

Blackbaud NetCommunity  
New Features Guide 7.2 Patch 1

10/31/2019 Blackbaud NetCommunity 7.2 Patch 1 New Features US

©2019 Blackbaud, Inc. This publication, or any part thereof, may not be reproduced or transmitted in any form or by any means, electronic, or mechanical, including photocopying, recording, storage in an information retrieval system, or otherwise, without the prior written permission of Blackbaud, Inc.

The information in this manual has been carefully checked and is believed to be accurate. Blackbaud, Inc., assumes no responsibility for any inaccuracies, errors, or omissions in this manual. In no event will Blackbaud, Inc., be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect or omission in this manual, even if advised of the possibility of damages.

In the interest of continuing product development, Blackbaud, Inc., reserves the right to make improvements in this manual and the products it describes at any time, without notice or obligation.

All Blackbaud product names appearing herein are trademarks or registered trademarks of Blackbaud, Inc.

All other products and company names mentioned herein are trademarks of their respective holder.

NF-2019

# Contents



- New Features for 7.2 Patch 1 ..... 4
- Janrain is now Akamai ..... 4
- Blackbaud Checkout Enhancements ..... 4
  - Forms ..... 4
- Donation 2.0 Enhancements ..... 5
  - Support for Direct Debit(ACH) ..... 5
  - Support for "Other" Designations ..... 7
- Match Event Guests to Constituents in Raiser's Edge ..... 7
- Email Enhancements ..... 7
- Maintenance Changes ..... 7
- Bug Fixes ..... 8
- Patch 1 ..... 8

# New Features for 7.2 Patch 1

<b>Janrain is now Akamai</b> .....	<b>4</b>
<b>Blackbaud Checkout Enhancements</b> .....	<b>4</b>
<b>Donation 2.0 Enhancements</b> .....	<b>5</b>
<b>Match Event Guests to Constituents in Raiser's Edge</b> .....	<b>7</b>
<b>Email Enhancements</b> .....	<b>7</b>

This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Patch 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 15 and Patch 16) or higher to integrate with Blackbaud NetCommunity 7.2 Patch 1. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Patch 1.

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 a revision to 7.2 Patch 1 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** plug-in. 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 patch 1 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.