

Users & Security Guide

11/6/2017 Blackbaud Internet Solutions 4.96 Users & Security US

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Users & Security

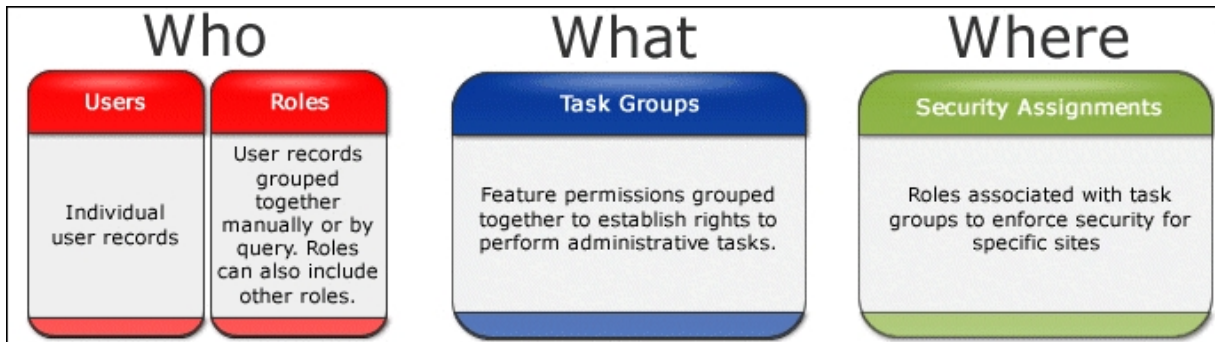
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In *Users & security*, you manage user records, assign security, and import constituent information exported from other Blackbaud products to create website users. Security in the program is determined by roles, task groups, and security assignments. Create roles to group users together. Create task groups to establish feature permissions in the program. Use security assignments to associate roles and task groups to apply security throughout the program.

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Security Overview

The security model for the program allows you to create a structure that is as simple or complex as needed. Security components include users, roles, task groups, and security assignments. These components answer the security questions of who, what, and where.



Tip: It is important to maintain security because it protects your website, promotes consistency, and helps prevent errors.

Users

The user record authenticates a website user's identity. User records are created manually by a Supervisor or automatically when a user signs up for a website through the User Login, or Personal Page Manager parts. For more information, see [Users on page 8](#).

Roles

Roles are user records grouped together manually or by query. Roles can also include other roles. For more information, see [Roles on page 12](#).

Task groups

Task groups assign feature permissions for administrative tasks. These permissions include the features accessible from the menu bar, such as *Site explorer* and *Administration*. For example, a Supervisor creates a task group called Content Authors and selects full rights for pages, images, and templates. For more information, see [Task Groups on page 18](#).

Note: Task groups do not determine *who* has task rights. Task groups simply organize rights to associate with a role in *Security assignments*. Task groups are *not* directly connected to user records or roles.

In addition to the administrative security in *Task groups*, you can assign view, edit, delete, and change security rights for users and roles for your website. You can assign rights for individual parts, pages, templates, and images on the Targeting & Security tab. For example, on a Documents part, you can assign view rights to the Board Members role so they can review the minutes from the previous Board meeting. For more information, see the *Parts Guide*.

Security assignments

Create security assignments to associate roles and task groups to apply security to a site. If you host one website, all security assignments apply to the default site. If you host multiple websites, security assignments apply to specific sites. Security assignments are crucial to the integrity of your database when you host multiple sites. For more information, see [Security Assignments on page 27](#).

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Security Examples

Review this information for low, medium, and high security scenarios and how to implement them in *Users & security*.

- **Low security scenario:** Your Board Members require view permissions only for Board Member specific site pages. They should not have rights to create, edit, or delete content.

To establish this low-level security, in *Roles*, create a role to group Board Members. You can do this by selecting a query or by including the individual members on the Members tab. Do not associate the role with a task group because Board Members should not be granted permissions for administrative tasks. Because there is not a role and task group association, there is not a security assignment for the role.

Note: Task groups assign feature permissions for administrative tasks. To provide view rights for Board Members on your website, assign the **View** permission to the role on the Targeting & Security tab for the applicable pages, parts, and images. For more information, see the *Parts Guide*.

- **Medium security scenario:** Your Development Staff requires unique permissions for content author rights to specific site pages.

To establish this medium-level security, in *Roles*, create a role to group Development Staff members. You can do this by selecting a query or by including the individual members on the Members tab. In *Task groups*, select the following site task rights under **Website security**.

Under **Page tasks**, select **Can create new Pages** and **Has access to Pages in Site Explorer**.

Under **Part tasks**, select **Can create new Parts** and **Has access to the Part Gallery**.

Under **Image tasks**, select **Can upload Images** and **Has access to Image Library**.

In *Security assignments*, associate the role and task group and assign it to the development site.

Note: Task groups assign feature permissions for administrative tasks. To provide security for the Development Staff from your website, assign the **View** and **Edit** permission to the role on the Targeting & Security tab for the applicable pages, parts, and images. For more information, see the *Parts Guide*.

- **High security scenario:** Your Web Designer requires unique permissions for rights to edit pages, templates, and layouts. However, they cannot access *Workflows* and *Merchant accounts*.

To establish this high-level security, in *Roles*, include individual Web Designer users in a role.

Under **Page tasks**, select **Has all Page related rights**.

Under **Template tasks**, select **Has all Template related rights**.

Under **Layout tasks**, select **Has all Layout related rights**.

In *Security assignments*, associate the role and task group and assign it to your default site.

Note: To provide security for the Web Designers from your website, you can assign all permissions to the role on the Targeting & Security tab for the applicable pages, parts, and images. For more information, see the *Parts Guide*.

For more information about *Roles*, see [Roles on page 12](#).

For more information about *Task groups*, see [Task Groups on page 18](#).

For more information about *Security assignments*, see [Security Assignments on page 27](#).

Users

In *Users*, you can add and manage users accounts for your website. User records contain basic biographical and user login information. When a user signs up for your website through the User Login or Personal Page Manager parts, the program automatically creates a user record.

Note: Only users with Supervisor rights can view and manage *Users*.

To search for a user, use the fields in *Users* to filter by name, login, or role. To narrow the search to users linked to records in another Blackbaud program or to users not linked to any records, use the **Linked to** field. If you select **Deleted**, the search includes deleted users.

Your database always includes a Supervisor record. You can edit this record, but you cannot delete it.

To view or edit a user's constituent record, select the user in the grid and click **Click here to view this constituent**. If the link does not appear for a user mapped to Blackbaud Enterprise, make sure a Blackbaud Enterprise constituent page appears in the **Blackbaud Internet Solutions link page** field when you configure integration in Blackbaud Enterprise.

In *Users*, you assign users to roles. To create a role, see [Roles on page 12](#).

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> Create a user

1. In *Users & security*, click **Users**. *Users* appears.
2. Click **New user**. The New user page appears.
3. To enable the user to access all areas of the program, including the ability to set security rights for others, select **This user has Supervisor rights and can manage Users and Roles**.

Users with Supervisor rights manage *Users*, *Roles*, *Task groups*, *Security assignments*, *Merchant accounts*, *Code tables*, and *User imports*. When this checkbox is not selected, the user cannot view these areas. In addition, Supervisor users are logged out of the program automatically when it is idle for more than 15 minutes. To avoid this, select the **Remember me** checkbox when you log into the program.

4. In the **Login Name** field, enter a login name for the user. The user name must be unique.
5. In the **New Password** field, enter the password for the user.

