

Blackbaud **Hosting Services**

Administration Guide

021411

Blackbaud Hosting Services

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BlackbaudApplicationHostingAdminGuide-2011

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Administrative Tasks



Thank you for choosing Blackbaud Hosting Services! We provide the total database solution for your organization. You have the flexibility to access your data from any computer with an internet connection. We maintain the security and integrity of your data using the most up-to-date technology, and we perform all routine maintenance and support tasks.

This document guides you through getting started as an administrator with Blackbaud Hosting Services. As an administrator, you are responsible for creating user accounts, developing and maintaining security groups, and providing access for your users to the hosted Blackbaud applications. In this guide, we will walk you through these tasks to help you transition into the Blackbaud Hosting Services environment.

Administrative Tasks

➤ Creating and Maintaining Security Groups

Security groups play an important role in setting up your Blackbaud Hosting Services environment. With security groups, administrators can grant users specific access rights to different areas of your application.

For the ***Boston and Orange County*** data centers, the following user groups exist:

- Admins
- Users
- SecureShare
- SITEID-FAUsers

For the ***Vancouver*** data center, the following user groups exist:

- Admins
- Users
- SecureShare
- SITEID-RECCProcess
- SITEID-FAUsers

Note: *These security groups are standard and cannot be changed.*

Security Group Definitions:

- **Admins Group:**

Members of the **Admins** group can access hosted applications and the contents of the Files folder, as well as User Administration. Users who serve as Blackbaud Hosting Services administrators can perform a number of administrative tasks. They can add Blackbaud Hosting Services users, add users to groups, change user passwords, disable and enable user accounts, and unlock user accounts.

Note: If you want users in the Admins security groups to receive important notifications about Blackbaud Hosting Services maintenance and service disruptions, please edit the user's Blackbaud website profile to designate them as a Hosting Primary role. To learn more about how to manage Blackbaud website profiles, please review Knowledgebase solution BB326139 : How to change user roles in Blackbaud records.

- **Users Group:**

Members of the **Users** group can access hosted applications and the contents of the Files folder. Most Blackbaud Hosting Services users are placed in this group.

SecureShare Group:

- Members of the **SecureShare** group can access the contents of the Files folder, as well as the Secure folder. Only members of this group can view the Secure folder and its potentially sensitive or confidential contents. Placing certain users in the Secure Share group can help you to establish an additional layer of document security among users at your organization.

'SITEID-RECCProcess' Group:

- Members of the **SITEID-RECCProcess** group can access credit card processing for The Raiser's Edge. This user group only applies to the Vancouver data center. Only users who need to process credit cards in The Raiser's Edge should use this module.

'SITEID-FAUsers' Group:

Members of the **SITEID-FAUsers** group can access Faculty Access for the Web. Please note, your organization must purchase Faculty Access for the Web in order to gain access to this security group.

Blackbaud Hosting Services users can be placed in multiple groups. This may be necessary when users need to access the Secure folder but don't need administrative rights, and vice versa., Please note that the Blackbaud Hosting Services security setup must be recreated for each hosted application. For example, if a user has been placed in the Secure Share group for **The Raiser's Edge**, they are not automatically placed in the Secure Share group for **The Financial Edge**. This allows users to have administrative rights and Secure Share privileges for just one hosted application if necessary.

