

## TLS 1.0 Disablement Readiness Checklist

At Blackbaud, your security is our priority. As part of our commitment to sector-leading security and in alignment with industry best practices set forth by the PCI Security Standards Council, Blackbaud is disabling TLS (Transport Layer Security) 1.0 encryption protocol across its solutions on March 15, 2018.

**Your organization must take urgent action to prevent disruption in your Blackbaud solutions. If you do not make the required updates, you will no longer be able to access some or all of your Blackbaud solutions and services that rely on TLS 1.0; they will fail.**

But don't worry, we're here to help! Follow our TLS 1.0 disablement readiness checklist below where we outline the necessary steps you must take to prevent disruption and ensure your Blackbaud solutions continue to be compliant, specifically that the payment processing capabilities in your solutions remain secure.

### Key Actions

1. **If you manage the upgrade schedule for one or more of your Blackbaud solutions,** ensure that you have upgraded to TLS 1.1+ compatible Blackbaud products. [See versions of Blackbaud products that support TLS 1.1+.](#)
2. **If you own Blackbaud hosted or cloud solutions,** ensure that your OS and browsers have been upgraded to support TLS 1.1+. [See operating systems and browsers that support TLS 1.1+.](#)
3. **Notify your constituents and donors** to upgrade their OS and browser to TLS 1.1+ supported versions. [See best practices for sharing TLS requirements with donors.](#)
4. Let us know that you are prepared for the deprecation deadline by completing our [TLS upgrade status form](#) by **February 23, 2018.**

### Learn

| Task  | Resource   |
|---|--|
| <input type="checkbox"/> Learn about the TLS 1.0 upgrade                | See the 'What is TLS?' section in our <a href="#">Upgrade for PCI Compliance FAQs</a> resource.              |
| <input type="checkbox"/> Understand what is changing and why            | See the 'What is changing and why?' section in our <a href="#">Upgrade for PCI Compliance FAQs</a> resource. |
| <input type="checkbox"/> Know the Blackbaud TLS 1.0 disabling timelines | See the 'How does this impact me?' section in our <a href="#">Upgrade for PCI Compliance FAQs</a> resource.  |

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| <input type="checkbox"/> | Understand the impact of not upgrading  | See the <i>'What will happen if we don't upgrade?'</i> section in our <a href="#">Upgrade for PCI Compliance FAQs</a> resource. Also, see <a href="#">examples of connectivity issues</a> . |
| <input type="checkbox"/> | Understand how this will affect donors and constituents   | See <i>'How will my donors and constituents be impacted?'</i> section in our <a href="#">Upgrade for PCI Compliance FAQs</a> resource.  |
| <input type="checkbox"/> | Understand what steps to take if <b>you manage the upgrade schedule for one or more Blackbaud solutions</b> | See the <i>'What action do I need to take?'</i> section in our <a href="#">Upgrade for PCI Compliance FAQs</a> resource.  |
| <input type="checkbox"/> | Understand what steps to take if <b>you're on a Blackbaud hosted or cloud solution</b>                      | See the <i>'I have a hosted or cloud Blackbaud solution. Does this impact me?'</i> section in our <a href="#">Upgrade for PCI Compliance FAQs</a> resource.                                 |
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## Inform

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|--------------------------|---|---|
| <input type="checkbox"/> | Notify donors and constituents to upgrade their OS and browser to TLS 1.1+ supported versions | See our <a href="#">best practices for sharing the TLS requirements with donors</a> resource. |
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## Execute

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| <input type="checkbox"/> | <b>If you manage the upgrade schedule for one or more of your Blackbaud solutions,</b> upgrade to TLS 1.1+ compatible Blackbaud products | See versions of <a href="#">Blackbaud products that support TLS 1.1+</a> . |
| <input type="checkbox"/> | <b>If you own Blackbaud hosted or cloud solutions,</b> upgrade your OS and browsers to support TLS 1.1+                                  | See <a href="#">operating systems and browsers that support TLS 1.1+</a> . |
| <input type="checkbox"/> | Let us know that you are prepared for the TLS deprecation deadline by completing our <b>TLS upgrade status form by February 23</b>       | Complete the <a href="#">TLS upgrade status form</a> here.                 |
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## Support

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Learn more about TLS and the Blackbaud solutions that support TLS 1.1+ [here](#). You can also contact your Blackbaud sales representative for help selecting the best path for your organization or email [customersupportassistants@blackbaud.com](mailto:customersupportassistants@blackbaud.com).