

Blackbaud NetCommunity 7.1 SP5 P1

New Features Guide

07/08/2019 Blackbaud NetCommunity 7.1 SP 5 P1 New Features US

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New Features

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.1 SP5. 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 or higher to integrate with Blackbaud NetCommunity 7.1 SP3 Patch 1. For Customer Support assistance, visit Blackbaud's [website](#).

Donation 2.0 Enhancements

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

Renamed Donation Form - Mini (Beta)

As of this release, the Donation Form - Mini (Beta) has been renamed and is now called Donation 2.0.

Support for Recurring Gifts

To enable donors to contribute gifts that are given repeatedly on a schedule, you can now configure a recurring gift section on the Donation 2.0 part.

On the Design tab, under **Donor gift scheduling options**, you can select **Allow recurring gifts** to include a **Recurring gift** option under **Type of gift** on the donation form. By default, all frequency options — **Monthly**, **Quarterly**, **Semi-Annually** and **Annually** — are selected. If desired, you can clear any of the frequency options that you don't want to include on the donation form. You can also change the order in which the options display on the form and modify the name that displays for the frequency type.

You can also choose to include options on the form so donors can enter the start date and/or end date for their recurring gift. If you select the **Allow donor to enter starting date** option, users can specify when they want to start their recurring donation by entering either the current date or a future date. If you don't select this option, by default the starting date is the current date. If you select the **Allow donor to select when the recurring gift will end** option, users can specify when they want to stop their recurring donation.

Donor gift scheduling options

Select which gift scheduling options to make available to donors on this Donation Form.

☐ Allow one-time gifts

☒ Allow recurring gifts

Donor selects an amount that is applied on a specified frequency.

Select the frequency to include the option on the donations form.

Include	Field	Display Name
<input checked="" type="checkbox"/>	Monthly	Give every one month *
<input checked="" type="checkbox"/>	Quarterly	Give every three months *
<input checked="" type="checkbox"/>	Semi-Annually	Give every six months *
<input checked="" type="checkbox"/>	Annually	Give every year *

☒ Allow donor to enter starting date

☒ Allow donor to select when the recurring gift will end

On the donation form, donors can select **Recurring** as the Gift Type, then select from the available **Frequency** options. When the donation transaction is processed, the recurring gift information is downloaded to the gift record in The Raiser's Edge.

GIFT INFO

Gift Type

One-Time

Recurring

Gift Amount

\$25

Sponsor 1 person

\$100

Sponsor 4 persons

\$500

Sponsor 20 persons

Other

Starting *

12/14/2018



Your first payment will be taken today, unless you specify a start date.

Please select the frequency of subsequent payments below.

Frequency

Give every one month

Give every three months

Give every six months

Give every year

Support for Tribute Gifts

To enable donors to make a donation in honor of another individual, you can now configure a tribute section on the Donation 2.0 part.

On the Design tab, under **Donor options**, you can select **Allow tribute gifts** to display configuration settings for the tribute section on the donation form.

The screenshot shows the configuration settings for 'Allow tribute gifts'. The 'Allow tribute gifts' checkbox is checked and highlighted with a red box. Below it, the 'Allow donor to enter tribute information (At least one tribute type must be added)' radio button is selected. A table lists three tribute types: 'In Honour Of', 'In Memory Of', and 'In Special Recognition Of'. Each row has a 'Display Name' field, a 'Make Default' checkbox, and a 'Remove' button. The 'In Honour Of' row has its 'Make Default' checkbox checked. Below the table is an 'Add Tribute Types' button. Further down, the 'Display tribute name as two fields (first/last name)' checkbox is checked. At the bottom, the 'Use existing tribute record' radio button is selected, and the 'Display acknowledgee name as two fields (first/last name)' checkbox is checked. The 'Allow Comments' checkbox at the very bottom is unchecked.

Tribute Type	Display Name	Make Default	
In Honour Of	In Honour Of *	<input checked="" type="checkbox"/>	Remove
In Memory Of	In Memory Of *	<input type="checkbox"/>	Remove
In Special Recognition Of	In Special Recognition Of *	<input type="checkbox"/>	Remove

You can either allow donors to enter the tribute information or you can use choose a specific tribute record to use.

- To allow donors to enter their own information, , select **Allow the donor to enter tribute information**. Then, select **Add Tribute Types** and choose the types you want to include. The tribute types listed are entries from the Tribute Types table in The Raiser's Edge. The tributes types you select will display in a drop-down on the donation form. You can specify which tribute type to display as the default, change the display names, or change the order in which the tribute display in the drop-down.

