

Single Sign-On for Altru

We've all felt frustrated by having so many logins to remember for our daily tasks. To simplify and improve your Blackbaud log-in experience, we streamlined our system so you can use one set of credentials to access all Blackbaud resources. With the new Blackbaud Omnibar and single sign-on features, you can log in to **Altru**, blackbaud.com, and other Blackbaud programs using the same username and password. For example, if you use **Altru** and **Financial Edge NXT**, when you log in to **Altru** with your Blackbaud single sign-on account, you are logged in to **Financial Edge NXT** automatically and you can easily navigate between the two programs in the same window.

Note: Your organization will be notified before being upgraded to the Blackbaud Omnibar with single sign-on support.

Upgrade Tasks

Before your site is upgraded:

- Blackbaud.com site administrators: [Invite all users to create a Blackbaud ID account.](#)

After your site is upgraded:

- **Altru** system administrators: [Invite existing users to link their **Altru** accounts to their Blackbaud ID account.](#)
- **Altru** users: [Update your OData and API connections.](#)

Tip: We recommend that you create a unique user account for each **Altru** user. For example, do not create one account that all ticket sellers share. If you must create a shared user account, make sure to use a shared email address for the login.

Manage Application Users

As part of the new log-in experience, we improved the way system administrators manage application users. From the *Administration* page, use the new **Application Users** link to complete these tasks:

- Send user invitations
- Link users to constituent records
- Assign system roles
- Disable user accounts

To provide **Altru** users with access to resources on blackbaud.com, site administrators will need to [add users to their Blackbaud site account.](#)

Note: The **Organizational units** area of *Administration* was removed. Going forward, you should use the new **Application Users** area to manage users and assign their roles.

Also, the **Security** and **Change password** links were removed from *Administration*. Use the **System roles** link to edit tasks and permissions for roles. Users will now manage their passwords using the **Forgot password?** link on the sign-in screen and from the Omnibar in **Altru**.

➤ Add Application Users in Altru

To add **Altru** user accounts, a system administrator sends invitations to new and existing **Altru** users to ask them to confirm their Blackbaud ID accounts.

System administrators:

1. From the Application Users page in *Administration*, click **Add**.
2. Enter the user's name and email address. You can also link the user to a fundraiser constituent record and select their **Altru** roles.

The screenshot shows a dialog box titled "Add an application user". It has three input fields on the left: "Name:", "Email invitation to:", and "Linked constituent:". To the right of these fields is a "Roles:" section with "(0 selected)" and a list of roles with checkboxes: Accounting Manager, AddressFinder Role, Adjustable discounts, Annual Fund Manager, Attribute Categories, and Board Member. At the bottom right of the dialog are three buttons: "Save & Invite", "Save", and "Cancel".

3. Click **Save & Invite**. An email is sent to invite the user to confirm their single sign-on account for **Altru**.

The screenshot shows an email invitation. The recipient is Kim Couglin. The sender is Nikki Tremann. The email text reads: "Dear Kim Couglin, Nikki Tremann invited you to join Altru. Altru consolidates your ticketing, fundraising, membership and more, centralizing the information your organization needs to personally engage each supporter – making every visitor's experience exceptional. To accept this invitation, please confirm your email." Below the text is a blue button labeled "Confirm email". The email concludes with "Thanks!" and "Blackbaud and Altru".

4. The invited user must confirm the email address and sign in with their Blackbaud ID account. If the user does not have a Blackbaud ID account, they can create one from the sign-in screen.
5. Use the **Status** column on the Application Users page to monitor the status of invitations. You can also resend an invitation, if necessary.

Application Users

Application users (19) + Add More ▾

Search Columns Save list Open list Clear all filters

Display name	Email address	Numb...	Constitu...	Status
aakashkoAltruDemo	aakash@blackbaud.com	0		Invitation sent
Edit Delete Mark inactive Resend invitation				
Roles:		Status:		
System Administrator		Invitation sent on 6/5/2017 to aakash@blackbaud.com		
AdminAltruDemo	AdminAltruDemo@bb.com	0		Not yet invited
AltruDemoJobUser	AltruDemoJobUser@bb.com	0		Not yet invited
BBNCAppPoolAltruDemo		0		Not yet invited
Blackbaud Built-In AppFx Sys...		2		Not yet invited
CourtneyGrAltruDemo	courtney.grainger@blackbaud...	0		Not yet invited
datatuneupAltruDemo		1		Not yet invited

Tip: To edit system roles for application users, from the Application Users page, expand an application user and click **Edit**. Use the checkboxes to add or remove system roles.