Note: If you select **Require complex passwords** in *Sites & settings* or if you intend to grant the user Supervisor rights, enter a complex password. This password must contain at least eight characters, including at least one upper-case and lower-case letter, and either a special character or a number.

6. In the **Confirm New Password** field, re-enter the password.

When you create a user, the **Reminder Phrase** field is disabled.

7. In the **Time Zone** field, select the user's time zone. For example, if the user is in New York, select America/New York (EST) GMT-5:00.

Note: The program uses Coordinated Universal Time (UTC) as its time standard. Time zones are expressed as offsets from the UTC. This enables the program to retain time and date information and display it accurately in multiple time zones.

The time and dates the user sees on your site pages and email use the time zone you selected here or the default time zone selected from *Sites & settings*.

8. In the **First Name**, **Middle Initial**, and **Last name** fields, enter the user's name.
9. In the **Role Membership** grid, select the roles to assign to user. Roles act as security for sections of the program and the website. When you assign task rights to roles, users in the roles are granted access.
10. Click **Save**. You return to *Users*.

To edit the user rights, select the user and click **Click here to edit this user**. The User Editor page appears. On the User Editor tab, the information you entered in this procedure appears. Additional tabs also appear. For information about these tabs, see [View and edit a user on page 9](#).

> View and edit a user

1. From *Users & security*, click **Users**. *Users* appears.
2. Select the user and click **Click here to edit this user**. The User editor page appears.
3. On the User editor tab, information appears from when the user was created. For more information about these fields, refer to [Create a user on page 8](#).

If the user has been deleted, a message appears above the login name. For information about how to restore a user, refer to [Restore a deleted user on page 12](#).

If the user's account has been locked, a message appears above the login name. To allow the user to access the account, click **Unlock**.

4. To enable the user to access all areas of the program and set security rights for others, select **This user has Supervisor rights and can manage Users and Roles**.
5. In the **Login Name**, **Change Password**, **Reminder Phrase**, and **Time Zone** fields, review the information entered when you created the user or the website user created the account.
6. To change the password, enter the new password in the **Change Password** and **Confirm Change** fields. In the **Reminder Phrase** box, enter a phrase or question to help remind the user of the password.

Note: If you select **Require complex passwords** in *Sites & settings* or if a user has Supervisor rights, you must enter a complex password. The password must contain at least eight characters, including at least one upper-case and lower-case letter, and either a special character or a number.

7. If the user is linked to an offline constituent record, **Linked Constituent Information** appears above the name fields, along with address information. You cannot edit these fields.

Linked Constituent Information **Break Link**

First Name: Middle Initial: Last Name:

Address:

To break the link between the user record and the constituent record, such as if you link the user to the wrong constituent, click **Break Link**. If you want to generate a new sign-up transaction to link to a different constituent record, you must delete the user record and then restore it. For more information, refer to [Restore a deleted user on page 12](#).

- To access the dashboard, in the **Page** column, click **Visit**.
 - To copy a URL link to a user with Administrator rights, in the **Dashboard** column, click **Administer**. Users with Administrator rights for the part can edit the dashboard. The URL link bypasses the login for the dashboard user so the Administrator can access the page.
 - For a Personal Page Manager dashboard, to remove the dashboard for the user, click **Delete**.
8. In the **Query-Based Membership Last Refreshed On** field, the date when the query was last refreshed appears. To refresh the query, click **Refresh Now**. When you refresh the query, the user is granted the additional rights assigned to the role.

If the user is in multiple query-based roles, all queries refresh to include the user.

9. In the **Role Membership** grid, select the roles to assign to the user. When you associate roles and task groups to assign security, users in the role receive that security access. For more information, refer to [Security Assignments on page 27](#).

Role Membership

Select the roles to assign to this user.

Role
<input type="checkbox"/> AU group
<input type="checkbox"/> Barrs
<input type="checkbox"/> Class of 1975 Alumni
<input type="checkbox"/> Class Representatives
<input type="checkbox"/> ...

10. To refresh the query the user is in, click **Refresh Now**. When you refresh the query, the user is granted the additional rights assigned to the role. If the user is in multiple query-based roles, all queries refresh to include the user.

Query-based Membership Last Refreshed On: **12/28/2009**
2:23:32 PM

Note: If **Refresh Now** does not appear, the user is not linked to an offline record. Therefore the user cannot be refreshed for a query-based role.

11. To view a list of email messages sent to the user, select the Messages tab.

The screenshot shows the 'Messages' tab selected in the user editor. At the top, there are tabs for 'User editor', 'Messages', 'Email forward', and 'User networking'. Below the tabs is a search area with a 'Subject:' label, an input field, and a 'Filter' button. Below this is a table with columns: 'Action', 'Email', 'Subject', 'Sent', 'Opened', and 'Bounced'. The table content shows 'No emails meet selected criteria'.

Note: Users who select the global opt-out checkbox on the website still receive requested notifications and acknowledgement email messages.

12. To set up email forwarding for the user, select the Email Forward tab. If a website user sets up an email forwarding address, select this tab to view or change the information.

The screenshot shows the 'Email Forward' tab selected in the user editor. At the top, there are tabs for 'User Editor', 'Messages', 'Email Forward', and 'User Networking'. Below the tabs is a checkbox labeled 'Enabled'. Below the checkbox are two input fields: 'Incoming Email Address:' with a value of '@ncforwardtest1.com' and 'Forwarding Address:'.

This tab shares email forwarding data with the Email Forwarding Form part. A website user who accesses the Email Forwarding Form from a page on your website can change the addresses you enter on the Email Forward tab.

13. To enable email forwarding, select **Enabled**.

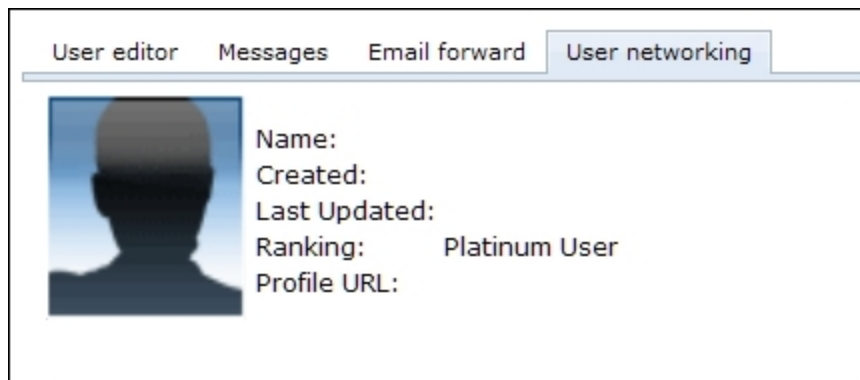
14. In the **Incoming Email Address** field, enter the email address the user set up for forwarding, such as MUAumni_1981.

Your email domain appears after the field. If you have multiple domains, select the domain to use.

15. In the **Forwarding Address** field, enter the user's original email address.

If the user's address changes, enter the new address here. This way, other users are never aware of the change and continue to use the email forwarding address. If a user changes the address, this field updates the information automatically.

16. To view user networking information about the user, select the User Networking tab. If the user has a user networking account on your website, information about the account appears.



The tab displays the user's profile image and display name, when the user created and last updated the user networking account, and the URL to the user's account profile page. If you enable ranking on the User Networking Manager part, the user's rank also appears. If a user changes the user networking profile image or display name, the program updates this tab with the new information.