➤ **Add a user**

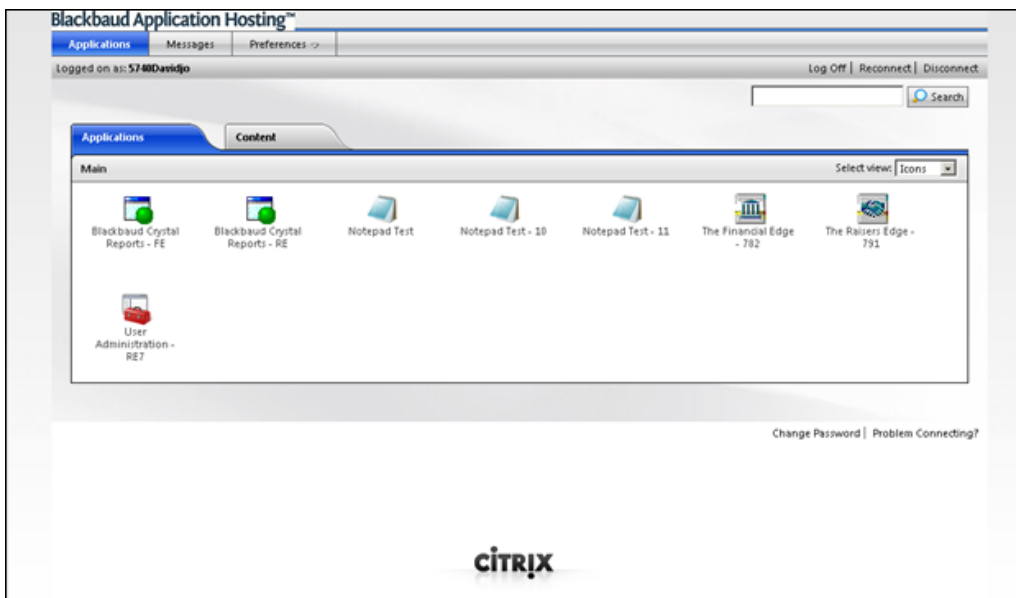
To create and add a new user, perform the following steps:

1. Open your web browser and enter the URL for the Blackbaud Hosting Services Login Page.
 - For the Boston data center, enter <https://login2.blackbaudhosting.com>
 - For the Orange County data center, enter <https://login1.blackbaudhosting.com>
 - For the Vancouver data center, enter <https://appsca.blackbaudondemand.com>

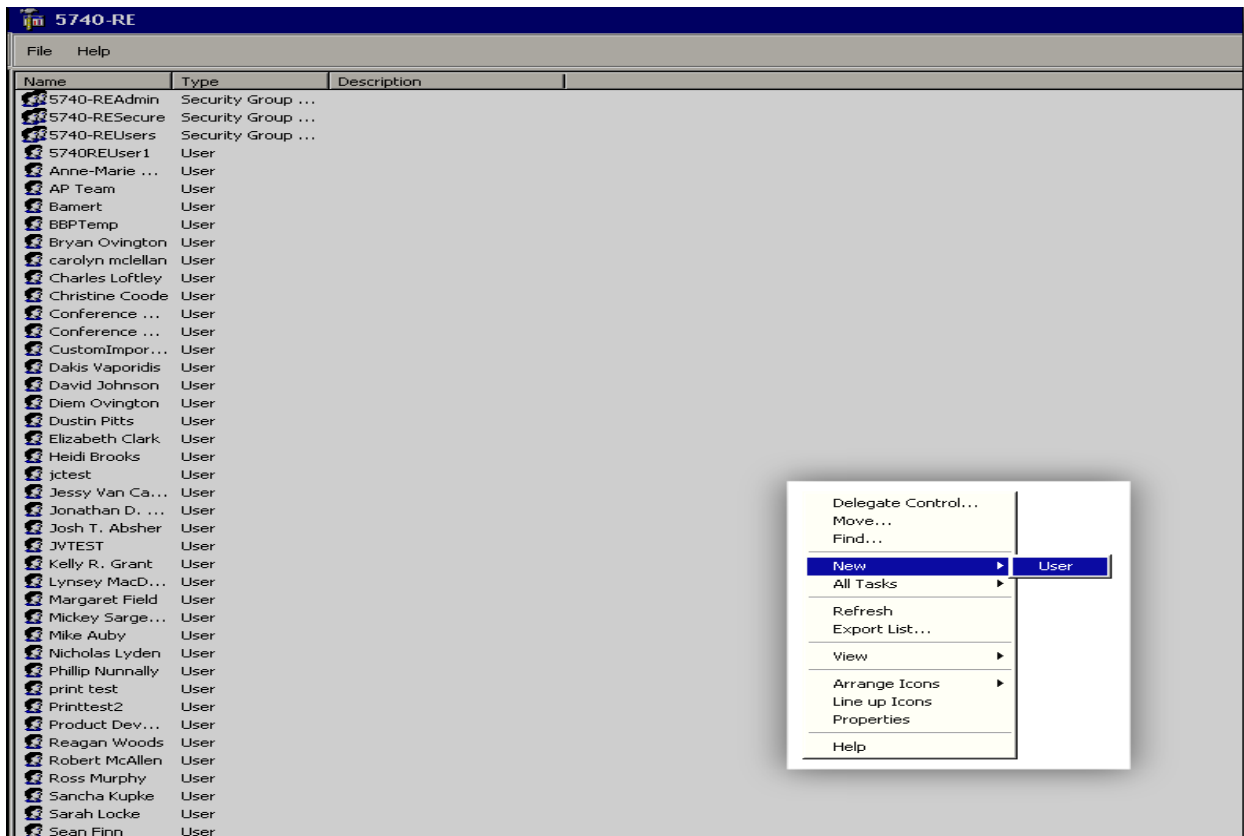
2. Enter your username and password and click **Log In/Log On** to log in to the Blackbaud Hosting Services web portal as a Blackbaud Hosting Services administrator.

