

Blackbaud NetCommunity 7.1 SP3  
New Features Guide

2/20/2018 Blackbaud NetCommunity Spark 7.1 SP3 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 Spark 7.1 SP3. 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 7.95 or higher to integrate with Blackbaud NetCommunity 7.1. For Customer Support assistance, visit Blackbaud's [website](#).

## Communication Consent Part

To enable you to easily capture communication consent on your Blackbaud NetCommunity Spark forms — and to assist with General Data Protection Regulation (GDPR) compliance — we've implemented a new Communication Consent part. Your organization can use this new part to collect explicit consent from users — both in the European Union (EU) and elsewhere — for how they want to receive communication from you. In order for any non-profit organization to contact constituents residing in the EU, they must have explicit opt-in consent for any kind of communication via any channel — such as email, phone, SMS, or mail.

**Note:** Raiser's Edge v7 Patch 8 — where the communication channels and categories are configured — is required to use the new Communication Consent part in Blackbaud NetCommunity Spark. If you are not using Patch 8, the communication consent functionality is not enabled in Blackbaud NetCommunity Spark.

As an organization, you can create one Communication Consent part — or multiple versions of the part — to support the forms in Blackbaud NetCommunity Spark that collect constituent information and write the data to constituent records in The Raiser's Edge.

With this new functionality, you can include a Communication Consent part on any of the following forms in Blackbaud NetCommunity Spark:

- Donation Form
- Event Registration Form (Classic)
- Events Registration Form
- User Login Form
- User Email Preferences Form

- Payment 2.0 Form

**Note:** This form supports consent for all transactions types — donations, event registrations and memberships.

- Membership Form
- Profile Form
- Email Signup

When users submit the form, their constituent record is updated in The Raiser's Edge with their communication consent preferences.

## Design the part

Use the **Design** tab for the Communication Consent part to configure the part and customize it for your organization.

**General**  
 Title: \*  
 Communication Preferences  Enter a consent title to appear on the web page.

**Consent Statement \***  
 Please let us know how we should contact you in the future.  
 Enter the instructions for the consent.

**Consent Options \***  
 Add consent options to display as consent options on the web page.

Channel	Category	Caption	Required	
<input type="checkbox"/> Email		<input type="text" value="Email"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>
<input type="checkbox"/> Auto-Phone		<input type="text" value="Auto-Phone"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>

**Email Opt-out checkbox**  
 The opt-out checkbox on the consent part allows website users to indicate that they do not want to receive email messages from your organization.

Opt-out checkbox label: \*  
 Enter a label for the checkbox to opt out of email messages.

**Privacy Policy \***  
 Add a link to a privacy policy to display on the web page.

None:  
 Create link to Blackbaud NetCommunity Page:    
 URL:

Under **General**, you can customize the title to display on the web page for the communication consent preferences or you can use the default title. You can also include customized instructions under **Consent Statement** or use the default statement.

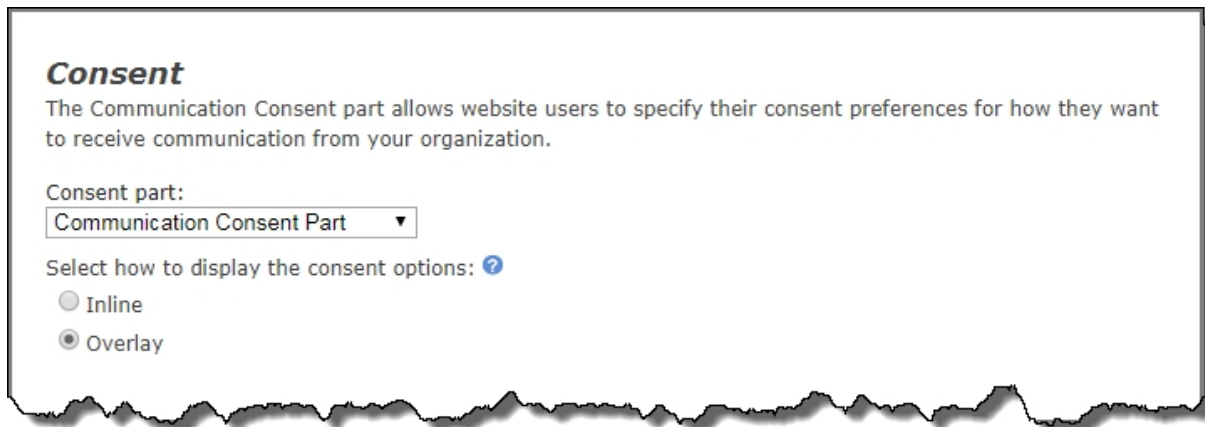
Under **Consent Options**, add the consent options you want to display on the web page. Select **Add Option** to search for consent options that are configured in The Raiser's Edge, then choose the ones to include on the form. For each consent option, you can modify the caption that displays on the form, specify whether the option is required, or remove the option. Optionally, you can add a divider to separate sections on the form — for example, to keep all email consent options together — by selecting **Add Separator** and include a caption for the separator. You can click and drag the consent options to reorder them and to move the corresponding separators.