When you select **Allow the donor to enter tribute information**, you can also select **Display tribute name fields as two fields (first/last name)**. When you select this option, the **Tribute** section of the donation form displays **First name** and **Last name** fields so donors can enter information.

Note: If you do not select **Display tribute name fields as two fields (first/last name)**, the **Full name** field appears in the **Tribute** section of the donation form.

- To have all tributes from the donation form go to a specific tribute, select **Use existing tribute record**. Then, select **Search Honor/Memorial records** to find records from The Raiser's Edge — or you can search for an individual — and choose the record you want to use. You can then select a **Tribute Description** from the drop-down. On the donation form, the individual's name, tribute type, and tribute description display when donors specify that their donation is a tribute gift.

You can remove the **Description** field from the Tribute section on the donation form by selecting **Hide tribute description field**. Then, in the Tribute Introductory Text field on the Language tab, you can specify alternate text to appear at the beginning of the Tribute section on your donation form, such as "This gift is made in honor of someone special."

Select **Display acknowledgee name fields as two fields (first/last name)** to create separate name fields for the acknowledgee. When a donor selects **Mail a letter on my behalf** on the donation page, the **First name** and **Last name** fields appear so the donor can enter an acknowledgee.

Note: If you do not select **Display acknowledgee name fields as two fields (first/last name)**, the **Full name** field appears on the donation form when a donor selects **Mail a letter on my behalf**.

Note: When you include tribute information on your donation form, **Mail a letter on my behalf** automatically appears on the page. When a donor selects this option, name and address fields appear for the donor to enter information for use in a tribute letter.

On the donation form, users can specify whether the donation is a tribute gift. When the donation transaction is processed, the tribute information is downloaded to the gift record in The Raiser's Edge.

GIFT INFO

Gift Type

☒ One-Time
 ☐ Recurring

Gift Amount

☐ \$25
Sponsor 1 person
 ☒ \$100
Sponsor 4 persons
 ☐ \$500
Sponsor 20 persons
 ☐ Other

☒ This gift is a tribute (to)

First Name

Last Name *

Type *

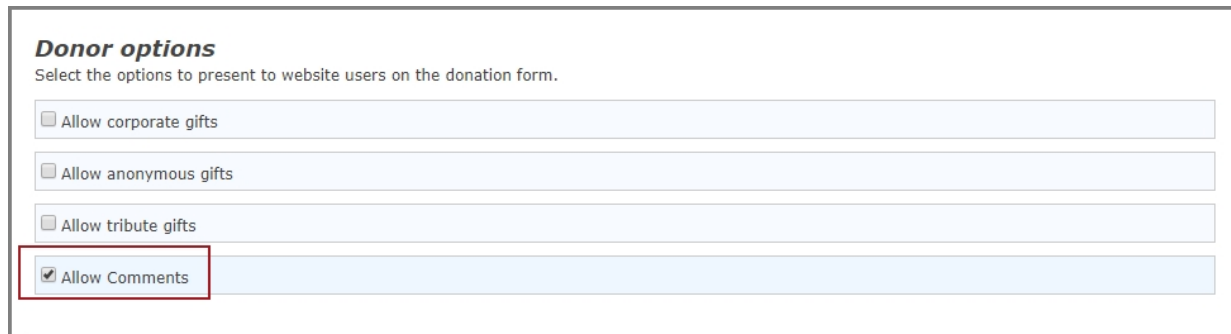
Description *

☐ Mail a letter on my behalf
 ☐ I do not wish to be publicly recognized for this gift

Support for Comments

To enable organizations to include a comments section on their donation forms, we've added this functionality on the Donation 2.0 part. Donors can share open-ended information in a text format. Some organizations also use this functionality to collect responses to a specific open-ended question.