Note: Blackbaud strongly advises you to identify a secondary administrator to manage accounts and security in the Blackbaud Hosting Services environment. The secondary administrator should be added to the Admins group to serve as a backup if you are unable to log in under the sole Admins group username provided by Blackbaud Hosting Services.

3. In the **Applications** frame, double-click **User Administration**.



4. In the User Administration screen, right-click in the white area and select **New, User**.



5. Enter information for the new user in the First Name, Initials, Last Name, Full Name, and User logon name fields, and click **Next**.

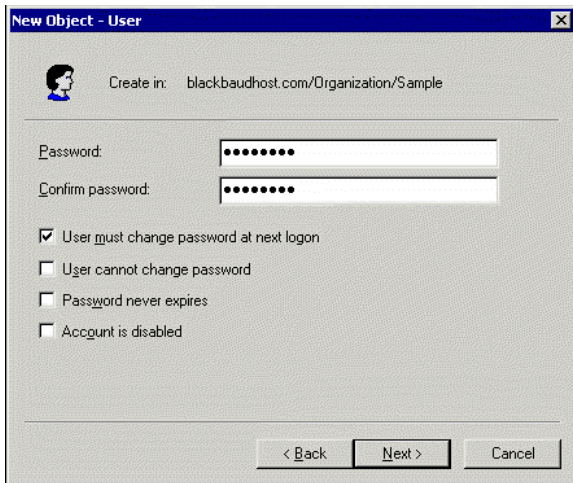
Note: The User Logon name is how the user logs in to the Blackbaud Hosting Services web portal. You use this name to add the user to Blackbaud Hosting Services group.

The screenshot shows a dialog box titled 'New Object - User'. It contains the following fields and controls:

- Create in: blackbaudhost.com/Organization/Sales DB
- First name:
- Initials:
- Last name:
- Full name:
- User logon name: @blackbaudhost.com
- User logon name (pre-Windows 2000): BLACKBAUDHOST\
- < Back
- Next >
- Cancel

Enter the user's password and select the appropriate checkboxes for password options.

Note: Blackbaud recommends that you create unique passwords for each user. The 'password never expires' option is not functional due to PCI compliance.



The screenshot shows a 'New Object - User' dialog box. At the top, it says 'Create in: blackbaudhost.com/Organization/Sample'. Below that are two text boxes for 'Password:' and 'Confirm password:', both containing seven dots. Underneath are four checkboxes: 'User must change password at next logon', 'User cannot change password', 'Password never expires', and 'Account is disabled'. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

6. Click **Next** and then click **Finish**.

Note: If you reach a white screen after you click Finish, press Alt + ← to return to the User Administration screen.