Under **Email Opt-out checkbox**, enter the text to use for the **Email opt-out** option that's included on the consent part. When users select this option, it globally opts them out from receiving communication from your organization through any email channel. It also selects the **Requests no email** option on their constituent record in The Raiser's Edge.

Under **Privacy Policy**, select an option for including access to your organization's privacy policy on the web page. Select **Create link to Blackbaud NetCommunity page** to choose an existing page on your website. Select **URL** to specify the web page where the privacy policy is located. If you don't want to include a link, select **None**.

## Add the part to a form

You can add a Communication Consent part to a form by configuring the **Consent** section on the form's Design tab.



The screenshot shows a configuration panel titled "Consent". Below the title is a descriptive sentence: "The Communication Consent part allows website users to specify their consent preferences for how they want to receive communication from your organization." Underneath, there is a section labeled "Consent part:" followed by a dropdown menu currently set to "Communication Consent Part". Below that is a section labeled "Select how to display the consent options:" with a help icon. There are two radio button options: "Inline" (which is unselected) and "Overlay" (which is selected).

Under **Consent part**, select a saved Communication Consent part to include on the form, then specify how you want the consent options to display.

Depending on your organization's site design or how your forms are styled, you can select whether to use the inline option or the overlay option to gather consent.

The **Inline** option includes the communication consent options embedded directly in the form itself.

Home / Giving / President's Fund

### President's Fund

The President allocates this fund to top priorities in undergraduate education, supporting need-based financial aid, innovative academic programs, and student life.

#### DONATION INFORMATION

Amount:  \$ 1,000.00  
 \$ 500.00  
 \$ 250.00  
 \$ 125.00  
 \$

#### ADDITIONAL INFORMATION

Type of gift:  One-time gift  Recurring gift  Pledge (installment)

Corporate:  This donation is on behalf of a company

Anonymous:  I prefer to make this donation anonymously

#### CONSENT

Please let us know if or how we should contact you in the future.

Communication Type	Opt-in	Opt-out
Email:	<input type="radio"/>	<input type="radio"/>
SMS:	<input type="radio"/>	<input type="radio"/>
Data processing:	<input type="radio"/>	<input type="radio"/>
Social:	<input type="radio"/>	<input type="radio"/>
Auto-phone:	<input type="radio"/>	<input type="radio"/>

**Email opt-out**  
Global email opt-out help text  
 Check this box to indicate that you do not wish to receive future email communications from us.  
[View our privacy policy](#)

#### BILLING INFORMATION

Title:

First name:

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The **Overlay** option displays a pop-up window with the consent options when the form is submitted.

Home / Giving / President's Fund

### President's Fund

The President allocates this fund to top priorities in undergraduate education, supporting need-based financial aid, innovative academic programs, and student life.

#### DONATION INFORMATION

##### CONSENT

Please let us know if or how we should contact you in the future.

Communication Type	Opt-in	Opt-out
Email:	<input type="radio"/>	<input type="radio"/>
SMS:	<input type="radio"/>	<input type="radio"/>
Data processing:	<input type="radio"/>	<input type="radio"/>
Social:	<input type="radio"/>	<input type="radio"/>
Auto-phone:	<input type="radio"/>	<input type="radio"/>

**Email opt-out**  
Global email opt-out help text  
 Check this box to indicate that you do not wish to receive future email communications from us.  
[View our privacy policy](#)

**Submit**

Middle name: \_\_\_\_\_

Last name: Lawson

Country: United States

Address lines: \_\_\_\_\_

City: \_\_\_\_\_

State: California

After users submit the form, their consent information is downloaded to the BBNC plugin along with their transaction. After the transaction is processed, their constituent record is updated in The Raiser's Edge with their communication consent preferences. If the user is logged in when they submit the form and their BBNC account is linked to a constituent record in The Raiser's Edge, their communication consent preferences are written directly to their record in The Raiser's Edge.

**Note:** You can expect a lag time of approximately 5 minutes between the time you commit a donation or membership transaction batch and the time the consent preferences are written to the constituent's record in The Raiser's Edge.

**Note:** When the Communication Consent part is included on the User Email Preferences form, no profile update transaction is created in The Raiser's Edge when a user submits the form. The constituent's consent information is written directly to their record in The Raiser's Edge.



The screenshot shows a window titled "Consents for Demo User" with a toolbar containing "New Consent", "Open", and "Delete...". Below the toolbar is a table with the following data:

Channel	Category	Response	Source	Consent Date	Username	
Phone	pHONE 1	Opt-In	Netcom	09/01/2018	Supervisor	Please let
Email	JSCat2	Opt-Out	Netcom	09/01/2018	Supervisor	Please let
Email	EMAIL ONE	Opt-Out	Netcom	09/01/2018	Supervisor	Please let
SMS	SMSCat1	No Response	Netcom	09/01/2018	Supervisor	Please let
Phone	pHONE 1	Opt-Out	Netcom	09/01/2018	BBNC User: Demo	Please let
Email	JSCat2	Opt-Out	Netcom	09/01/2018	BBNC User: Demo	Please let
Email	EMAIL ONE	Opt-Out	Netcom	09/01/2018	BBNC User: Demo	Please let
SMS	SMSCat1	No Response	Netcom	09/01/2018	BBNC User: Demo	Please let

A "Close" button is located at the bottom right of the window.

