New Features Guide
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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.1. 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 7.95 or higher to integrate with Blackbaud NetCommunity 7.1. For Customer Support assistance, visit Blackbaud’s [website](#).

### Note:
You must use Blackbaud Student Information System 7.84 or higher with The Raiser’s Edge 7.95 or higher to integrate with Online Campus Community 7.1. For Customer Support assistance, visit Blackbaud’s [website](#).
Administration

The following Administration enhancements are available.

Integration Services Setting: Number of Records to Update

When you view the **The Raiser's Edge integration** service setting on the Schedules tab in Administration, it now displays the number of records to update in The Raiser's Edge. This is an informative way for you to monitor the amount of data the setting needs to process, which helps you avoid integration delays from Blackbaud NetCommunity to The Raiser's Edge.

![The Raiser's Edge integration](image)

When you select the hyperlink for the number of records to update, a screen appears that lists each record type to update. The number of records to update for each type also appears, along with the type's last integration date.

![Number of records to update](image)

To view the latest data currently waiting for process from Blackbaud NetCommunity to The Raiser's Edge, select the **Refresh** icon. When the refresh completes, the date and time update to reflect when you last refreshed the number.

Under **Frequency**, you also now specify the number of records to send to The Raiser's Edge during each schedule in the updated interval and daily options.

**Tip:** This feature allows you to configure the number of records to update, which was previously not user-configurable.
Delete Email Messages and Newsletter Issues Permanently

In Email, when you delete email messages or newsletter issues, they no longer appear in the user interface, but remain in the database. To improve performance and permanently remove these messages, you can now schedule options for the new **Delete email permanently** organization setting under **Schedules** in **Administration**.

<table>
<thead>
<tr>
<th><strong>Delete email permanently</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>In Email, when you select to delete an email message or newsletter issue, it no longer appears in the user interface, but the data remains in the database. To improve performance and permanently delete these messages from the database, schedule the options for this setting. If you do not want to delete these messages, select <strong>Never</strong> for both options.</td>
</tr>
<tr>
<td>To run the process as efficiently as possible, we recommend you schedule this to run after hours when users are less likely to access <strong>Blackbaud NetCommunity</strong> and <strong>Raiser's Edge</strong>.</td>
</tr>
<tr>
<td>Automatically delete emails older than:</td>
</tr>
<tr>
<td><img src="image.png" alt="Options" /></td>
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<td><img src="image.png" alt="Options" /></td>
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<td><img src="image.png" alt="Options" /></td>
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<td><img src="image.png" alt="Options" /></td>
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<tr>
<td>Business process frequency:</td>
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<td><img src="image.png" alt="Options" /></td>
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<tr>
<td><img src="image.png" alt="Options" /></td>
</tr>
<tr>
<td>Options: Do not allow for process to run more than 30 minutes</td>
</tr>
<tr>
<td><img src="image.png" alt="Options" /></td>
</tr>
</tbody>
</table>

To use the process to delete email from Email and the back end of the database, under **Automatically delete email older than**, specify the number of days, months, or years to keep emails before you remove them.

To use the process to only delete email from the back end of the database, under **Business process frequency**, schedule when to run it.

Under **Options**, enter the number of minutes to allow the process to run.

### Important Tips

- To prevent the possibility of anyone scheduling the **Delete email permanently** setting, your System Administrator can use the ShowEmailDelete web.config setting to remove it from the Schedules tab. By default, the setting is `<add key="ShowEmailDelete" value="True"/>`. To remove it from the tab, enter False.

- To run the process as efficiently as possible, we recommend you schedule it to run after hours when users are less likely to access Blackbaud NetCommunity and The Raiser's Edge.

  **Note:** If you schedule this process and the **Email jobs** process to run at the same time, please be aware your email job process may experience a delay.

- Depending on the volume of email you need to permanently delete, the process can exceed the amount of time you enter under **Options**. When this occurs, the process starts
the job again on the records that are left from the previous job, according to the interval you scheduled under Business process frequency.

