Raiser's Edge & Luminate Online Integration
Q&A from August 6, 2015 Webinar: Raiser's Edge & Luminate Online Integration: Now with RSVP Events and more

Question	Response
Does Luminate Online Integration to RE: Event identify primary registrant and multi-users (online and/or offline), team captain, participants,etc.?	Assuming the event is cross-referenced, the gift/registration fee associates with the person that paid - so this is most likely the "primary", and anyone they register will flow through with $0 registrations.
When will Luminate Online and Luminate Integration with The Raiser's Edge include business or organizational gifts and records?	We are in-process of adding Organizational Records as a primary record type in Luminate Online, and following that feature release (a big part of that is happening in our September release), we will be building that into our Raiser's Edge - Luminate Online Integration after that. Organizational Gifts are slotted for the first half of 2016, and the integration will follow secondarily after that release in Luminate Online.
How does integration work with non-paying events?	Non-Paying events work the same way - you cross-reference with the Event in the RE: Event module, and registration data gets pushed through the Integration
How do we track who attends the event live, on the day-of?	[Blackbaud recommends using the Raiser's Edge Mobile Event app for tracking registrant attendance at the event.](#)
How can we make our Event registration forms responsive/mobile-friendly?	Blackbaud Interactive designers are experts in building Responsive Design Frameworks into the Luminate Online calendar events platform. Our team can work through an iterative process to help determine and implement an Information Architecture that supports user-centered design principals across devices (desktop, tablet and mobile). Extensive quality assurance testing will be conducted across industry standard browsers and devices to ensure a consistent user experience independent of the device that the user has chosen to utilize.
Do I need to use split gifts?	Split gifts are optional. The event registration fee and additional gift can be mapped to the same RE Fund.
Do we have to link the events through Configuration in Luminate?	Calendar Events in Luminate Online are linked to RE Event records when the online registration form is generated from the "Mirror CRM Event" function. Existing online registration forms can be linked to RE Event records by editing the form, and configuring the cross references.
Does this integration work with non-ticketed events?	Yes, the integration supports both RSVP and Ticketed events.
How does the event registration fee show up in RE?	All revenue transactions from Luminate Online flow into RE as gifts.
Can we use integration for events only, or do we have to integrate the rest of the fields covered in the Raiser's Edge & Luminate Online Integration?	The integration allows you to filter which transactions to pull into RE. If you only want to pull in certain event registrations into RE, the integration supports that, noting that event transactions generally include both constituent and gift data that would flow through associated with that event.

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When registering attendees on-site at the event, do you register people onsite using Blackbaud Mobile Pay, or do you have your registration table set up to use the Luminate Event Registration pages on the organization's website?	Onsite registrations can be managed either through Luminate Online or the Raiser's Edge Mobile Event app.
Where can i download the re-lo plugin? The plug in is setup in our server and it is already configured, i only need to install it to users.	There is a download link at http://downloads.blackbaud.com.
Can you create the event in Luminate and will it map to Raiser's Edge?	You can create an event in Luminate Online and map it to an existing event in The Raiser's Edge. Blackbaud recommends creating the event in The Raiser's Edge and using the "Mirror CRM Event" function in Luminate to create the event in LO.
How does Luminate Online Calendar Events integration with the RE: Event Module work with BBMS?	BBMS is integrated with both Luminate Online and The Raiser's Edge, and works throughout the full process, including on-site at the event with Blackbaud Mobile Pay.
How does the integration handle receipting when we do not know charitable amount upon initial registration? Is it possible to turn off receipting in Luminate Online on our event form, and then do receipting from The Raiser's Edge?	Yes - you may turn off receipting from Luminate Online on an event registration form and do this receipting from The Raiser's Edge instead, if that's your preferred business process.