17. Click **Return**. You return to *Users*.

> Restore a deleted user

1. In *Users*, select **Deleted** and click **Filter**. The grid displays all deleted users.
2. Select the user and click **Click here to edit this user**. The User editor page appears. Above the user's login name, a message notes that the user is deleted.
3. To restore the record:
 - If the user was linked to an offline constituent record, click **undelete**. The program restores the user and the link to the constituent record and removes the deleted user message.
 - If the user was not previously linked to an offline constituent record, click **undelete and generate a sign-up transaction**. The program restores the user, generates a pending sign-up transaction, and removes the deleted user message. When you process the sign-up transaction, you can link the user to a constituent record.
4. Click **Return**. You return to *Users*.

Roles

Roles are user records grouped together individually, by a query, or by including existing roles in a role.

- To group user records individually, you can assign the user to a role from the user record or you can include the user when you create or edit a role.
- To select a query for a role, create the query in another Blackbaud product. When you create a role, you select the query to include in the group.

- Similar to user records, you include an existing role for a role from the role's Members tab. For example, you have an Intranet site for your organization. You have roles that exist for "Development Staff," "Event Staff," "Membership Staff," and "Web Designers." You can create role called "Our Staff" to group these existing roles into one role to support Intranet security.

Note: Only users with Supervisor rights can view and manage *Roles*.

After a new website user is accepted in a download transaction, the user has anonymous rights and is referred to as a "provisional" user. To grant access to secure web pages, you include the user in a role that is associated with a task group that has the applicable permissions. To update the role to include the new user, you need to refresh the role. You can do this in two ways.

- You can manually refresh the role so the user has additional access to secure web pages rights immediately.
- You can wait for the next standard refresh to process.

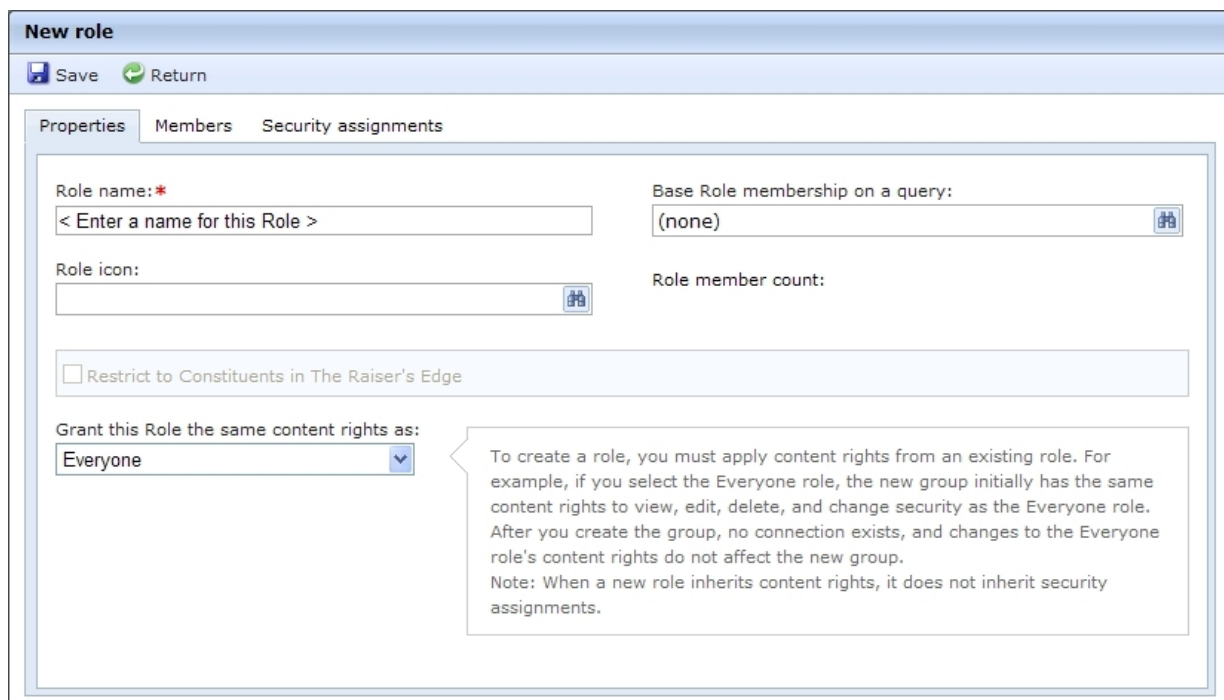
For more information, see [Role Refresh on page 16](#).

Note: In *Roles*, you include user records in groups. In *Task groups*, you create task rights for feature permissions. In *Security assignments*, you associate roles and task groups to assign security for a site. For information about *Task groups* and *Security assignments*, see [Task Groups on page 18](#) and [Security Assignments on page 27](#).

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> Create a role

1. In *Users & security*, click **Roles**. *Roles* appears.
2. Click **New role**. The New role page appears.



New role

Save Return

Properties Members Security assignments

Role name: *
< Enter a name for this Role >

Base Role membership on a query:
(none)

Role icon:

Role member count:

Restrict to Constituents in The Raiser's Edge

Grant this Role the same content rights as:
Everyone

To create a role, you must apply content rights from an existing role. For example, if you select the Everyone role, the new group initially has the same content rights to view, edit, delete, and change security as the Everyone role. After you create the group, no connection exists, and changes to the Everyone role's content rights do not affect the new group. Note: When a new role inherits content rights, it does not inherit security assignments.

3. On the Properties tab, in the **Role** field, enter a name for the group such as "Class of 1989 Content Author," "Gold Member," or "Class of 1989 Administrator."

Warning: Do not change the names of the default roles for Friends Asking Friends events because you will cause errors on the event websites.

4. To associate an image with the role, click the binoculars in the **Role icon** field. The Select Image from Image Library screen appears. For information about how to select an image, see the *Program Basics Guide*.

When you associate an image with a role, you can use the **Role Block** merge field on a Profile Display web page to display the role image on a user's profile. If a user is in multiple roles with images, all images display on the web page. Images can provide a visual about the role. For example, an image with a notepad and pen can indicate the role includes content authors. For information about the Profile Display part, see the *Parts Guide*.

5. Assign users to the role.
 - To automatically assign users to the role now, click the binoculars in the **Base Role membership on a query** field. A search screen appears to select the query of users to include.

Note: When you create a query in another Blackbaud program, you may need to refresh Blackbaud Internet Solutions for it to appear as a selection. To refresh, select **View, Refresh** in the menu bar.

- To assign users individually to the role later, in the **Base role membership on a query** field, leave the default "(none)."
6. In the **Grant this role the same content rights as** field, select an existing role to assign the same content rights for the new role.
 7. Click **Save**. You return to *Roles*.

After you save the role, you can modify the Members and Security assignments tabs. For information, see [Edit a role on page 14](#).

> Edit a role

When you edit a role, you can edit its properties, add users, roles, and it with a task group to assign security.

1. In *Users & security*, click **Roles**. *Roles* appears.
2. Select a role and click **Click here to edit this Role**. The Role Editor page appears.
3. On the Properties tab, edit the fields as necessary. For information, see [Create a role on page 13](#).

Warning: Do not change the names of the default roles for Friends Asking Friends events because you will cause errors on the event websites.

4. If the role includes a query in the **Base Role membership on a query** field, you can refresh the role. To do this, click **Refresh Now**. After the refresh, the new member count appears in the **Role member count** field, and the date and time of the refresh appears in the **Role last refreshed on** field.

Tip: To view the contents of the log file for the refresh, return *Roles*. Click **Role refresh**. The Role Refresh page appears. This page displays a log file from the last refresh. For more information about this screen, see [Refresh all query-based roles in the database on page 17](#).

5. Select the Members tab.

Note: The grid displays 50 users and roles in alphabetical order. To search for additional users or roles, use the filter fields. The grid only displays users and roles that you add directly to this role. It does not display users or roles that are included through another role.

