how to install or update to this version, see the [Infinity Platform Installation and Upgrade Guide](#).

**Note:** You must use The Raiser's Edge 7.96 (with Patch 17) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 2. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 2.

## Matching Gifts in Donation 2.0 Forms

To help you maximize donations, Donation 2.0 forms now support matching gift options. Previously, this option was not available in 2.0 forms.

With this update, you will find the following enhancements:

- When you edit a form, you can select **Allow matching gifts** under **Donor options** to have the matching gift option appear on the form.
- On the **Language** tab, you now see a **Matching Gifts** option under **Categories**. When you select this option, you can change the display text on your forms from the default.
- When you design your acknowledgements and eReceipts, you now can add matching gift merge fields to better customize your emails.
- Matching gift merge fields are also available to customize your confirmation screen.

## Maintenance Changes

Blackbaud NetCommunity version 7.2 Service Pack 2 also includes these changes.

## Bug Fixes

- We addressed an issue with the Date of Birth field on email signup forms when the country was set to The Netherlands. Previously, you could receive an error when entering the date of birth manually or from the calendar, even when the date was valid.
- We addressed an issue with viewing eCards. When using classic donation forms that included eCards, the eCard recipients could receive an error when viewing the card. This only happened when the cards were generated from a donation part and not from an eCard part.
- We addressed an issue with Donate links in Team Fundraiser. Previously, when a donor selected the “Donate” link on a Team Fundraiser page, they could receive an error.
- We addressed an issue with the number of transactions in different reports. Previously, the number of transactions in the Email Summary Report could differ from the Transactions field in the “honeycomb” report, the summary on the Additional Information report, and the number of records exported in the Details report.
- We addressed an issue with registrant names on Event 2.0 parts. Previously, the Registrant Names could be blank when you looked at the See Who is Coming list for the event. This happened when duplicate attendees existed on the event and the attendee list opt-in attribute was selected on the Attendees, Attribute section in **Raiser’s Edge**.
- We addressed an issue with event calendar parts. Previously, the options to add images and links were sometimes missing in these parts.
- We addressed an issue with unengaged recipients. Previously, email addresses for constituents who had clicked a link in the last 6 months were incorrectly included in the Unengaged Recipient list when you filtered the list for the last 6 months.
- We addressed an issue with click-through numbers. Previously, the numbers could be different in **Blackbaud NetCommunity** and in **Raiser’s Edge**. Specifically, click throughs that appeared on **Blackbaud NetCommunity** sometimes did not appear in **Raiser’s Edge** records.

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This section provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 3. For information about how to install or update to this version, see the [Infinity Platform Installation and Upgrade Guide](#).

**Note:** You must use The Raiser's Edge 7.96 (with Patch 17) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 3. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 3.

## Single Sign-on NetClassroom and Faculty Access for the Web

If a user is locked out of **Blackbaud NetCommunity** because they exhausted their password attempts, they are no longer able to access **Blackbaud NetCommunity** from **NetClassroom** or **Faculty Access for the Web** using single sign-on. An admin must unlock their account before they can use single sign-on again.

## Maintenance Changes 7.2 Service Pack 3

**Blackbaud NetCommunity** version 7.2 Service Pack 3 also includes these changes.

### Optimizations

**Blackbaud NetCommunity** version 7.2 Service Pack 3 also includes these optimizations.

- The Payments Workflow has been optimized for Donation 2.0 part. Donation 2.0 will now display a message indicating that the transaction is being processed before the confirmation page appears. This message can be configured under the Language tab. We recommend that you do not exceed 250 characters in this message. We have also implemented a Business Process called "Process CMS Transaction Business Process" that repairs transactions that have been authorized but were not immediately downloaded when using **Blackbaud Checkout**. This process runs every 15 minutes to

make the repair and perform all post-transaction activities, such as acknowledgements, eReceipts, honeycomb update, and notifications.

- We have strengthened field-level encryption for sensitive data, such as personally identifiable information.

## Bug Fixes

**Blackbaud NetCommunity** version 7.2 Service Pack 3 also includes these bug fixes.

- We fixed an issue with registration status. Previously, when you processed event registrations through the **Blackbaud NetCommunity** plugin in **Raiser's Edge**, the Registration Status Date was not added to the participant record.
- We fixed an issue with duplicate registrants. Previously, if you entered a space at the end of the participant's last name for an event, the registrant was incorrectly duplicated in **Raiser's Edge**. In addition, the constituent appeared as "Do Not Register."

# New Features 7.2 Service Pack 4

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 4. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

This section provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 4. For information about how to install or update to this version, see the [Infinity Platform Installation and Upgrade Guide](#).

**Note:** You must use The Raiser's Edge 7.96 (with Patch 21) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 4. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 4.

## Silverlight Deprecation

Microsoft will discontinue support for *Silverlight 5* on October, 2021. In preparation, we have deprecated parts that use Silverlight. The following parts are deprecated.

- User Networking Manager
- My Friends
- User Link Module

In addition, the following features are also affected.

### Directory Pages

- The option to send a message via User Networking under Directory has been removed
- The User Networking has been removed on the Edit User Record screen

### Notification Templates

- Email Notification templates specific to User Networking Manager have been removed. In addition, constituent type notifications that use User Networking Manager are no longer available.

## Access Control Logging

We have enhanced logging of access control events to include both successful and failed login attempts using Windows Event Logs.

## New Password Complexity Requirements and Expiration

We have changed the password complexity requirements.

- Minimum length has increased from 8 to 12 characters
- Passwords must include:
  - Both numbers and letters
  - At least one special character ( #/\$/%/&/@, etc.)
  - Uppercase and lowercase letters
- Passwords cannot include the registrant's name(s), user ID, user name, or organization name
- Passwords cannot match any of the last six passwords

If an existing user has a password that does not meet the new criteria, they will be prompted to reset their password before they can continue.

For more information about changing password requirements, see [Knowledgebase Solution 195804](#).

## Security Check for Uploading Files

We have added new security checks when you upload files or images to the system.

## Maintenance Changes 7.2 Service Pack 4

**Blackbaud NetCommunity** version 7.2 Service Pack 4 also includes these changes.

### Bug Fixes

**Blackbaud NetCommunity** version 7.2 Service Pack 4 also includes these bug fixes.

- We fixed an issue with email content. Previously, when you added a conditional content block to an email message and then edited the HTML source code for the email, the content that appeared after the conditional content block was incorrectly removed.



# New Features 7.2 Service Pack 5

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 5. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

This section provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 5. For information about how to install or update to this version, see the [Infinity Platform Installation and Upgrade Guide](#).

**Note:** You must use The Raiser's Edge 7.96 (with Patch 22) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 5. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 5.

## Improved Login Security

With this update, **Blackbaud NetCommunity** will lock user accounts for 10 minutes after five consecutive unsuccessful login attempts. This now includes third-party functionality using single sign-on. For more information about password requirements, see [New Password Complexity Requirements and Expiration on page 16](#).

## Remember Me for Login Information

The "Remember me" option for login information now does not remember your user name after you close your browser session. Previously, it still remembered you if you closed your browser session but it had not been 24 hours. Now, you must re-enter your user name if you log in after 24 hours or if you close your browser session.