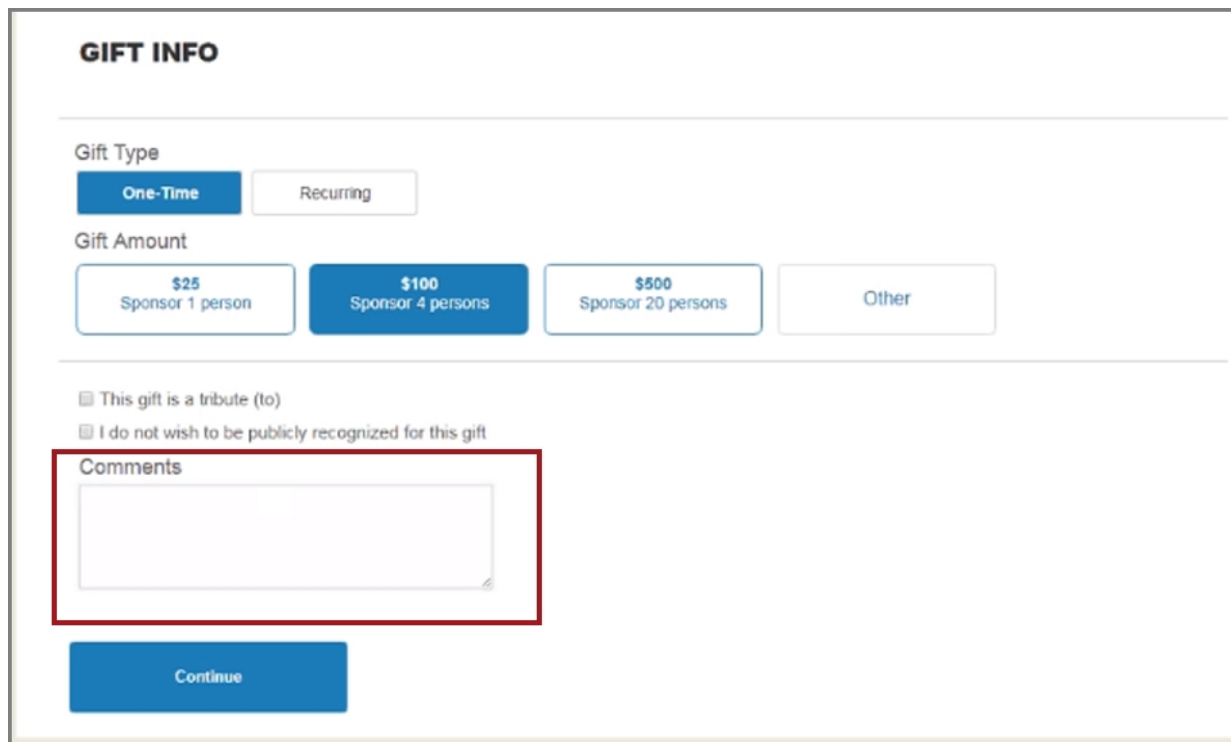
On the Design tab, under **Donor options**, you can now select **Allow Comments** to enable donors to provide feedback and comments on the donation form. If desired, you can change the Comments caption that displays on the donation form by editing the text on the **Language** tab.



Donor options
Select the options to present to website users on the donation form.

- ☐ Allow corporate gifts
- ☐ Allow anonymous gifts
- ☐ Allow tribute gifts
- ☒ Allow Comments

When users make a donation, they can enter comments or feedback — using a maximum of 255 characters. When the donation transaction is processed with comments, the information in the **Comments** field is downloaded to the Attributes tab on a gift record in The Raiser's Edge.



GIFT INFO

Gift Type
One-Time Recurring

Gift Amount
\$25 Sponsor 1 person **\$100 Sponsor 4 persons** \$500 Sponsor 20 persons Other

☐ This gift is a tribute (to)
☐ I do not wish to be publicly recognized for this gift

Comments

Continue

Remove Unengaged Users When Sending Emails

To enable you to remove unengaged users — those who haven't interacted with an email via an open or a click in a specified period of time — from emails sent through Blackbaud NetCommunity, we've made an enhancement to the email settings.

On the **Schedules** tab in *Administration > Sites & settings*, we've added **Inactive email recipient list refresh** settings that enable administrators to set the frequency that the business process will run to remove email addresses that have been inactive for the specified number of months.

The screenshot shows the 'Schedules' tab in the 'Administration > Sites & settings' section. The main heading is 'Inactive email recipient list refresh'. Below it, a text field indicates 'Remove email addresses that have not engaged with emails sent via BBNC in 12 month(s)'. A help icon is next to the field. Below this, a label says 'Select how often to refresh inactive recipient(s) list.' The 'Frequency' section has three radio buttons: 'Never', 'Every [] (minutes)', and 'Daily at [0] : [00]'. A callout box on the right shows 'Last run: 17/01/2019 00:00 (In web server's time zone)' and a green checkmark with the text 'Completed successfully'.

In *Email > Inactive recipients*, you can see a list of email addresses for inactive recipients, based on the criteria specified in the **Inactive email recipient list refresh** settings in *Administration > Sites & settings*. The value displayed in **Inactive from month(s)** defaults to the value specified in *Administration > Sites & settings*, but you can modify it to change the filter criteria. The **Date of last open** and **Date of last click** for each email address is also displayed.