For example, you need to run this process for the first time. Due to the high volume of email to initially delete, you can schedule it to run every night (1 day) at 1 AM for 300 minutes (5 hours). The process runs longer than 300 minutes so it stops until the next night at 1 AM. At that time, it starts again on the records that are left from the previous job, for the next 300 minutes.

Before you permanently delete email using this process, email messages and newsletter issues on a constituent record in The Raiser’s Edge appear with a link in the Email Received grid on the NetCommunity tab. You can click this link to open the message in Blackbaud NetCommunity. After you run this process, the link disables because you can no longer open it in Blackbaud NetCommunity. Also, if a recipient opens an email after it has been deleted permanently, submits a donation from one, or clicks links in it, the Opened, Donated, and Links clicked fields do not update to reflect this information. The data that appeared in these fields when it was deleted from your database remains in place. For historical purposes, the other data, such as Email name and Date sent, also remain on the constituent record.

Email

The following Email enhancements are available.

Primary Email Address Mapping and Email Address Type Field

To ensure emails reach their intended recipients, messages from Email, Messages are now sent to constituent email addresses marked as primary in The Raiser’s Edge. To specify a different email address, you can use the new Email address type field when you create templates from Email, Templates or messages from Email, Messages. If a constituent does not have the email address type you select in the field, then the message is sent to their primary address. Otherwise, it is sent to the email address that matches the phone type mapped to Email under Phone type mapping on the Settings tab in Sites & settings.

Note: Regardless of the email address where the message is sent, the preferred email address merge field uses the email address marked as primary when it inserts a value in messages. If that is not available, then the program uses the email address that matches the mapped phone type.
Sending a Final Email

To increase email efficiency, we have enhanced the send final email process to help make sure the correct group of recipients receive your intended email. Now, when you click **Send final** on an email message, a new Send Status tab appears for you to view the target lists, the number of recipients in each list, and when the lists were last refreshed.

**Note:** This new feature only applies to email sent from *Messages.*

To make sure the latest recipients are in the queries that the lists use, click **Refresh Lists.**

**Note:** You are not required to refresh the lists before sending the message. When you click **Yes** to send the final message, lists that use dynamic queries automatically refresh. This does not apply to lists that use static queries.
A message appears for your review before clicking **Start Refresh** to begin the process.

**Tip:** It is important to read this message. It informs you that you can do other tasks in the program while the refresh processes, but you cannot send the final email. It also states the refresh may take an extended period of time depending on the size and complexity of your lists.

After the refresh completes, click **Yes** to actually send the final email to recipients.
When you do this, one more refresh occurs automatically for lists that use dynamic queries. This may cause the recipient numbers on the Sent Status tab to differ from the final sent numbers that appear in email reports. If your lists use static queries, this does not apply. For more information about email statuses, refer to the Email Guide.

**Note:** When you enter a date in the **Send after date** field, the email does not send until the date and time you specify in that field.

**Email Performance Statistics Enhancements**

To modernize email and improve statistical information to current industry standards, performance statistics for email messages have been enhanced. To centralize the data, you now view most statistics for an email message in one grid instead of clicking multiple tabs and sub-tabs. After you send a message, its row on the Messages page updates to display the grid. The percentages and counts that display update automatically each time you access the grid so you always view the latest statistics.

**Note:** The email performance statistic enhancements are only available in **Email > Messages**, not in **Email > Campaigns** or **Email > Newsletters**.

From Email, Messages, select a message and click **Click here to view report** in the Action column. The performance statistics grid displays below the message row.

The top row of the grid displays the email activity percentages for **Open rate**, **Click rate**, and **Transaction rate**, as well as the **Average gift** amount raised as a result of the message. You can hover over each statistic title to view a description of how the value was calculated.

The bottom row of the grid lists email activity in total amounts for **Recipients**, **Opens**, **Clicks**, and **Transactions**. You can click each amount to view a list of email addresses associated with the statistic. The **Total raised** amount is also shown.