## Internet Explorer 11

**Blackbaud NetCommunity** no longer supports *Internet Explorer 11*.

## TinyMCE Upgrade

We have upgraded TinyMCE to version 5.7.1 in Email Template, Email Messages, Layouts, Discussion Groups, and FTI.

## Maintenance Changes 7.2 Service Pack 5

**Blackbaud NetCommunity** version 7.2 Service Pack 5 also includes these changes.

### Bug Fixes

**Blackbaud NetCommunity** version 7.2 Service Pack 5 also includes these bug fixes.

- We have fixed an issue with the free classic Event Registration form. Previously, the form was generating a reCAPTCHA error when someone tried to register.
- We fixed an error when changing an existing image to a different image in the Image Library. Previously, the image was not added and you could not revert to the original image.

# New Features 7.2 Service Pack 6

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 6. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

This section provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 6. For information about how to install or update to this version, see the [Infinity Platform Installation and Upgrade Guide](#).

**Note:** You must use The Raiser's Edge 7.96 (with Patch 24) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 6. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 6.

## Multi-Factor Authentication

To improve security, we have implemented multi-factor authentication (MFA) for **Blackbaud NetCommunity**. Under **Sites & Settings, Settings**, you can now see the new Multi-Factor Authentication Setup section.

Tasks Settings

Configure global settings to apply to all the sites that you create. These organization-wide settings apply to your default site, as well as any parent or child sites.

Save Help

General Web services Caching Schedules Financial Education Social media API **MFA**

### MultiFactor Authentication Setup

Enable MFA

Selecting this option will enable MFA for all your parts which provide login capabilities.

MFA Code Email Setup

Setup MFA Code Email

Click this button to setup MFA Code Email

Email Address Change Email Setup

Setup Address Change Email

Click this button to setup Email Address Change Email

There, you can enable MFA and set up emails to send the MFA code and address changes.

### Login Experience

When you log in, you now see a request to verify your identity. Select **Send Code** to receive a multi-factor authentication code via email.

**Verify My Identity**

For your protection, we will send you a security code to the following email address:

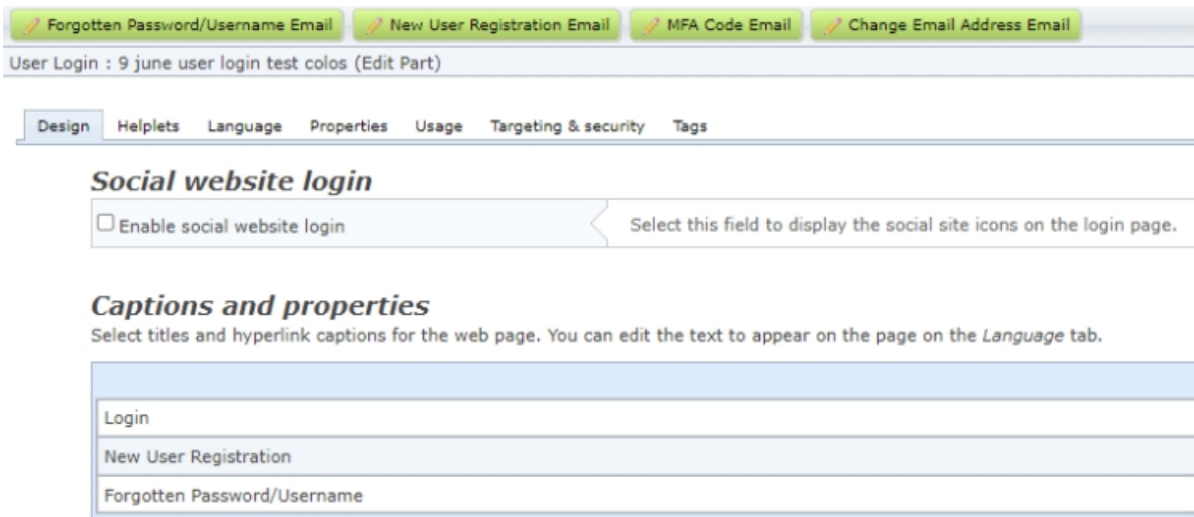
\*\*vid@blackbaud.com [This is not my email](#)

Cancel Send Code

If you do not have an email address on file, you will be prompted to enter one.

### User Login Part

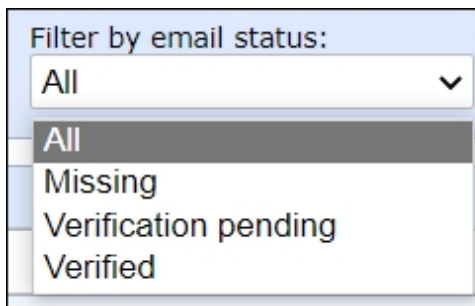
The User Login Part now includes a link to **MFA Code Email**, which allows you to access and edit the MFA code email template. You can also use the new **Change Email Address Email** option.



In addition, the Language tab on the User Login part includes a new category for "Multi-factor authentication." This allows you to customize verification popups and data entry validations.

### User List

We have also updated the user list to include a filter for Email Verification Status for each user.



## Email Address and Password Reset

To improve security, we have made the following enhancements to email address and password management.

- All user accounts must now have an email address on record. When you log in to **Blackbaud NetCommunity**, if you do not have an email address on record, you will be prompted to enter one.
- When you need to reset your password, you now enter the old and new passwords in the same screen rather than separate screens.
- When you change your email address, you now receive an email to your old email address notifying you of the change.
- Admins can configure how long passwords will last before they expire in the web.config file, under the setting "PasswordExpirationDays." The expiration time must be between 90 and 365 days.

## Configure Account Lockout Duration

Admins can now configure the account lockout duration to better manage how login attempts are handled. In **Sites and Settings**, under **Registration and login options**, you can see the lockout options. The number of attempts must be between one and five, and admins can adjust the lockout duration to any length of at least 10 minutes.

**Note:** Users can't access their account after a lockout (even after a password reset) until the lockout time period ends.

## eStore

eStore functionality has been deprecated.

## TinyMCE Upgrade

In a previous version, we upgraded TinyMCE to version 5.7.1 in Email Template, Email Messages, Layouts, Discussion Groups, and FTI. With this release, we have upgraded to version 5.7.1 for the rest of the application.

## Product Update Briefing

Blackbaud NetCommunity: October 2021 Details about the "Available now" capabilities discussed in the October 2021 Product Update Briefing are below.

### > Security

## Improved Login Security

With this update, **Blackbaud NetCommunity** will lock user accounts for 10 minutes after five consecutive unsuccessful login attempts. This now includes third-party functionality using single sign-on. For more information about password requirements, see [New Password Complexity Requirements and Expiration on page 16](#).

## Remember Me for Login Information

The "Remember me" option for login information now does not remember your user name after you close your browser session. Previously, it still remembered you if you closed your browser session but it

had not been 24 hours. Now, you must re-enter your user name if you log in after 24 hours or if you close your browser session.