- a. To include users and roles, click **Add members**. The Add members screen appears.

Tip: To improve efficiency, you can include roles in the role. For example, you have an Intranet site for your organization. You have roles that exist for "Development Staff," "Event Staff," "Membership Staff," and "Web Designers." You can create role called "Our Staff" to group these existing roles into one role to support Intranet security.

- b. In the **Filter** field, enter the first letter of the user or role to include.

Note: The **Available** box displays 30 users and roles in alphabetical order. Use the **Filter** field to find additional users and roles that do not appear in the box.

- c. Locate the user or role, and click **Add**. The user appears in the **Selected** box.

To select multiple users or roles, press **SHIFT** while you select the multiple users, and then click **Add**. The users appear in the **Selected** box.

- d. To return to the Members tab, click **OK**.

6. Select the Security assignments tab. The grid displays the existing security assignments for the role, along with the task group, site, and child sites information.

Note: To apply security in the program, you associate a role and task group for a site in *Security assignments*. You can create these assignments for roles on the Security assignments tab. This allows you to modify the task rights for the role. For example, to grant rights to *Pages & templates* for the Content Authors Charleston Chapter role, go to the Security assignments tab and create a security assignment that associates the role with a task group that provides rights to *Pages & templates*.

- To edit a security assignment, select it and click **Click here to select this security assignment**. For information, see [Edit a security assignment on page 28](#).
- To create an assignment, click **New security assignment**. The New security assignment screen appears.

The screenshot shows a web form titled "New security assignment". On the left, there are two radio buttons: "Organization tasks" (which is selected) and "Site tasks". The main content area has the heading "Associate a role with a task group that applies to global features." Below this heading are two dropdown menus. The first is labeled "Role:" and the second is labeled "Organization Tasks Group:". Both dropdown menus have a downward-pointing arrow on the right side.

For information about how to create a security assignment, see [Create a security assignment on page 27](#).

Click **Save** and you return to the Security assignments tab. The security assignment appears in the grid.

7. Click **Save**. You return to *Roles*.

Role Refresh

New website members are not part of queries in other Blackbaud programs until you download them to the program from Blackbaud Internet Solutions. New members are initially granted anonymous access rights and referred to as "provisional" members. By default, roles are not assigned to these members but you can assign roles through the User Login part. It is important to decide the content to present to provisional members. Without a role, provisional members view the same content as the Everyone role. These users have the same access as anonymous on your website.

After another Blackbaud program accepts a newly registered user in a download transaction, the program includes the user in queries. The role needs to be refreshed to include the user. You can do this manually to provide access to secure web pages immediately, or you can wait for the next standard role refresh to process.

Standard Role Refresh

The program refreshes roles every 24 hours after a member's last login. If no other Blackbaud program accepts the member in a download transaction since the last login, there is no role to refresh. After

another Blackbaud program accepts the member in a download transaction, the role refreshes upon the next login, and the program sets the 24 hour interval to that date and time.

You can edit the standard role refresh settings as necessary. For information, see the *Administration Guide*.

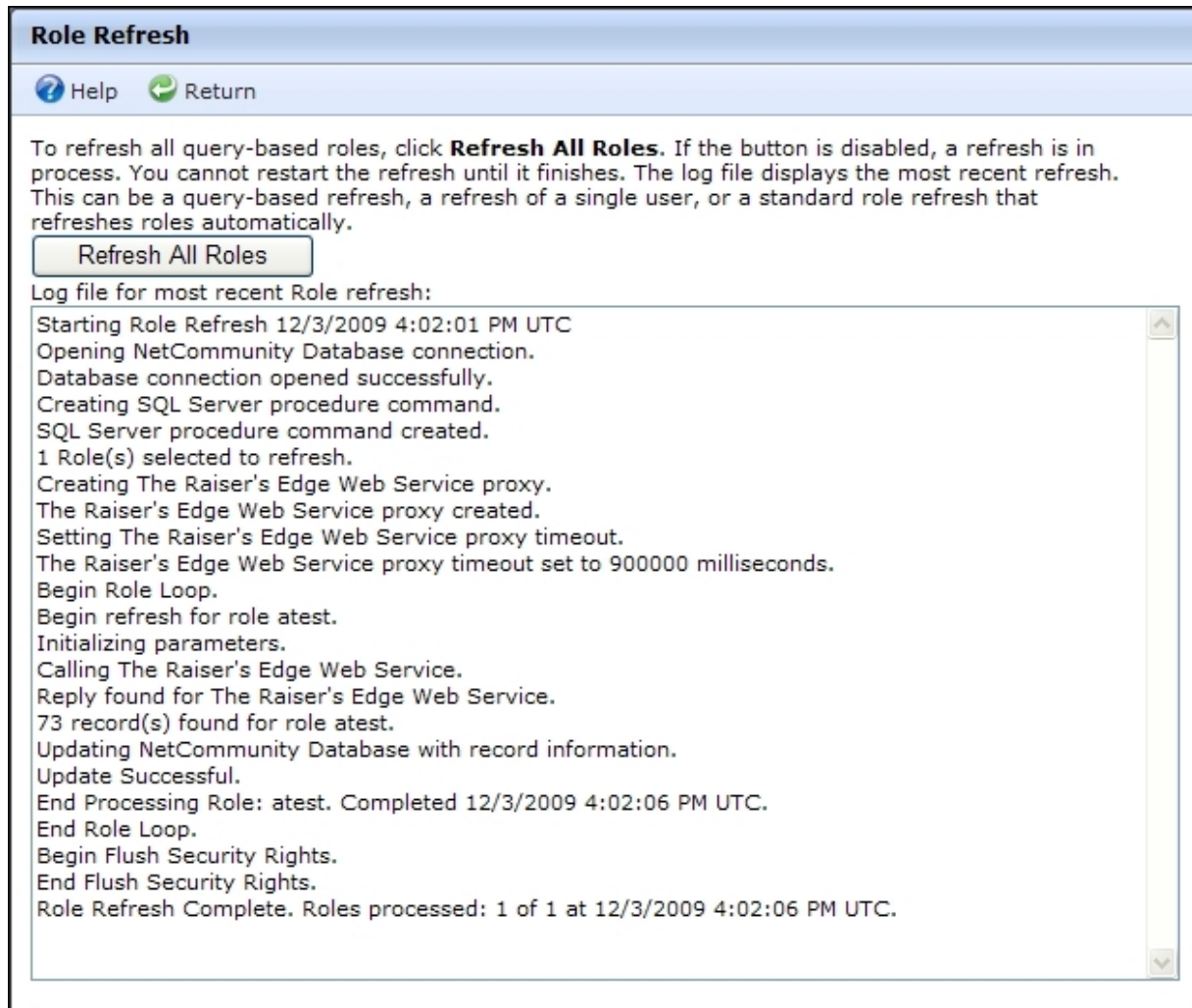
Manual Role Refresh

A Supervisor can manually refresh users and roles. For information about how to refresh a user, see [View and edit a user on page 9](#). For information about how to manually refresh individual roles, see [Edit a role on page 14](#). For information about how to manually refresh all query-based roles in the database, see the procedure in this section.

➤ Refresh all query-based roles in the database

To manually refresh all query-based roles in your database, review this procedure. To manually refresh an individual query-based role, see [Edit a role on page 14](#).

1. In *Users & security*, click **Roles**. *Roles* appears.
2. Click **Role refresh**. The Role Refresh page appears.



This screen displays a log file from the previous role refresh processed in the program. This includes a refresh of all roles on this screen, a manually refresh of a single user, or the standard role refresh that refreshes roles automatically. For more information, see [Role Refresh on page 16](#).