➤ Add Application Users to Your Blackbaud Site Account

A site administrator must add users to the official Blackbaud organization account on blackbaud.com to grant them access to Blackbaud Support, training, and more.

Note: Users can create a Blackbaud ID account without being invited by a site administrator. They can link this account to their **Altru** account for single sign-on, but they will not have full access to resources on blackbaud.com until a site administrator adds them to their organization account.

Site administrators:

1. Log in to **Altru** or blackbaud.com. On the Omnibar, click the drop-down arrow next to your name and then click your email address to open [your account](#).
2. Under **Organization users**, click **Invite User**.
3. Enter the user's first name, last name, and email address, and click **Submit**. To avoid confusion, enter the same email address used for the user's **Altru** account.
4. Select the user's main role and click **Submit**. You can select only one role in this step — once the user has confirmed the invitation, you can add additional roles.
5. When you click **Submit**, the user will receive an invitation email and you will receive a copy for your records. The user needs to click the link in the email to complete the process and activate

the login.

Tip: Need help adding users? Check out this [KB article](#).

Update User Accounts

After the upgrade, users will need to complete one-time tasks for their user accounts to use the single sign-on features.

➤ Create a Blackbaud User ID Account

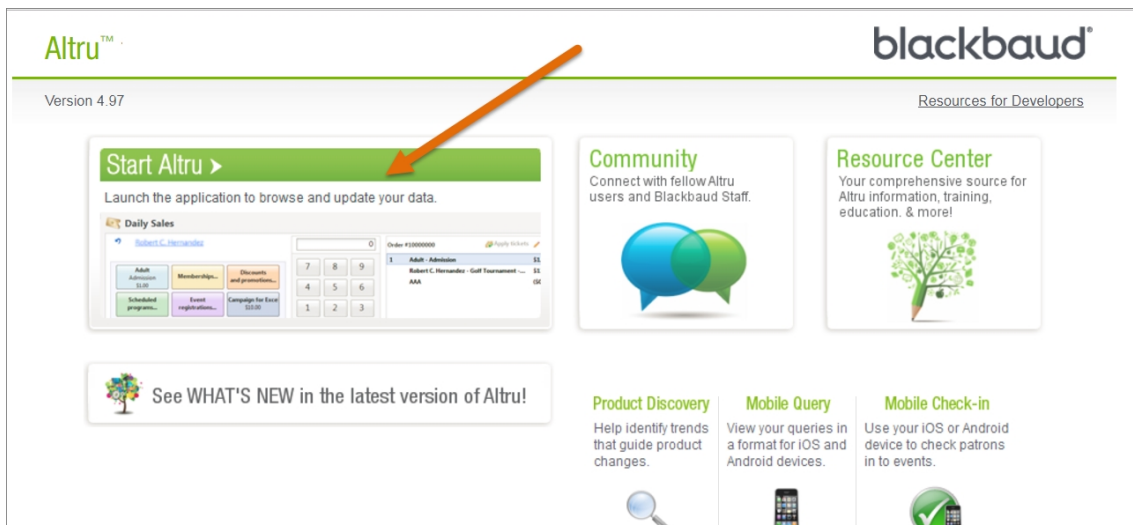
Ask your site administrator to [invite you to create a Blackbaud ID account](#), if you don't have one already. This is the login you may already use to access resources on blackbaud.com, such as Case Central or the Community.

➤ Link Your Altru Account to Your Blackbaud ID Account

After your site is enabled for the Blackbaud Omnibar and single sign-on, you'll need to link your existing **Altru** user account to your Blackbaud ID account. This is a one-time process.

Note: If you have an email associated with your existing **Altru** login (for password resets) and you use this same email for your Blackbaud ID, your accounts will automatically link when you log in to **Altru** the first time after the upgrade. You will not need to complete this procedure.

1. From the **Altru** start page, click **Start Altru**.



The Blackbaud ID sign-in screen appears.

Blackbaud ID sign-in ?

? Preview an extra layer of security with two-step authentication! Preview


Sign in to continue

Email address

Password

[Forgot password?](#) Remember my email

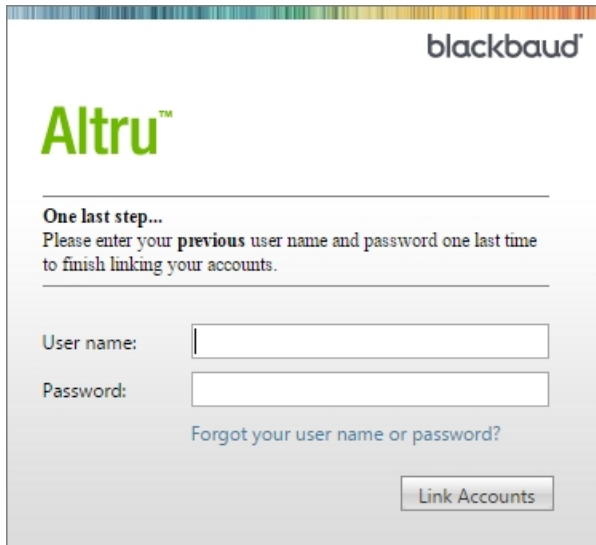
Sign in

 Sign in with Google

[Don't have a Blackbaud ID? Create a new one](#)