## > Software Updates

### Internet Explorer 11

**Blackbaud NetCommunity** no longer supports *Internet Explorer* 11.

### TinyMCE Upgrade

We have upgraded TinyMCE to version 5.7.1 in Email Template, Email Messages, Layouts, Discussion Groups, and FTI.

# New Features 7.2 Service Pack 7

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 7. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

**Note:** You must use The Raiser's Edge 7.96 (with Patch 26) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 7. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 7.

## Bug Fix

Previously donation 2.0 forms were not showing as ADA compliant when they were run through third party ADA compliance tools such as SiteImprove. This is fixed.

## Optimized Payment Workflow for Checkout Functionality on Membership

Membership will now display a message indicating that the transaction is being processed before the confirmation page appears.

When using Blackbaud Checkout, the process that repairs any transactions that have been authorized but not immediately downloaded has been modified to handle pending authorized membership transaction. This process runs every 15 minutes to repair and perform all post-transaction activities, such as acknowledgements, Ereceipts, honeycomb update, and notifications.



# Updates due to End of Service for Blackbaud Direct Marketing

Due to the end of service for **Blackbaud Direct Marketing**, the following updates were made to **Blackbaud Netcommunity**:

1. Finder number options were removed from the UI.
2. The webservice credential option to communicate with **Blackbaud Direct Marketing** was removed.
3. A deprecated message displays for **Blackbaud Direct Marketing - Blackbaud Netcommunity** services in configuration info.

## Upgrade to .Net Framework 4.8

We have upgraded the .NET framework to 4.8.

## jQuery upgrade to 3.6.0 version

To ensure we provide the latest security enhancements for **Blackbaud Netcommunity**, we upgraded jQuery to version 3.6.0.

# New Features 7.2 Service Pack 8

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 8. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

**Note:** You must use The Raiser's Edge 7.96 (with Patch 27) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 8. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 8.

## Bug Fixes

- This fix addresses an issue with the Donation 2.0 Form in **Blackbaud NetCommunity**. Previously, pressing continue caused the page to stay in the same location without navigating back to the top of the form.
- This fix addresses an issue with cross-site scripting in **Blackbaud NetCommunity**.
- This fix addresses an issue with **Blackbaud Checkout** in **Blackbaud NetCommunity**. Previously, PayPal offered in Blackbaud Checkout was unable to complete a transaction.
- This fix addresses an issue with updating the password on the user profile page in **Blackbaud NetCommunity**. Previously, users encountered an error message when updating the password on the user profile page.
- This fix addresses an issue with the Membership Form in **Blackbaud NetCommunity**. Previously, recurring memberships were not tokenized.
- This fix addresses an issue with the Registration Gift Amount merge field in **Blackbaud NetCommunity**. Previously, the Registration Gift Amount merge field in the Event Registration Transaction Notification email displayed as negative.

# Optimized Payment Workflow for Checkout Functionality in Event 2.0

With this release, Payment Workflow functionality has been impacted and several changes have been made. The functionality works much like Donation 2.0 checkout. The state of each transaction is logged as part of this implementation. Users can view the CMSttransactions table in the database which contains entries of the correct status for each checkout transaction, review each scenario possible with Checkout transactions and check other transaction types like Bill me later.

In case of a failed transaction, the business process picks the transaction from the current state and repairs it. If the Event 2.0 page is sent via an email job / message, the transaction data will be reflected in the honeycomb report. Event 2.0 will now display a message indicating that the transaction is being processed before the confirmation page appears.

The Business Process called "Process CMS Transaction Business Process" that repairs transactions that have been authorized but were not immediately downloaded when using **Blackbaud Checkout**, has been modified to handle pending authorized membership transactions as well. This process runs every 15 minutes to make the repair and perform all post-transaction activities, such as acknowledgements, honeycomb update, and notifications.


## Password Reset Functionality

With this release of **Blackbaud NetCommunity**, password reset functionality is now operating in phase 2. To learn more, view [Blackbaud NetCommunity 7.2 SP8 Password Security Update Preview And Actions](#).

### 1. Sites & Setting Configuration:

- a. **Existing behavior:** To publish any site, that site must have a home page and **Member login** page configured.
- b. From **Sites & Setting** to the **Setup Login** page, select the **Login** page which you want to use for password reset.

#### Registration and login options

Member login page:  

The password must be at least 12 characters in length and must contain at least one numeric, one special character (such as \$, #, %, \*) and one lowercase letter or one uppercase letter.  
The password cannot contain your name(s), username or organization name in any text direction.

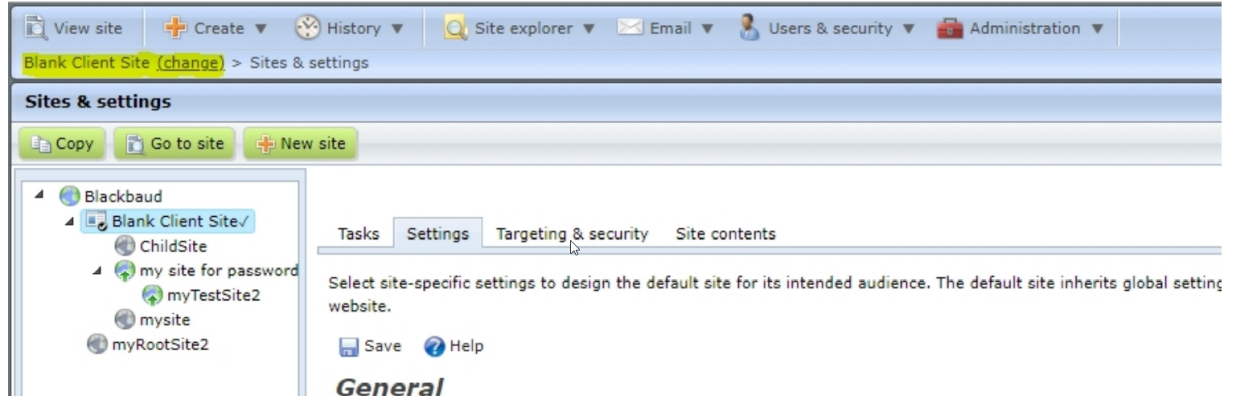
Password minimum length:

Lock account after attempts:

Account lockout duration:  Minute(s)

### c. Login page and email template:

- i. If no page is selected in the **Sites & Setting Member login** page for the selected site (or incoming request site), then it will use **Default site login** configuration.
- ii. In administration modules / areas it will use the current logged in site or the site chosen from the site menu.



iii. If there is no default site or default does not have a login page configured, then it will use the default email template content stored in the database (non-configurable) with the **login.aspx** page for password reset.