Next to the statistics grid, additional information displays.
Here you can view the distribution lists used for the message, the number of messages that were not sent or that resulted in bounces and opt-outs, and the email job status. When you click the **Not Sent, Bounces** and **Opt-outs** values, you can view more information about these statistics, such as the associated email addresses.

Click **Additional Information** to display more details about URL performance, total number of views and unique viewers, total number of transactions, and the message content and properties. You can also export the email statistics to a *.csv* file. Click **Export**, then select either Summary or Details.

The **Email Status Log** icon displays in the **Action** column and to the right of the statistics grid next to **Status**. Depending on the status of the email job, the icon displays as one of the following:

- ✔️ - Completed
- 🔄 - In progress
- ⚠️ - Failed

You can click the icon to display more information about the email status.

### Parts

The following **Parts** enhancements are available.

### Confirm Email Address Field

To improve email address accuracy, multiple parts now include the option to include a new **Confirm email address** field. When you select to display it on a web page, website users must enter their email address two times. Blackbaud NetCommunity then compares the two email addresses to make sure they match.
The following parts now include this field.

- Donation Form
- Event Registration Form (Classic)
- Event Registration Form
- Membership Form
- User Login Form
- Payment 2.0 Form

**Membership Form**

Now when you enable additional donations, you can select multiple funds from The Raiser’s Edge to appear as options for the new **Use my contribution for** field on the membership page. This allows members to designate the funds to credit for the gifts. You can also enter the display names to use and specify a default option. Previously, you could only select one default fund to use.

**Note:** You can include as many as 25 funds on the form.
Event Registration Processing

When website users register and pay for events, the The Raiser's Edge plugin now uses smarter logic to compare the billing and registrant information. Previously, when a website user entered a salutation, middle name, middle initial, or suffix in the Cardholder's Name field of the billing information, the registration appeared twice in The Raiser's Edge because the payee and registrant were processed as separate records. Now, The Raiser's Edge plugin compares the first name, last name, and email address of the cardholder with each registrant to identify matches and prevent duplicate registrations.

Integrated Event Calendar

To streamline the integration between The Raiser's Edge and Blackbaud NetCommunity, we have modified Event Calendar parts so you can now automatically include events that have been created in The Raiser's Edge. You can also publish registration links to your website event calendar directly from Event Registration Form parts.

On the Design tab of an Event Calendar part, select Include events from The Raiser's Edge.
When you select this option, you can then select an event query that groups the events to display on the calendar.

Tip: We recommend that you add an event attribute to the event records in The Raiser's Edge that you want to display on your website event calendar. You can then create an event query for events with that attribute.

When you include events from The Raiser's Edge on your website event calendar, the events appear after the next integration. To integrate the calendar with events from the query, you can include frequency information under The Raiser's Edge integration in Administration. The calendar updates according to the frequency unless you click Refresh events to immediately integrate the calendar with events.

The Name, Description, Date, and Location fields for events on the website event calendar populate with data that has been entered for the event records in The Raiser's Edge. The Date and Location fields can be modified only in The Raiser's Edge, and any changes to those fields automatically display on your website event calendar in Blackbaud NetCommunity. All other event details are not automatically updated from The Raiser's Edge.

Site administrators in Blackbaud NetCommunity can modify all other event fields, including the Name and Description, when they edit events from the website event calendar. When fields are modified in Blackbaud NetCommunity, those changes do not synchronize back to the event records in The Raiser's Edge and are not overwritten when the next integration occurs.

To remove an event from your website event calendar in Blackbaud NetCommunity, administrators can edit the event from the website event calendar and click Delete. Deleted events no longer synchronize from The Raiser's Edge but continue to display on the website event calendar only for administrators. To add a deleted event back to the website event calendar, site administrators can select the event on the website event calendar and click Restore.
Directory Private Email Messaging

An enhancement was made to the Directory part in Blackbaud NetCommunity that now enables alumni and other users to send messages to others in the directory without sharing their email addresses.