Password Requirements

Passwords can be set by Blackbaud Hosting Services administrators and must meet the following requirements:

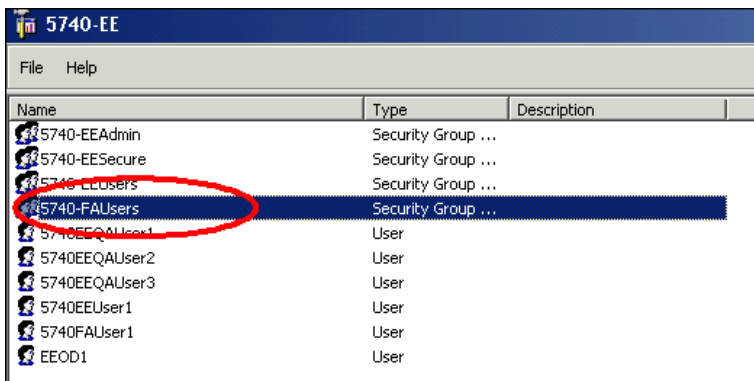
- They cannot contain all or part of the user's account name.
- They must be at least eight characters in length.
- They must contain characters from three of the following categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphanumeric characters (e.g., !,\$,#,%)
- They cannot be one of the user's 10 previous passwords.
- They cannot contain hyphens.
- They must be unique across all hosted organizations

Note: Blackbaud Hosting Services passwords are case-sensitive.

Faculty Access for the Web User Accounts

In addition to the user groups that exist within the Blackbaud Hosting Services, there is another security group for members of the Faculty Access for the Web group. Members of this group have access to the Faculty Access for the Web application.

For more information about how to setup security for Faculty Access for the Web in The Education Edge, please refer to Knowledgebase Solution Number [BB205197](#).



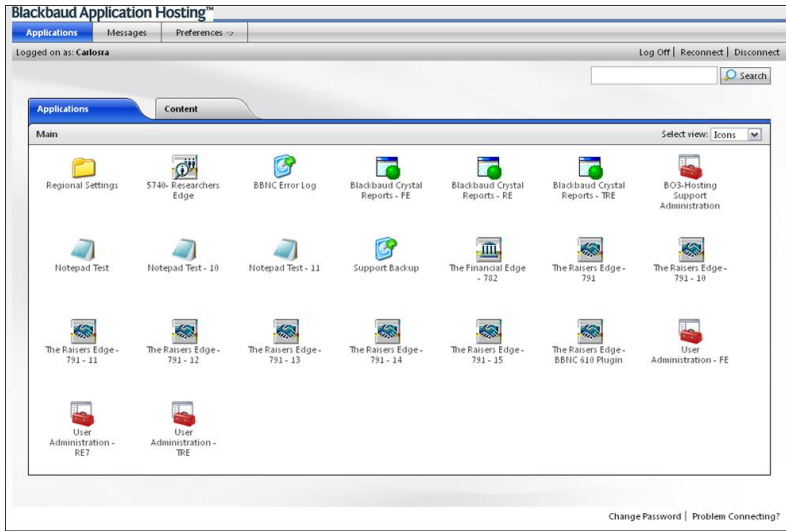
Name	Type	Description
5740-EEAdmin	Security Group ...	
5740-EESecure	Security Group ...	
5740-EEUsers	Security Group ...	
5740-FAUsers	Security Group ...	
5740EEQUser1	User	
5740EEQUser2	User	
5740EEQUser3	User	
5740EEUser1	User	
5740FAUser1	User	
EEOD1	User	

Note: Please note that you will only have access to Faculty for the Web if you have purchased the module. Please contact your Account Manager if you are interested in purchasing this product.