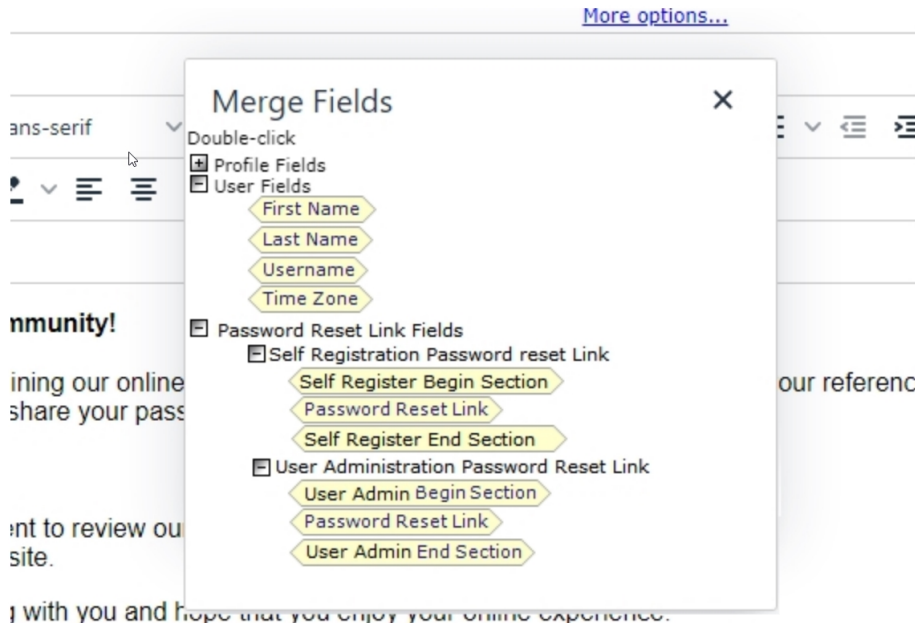
**Note:** Any login page will only be considered as configured if it has an email template setup with a password reset link (Forgot password and new user welcome email templates).

iv. The application will only be sent to the user for the raised request because the user ID is known. It will not display all users belonging to that email address, as we see in the case of password reset from the **User login** section.

v. After upgrading to this feature, the customer admin needs to **edit their new user welcome email template** to include the **Password Reset Link**.

## 2. User Login Section – Welcome Email Changes:

a. To provide multiple uses for the **User Login** section, the conditional merge field section was implemented to be used only when a user is added by an administrator. The display differentiates users that registered themselves from users that were added by an organization site administrator. This prevents confusion for users who registered themselves via the login page on the site, and already created a password.

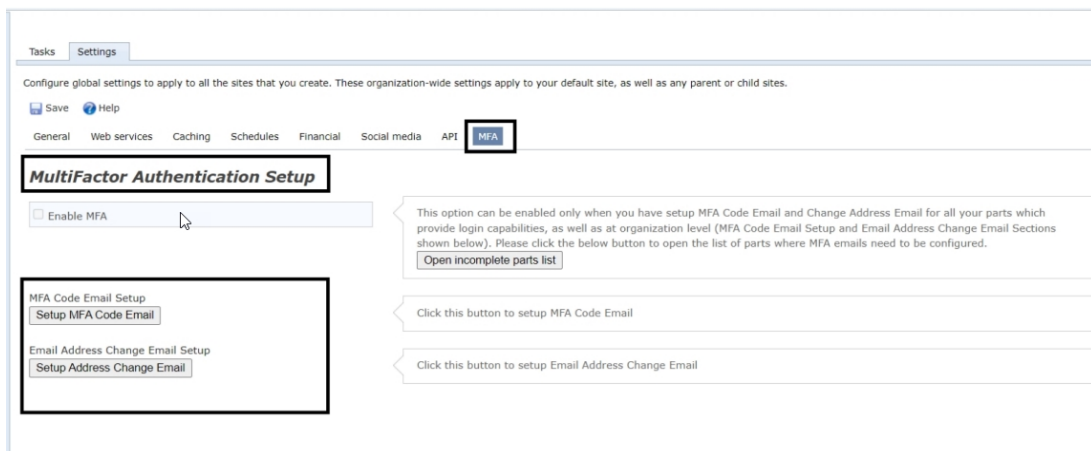


b. There is a separate section that includes the **Password Reset Link** merge field for use in welcome emails that are generated when a user is added by an administrator via the **Users & Security** page.

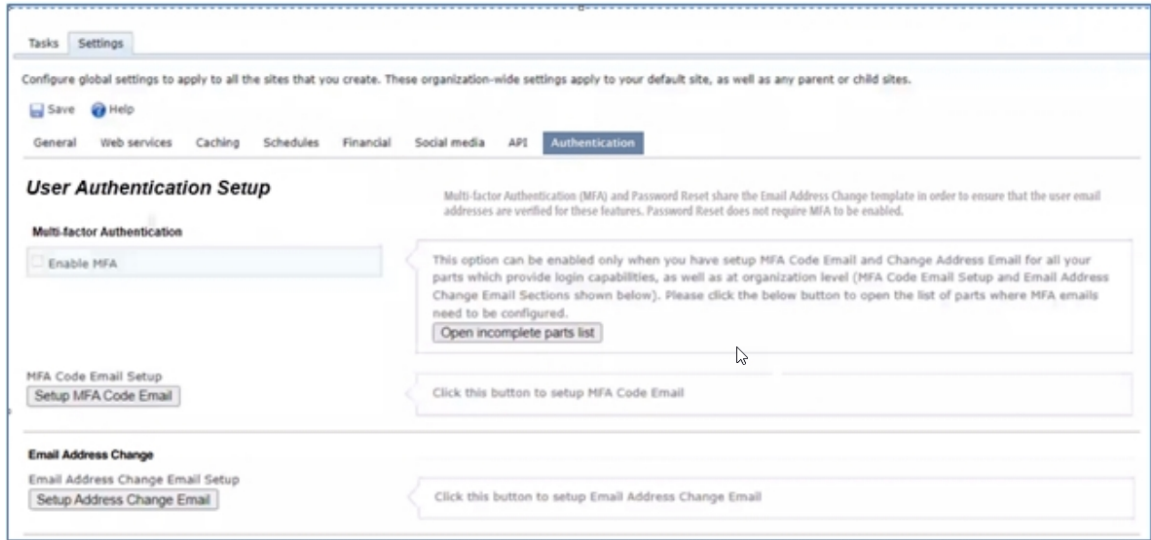
### 3. User Login Section – Welcome Email Changes:

a. The **Multi-Factor Authentication** tab name has been updated to “Authentication” along with several UI changes:

#### i. Deprecated UI:

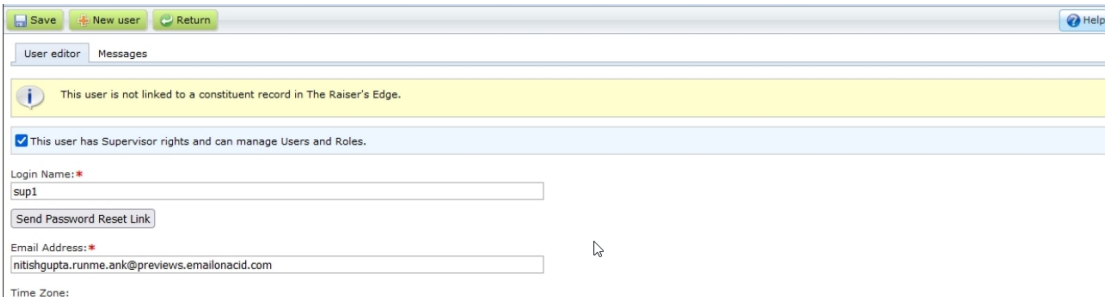


#### ii. New UI:



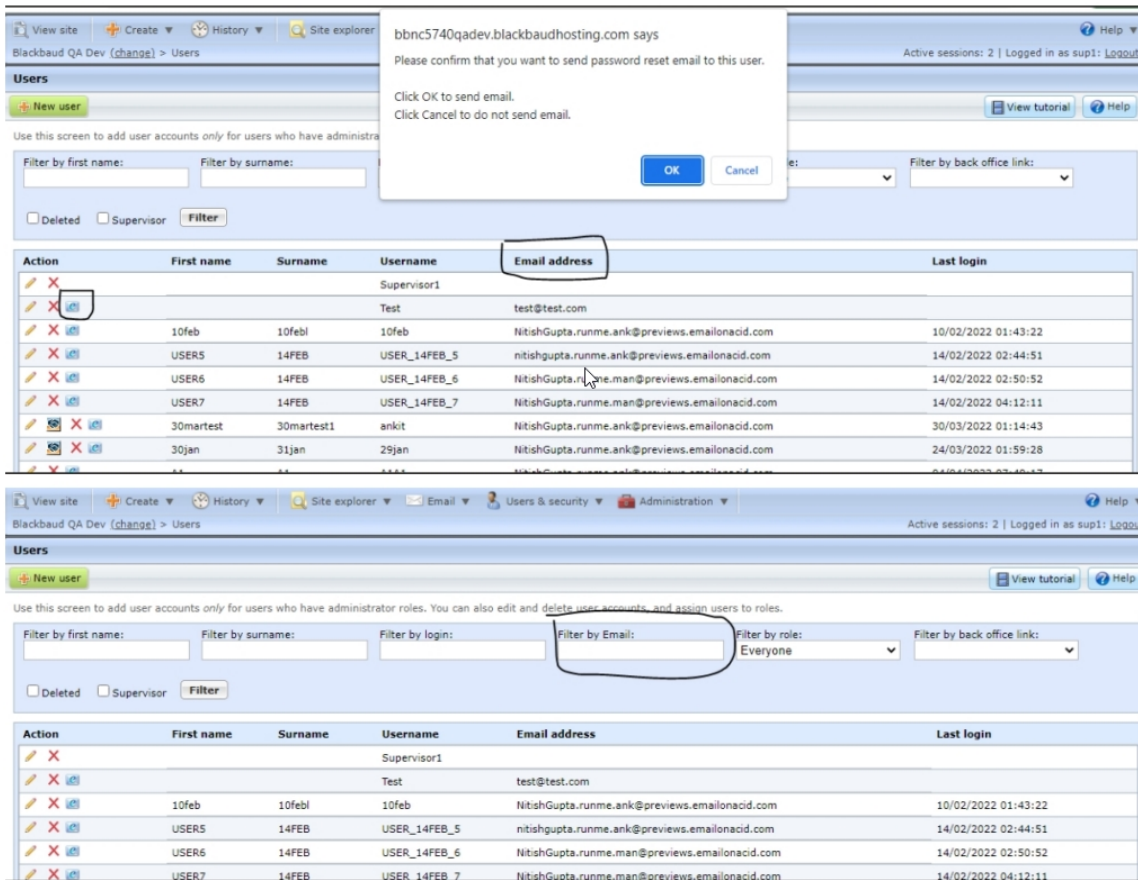
#### 4. User Editor:

- a. Password and confirm password fields have been removed from the UI.
- b. When a new user is created, a new user welcome email is sent upon save.
- c. The **User editor** screen displays a **Send Password Reset Link** button.
- d. When the **Send Password Reset Link** button is clicked, a password reset email is sent.
- e. Refer to **Sites & Setting** configuration to determine which email templates and login page will be used to send email and password reset UI respectively.



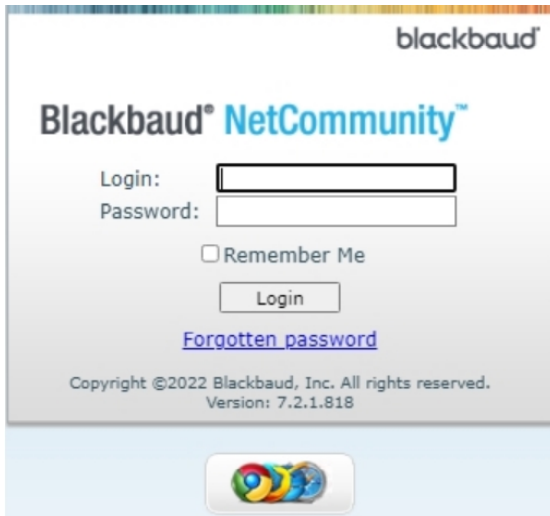
#### 5. User grid:

- a. An action button has been added for the **Send Password Reset** email link.
- b. After the button is clicked, a confirmation box will appear.
  - i. This button will only be visible if that record has an email address associated with it.
  - ii. Refer to **Sites & Setting** configuration to determine which email templates and login page will be used to send email and password reset UI respectively.
- c. A new column titled "Email address" has been added.
- d. A new text box filter has been added to organize the record by email address.

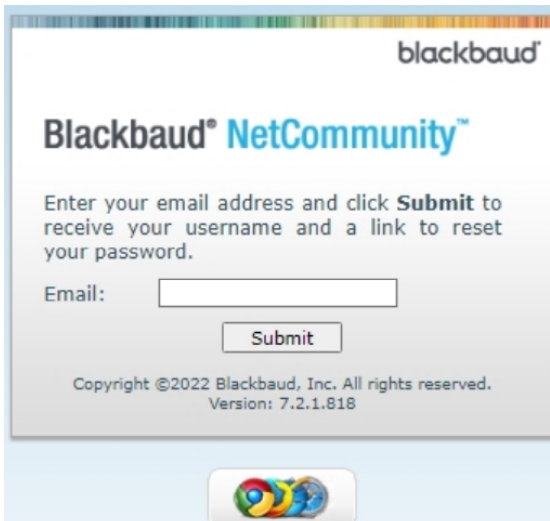


## 6. Login.aspx:

- A **Forgot password** button has been added on **login.aspx** for self-service password reset.
- Refer to **Sites & Setting** configuration to determine which email templates and login page will be used to send email and password reset UI respectively.
- Screen 1:** User login



d. **Screen 2:** Password reset message



## Payment Options for PayPal and Venmo

With this release of **Blackbaud NetCommunity**, PayPal and Venmo have been added as payment options.

The following options are available for all areas that support checkout including:

- **Donation 2.0**
- **Event Registration Form New** (also known as **Event 2.0**)
- **Membership**
- **Payment 2.0**



## jQuery UI Upgrade to Version 1.13.0

To ensure we provide the latest security enhancements for **Blackbaud NetCommunity**, we upgraded jQuery UI to version 1.13.0.

## Online Campus Community Update for Hosted Users

With this release of **Blackbaud NetCommunity**, Online Campus Community's parts, Online Admission and Online Re-enrollment forms no longer render on the page after the end of support date of Education Edge for hosted users.

## BBNC 7.2 Service Pack 8 Hot Fix

- This fix addresses an issue with Event 2.0 Registrations. Previously, users received staff notifications and donor acknowledgment emails for declined transactions.