On the Design tab of a Directory part, select Allow messaging between users to enable messaging.

When you select this option, additional fields display below the option so you can configure the message’s default text, including the subject, email message, from address, from name, confirmation message, and opt out message.
**Note:** To avoid having the email rejected or considered spam, the **From address** must be an email address on a domain that the organization owns and controls. This is necessary as some email providers such as Yahoo and AOL have strict DMARC policies that reject any emails with a yahoo.com or aol.com email address that have not originated from those domains.

When messaging is enabled, an email icon (✉️) displays in the directory's Messaging column for people who have a primary email address and have not opted out of messaging. To send a message, click ✉️ beside the recipient's name to display the message template. You can edit the message as desired, then click **Send message** to send the email. The email is sent via the organization to the recipient, and the recipient's email address is not visible to the sender. A confirmation message displays when the email is successfully sent.
The User Email Preferences part was also updated to support opting out of receiving email messages sent from other directory users.

In **Directory messages opt-out**, select **Include opt-out for directory messages on this form** to have a directory messaging opt-out checkbox display to users on their User Email Preferences form. You can also enter text in the **Directory opt-out checkbox label** field to customize the text that displays for the option.

When users click the unsubscribe link in an email they receive via directory messaging, they are sent to their User Email Preferences form where they can select the directory opt-out option. Users can also clear this option if they had previously opted out and now want to resume directory messaging.

**Security Update**

As part of our normal product improvement processes, we review our security measures, protocols, and infrastructure on an ongoing basis. Blackbaud NetCommunity was automatically updated in this release to include security improvements for credit card processing in compliance with Payment Application Data Security Standard (PA-DSS). Please refer to this list to determine whether your organization needs to take any action.

- **Enhanced Password Protection:** We now use industry-tested and accepted hashing algorithms to encrypt and store user passwords. This provides stronger protection for user data as passwords are no longer stored in the database. However, no changes are required by your organization if your website uses standard password functionality in Blackbaud NetCommunity.

  **Note:** If your organization uses a customization to integrate your website with a third-party single sign-on system, the customization may not work correctly. We recommend that you consult your single sign-on system provider to determine how the PA-DSS 3.2 requirements may affect your integration with Blackbaud NetCommunity.

- **Site-Wide Secure Pages:** Previously, you could require encryption for all pages, secure content, or administration pages in **Sites & settings**. Now, Blackbaud NetCommunity requires encryption for all pages on your website to provide site-wide security and protect your users’ connections to your website. The URLs for all Blackbaud NetCommunity web pages use “https” to securely render the pages via Transport Layer Security (TLS) protocol. This provides three layers of protection: encryption, data integrity, and authentication.
Note: If your web pages incorporate content from non-secure sites, the content may not display or website users may receive a warning that the site has mixed content. This occurs because the Blackbaud NetCommunity page uses a secured HTTPS connection, but some of the content on the page is referred by a non-secured HTTP URL. Non-secure content can be located in Formatted Text or Unformatted Text parts, the page layout, or the site style sheet. To correct this issue, identify affected parts and change the URL for the external content to a secured HTTPS connection.

• Improved Security for Testconfig Page: Testconfig is a page on your Blackbaud NetCommunity website that reveals helpful information about your site's configuration, product versions, server-to-server connectivity, and more. To improve its security, testconfig.aspx is now accessible only from your local server.

JQuery Version Upgrade
With this release of Blackbaud NetCommunity, we have upgraded the JQuery version from 1.7.2 to 1.12.3.

Upcoming Changes in Early 2017
At Blackbaud, we are committed to providing you with tools that leverage the latest market trends and technology. As part of the ongoing functionality review process, the following functionality and parts will no longer be supported as of an early 2017 release.

Email Forwarding
With Email Forwarding, website users could sign up and create a lifelong email address that is forwarded to an email address that they select. This functionality was provided in NetCommunity via the Email Forwarding Form.