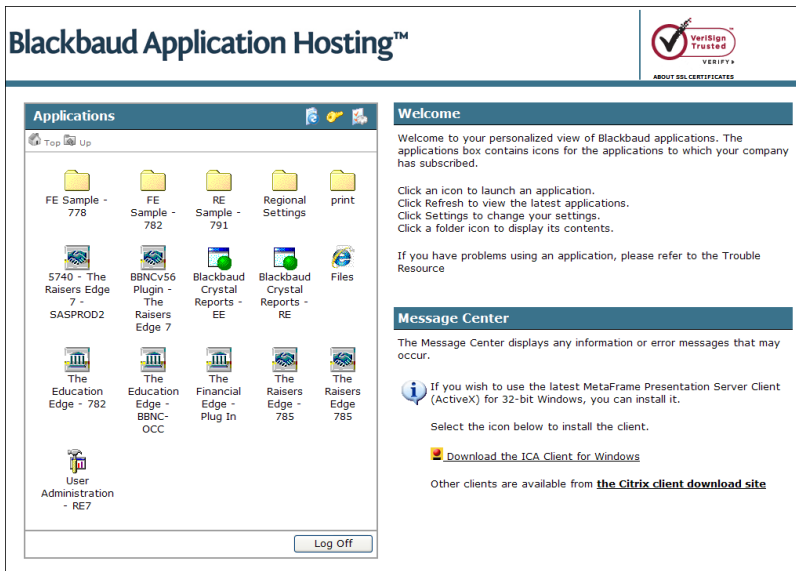
➤ Add a user to a group

To add a user to a security group, perform the following steps:

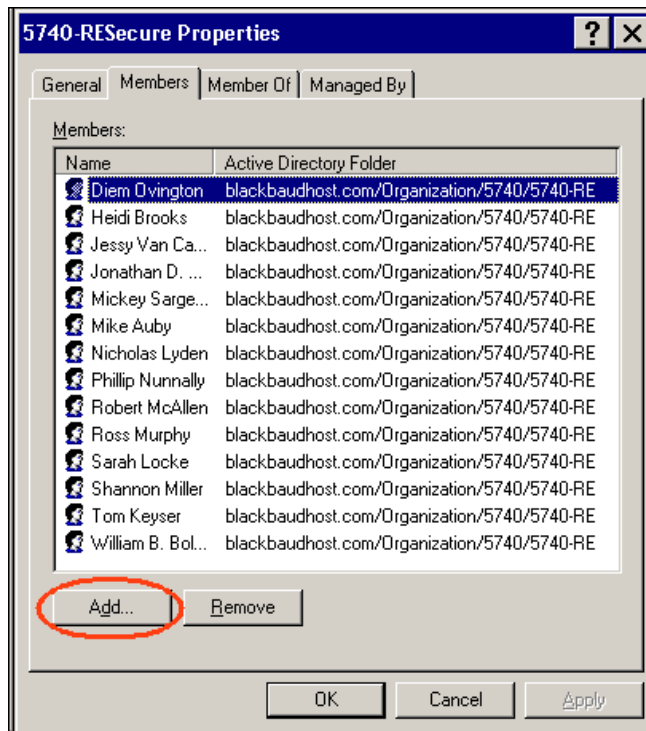
1. Open your web browser and enter the URL for the Blackbaud Hosting Services Login Page.
 - For the Boston data center, enter <https://login2.blackbaudhosting.com>
 - For the Orange County data center, enter <https://login1.blackbaudhosting.com>
 - For the Vancouver data center, enter <https://appsca.blackbaudondemand.com>
2. Enter your username and password and click **Log In/Log On** to log in to the Blackbaud Hosting Services web portal as a Blackbaud Hosting Services administrator.
3. For the **Boston** and **Orange County** data centers, the following version of the page appears.



For the **Vancouver** data center, the following version of the page appears.



4. In the **Applications** frame, double-click **User Administration**.
5. On the User Administration screen, right-click on the group to which you would like to add the user and select **Properties**.
6. In the Properties screen, select the Members tab and click **Add**.



