

Blackbaud Hosting Services™

A Quick-Start Guide for Administrators



Welcome to **Blackbaud Hosting Services!** If you are reading this guide, you are a hosting administrator for your organization. If you're not a hosting administrator, the [Quick-Start Guide for Users](#) will help you get started with Blackbaud Hosting Services.

As the hosting administrator, you are responsible for setting up your Blackbaud Hosting Services environment, as well as the environment of other users at your organization. Because of your important role, we're providing you with important information that you need in order to set up the Hosting environment successfully. In this guide, we will discuss logging into Blackbaud Hosting Services, installing the Citrix platform, and setting up users in the system.

Log in to the Hosting Services web portal

1. Open Windows® Internet Explorer® or Mozilla Firefox®; it's your choice.
2. In the address bar, enter the URL associated with your data center. If you don't know the URL, please visit the Blackbaud Knowledgebase at www.blackbaud.com/kb. Enter the solution ID "[BB172378](#)" in the "Ask a Question" field.
3. Add the data center URL to your "Favorites" in your Internet browser for easier access.
4. Enter your username and password. You should have created your username and password through a link sent to you by the Hosting Implementation team.
5. If prompted to change your password, enter a new password that meets the password requirements (see next page for requirements).

Install the citrix® client

1. You must install the Citrix® Client to access your hosted applications.
2. Go to the Citrix® download site at www.citrix.com/download.
3. Download and install the online plug-in for your operating system.

For assistance installing the Citrix® Client, review Blackbaud Knowledgebase solution "[BB177068](#)".

Once you have the Citrix® Client installed, you can start adding and managing users. First, set up at least one other hosting administrator to be your backup.

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Set up users

1. Create a new Blackbaud application user.
2. Add the new user to a group to grant access to hosted applications.
3. To make the user an administrator, select the "Admin" group. For example, for **The Raiser's Edge®**, you would select [SiteID]-REAdmin. This will grant the user rights to the User Administration module, the Files folder (discussed in the [Quick-Start Guide for Users](#)), and The Raiser's Edge (or other product). If you have multiple products hosted, be sure to add the other hosting administrator to the "Admin" groups for those products.

Now you can add regular users. Follow the steps above, but add the users to the "Users" group instead of the "Admin" group. For example, for The Financial Edge™, you would select [SiteID]-FEUsers. If you have multiple products, be sure the users you want to allow access to are in the appropriate "Users" group for those products.

As a hosting administrator, you are in charge of everyone's access to Blackbaud Hosting Services. This means that if someone cannot log in to the hosting environment, he or she needs your help. We recommend that your organization has at least two hosting administrators. This way, if you are out of the office or in a meeting, your backup can help users too.

In general, there are three reasons users might not be able to log in:

1. They don't have a hosting account set up yet
2. They have forgotten the password
3. Their account is locked out

Password Requirements:

- Cannot contain all or part of the user's account name
- Must be at least eight characters in length
- Must contain characters from three of the four following categories:
 - English uppercase characters (A - Z)
 - English lowercase characters (a - z)
 - Base 10 digits (0 - 9)
 - Non-alphabetic characters (e.g., !, \$, #, %)
- Cannot be one of your 10 previous passwords

Helpful resources:

- [Blackbaud Hosting Services User Guides](#)
- [Blackbaud Hosting Services FAQs](#)

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Resetting passwords

If a user forgets his or her hosting password, just reset it!

1. Log in to the Hosting Web Portal
2. Open User Administration
3. Right click on the username for that person
4. Select "Reset Password"
5. Enter a new password that meets the password requirements
6. To force the user to change his or her password at log in, mark the check box next to "User must change password at next log in"
7. Give the user the new password

Unlocking an account

A hosting account will be locked for 30 minutes if a user tries to enter a username along with an incorrect password five times. If the user needs the account unlocked before the 30 minute wait period ends, you can unlock it using User Administration. Unlocking an account is as easy as resetting a password.

1. Log in to the Hosting Services Web Portal
2. Open User Administration
3. Right click on the username for that person
4. Select "Properties"
5. In "Properties", select the "Account" tab
6. On the "Account" tab, unmark the check box "Account is locked out"

In this guide, we have given you a quick overview of all the tools necessary to start managing your users. To review this information in more detail, take a look at the [Blackbaud Hosting Services Administration Guide](#).

Please refer to the [Blackbaud Hosting Services Quick-Start Guide for Users](#). This will get you started with your hosted applications.

► For help logging in to your hosted application, or to get answers to any other questions you may have regarding your hosting services, email HostingSupport@blackbaud.com or visit Case Central at www.blackbaud.com/casecentral.