- To refresh all query-based roles, click **Refresh All Roles**. The refresh begins. Depending on your environment and the number of roles in the database, this may take several minutes. When the refresh is complete, "Role Refresh Complete" appears in the last line of the log.

Tip: The log file is view only. The file is stored in your database unless you designate another location in *Sites & settings*. For more information, see [Role Refresh on page 16](#).

- Click **Return**. You return to *Roles*.

Task Groups

In *Task groups*, you create and edit task groups for feature permissions for administrative tasks. These

permissions include the features accessible from the menu bar, such as *Site explorer* and *Administration*. Task groups do not determine *who* has task rights. Task groups simply organize rights to associate with a role in *Security assignments*. You associate task groups with roles so users can perform tasks on the website. For example:

- The Web Designer may create web pages from start to finish and needs assistance from co-workers. You can associate the Web Designer role with a task group that has security rights to all areas of the program.
- The Director of Special Events may update last year's golf tournament web page with this year's information. You can associate the Event Managers role with a task group that has security rights to create and edit parts. This allows the Director to update the Event Registration Form part with this year's information.

It is important to remember that task groups are *not* directly connected to user records or roles.

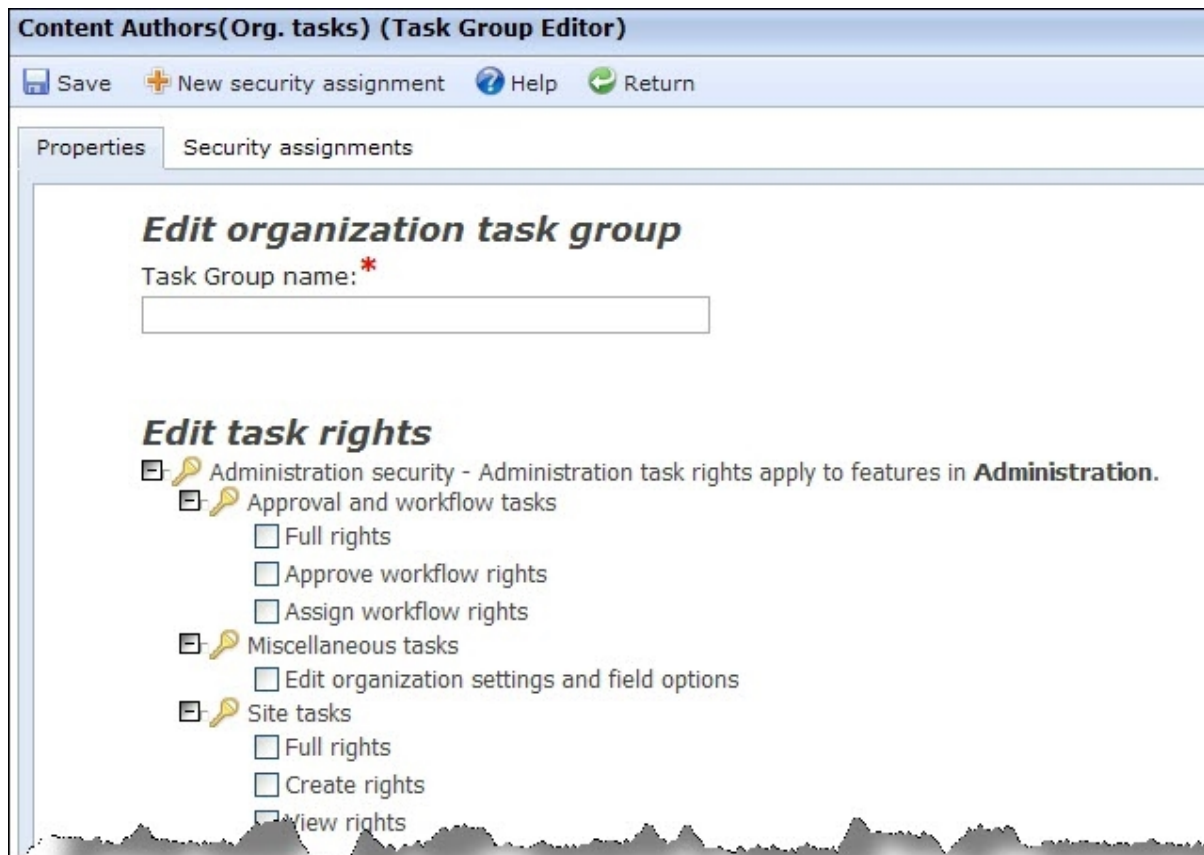
Note: In *Roles*, you include user records in groups. In *Task groups*, you organize related rights for feature permissions. In *Security assignments*, you associate roles and task groups to apply security for a site. For information about *Roles* and *Security assignments*, see [Roles on page 12](#) and [Security Assignments on page 27](#).

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➤ Edit a task group

When you edit a task group, you can edit the properties for the task group and you can associate a role with the task group to assign security.

1. In *Users & security*, click **Task groups**. *Tasks groups* appears.
2. Select a task group and click **Click here to edit this task group**. The Task Group Editor page appears.



3. On the Properties tab, in the **Task group name** field, edit the task group name as necessary.
4. Under **Edit task rights**, select the feature permissions for administrative tasks to include. These permissions include the features accessible from the menu bar, such as *Site explorer* and *Administration*.

Note: The available feature permissions depend on the task group type you select. For example, organization task groups appear for miscellaneous tasks and site task groups appear for website tasks. For detailed information about the checkboxes on these screens, see [Task Group Rights Details on page 21](#).

It is important to remember this grants permissions to the users and roles associated with this task group in *Security assignments*.

In addition to these rights, you assign view, edit, delete, and change security rights for users and roles for your website on the Targeting & Security tab for individual parts, pages, templates, and images. For example, on a Documents part, you can assign view rights to the Board Members role so they can review the minutes from the previous Board meeting. For more information, see the *Parts Guide*.

5. Select the Security assignments tab. The grid displays the existing security assignments for the task group, along with the role, site, and child sites information.

Note: To apply security in the program, you associate a role and task group for a site in *Security assignments*. You can create these assignments for roles on the Security assignments tab. This

allows you to modify the task rights for the role. For example, to grant rights to *Pages & templates* for the Content Authors task group, go to the Security assignments tab and create a security assignment to associate the task group with a role that needs rights to Pages & security.

- To edit an assignment, select it and click **Click here to select this security assignment**. For information, see [Edit a security assignment on page 28](#).
- To create an assignment, click **New security assignment**. The New security assignment screen appears.

The screenshot shows a web form titled "New security assignment". On the left, there is a sidebar with two radio buttons: "Organization tasks" (which is selected) and "Site tasks". The main area of the form contains the text "Associate a role with a task group that applies to global features." Below this text are two dropdown menus. The first is labeled "Role:" and the second is labeled "Organization Tasks Group:". Both dropdown menus have a downward-pointing arrow on the right side.

For information about how to create a security assignment, see [Create a security assignment on page 27](#).

Click **Save** and you return to the Security assignments tab. The security assignment appears in the grid.

6. Click **Save**. You return to *Task groups*.

Task Group Rights Details

In *Task groups*, most feature permission areas are broken into three levels. Generally, these are **Full rights**, **Create rights**, and **View rights**. **Full rights** grants create, edit, and delete rights, as well as rights to view and edit information other users create. **Create rights** grants rights to create content and edit rights for content the user created. **View rights** grants view-only rights to the applicable section of the program, but not rights to create or edit information.