# New Features 7.2 Service Pack 9

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 9. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

**Note:** You must use The Raiser's Edge 7.96 (with Patch 28) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 9. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 9.

## Optimized Payment Workflow for Checkout Functionality in Donation Classic

With this release, **Implemented Checkout** and **Optimized Payment Workflow for Checkout Functionality** in **Donation Classic** has been enhanced. The functionality works much like **Donation 2.0 Checkout**.

Now when a transaction fails, the business process picks the transaction from the current state and repairs it. If the **Donation Classic** page is sent via an email job or message, the transaction data is reflected in the honeycomb report.

**Donation Classic** now displays a message indicating that the transaction is being processed before the confirmation page appears. The Business Process called "Process CMS Transaction Business Process" that repairs transactions that have been authorized but were not immediately downloaded when using **Blackbaud Checkout**, has been modified to handle pending authorized **Donation** transactions as well.

This process runs every 15 minutes to make repairs and perform all post-transaction activities, such as acknowledgements, the honeycomb update, and notifications.

In the below screenshot, a new checkbox has been added to the **Donation Classic** part i.e., Use **Checkout** under the Proceed directly to payment option. On checking the **Use Checkout** option, the

user can make transactions via the Checkout popup. If the **Use Checkout** checkbox is not selected, the user's page will maintain existing functionality. Direct to Payment (DTP) transactions can be processed using the same page.

**Payment setup**

Use payment part
  Proceed directly to payment

Merchant account: \*  
 BBNC\_USD

Select the merchant account to use to process donation transactions.

Select the payment methods to make available to donors. At least one payment method must be selected.

Credit card  
 Use Checkout  
 Use site defaults for **Blackbaud Checkout Theme**

Colors and Font

Primary color:

Secondary color:

Fonts:

Enter a six-digit hexadecimal value (ex: #FF0000) to use for the **Primary color** and **Secondary color** on the Checkout payment page. Select a **Font** to use for the page's text. Refer to the [help](#) for details.

## Transaction Manager Checkout and Payment Optimization

Users of the **Transaction Manager** page can make their outstanding pledge payments using **Checkout** when the **Checkout** supported **Donation Classic** page is configured in the **Transaction Manager** part.

When configuring settings in the **Transaction Manager** part, ensure of the following:

- The **Checkout** Payment option is present in the **Donation Classic** page when added in the **Transaction Manager** part.
- **Donation Classic** functionality with **Checkout Payments** is working as expected much like Direct to Payment (DTP).
- The previous functionality for the DTP method for **Donation Classic** is operating normally.
- **Checkout** is optimized via the **BBCheckout** form and has the same functionality as **Donation2.0 Checkout**, for dealing with the missed transactions related to the **Checkout** popup. Now, states are maintained in the database for a transaction flow. An existing business process was used for repairing missed transactions related to **One-time gift**. As part of this fix:
  - Missing transactions are successfully repaired.
  - The **Temporary Confirmation** screen loads after the **Checkout** popup closes and the theme matches.
- After **Missing transactions** have been repaired:
  - An acknowledgement email is sent to the donor.
  - A notification email is sent to configured roles (if applicable).
  - An eCard email is sent to configured (if applicable).
  - eReceipts are sent to the donor.

- A transaction reference number is sent in an acknowledgement email if the merge field is included in the email.
- **Donation Classic** data is reflected in **Transaction Manager** Parts.
- **Donation Classic** data is reflected in ***Blackbaud Raiser's Edge***.

## reCAPTCHA on Pledge Requests

Previously, reCAPTCHA wasn't displayed on pledge transactions. Now reCAPTCHA has been added for verification on pledge transactions on the following pages:

- **Donation Classic**
- **Event classic**
- **Event 2.0**
- **Membership**
- **e-Card**
- **Fundraiser**
- **Personal Page Manager**
- **Common Form**
- **Payment 2.0**

## Password Reset Functionality Phase III

With this release of ***Blackbaud NetCommunity***, Phase III of the Password Reset Functionality is now available. The new updates are as follows:

- The **RecordNewUserHandler** custom handler no longer accepts password fields. New users are now created using **RecordNewUserHandler** without passwords.
- The application can send a new user welcome email with a password reset link while creating the user via **RecordNewUserHandler** or not, depending on the organization's preference.
- New user signup emails are sent based on the new parameter flag **SkipNewUserWelcomeEmail**.
  - By default, its value is **false** so that current clients using this customer handler don't need to make any changes and can continue to send **Signup** emails along with new users.
  - If you don't want to send welcome emails, update this parameter flag to **true**.

Users can now reset their password via the following methods when the **SkipNewUserWelcomeEmail** parameter flag value is set to **true**:

- By clicking the Forgotten password link from the **login part/login.aspx** page.
- By requesting the organization send the password reset email.

For more information, view page 12 of the [Single Sign-on Overview Guide](#) to learn about the **RecordNewUserHandler** custom handler field table.

## Deprecation of Universal Analytics

Universal Analytics will be deprecated in the following year. Per Google Support, “On July 1, 2023, standard Universal Analytics properties will no longer process data. You'll be able to see your Universal Analytics reports for a period of time after July 1, 2023. However, new data will only flow into Google Analytics 4 properties.”

To learn more, view [How can I set up Google Analytics 4 on my BBIS/BBNC website.](#)

## Installer Hash Update

Previously, the installer hash for **BlackbaudInstaller** and the **PluginOnlyInstaller** were generated using SHA-1. Now the installer hash is generated by SHA-256.

## In-Product Single Sign-On Deprecation

With the release of Service Pack 10, the in-product SSO (Single Sign-On) features will be deprecated.

## Bug Fixes

- This fix addresses an issue with the Event 2.0 page. Previously, when users ran bulk event registration and clicked on username link to fill pre-populated user details, the page refreshed and left the user at the top of the page instead of where they left off.

# New Features 7.2 Service Pack 10

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 10. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

**Note:** You must use The Raiser's Edge 7.96 (with Patch 30) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 10. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 10.

## Single Sign-On Deprecation

Single Sign-On authentication for **Blackbaud NetCommunity** was deprecated. Users with out-of-the-box SSO capability enabled can continue using the feature with a visible deprecation notification. After upgrading to Service Pack 10, installations without SSO enabled won't have the SSO sections available.

**Single sign-on authentication (Deprecated)**

Enable single sign-on authentication To add an SSO entry enter the data in the row above and click "Add New" at the bottom right.

Description	Shared key	UserName querystring	Time querystring	MD5 hash querystring	Expiration (seconds)	Include IPRequire	Encryption
		u	t	m	300	<input type="checkbox"/>	<input type="checkbox"/>

[Add New](#)

**Sites & settings**

New site

Blackbaud / Blank Client Site

Tasks Settings

Configure global settings to apply to all the sites that you create. These organization-wide settings apply to your default site, as well as any parent or child sites.

Save Help

General Web services Caching Schedules Financial Social media **API** Authentication

**Single Sign On (Deprecated)**

Enter a private key that an external system can use to decrypt user IDs that it accesses through the GetUserId.ashx endpoint in the *Blackbaud Internet Solutions* API. The in to your site do not need to enter different logins to access the external site through links on your *Blackbaud Internet Solutions* site.