7. In the Select Group screen, enter the user logon name and click **Ok**. Then click **Ok** again.

➤ **Resetting a Blackbaud Hosting Services user's password**

If a Blackbaud Hosting Services user forgets a password, a Blackbaud Hosting Services administrator can change it in User Administration. To do so, perform the following steps:

1. Open your web browser and enter the URL for the Blackbaud Hosting Services Login Page.

For the Boston data center, enter <https://login2.blackbaudhosting.com>

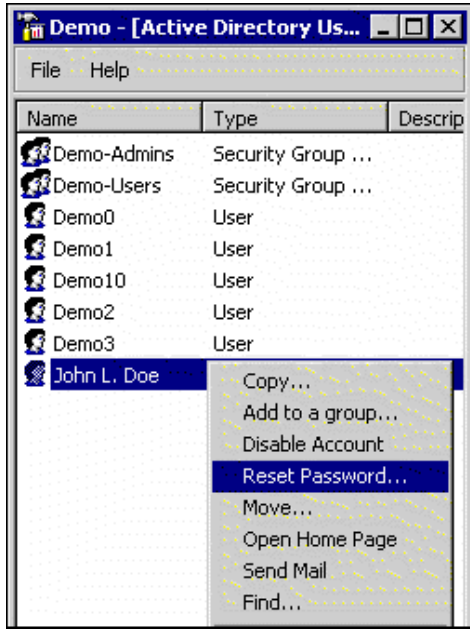
For the Orange County data center, enter <https://login1.blackbaudhosting.com>

For the Vancouver data center, enter <https://appsca.blackbaudondemand.com>

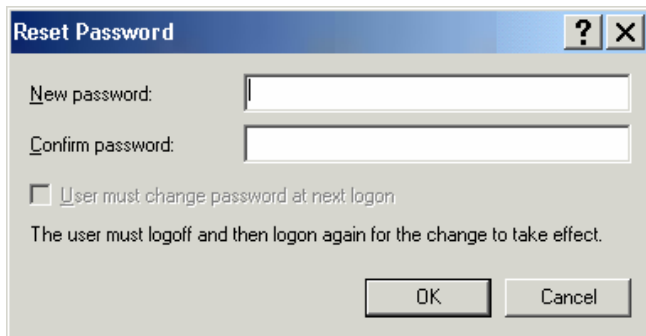
2. Enter your username and password and click **Log In/Log On** to log in to the Blackbaud Hosting Services web portal as a Blackbaud Hosting Services administrator.

3. In the **Applications** frame, double-click **User Administration**.

4. In the User Administration screen, right-click on the user whose name needs to be changed and select **Reset Password**.



5. In the Reset Password screen, enter a new password and click **Ok**. The user must log out of the Blackbaud Hosting Services web portal and log in again for the change to take effect.



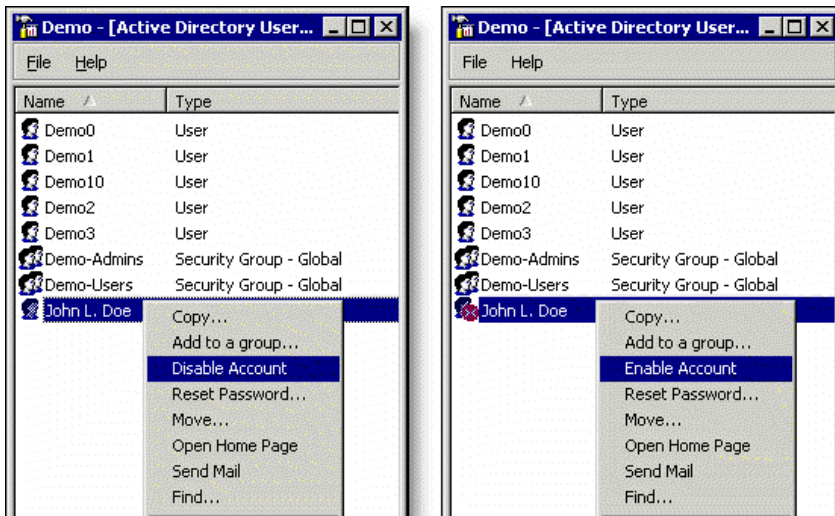
➤ Enable and Disable User Accounts

A Blackbaud Hosting Services administrator can enable or disable a Blackbaud Hosting Services user account. This is helpful if an employee takes a leave of absence, so that you do not have to completely recreate the user when they return.