We have reviewed email forwarding needs and concluded that alumni and other users will be better served by other email forwarding vendors that provide more advanced capabilities. For example, solutions like Google's G-Suite (https://gsuite.google.com) offer full email hosting services for your domain, including email forwarding.

In light of our research, we recommend that your organization transition from the program’s built-in email forwarding functionality to an alternate solution, such as that included with Google’s G-Suite, in early 2017.

Blackbaud customer support representatives can assist you with retrieving the list of website users who have currently signed up for email forwarding. You can then use this list to implement an alternate solution of your choice.
Payment 1.0 Part

In 2011, we released Payment 2.0, the next iteration of our Payment part. In addition to all the functionality offered by the Payment part, Payment 2.0 captures payment information on secure payment pages to help you comply with the Payment Card Industry Data Security Standard (PCI DSS).

LinkedIn Group Join Part

In 2015, LinkedIn changed their APIs which caused the LinkedIn Group Join part to no longer work. After reviewing the functionality, we determined that this part will no longer be supported.

Advocacy

In 2015, we communicated to you that Advocacy would no longer be supported in Blackbaud NetCommunity. We will disable it in an early 2017 release.

Maintenance Changes

Blackbaud NetCommunity version 7.1 also includes these changes.

- Bug 387198 - Now when you include an open ended - essay question type on the Survey part, a message appears when website users enter text that exceeds the character limit you specify.
- Bug 501762 - The Gift Aid text that appears on the membership form for Blackbaud NetCommunity website users in the United Kingdom now includes the latest legally required language. The text appears on membership forms when “Allow additional donations” is enabled.
- Bug 504302 - We resolved an issue that caused events to include registration fees on guest records in The Raiser's Edge when you processed transactions from Blackbaud NetCommunity.
- Bug 509854 - The link to open records in The Raiser's Edge from reports in Email no longer appears for messages to recipients from imported lists. Previously, when you clicked the link, an error message appeared.
- Bug 515828 - We resolved an issue that caused eCard forms with donations enabled to charge credit cards more than once when donors refreshed their confirmation screens.
- Bug 516583 - We resolved an issue that caused volunteer forms for organizations that are not based in the United States to only accept birth dates in month/day/year format when the forms included age restricted positions.
- Bug 519668 - We resolved an issue that caused middle names from donation forms to
not appear on constituent records when you processed transactions in The Raiser’s Edge.

- Bug 520770 - We resolved an issue that caused sold out events to appear in the selection summary section of event registration forms when more than one event was included on the form.
- Bug 522558 - We resolved an issue that allowed new website users to submit user registration forms when they did not complete required attribute fields.
- Bug 524291 - The additional donation field on event registration forms no longer accepts commas when registrants use Firefox. Previously, the commas caused formatting errors in the event registration summary section of the form.
- Bug 530026 - We resolved an issue that caused an error to appear on eCard forms when website users attempted to preview submissions that included donations.
- Bug 531572 - We resolved an issue that caused membership transactions you processed in The Raiser's Edge to appear to apply toward the additional donation fund instead of the membership’s fund. The issue occurred when the membership and the additional donation were configured to use different funds.
- Bug 531615 - We resolved an issue that caused an error to appear on donation forms when website users selected a specific day of the week for recurring donations to occur.
- Bug 531744 - We resolved an issue that caused donation forms to not update installment payment end dates when website users used the calendar to select when to begin their payments.
- Bug 532235 - We resolved an issue that caused email messages sent to recipients with apostrophes in their email addresses to bounce.
- Bug 537004 - We removed unnecessary text from the registrant options section of event registration forms.
- Bug 539788 - We fixed an issue that caused eCards sent to multiple people at once to include the name of the first recipient on the eCards to the other recipients.
- Bug 543007 - We resolved an issue that caused event price options on event registration forms to expire according to the server's time zone instead of the time zone setting configured in Administration.
- Bug 559845 - Now when an eStore product is out of stock, website users can no longer add it to their carts.
- Bug 560301 - We resolved an issue that caused duplicate relationship records between employers and employees when you processed donations given on behalf of organizations in The Raiser's Edge.
- Bug 562044 - We updated the message that appears when new website users complete the user registration form and enter incorrect date formats in attribute fields. Previously the message did not explain they needed to update the format.
- Bug 562338 - We resolved an issue that caused the full amount of gifts split between two funds to appear twice on Transaction Manager part web pages.
- Bug 562340 - We fixed an issue that caused gift batches in The Raiser's Edge to indicate constituents should receive acknowledgements about tributes made in their honor after
you processed donation transactions and selected different people to receive them.