The screenshot shows the 'Inactive recipients' page. At the top, there's a header 'Inactive recipients' and a 'Help' icon. Below the header, a message states: 'In *Inactive recipients*, you can view email addresses that are not engaged with you. Blackbaud NetCommunity no longer sends email to these addresses.' Below this message, there are two input fields: 'Email address:' and 'Inactive from month(s):' with the value '12'. A 'Filter' button is next to the second field. To the right, there is an 'Export to .csv' button. Below the filters, there is a table with three columns: 'Email address', 'Date of last open', and 'Date of last click'. The table contains 10 rows of email addresses. At the bottom, it says 'Showing 10 of 915 results' and a pagination bar with numbers 1, 2, 3, 4, 5, ..., 92, and a 'Next' button.

Email address	Date of last open	Date of last click
1113407@my.brunel.ac.uk		
19.cas.93@gmail.com		
a.besson@qmul.ac.uk		
a.de'ath@ucl.ac.uk		
a.fisher@ioe.ac.uk		
a.hervieu-causse@warwick.ac.uk		
a.servante@uclmail.net		
a.shahthomas@hotmail.com		
a.tsiokris@gmail.com		
a_driesslein@hotmail.com		

When you create a new message in *Email > Messages*, you can select the **Exclude inactive recipients** option and specify the number of months (**Inactive from month(s)**) that recipients have been inactive. The value displayed in **Inactive from month(s)** defaults to the value specified in *Administration > Sites & settings*, but you can modify it. When you select **Send Final**, the email will not be sent to the inactive recipients that meet the specified criteria.

Already Linked User Email (New) (New message)

Save Send test Send final Return View tutorial Help

Recipient lists: [field] [icon] [help]

Test lists: [field] [icon] [help]

Test emails: [field] [help]

Name of email: [field] * Issue date: 17/01/2019 02:19:31

Subject: A Message From Organization *

From address: admin@organization.org * From name: Organization *

Send after date: 17/01/2019 02:19:31 [help]

Exclude inactive recipients: ☒ Inactive from month(s): 12 [help]

Business process last run: 17/01/2019 00:00 [help] [More options...](#)

Insert View Table

Verdana 11pt Paragraph [icons]

B I U S A [icons]

Dear **First Name**,

Thank you for your online registration. However, our records indicate that you previously registered using the below information:

User ID: **User Name**

Password: **Password**

You can also select the **Exclude inactive recipients** and **Inactive from month(s)** options on email templates. This enables you to configure these settings on a template, and then any email messages created from the template will default with the values from the template.

Tip: For more information about unengaged/inactive users, see the [Engagement and Email Deliverability Resources](#) blog post.

Email Signup Form is now WCAG 2.0 AA Compliant

In our ongoing effort to ensure Blackbaud NetCommunity commonly-used parts meet accessibility standards, we're pleased to announce that the Email Signup Form part now meets the Web Content Accessibility Guidelines (WCAG) 2.0 level AA compliance guidelines.

Maintenance Changes

Blackbaud NetCommunity version 7.1 SP5 also includes these changes.

Bug Fixes

- This fix addresses an issue where duplicate emails were sent to the same email address, when that email address was listed in multiple records but with different case sensitivity, and the **Send a unique email to each constituent who shares the same email address** email setting was not selected in Sites & Settings. Now, this issue has been resolved. (Work Item 768766)
- This fix addresses an issue where the number of recipients who clicked a link as shown in the email honeycomb report did not match the Clicked total in the email statistics that were imported to an Excel file. Now, this issue has been resolved. (Work Item 934255)
- This fix addresses an issue where additional donations added on the Event 2.0 form that were subsequently deleted were still showing on the email acknowledgment, confirmation screen, and event data within the Blackbaud NetCommunity plugin in The Raiser's Edge. Now, this issue has been resolved. (Work Item 950859)
- This fix addresses an issue where donors couldn't submit transactions through a Blackbaud NetCommunity donation form, event page, or form using a Payment 2.0 part when their credit card had expiration date later than 2032. Now, this issue has been resolved. (Work Item 1028448)
- This fix addresses an issue where an error occurred when attempting to open historical email statistics in Email > Messages. Now, this issue has been resolved. (Work Item 1069252)
- This fix addresses an issue where an error occurred when attempting to access the Blackbaud NetCommunityplugin in Education Edge after upgrading to Education Edge patch 24. Now, this issue has been resolved. (Work Item 1072166)
- This fix addresses an issue where an error occurred when attempting to edit a linked user account in Education Edge after upgrading to Education Edge patch 24. Now, this issue has been resolved. (Work Item 1072172)

July 8, 2018 - Patch 1

- To ensure we provide the latest security enhancements, we upgraded jQuery to version 3.4.1 (released on May 1st, 2019). This new version will be included in the Service Pack 5 Patch1 and in Service Pack 6.
- This update includes additional updates to improve security.