GetUserId.ashx private key:

<some private key value>

**LinkedIn**

The LinkedIn Group Join part requires API information from *LinkedIn* to access its data. To determine the keys, token, and secret the part requires, view your application on *Lin*

API key:

Secret key:

OAuth user token:

OAuth user secret:

Blackbaud Internet Solutions

## TinyMCE Upgrade

**Blackbaud NetCommunity** has upgraded TinyMCE to version 6.1.2 in **Email Templates, Email Messages, Layouts, Discussion Groups, and FTI** (Formatted Text and Images).

## PayPal and Venmo Update

PayPal and Venmo are available for all areas that support checkout including **Donation 2.0, Event Registration Form New** (also known as **Event 2.0**), **Membership** and **Payment 2.0**. Venmo now populates as the selected payment method in the confirmation screen, **Acknowledgment Email, eReceipt, and Raiser's Edge**. There was no change in PayPal's functionality.

## Bug Fixes

- This fix addresses an issue with **Blackbaud NetCommunity eReceipts**. Previously, Images hosted in the **Blackbaud NetCommunity Image Library** were breaking into eReceipts.

# New Features 7.2 Service Pack 11



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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 11. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

**Note:** You must use The Raiser’s Edge 7.96 (with Patch 31) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 11. For Customer Support assistance, visit Blackbaud's [website](#).

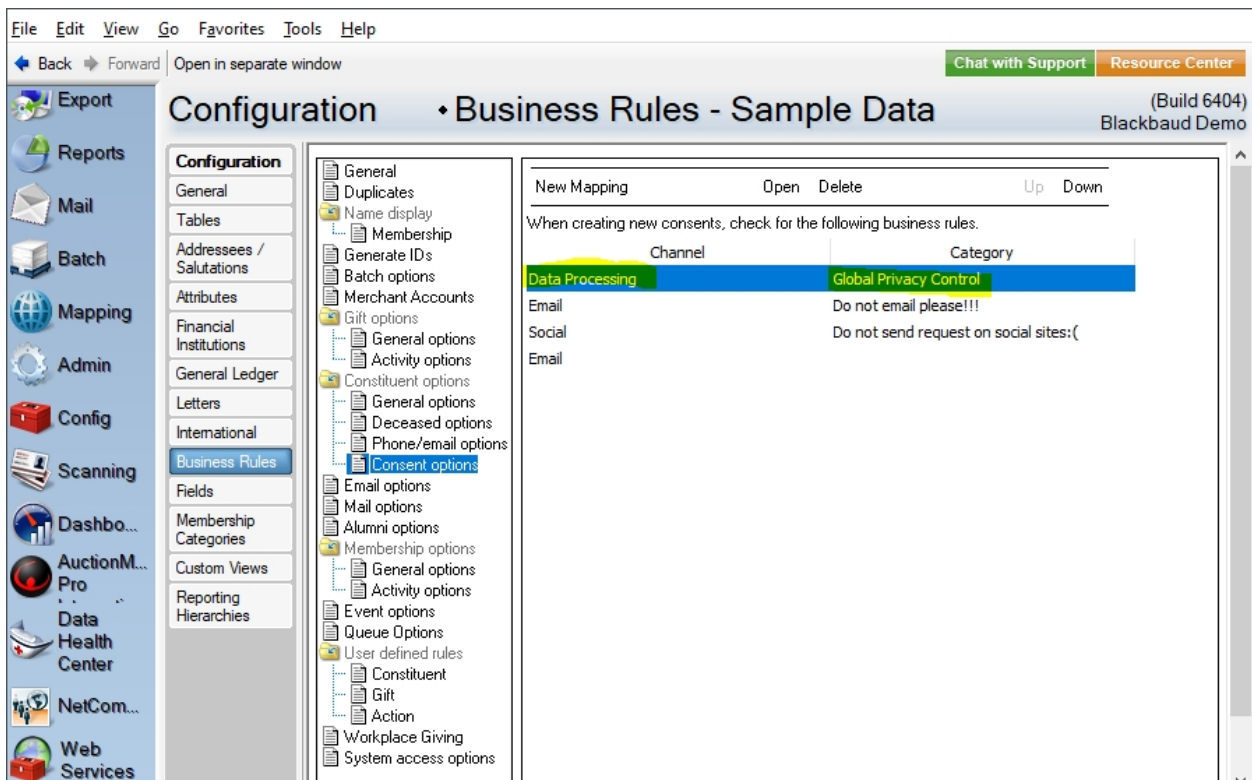
For details about system requirements, please visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 11.

## Recognize Global Privacy Opt Out Signals

To record a **Global Privacy Control (GPC)** opt-out indicator on a constituent record in **Blackbaud NetCommunity**, you must create a GPC consent option in **Raiser’s Edge** with the “Data Processing” channel and “Global Privacy Control” category.





If this consent option isn't present, or if it is present but the "Global Privacy Control" category is inactive, then GPC opt-out indicator won't be recorded on the constituent record.

Once an enabled GPC is recorded for a constituent it can't be changed. Consult your legal counsel to find out how your organization should respond to enabled GPC signals.

Use cases:

1. If a user signs up for **BBNC** who has GPC enabled, the **GPC Consent** option with opt-out response will be recorded upon constituent creation.
2. Upon **BBNC** login, for the unlinked constituent users, the **GPC Enabled** column (Yes/No) will be added to **User Gallery**.
3. If a **BBNC** website user (as logged-in linked constituent) has GPC enabled, the GPC consent option with opt-out response will be recorded upon **BBNC** login.
4. If a website user (not logged in) has GPC enabled and is making a transaction, this will lead to the creation of (or matching to) a constituent record in **RE**, and the GPC consent option with opt-out response will be recorded.
5. If a constituent already has response opt-out for the **GPC Consent** option in their consent record, has **GPC Enabled** in the browser, and does a transaction, the **GPC Consent** option with the response "opt-out" won't be duplicated on the constituent's consent records.
6. **Consent Options** with the channel "Data Processing" and category "Global Privacy Control" won't be available on the **BBNC** consent parts (both new and existing).

7. The **User** grid includes a new field called **GPC Enabled**. It shows the status of each user's **Global Privacy Control** option.
- For a Website user, the value for the **GPC Enabled** field is "NO" by default. After the **BBNC** user logs in into **BBNC** application from a **GPC Enabled** internet browser, then the value for **GPC Enabled** will become "YES."
  - For a **Raiser's Edge** Linked user, the value for the **GPC Enabled** field is blank by default and will remain blank.

You can also select to **Filter** the grid based on **GPC Enabled** status; use the checkbox above the grid to only show users with **GPC Enabled** ("Yes").

Action	First name	Surname	Username	Email address	Last login	GPC enabled
	org	const	const	org@const.com	30/10/2020 14:28:08	
	CRM_FIRST	crm_only_LAST	n10001450	piyushkumar.runme.0.him@previews.emailonacid.com		
	acid	de	acid	NitishGupta.runme.raj@previews.emailonacid.com		No
	direct	debit	direct_debit	piyushkumar.runme.0.him@previews.emailonacid.com	31/05/2023 17:18:40	Yes

**Note:** For detailed information about privacy laws and how they correspond to features of *Blackbaud* solutions, visit [Blackbaud's privacy hub website](#).