- **Bug 563341** - Now when you process corporate gifts with constituent codes in The Raiser's Edge, the codes appear on both individual and organization records. Previously, they only appeared on individual records.

- **Bug 564027** - We resolved an issue that caused gifts on donation forms that accept Euros to add decimals to the gift amount when website users updated the cent value. Previously, the decimals appeared to multiply the gift by 100.

- **Bug 569227** - We fixed an issue that caused an error to appear in The Raiser's Edge when you attempted to commit donation batches you processed from Blackbaud NetCommunity. The issue occurred when donations in the batches were associated with eCards.

- **Bug 571489** - We resolved an issue that caused only the first word from the **First name** field of event registration forms to appear on constituent records when you processed registration transactions in The Raiser's Edge.

- **Bug 585970** - We resolved an issue that sometimes caused numbers to appear as the value for the **Title** field when you processed registrations in The Raiser's Edge. The issue occurred when website users selected the option to use their contact information as their billing information and then selected "Bill Me Later" when they completed the registration.

- **Bug 588803** - We fixed an issue that caused the gift date merge field on the acknowledgment email for the Membership Form part to always use the Coordinated Universal Time (UTC) to calculate when the donor submitted the form.

- **Bug 594339** - We resolved an issue that caused event dates to appear in Canadian format for United States websites when users viewed event details from an event calendar.

- **Bug 595890** - We resolved an issue that removed links to view PDF receipts from Transaction Manager part web pages.

- **Bug 599367** - We resolved an issue that caused two forms to appear when website users selected the option to reset their passwords from pages that included both Form Display and User Login parts.

- **Bug 615349** - We resolved an issue that sometimes allowed website users to skip required attribute fields and submit profile forms. The issue occurred when the attributes only accepted one yes/no value per record.

- **Bug 615567** - We resolved an issue that sometimes caused an error to appear when you processed profile updates that included attributes in The Raiser's Edge. The issue occurred when the constituent record already included a blank value for the attribute and only one attribute per record was accepted.

- **Bug 622767** - We resolved an issue that caused event registration forms to not use the correct custom Blackbaud Secure Payments templates you uploaded for them.

- **Bug 624440** - Website users can now return to step one from step three of an event registration form to update the additional donation amount.

- **Bug 626978** - We resolved an issue that sometimes allowed website users to skip required attribute fields and submit classic event registration forms. Previously, when
users omitted zeros in required date field attributes, the form did not prompt them to complete the other required attributes on the form.

- Bug 627135 - We resolved an issue that caused a warning to not appear when you attempted to install version 7.0 or higher without .NET 4.5.2.
- Bug 627987 - We resolved an issue that allowed administrative users to modify pages and parts after their access to edit or delete them was removed.
- Bug 629854 - Now when your organization does not include a favicon in Administration, a default Blackbaud favicon appears. This change prevents error messages when you perform certain administrative tasks on your website.
- Bug 633015 - We resolved an issue that caused the eRecipt URL to appear on summary acknowledgement emails from the Payment part when website users submitted pledge installment payments through donation forms that were linked to them.
- Bug 636780 - Now when website users in the United Kingdom declare their gifts as Gift Aid eligible on donation forms, the eligibility start date in The Raiser’s Edge begins four years before the donation date. Previously, the date was always 06/04/2000.
- Bug 639856 - We resolved an issue that caused the Membership Form part to remove the fund assigned to additional donations when you upgraded to the 7.0 version of Blackbaud NetCommunity.