To enable or disable a user account, perform the following steps:

1. Open your web browser and enter the URL for the Blackbaud Hosting Services Login Page.
 - For the Boston data center, enter <https://login2.blackbaudhosting.com>
 - For the Orange County data center, enter <https://login1.blackbaudhosting.com>
 - For the Vancouver data center, enter <https://appsca.blackbaudondemand.com>

2. Enter your username and password and click **Log In/Log On** to log in to the Blackbaud Hosting Services web portal as a Blackbaud Hosting Services administrator.
3. In the **Applications** frame, double-click **User Administration**.
4. In the User Administration screen, right-click on the user and select **Disable Account** or **Enable Account**. Only one of these options appears in the menu.



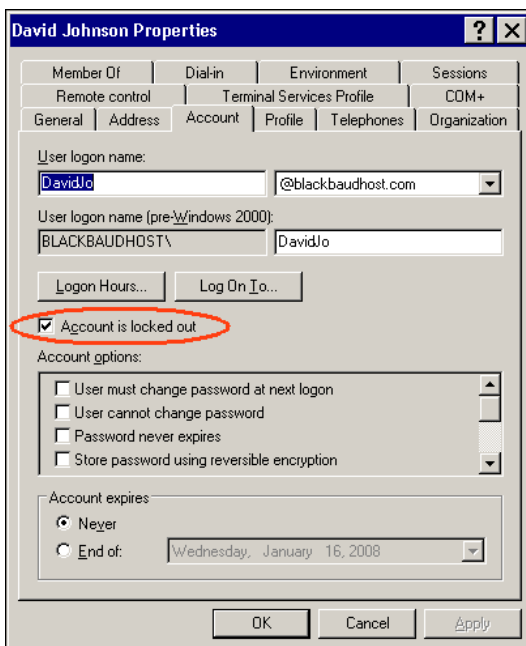
➤ Unlock an Account

If a user tries to log in to the Blackbaud Hosting Services web portal five times in a row with incorrect login credentials, their account is locked for 30 minutes. A Blackbaud Hosting Services administrator can manually unlock a user account.

1. Open your web browser and enter the URL for the Blackbaud Hosting Services Login Page.
 - For the Boston data center, enter <https://login2.blackbaudhosting.com>
 - For the Orange County data center, enter <https://login1.blackbaudhosting.com>
 - For the Vancouver data center, enter <https://appsca.blackbaudondemand.com>
2. Enter your username and password and click **Log In/Log On** to log in to the Blackbaud Hosting Services web portal as a Blackbaud Hosting Services administrator.
3. In the **Applications** frame, double-click **User Administration**.
4. In the User Administration screen, right-click on the user whose account has been locked and select **Properties**.



5. In the Properties screen, select the Account tab and clear **Account is locked out**. Click **Apply**, and then click **Ok**.



Additional Resources



The following resources are available to Blackbaud Hosting Services users if a problem occurs in their hosted environment.

Blackbaud Hosting Services Support

To contact Blackbaud Hosting Services for support issues, [create a case](#) through Case Central. Before contacting Support, please review your question or issue in our award-winning [Knowledgebase](#).

Product Support

To contact Product Support for issues with your hosted application, refer to pages 19 and 20 of the Customer Support Guide, which is online at <http://www.blackbaud.com/files/support/supportguide.pdf>. Users should contact Product Support in the following circumstances:

- If you have questions about the functionality of a hosted *application*, such as how to run a query or a report.
- If you have a problem within a hosted *application*, such as an error message when you run a query or a report.