Note: If you don't already have a Blackbaud ID, on the sign-in screen, you can click **Don't already have Blackbaud ID?** After you create a Blackbaud ID, you can link it to your **Altru** account for single sign-on, but you won't have full access to resources on blackbaud.com until a site administrator adds you to the organization account. If possible, we recommend that you have a system administrator [invite you to create your Blackbaud ID](#).

2. Enter your Blackbaud ID credentials and click **Sign in**. The Link accounts screen appears. (This screen only appears the first time you log in after your site is enabled for single sign-on.)



blackbaud

Altru™

One last step...
Please enter your **previous** user name and password one last time to finish linking your accounts.

User name:

Password:

[Forgot your user name or password?](#)

3. Enter the username and password you currently use to log in to **Altru**.

Note: After the upgrade, if you try to log in to **Altru** without an invitation from your site administrator and you've forgotten your **Altru** credentials, you won't be able to reset your old **Altru** password from the Link accounts screen if you don't have an email associated with your **Altru** account. To bypass this issue, your system administrator needs to send you an invitation from the Application Users page. Once you receive the invitation and follow the link in the email, you'll bypass the "old" login screen entirely and you won't need your forgotten or expired credentials.

4. To link your **Altru** account to your Blackbaud ID, click **Link Accounts**. The screen closes and **Altru** opens to the home page.

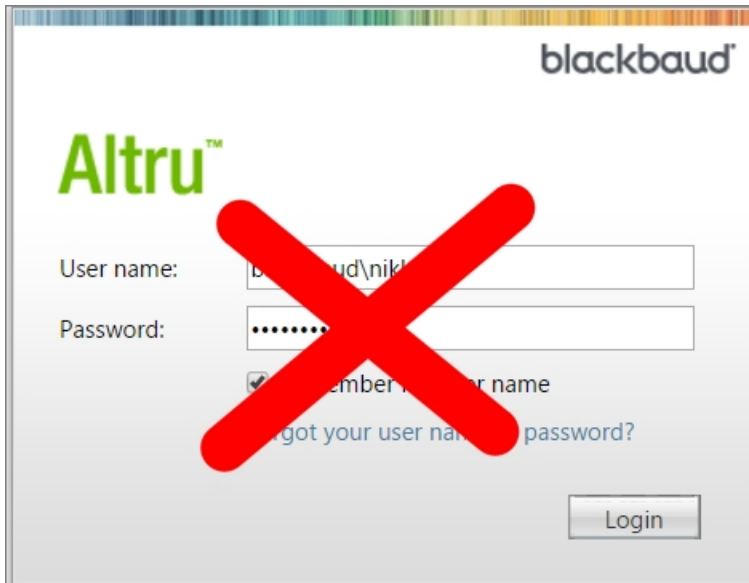
Note: Your Blackbaud ID credentials are now enabled for single sign-on and will be used to access all Blackbaud resources. You won't need to use your old **Altru** credentials again.

Log in with Single Sign-On

The login process is a little different than you're used to.