Other task right details include:

- Every feature permission grants rights to Help.
- For security changes to take effect, users must log out and log back into the program.
- When rights are removed from a role, users in the role retain the previous rights for existing content. For example, a user creates a web page. Later, create rights for pages are removed for the role the user is in. The user can no longer create pages, but can edit or delete the page previously created.
- You can also use Targeting & security tabs to grant rights. These tabs allow you to grant rights for individual parts, pages, templates, and images rather than for entire feature areas. For example, if members of a role only need full rights for select parts, you shouldn't assign full rights to parts in *Task groups* because this gives them full rights to all parts. Instead, you can use the Targeting & security tabs on the parts that this role manages to grant full rights for just those parts.

Review the following sections for details about the checkboxes on the Edit organization task group and Edit site task groups screens.

Organization Task Rights Details

Organization task rights apply globally to your entire website.

Approval and Workflow Tasks

Any rights selected under **Approval and workflow tasks** provide view rights to *Workflows* in *Administration*.

Full rights grants view rights to *Workflows* in *Administration* and *Approvals* in *Site explorer*. When you select this checkbox, you include rights for **Approve workflow rights** and **Assign workflow rights**.

Approve workflow rights grants rights to view *Approvals* in *Site explorer*. To actually view and manage content, the user must also have full rights to part tasks.

Assign workflow rights grants rights to manage workflows and to create workflow notifications. These rights only apply to notifications in *Workflows*. They do not apply to notifications in *Email*.

For more information about these rights, see the *Website Design Guide*.

Miscellaneous Tasks

Edit organization settings and rights grants rights to change settings in *Sites & settings* and field options in *Administration*.

Sites Tasks

Full rights grants rights to add, edit, and delete sites, as well as rights to view and edit sites other users create.

Create rights grants rights to add and edit sites. It also grants view-only rights to sites other users create.

View rights grants rights to view *Sites & settings* in *Administration*.

Users and Security Tasks

Under **Email subscribers**, **Full rights** grants rights to add, edit, and delete email subscribers, as well as rights to view and edit subscribers other users create. **View rights** grants rights to view *Email subscribers* in *Users & security*.

Site Task Rights Details

Site task rights apply to an individual site.

Page Tasks

Any rights selected under **Page tasks** provides view rights to *Pages & templates*. These rights also control if a user can add, edit, and delete folders

Full rights grants rights to create, edit, and delete pages, as well as rights to view and edit pages other users create. In addition, this applies the same rights to friendly URLs.

Create rights grants rights to create pages and edit pages a user created. To grant rights to pages other users create, assign permissions on the Targeting & Security tab for the page. This set of rights also applies to friendly URLs.

View rights grants rights to view *Pages & templates* and *Friendly URLs* in Site explorer.

Part Tasks

When a user has part rights, but does not have rights to page and template tasks, the user cannot view *Pages & templates* and *Friendly URLs*.

Full rights grants rights to create, edit, and delete parts, as well as rights to view and edit parts other users create.

Create rights grants rights to create parts and edit parts a user owns. To grant rights to parts other users create, assign permissions on the Targeting & Security tab for the part.

View rights grants rights to view *Parts* in Site explorer.

After you select these rights, you can apply the rights to all parts or individual parts. To apply the rights to all parts, select **All parts**. To apply the rights to a select number of content management parts, select **Content management parts** and select the checkbox beside each applicable part that appears. To view a list of every part type in Blackbaud Internet Solutions, select **Individual parts**. To apply the rights, select the checkbox beside each applicable part in the list.

Image Tasks

Users with access to *Image library* have the ability to add, edit, and delete image folders.

Full rights grants rights to add, edit, and delete images, as well as rights to view and edit images other users create.

Upload rights grants rights to create, edit, and delete images, but only grants rights to view images uploaded by other users. Users can view options to edit and delete images uploaded by other users. However, if a user attempts to do this an access denied message appears.

View rights grants rights to view *Image library* in *Site explorer*.

Template Tasks

Any rights selected under **Template tasks** provide view rights to *Pages & templates*. Any user with access to *Pages & templates* can add, edit, and delete folders.

Full rights grants rights to add, edit, and delete templates, as well as rights to view and edit templates other users create.

Create rights grants rights to create templates and edit templates a user created. To grant rights to templates other users create, assign permissions on the Targeting & Security tab for the template.

View rights grants rights to view *Parts* in Site explorer.

Layout Tasks

Any rights selected under **Layout tasks** provide view rights to *Layouts* and *Style sheets*.

Full rights is required to view, edit or delete layouts and style sheets. In additions this grants create rights for layouts and style sheets, as well as rights to view and edit layouts and style sheets other users create.

Create rights grants rights to create and edit layouts and style sheets. However, users cannot view, edit or delete layouts and style sheets created by other users.

View rights grants rights to view *Layouts* and *Style sheets* in *Site explorer*.

File Tasks

Users with access to *Files* have the ability to add, edit, and delete file folders.

Full rights grants rights to add, approve, edit, and delete files, as well as rights to view and edit files other users create.

Approve rights grants rights to approve files uploaded by other users.

Upload rights grants rights to add, edit, and delete files.

View rights grants rights to view *Files* in *Site explorer*.

Profile Tasks

Full rights grants rights to approve photos and see private data. When you select this, you also assign rights for **Approve photo rights** and **View private data rights**.

Approve photo rights grants rights to view unapproved images and to approve images. To actually do this, users must also have full rights to image tasks. If they do not, unapproved images do not appear.

View private data rights grants rights to view directory results and profile displays without the private field filter. Any offline information on the constituent record appears online, even if it is marked private.

Email Tasks

Send rights grants rights to send email messages, eCampaign messages, and newsletter issues. You can send test email messages, eCampaign messages, and newsletter issues without send rights.

List Tasks

Any rights selected under **List tasks** provide view rights to *Lists* in *Email*.

Full rights grants rights to create, edit, and delete lists, as well as rights to view and edit lists other users create.

Create rights grants rights to add, edit, and delete lists. It also grants view-only rights to lists other users create.

View rights grants rights to view *Lists* in *Email*. This does not include rights to view statistics, recipients, or usage of existing lists

Email Template Tasks

Any rights selected under **Email template tasks** provide view rights to *Templates*, *Newsletters*, and *Acknowledgements* in *Email*.

Full rights grants rights to add, edit, and delete all email templates, as well as rights to view and edit email templates other users create. **Full rights** also grants rights to modify the acknowledgement default and to view acknowledgement reports in *Acknowledgements*.

Create rights grants rights to create and copy email templates. It also grants view-only rights to templates other users create. In addition, this grants rights to create newsletters, but does not provide the ability to create or send new issues of newsletters.

View rights grants rights to view the list of templates, newsletters and acknowledgements. This does not grant rights to add, edit, and delete email templates or view reports on templates, newsletters, and acknowledgements. However, the icon for reports still appears.

Email Messages, Invalid Accounts, and Notification Tasks

Full rights grants rights to add, edit, and delete email messages and notifications, as well as rights to view and edit messages and notifications other users create. It also grants rights to send email messages, eCampaign messages, and newsletter issues. For invalid accounts, this grants rights to edit, export, and mark accounts as valid.

Create rights grants rights to create email messages and to view reports for sent messages created by that user. This also provides edit and delete rights for messages by the user. For invalid accounts, this grants rights to view and export accounts. For notifications, this grants create, edit, and delete rights for the user for notifications they create.

View rights provide view-only access to messages, invalid accounts, and notifications. This does not grant rights to view email message reports. For invalid accounts, this also grants rights to export accounts.

Scheduled Email Tasks

Any rights selected under **Scheduled email tasks** provide view rights to *Scheduled emails*.

Full rights grants rights to add, edit, and delete all scheduled emails, as well as rights to view and edit scheduled emails other users create.