On the Email Signup form, communication consent options are only visible to anonymous users — the options do not display for logged-in users. Also, the Communications Consent part can only be included inline on this form and not as an overlay.

When the Communication Consent part is included on the Profile form:

- Consent options do not display for organizations.
- The profile update transaction does not include any Request No Email attribute information.
- The Request No Email checkbox is not displayed on the form, whether or not the Request No Email attribute is included on the form via the **Bio** fields.

If the Profile form does not include the Communication Consent part, then the **Request No Email** checkbox will display on the Profile form provided that the Request No Email attribute is included on the Profile form via the **Bio** fields.

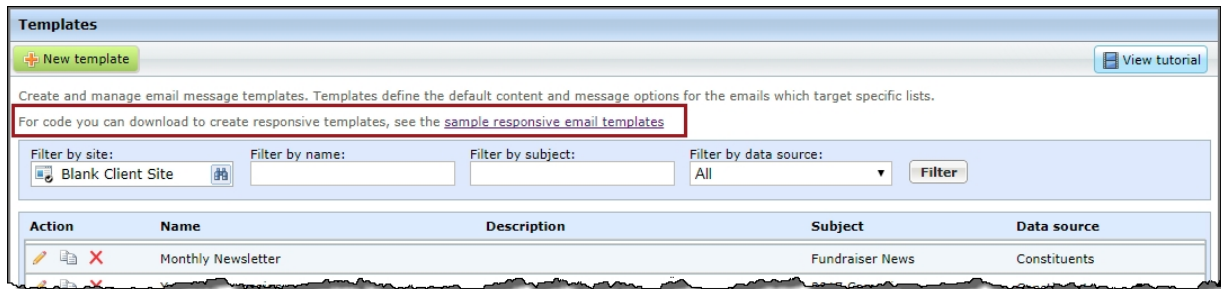
After a user has already provided consent preferences, if they fill out a subsequent form that includes the Communication Consent part and they are logged into Blackbaud NetCommunity Spark, their consent preferences are automatically pre-populated. Users can modify their consent preferences, and the changes are then written to their constituent record when they submit the form.

If a transaction is canceled for any reason, the user's consent preference selections for that transaction are not written to their constituent record.

## Sample Responsive Email Templates

To maintain consistency with industry standards for fully responsive emails, we're providing three generic responsive email templates that you can download. You can use the code from these sample templates to create your own responsive email messages for acknowledgments, appeals, and newsletters.

To access the code — and instructions for using the sample templates — select the [Sample responsive email templates](#) link in Email Templates.



In addition, the outdated placeholder, mobile-friendly templates have been removed under **Email > Templates**, **Email > Scheduled emails**, and **Email > Campaigns** (for Appeals).

## Maintenance Changes

Blackbaud NetCommunity Spark version 7.1 SP3 also includes these changes.

## Bug Fixes

Blackbaud NetCommunity Spark version 7.1 SP3 also includes these bug fixes.

- This fix addresses an issue that occurred when filling out the New User Registration page. Previously, when all address fields were included on the page as required fields, the **Country** field did not display as required and could be left blank. Now, this issue has been resolved. (Work Item 506808)
- This fix addresses an issue where an email report was missing a field. Previously, when the recipient message email report was exported to a .csv file, the **System Record ID** field was missing. Now, this issue has been resolved. (Work Item 744745)
- This fix addresses an issue where the form submission timestamps were not showing the correct time zone. Previously, form submission timestamps (in Site Explorer > Forms > Data Tab) were showing only in UTC, regardless of the time zone setting in Administration > Sites and Settings. Now, this issue has been resolved. (Work Item 763470)
- This fix addresses an issue where the BBNC plugin could not connect to Raiser's Edge when TLS 1.0 was disabled. Now, this issue has been resolved. (Work Item 778470)
- This fix addresses an issue where the search functionality wasn't working as expected in the Stylesheet and the Unformatted Text part. Previously, using **CTRL F** only searched what was shown in the current view pane. Now, this issue has been resolved. (Work Item 787982)
- This fix addresses an issue where the User Registration web service was causing the error "Invalid administration credentials" to occur even when valid credentials were used. Now, this issue has been resolved. (Work Item 812453)

- This fix addresses an issue where, after upgrading to BBNC 7.1 SP2, customers received the error "Unable to build a link to NetCommunity website" in the NetCommunity plugin of the Education Edge. Now, this issue has been resolved. (Work Item 816216)
- This fix addresses an issue where an error occurred when selecting any recipient in an email message report. Now, this issue has been resolved. (Work Item 903567)