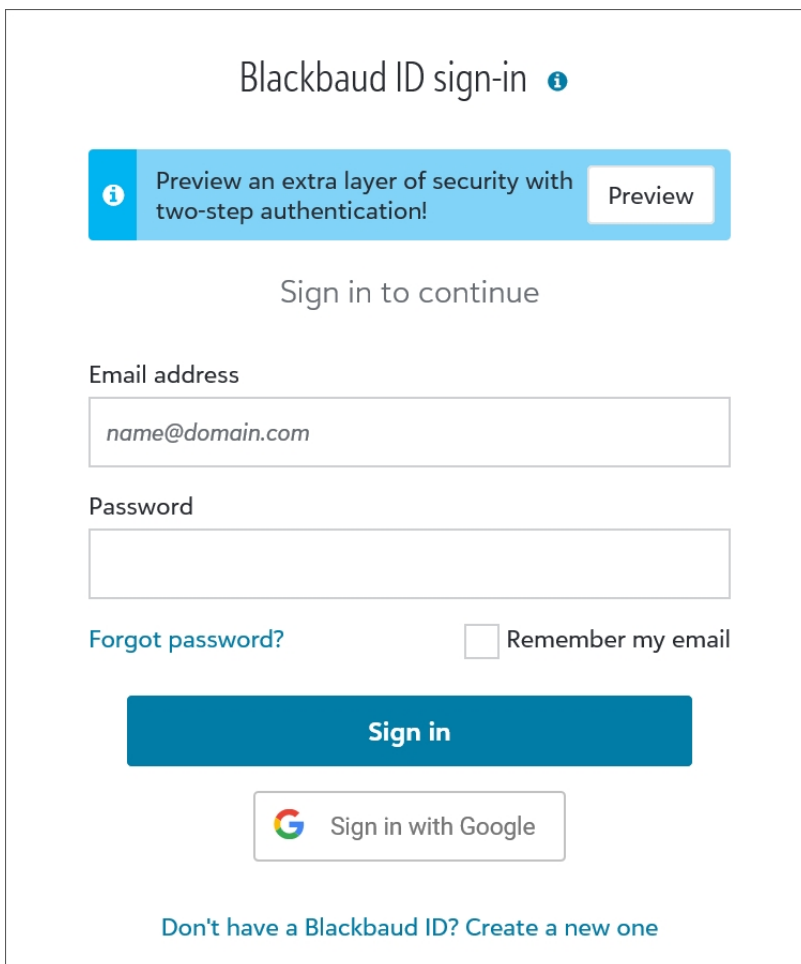
➤ Log in to Altru Using Your Blackbaud ID Account

After your site is enabled for single sign-on, you will no longer see the old Altru login screen.



The screenshot shows the Altru login interface. At the top right is the "blackbaud" logo. On the left is the "Altru" logo in green. Below the logos are two input fields: "User name:" with a text box containing "blackbaud\nikl" and "Password:" with a masked text box. Below the password field is a checked checkbox labeled "Remember my user name" and a link "Forgot your user name or password?". A "Login" button is at the bottom right. A large red "X" is drawn over the entire login form area.

Instead, you'll access the Blackbaud ID sign-in screen. Enter your Blackbaud ID credentials.



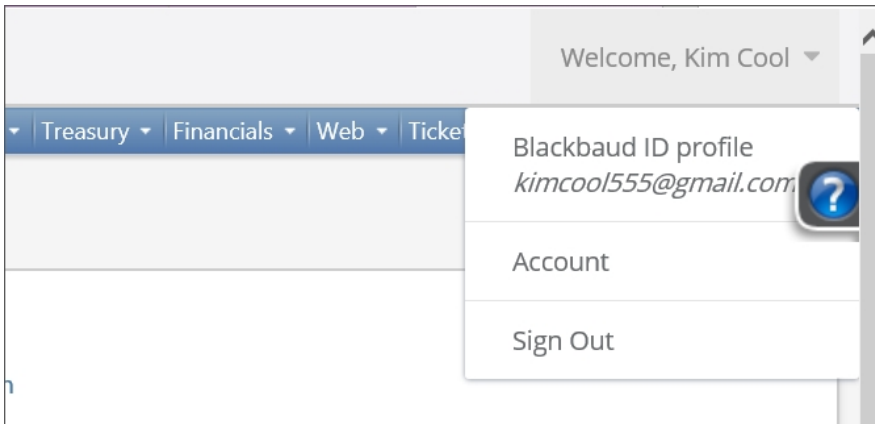
The screenshot shows the Blackbaud ID sign-in page. At the top is the heading "Blackbaud ID sign-in" with an information icon. Below it is a blue banner with an information icon, the text "Preview an extra layer of security with two-step authentication!", and a "Preview" button. Underneath is the text "Sign in to continue". The form includes an "Email address" field with the placeholder "name@domain.com", a "Password" field, a "Forgot password?" link, and a "Remember my email" checkbox. A large blue "Sign in" button is centered below the fields. At the bottom is a "Sign in with Google" button with the Google logo. At the very bottom is a link: "Don't have a Blackbaud ID? Create a new one".

► Use the Blackbaud Omnibar in Altru

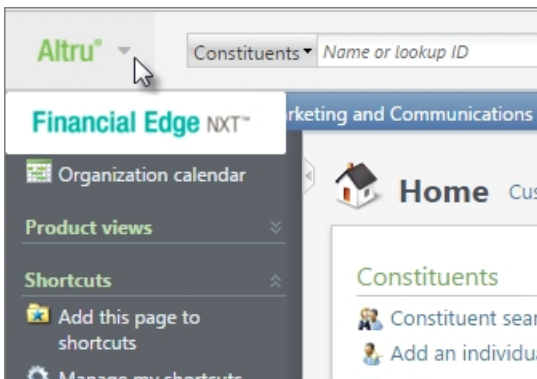
When you log in to **Altru** using your Blackbaud ID, you can use the new Blackbaud Omnibar.