Create rights grants rights to create schedules and edit and delete schedules a user created. It grants view-only rights to schedules other users create.

View rights grants rights to view the list of scheduled emails. This does not grant rights to add, edit, and delete scheduled emails.

Campaign Tasks

Any rights selected under **Campaign tasks** provide view rights to *Campaigns* in *Email*. Any user with access to *Campaigns* can also add, edit, and delete folders.

Full rights grants rights to create, edit and delete all email campaigns, as well as view, edit, and delete rights for campaigns other users create. Assign **Full rights** to allow users, other than Supervisors, to add and edit appeals for email campaigns.

Create rights grants rights to create email campaigns. It also grants view-only rights to campaigns other users create. After you create a campaign, users cannot add appeals. This does not provide edit and delete rights for campaigns. To provide these rights, assign **Edit** and **Delete** rights on the Targeting & Security tab for the campaign.

View rights grants rights to view *Campaigns* in *Email*. This does not grant rights to access appeals associated with the campaigns.

eCard Tasks

Any rights selected under **eCard tasks** provide view rights to *eCard templates* in *Email*. Users with access to *eCard templates* can also add, edit, and delete folders.

Full rights grants rights to create, edit, and delete eCard templates, as well as view, edit, and delete rights for eCard templates other users create.

Create rights only grants rights to create eCard templates. This does not grant rights to delete or edit eCards.

View rights grants rights to view *eCard templates* in *Email*.

Form Tasks

Rights selected under **Forms security** provide view rights to forms created in *Site explorer*, *Forms*.

Full rights grants rights to supervisors and form owners to create, modify, copy, and delete forms. Other users can only view and copy forms. When you copy a form, the new form saves to the same folder the original form appears in.

Create rights grants full rights to supervisors. It also grants create, modify, and copy rights to form owners. Other users can only view and copy forms.

View rights grants rights to view the form.

Merchant Accounts Tasks

Use merchant account rights applies site security for the **Merchant account** field on parts and forms. When you select this and a user clicks the drop down for the field, he only views the merchant accounts for the sites he has rights to.

Security Assignments

In *Security assignments*, you associate roles and task groups to apply security to a site. This informs the program *who* is granted *what* rights and *where* the security applies. For example, you can associate an Events Team role with an Events Team task group for the Charleston site.

When you only host one website, you associate roles and task groups to apply security, but all security assignments apply to the default site.

When you host multiple websites, you associate roles and task groups and apply the assignments to sites. You can apply security assignments to default, parent, or child sites. When you apply an assignment to a parent site, you can select whether its child sites inherit the security.

Note: Only users with Supervisor rights can view and manage *Security assignments*.

Show Me: Watch an [overview of security in Blackbaud Internet Solutions](#).

➤ Create a security assignment

1. In *Users & security*, click **Security assignments**. *Security assignments* appears.
2. Click **New security assignment**. The New security assignment screen appears.

The screenshot shows a web interface for creating a security assignment. At the top, there's a title 'New security assignment'. Below it, there are two radio buttons: 'Organization tasks' (which is selected) and 'Site tasks'. To the right of these buttons, there's a text box with the instruction: 'Associate a role with a task group that applies to global features.' Below this instruction, there are two dropdown menus. The first is labeled 'Role:' and the second is labeled 'Organization Tasks Group:'.

3. To create a security assignment that applies globally to your entire website, select **Organization tasks assignment**.
 - a. In the **Role** field, select the role to associate with the organization task group.
 - b. In the **Organization Tasks Group** field, select the task group with the global task rights to apply to the role.

The screenshot shows the 'New security assignment' dialog box with the 'Organization tasks' radio button selected. The main text reads: 'Associate a role with a task group that applies to global features.' The 'Role' dropdown is set to 'Page Designers' and the 'Organization Tasks Group' dropdown is set to 'Content Authors(Organization tasks)'.

Tip: For overview information about security, see [Security Overview on page 5](#). For information about global task rights, see [Organization Task Rights Details on page 22](#).

- c. Click **Save** and you return to *Security assignments*. The new security assignment appears in the grid.

Note: For information about sites, see the *Administration Guide*.

4. To create a security assignment that applies to an individual site, select **Site tasks assignment**.
 - a. In the **Role** field, select the role to associate with the site task group.
 - b. In the **Site Tasks Group** field, select the task group with the individual site task rights to apply to the role.
 - c. In the **Site** field, select the site where the security assignment applies. You can select a default, parent, or child site.

The screenshot shows the 'New security assignment' dialog box with the 'Site tasks' radio button selected. The main text reads: 'Associate a role with a task group that applies to site-specific features. If you have multiple sites, you can apply the security assignment to all sites.' The 'Role' dropdown is set to 'Members', the 'Site Tasks Group' dropdown is set to 'Memberships (Site tasks)', and the 'Site' dropdown is set to 'Blank Client Site'. There is an 'Apply assignment to child sites' checkbox which is currently unchecked.

Tip: For overview information about security, see [Security Overview on page 5](#). For information about site task rights, see [Site Task Rights Details on page 22](#).

- d. If the security assignment is for a parent site and its child sites should inherit the assignments, select **Apply assignment to child sites**.
- e. Click **Save**. You return to *Security assignments*. The security assignment appears in the grid.

➤ Edit a security assignment

1. In *Users & security*, click **Security assignments**. *Security assignments* appears.

2. Select the security assignment and click **Click here to edit this security assignment**. The Edit security assignment screen appears.

3. Make changes as necessary. The items on this screen are the same as the New security assignment screen. For information, see [Create a security assignment on page 27](#).
To edit a role for a security assignment, see [Edit a role on page 14](#). To edit a task group for a security assignment, see [Edit a task group on page 19](#).
4. Click **Save**. You return to *Security assignments*.

Email Subscribers

Email subscribers are visitors to your website who signed up to receive email without creating an account. You can access this subscriber list and manually edit preferences for each individual.

Email Subscribers

With the Email Signup Form, you can allow anonymous users to subscribe to email communication from your organization.




When a website user who is not logged in to your website submits an email address on the Email Signup form, the program checks Blackbaud Enterprise for a match. If a match exists, the program updates the constituent record to include the appeal categories that the user selects on the form. If the program does not find a match, then it adds the email address to the Email subscribers page.

From *Users & security*, select **Email subscribers**. The Email subscribers page appears. On this page, you can manage email for anonymous subscribers.

Email subscribers

In Email subscribers, you can view e-mail subscriptions for anonymous e-mail addresses.

Filter by email:

Action	Email address
	heelem779@yahoo.com
	justin@supermorrow.com
	whitneyk04@yahoo.com

3 email subscribers meet selected criteria

To unsubscribe an email for an anonymous user, select an email address and click **Edit**. The Communication preferences screen appears.

Communication preferences for 1SZz79@blackbaud.com

Manage the communication preferences for 1SZz79@blackbaud.com below.

Appeal category	Site	Business unit	Send
Email - NonConstituent			Yes Opt out
Direct Mail			No

2 email preferences meet selected criteria

To manually unsubscribe the individual from an appeal category, click **Opt out**.

User Imports

With *User imports*, you can import constituent information exported from Blackbaud Enterprise to create website users. In *User imports*, you select the file to import and whether to schedule the import for a later date. We recommend only Administrators or users with Supervisor rights access *User imports*.

Note: The import file must be a comma-separated values (*.csv) file, and its first row must contain the field names. To import the user information correctly, each record in the import file must contain the user's first and last name, email address, and Sequence ID. You can also import user names for all users in the import file, or the program can automatically generate this information during the import.