## Formatted Text and Display Part: Removed Merge Fields for Errors

We removed merge fields for

- error code
- error description

from the Formatted Text and Display Part (FTI).

When this service pack is deployed, these merge fields are automatically removed from the part. The values will appear blank on corresponding parts and pages.

## Deprecated Parts: OCC, OLA, OLE

All parts and forms for the following are deprecated:

- Online campus community (OCC)
- Online admission (OLA)
- Online re-enrollement (OLE)

for both hosted and on-premise organizations.

These forms no longer render nor display on the page.

# New Features 7.2 Service Pack 12

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 12. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

**Note:** You must use The Raiser's Edge 7.96 (with Patch 33) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 12. For Customer Support assistance, visit Blackbaud's [website](#).

For details about system requirements, please visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 12.

## Multi-Factor Authentication (MFA) for Admin and Organization Users

If your organization is hosted by **Blackbaud**, then we will require individuals who are admins, employees, or other internal organization users to use multi-factor authentication (MFA) to log in to **Blackbaud NetCommunity**. This requirement only affects internal BBNC website users who manage your organization's website.

Donors, alums, and other external non-organization users are exempt and are not required to use MFA. Standard Blackbaud NetCommunity® website users are not currently required to use MFA at this time. Their login experience remains unchanged.

**Note:** Organizations who are on-premise and already use MFA will be automatically enrolled in this updated version. If you previously enabled it, you likely used site settings to do so. Please setup the authenticator app after you upgrade to service pack 12.

**Note:** Organizations who are on-premise and have not previously enabled MFA enforcement should contact **Blackbaud** to request this be enabled for their admin users. Previously, they would have used site settings to enable it.

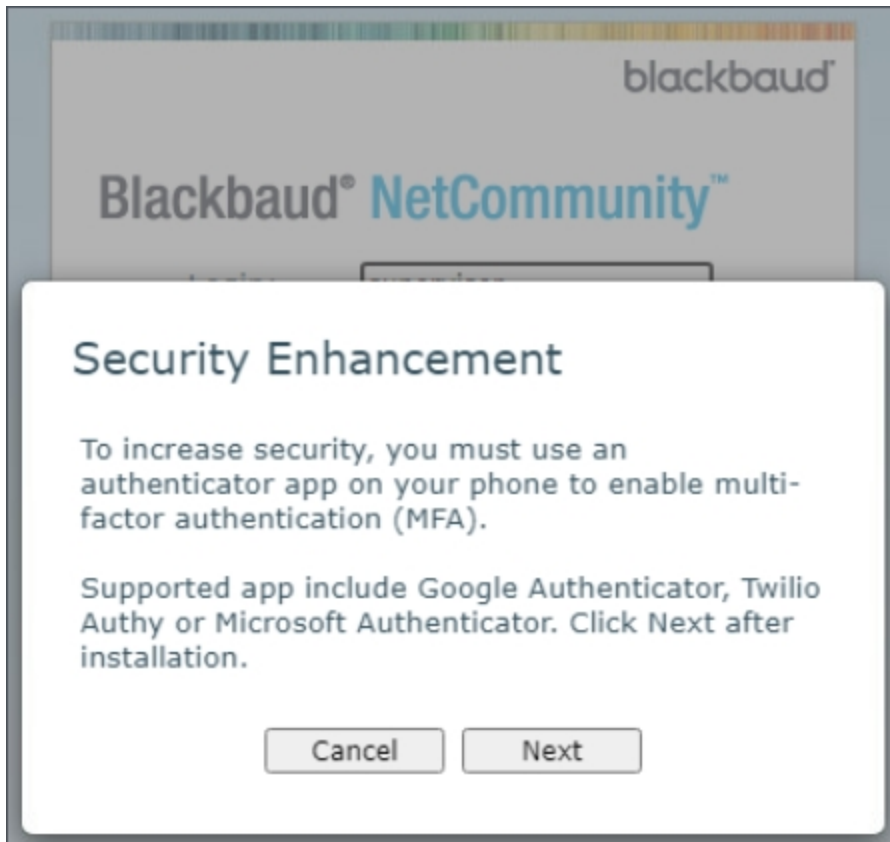
When MFA is enforced for a user and they attempt to log in, a Time-Based One Time Password (TOTP) is sent to their authenticator application. This is a 6-digit code, refreshed every 30 seconds.

To view the code, you must have the authenticator application installed on your smartphone. The smartphone does not need to be connected to the Internet.

1. Download and install your mobile authenticator app. We recommend:
  - Google Authenticator for [Google Android](#) or [Apple iOS](#)
  - Twilio Authy for [Google Android](#) or [Apple iOS](#)
  - Microsoft Authenticator for [Microsoft Windows Phone](#), [Google Android](#), or [Apple iOS](#)
2. When you log into **Blackbaud NetCommunity** for the first time after this change, confirm you have installed the authentication app and then select **Next**.



The image shows a screenshot of the Blackbaud NetCommunity login page. At the top right is the "blackbaud" logo. Below it is the "Blackbaud® NetCommunity™" logo. The login form includes a "Login:" label next to a text input field, and a "Password:" label next to a password input field with masked characters. Below the password field is a checkbox labeled "Remember Me". A "Login" button is positioned below the checkbox. A blue link labeled "Forgotten password" is located below the button. At the bottom of the page, the copyright notice reads "Copyright ©2023 Blackbaud, Inc. All rights reserved. Version: 7.2.3.1101".



3. Next, you'll retrieve your confirmation code. To do so, use your smartphone to open your mobile authenticator app.  
Then use the camera feature on the phone to scan the QR code.



Alternatively, enter the secret code shown on the computer screen into your mobile authenticator app.

4. Select **Continue**.

Your mobile authenticator app will generate a 6-digit Time-Based One Time Password (TOTP).

5. Enter the 6-digit code as the Security Code in **Blackbaud NetCommunity**.

## Verify Security Code

Please enter the security code from your authenticator app.

Security Code:

Cancel
Verify

6. Select **Verify**.

This verifies the connection for your mobile authenticator app.

7. When the TOTP (Security Code) is successfully verified you will be logged in to **NetCommunity**.

If the verification fails, an error message will indicate, "Security key is not valid."

To configure the number of consecutive failed attempts allowed for a user and the lockout time period, go to **Administration, Site, Settings, Registration and login options**.

Supervisor users can also reset MFA for other internal organization users. To do so, login to **Blackbaud NetCommunity**, select **Users & Security**, search for the user account and select **Edit** on the user's row, select **Reset MFA** and then **Save**.

Save
+ New user
X Delete
Return

User editor
Messages

This user has Supervisor rights and can manage Users and Roles.

Login Name: \*

adminuser

Send Password Reset Link

Reset Authenticator

## Security Enhancements

With this service pack, we've upgraded the jQuery UI (user interface) to version 1.13.2, which increases security.

We've also added field-level encryption for additional fields intended to store sensitive data.