From the Blackbaud Omnibar, you can:

- Manage your Blackbaud account — including your contact information, email, and password.



- Quickly switch between applications in the same window (if you use multiple Blackbaud programs).



- Easily navigate from **Altru** to resources on blackbaud.com (Knowledgebase, Training) without having to log in for each.

Update OData and API connections

The actions you'll need to take after the upgrade will depend on your current setup.

Note: A benefit to using a Blackbaud ID for these connections is that passwords no longer expire after 90 days.

Scenario 1: We have a dedicated user account for API/Odata connections (like OdataUser1234) that is not used to log in to Altru.

If you have a dedicated user account for Odata/API connections, you won't need to change/update credentials right away — your existing Altru credentials will continue to work for Odata/API

connections. However, the old 90 day password reset requirement means that you will eventually need to link the dedicated account to a Blackbaud ID before the password expires.

Scenario 2: I use my own login for API/Odata connections (such as JLewis1234) and I will link to a Blackbaud ID.

If you currently use the same username & password for Odata/API connections that you use to log in to **Altru**, you will need to update those credentials after the upgrade. For example, you'll link JLewis1234 (your current **Altru** account) to jillian.lewis@blackbaud.com (your new Blackbaud ID). When you connect to an Odata feed via *Excel*, enter your Blackbaud ID credentials to log in.

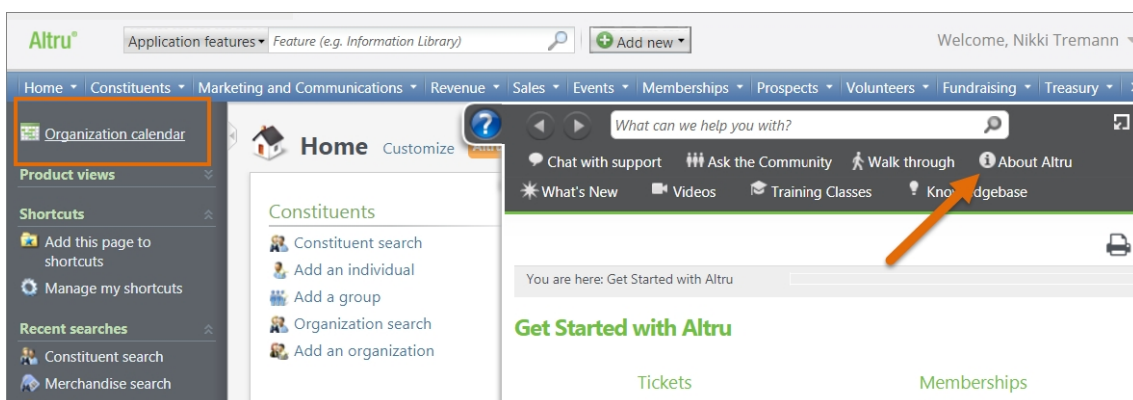
Scenario 3: I use my own login for API/Odata connections (such as JLewis1234) and I plan to link via Google Authentication.

Google authentication does not work with Odata or the API so you'll need to use [Blackbaud authentication](#) — even with a Gmail account.

Note: If you already authenticated your Blackbaud ID using your Google account, but want to switch to using Blackbaud authentication, [follow these steps](#).

Additional Tips

- To update your email address or change your password, log in, and then click the drop-down arrow next to your name at the top of any Blackbaud web page to access your [Blackbaud ID profile page](#). If you forget your password, click the **Forgot password?** link on the sign-in screen to receive a password reset email. **Note:** If you use Gmail to log in, **Forgot password?** does not appear, and you must access your Google account to change your password.
- To increase security for your Blackbaud ID, you can enable two-step authentication. With this extra layer of security, your Blackbaud ID requires a unique verification code you receive on your personal device. To enable two-step authentication, go to your [Blackbaud ID profile page](#) and select **Turn on** under **Two-step authentication**. (If you sign in with Google, select **Turn off Google authentication** first.) [Learn more about two-step authentication](#).
- The link to the **Organization calendar** is now on the explorer bar.
- To find your version number or installed products, open the help panel and then select **About Altru**.



Troubleshooting

- Having trouble logging in or creating an account? Check out the [Login Help page](#).
- For issues with receiving Blackbaud account emails — such as sign-up invitations, confirmations, or password resets — check out this [KB article](#).