Warning: The ID required for the import file is the Sequence ID, not the Constituent ID or Import ID.

Warning: Before you import users into your database, we strongly recommend you back up your database and verify the import file contains correct information. After the program processes the user

import, you cannot undo the import or globally delete the imported user information from your database.

On the Settings tab in *Sites & settings*, you can set how often the program runs the process to import user information. For information about how to configure the user import process, see the *Administration Guide*.

> Create a user import

1. From *Users & security*, click **User imports**. *User imports* appears.
2. Click **New user import**. The Properties screen appears.

3. In the **Name** field, enter a name for the user import so users can quickly identify the information in *User imports*.
4. In the **Description** field, enter any additional information to identify the user import, such as an explanation of the users imported.
5. Click **Next**. The User Import Wizard page appears.
6. Select the Upload File tab.

7. In the **Load File** frame, in the **File** field, enter the path to the *.csv file to import. To map to the location of the import file, click **Browse** and use the Choose File screen.

Note: At a minimum, the imported *.csv file must contain the constituent's first and last name, email address, and sequence ID, and its first row must contain the field names. You can export a *.csv file of

this constituent information from Blackbaud Enterprise. For information about how to export data from Blackbaud Enterprise, see Blackbaud CRM's *Query and Export Guide*.

Warning: The ID required for the import file is the Sequence ID, not the Constituent ID or Import ID.

8. Click **Upload**. The **Uploaded File Details** frame and field mapping grid appear.

1. Upload File
2. Preview Import
3. Import File

The options below allow you to upload your file for processing. After uploading file, you can map the available import fields to your uploaded file's fields. The selected file should be a standard comma separated value file, must include column headers and can be no greater than 4,096 KB in size.

Uploaded File Details

File Name: Book1.csv Replace this file

Import Field	File Field	
Last Name	Last Name *	
First Name	First *	
Email Address	Email *	
Username	<Last Name> <First Name> *	Sample: <i>HernandezSamuel</i>
	<Last Name> includes: <input checked="" type="radio"/> All characters <input type="radio"/> First <input type="text"/> characters <First Name> includes: <input checked="" type="radio"/> All characters <input type="radio"/> First <input type="text"/> characters Separate <First Name> and <Last Name> with: <input type="text" value="<none>"/>	
	<input type="checkbox"/> Ensure unique usernames	
System Record ID	<input type="text"/> *	

Note: Under **Uploaded File Details**, the **File Name** field displays the selected import file. To import a different file, click **Replace this file**. The **Load File** frame appears.

9. In the field mapping grid, the **Import Field** column displays the fields required to import users into the program. For each import field, in the **File Field** column, select the field of the import file to import information from.

Note: When you upload an import file, the program automatically attempts to match field names in the import file with the fields required to import to users into the program. You can adjust the automatically mapped fields as necessary.

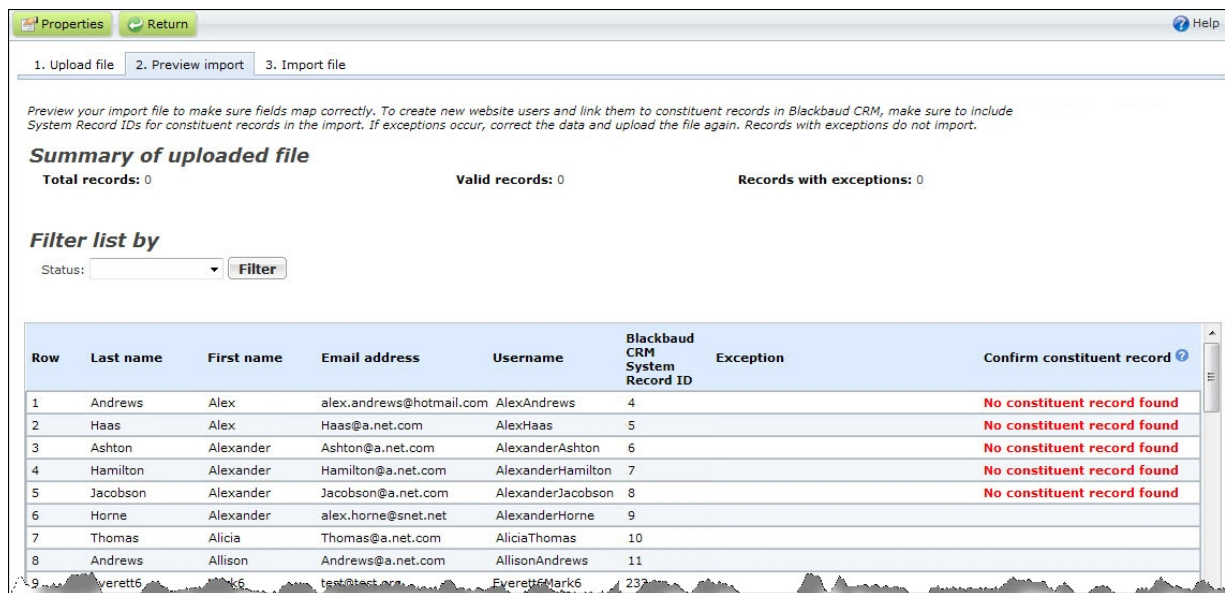
- a. In the **Last name** and **First Name** fields, select the field names in the import file that contains the last and first name of each user.
- b. In the **Email Address** field, select the field name in the import file that contains the email address for each user.
- c. In the **Username** field, select the field name in the import file that contains the user name for each user or, to automatically generate user names, select the format to use for the user names, such as "<Last name> <First Name>."

If you select a user name format, specify how the user name appears. In the **<Last name> includes** and **<First Name> includes** fields, select whether to use all characters in the name or only the first specific number of characters. In the **Separate <First Name> and <Last name> with** field, select the character to separate the first and last names in the user name. You can select to display a space, a period, a dash, or an underscore, or you can select to display no separation. Next to the **Username** field, the **Sample** field displays how user names appear with the selected format.

- d. To prevent duplicate user names, select **Ensure unique usernames**. When you select this checkbox, the program adds a number to the end of any user name that already exists in the program or is included elsewhere in the import file.
- e. In the **Blackbaud CRM System Record ID** field, select the field name in the import file that contains the sequence ID for each user.

Tip: If an invalid ID is processed in *User imports*, the user appears as a new user when you download sign-up requests in Blackbaud Enterprise. For more information about sign-up requests, see the *Web Transactions Guide*.

10. Select the Preview Import tab or click **Next**.



Note: If you exit the User Import Wizard page after you upload an import file but before you add the import to the queue, you can return to the user import from *User imports*. The **Status** column for the import is blank. For information about how to view a user import, see [View the tabs of a user import on page 35](#).

- 11. Under **Summary of Uploaded File**, view the total number of records included in the import file and how many of those records are valid and how many contain exceptions.
- 12. Under **Filter List By**, enter the exception status of the records to view. You can select to view all valid records, all exceptions, or all with a specific exception status. To view all records in the import file, regardless of exception status, leave the **Status** field blank. For information about the exception status, see [User Import Exception Reasons on page 37](#).

13. Click **Go**. In the grid, records in the import file that match the entered filter criteria appear. Make sure the fields are mapped correctly.

In the **Exception reason** column, view the cause for any exceptions in your import file, such as “This record is already linked to a Blackbaud Internet Solutions user.” For more information about user import exceptions and their causes, see [User Import Exception Reasons on page 37](#).

If the constituent record does not match the constituent in the **Last name** and **First name** columns or if **No constituent record found** appears, return to the Upload file tab and make sure you select Sequence ID in the **Blackbaud CRM System Record ID** field, not the constituent ID or the import ID.

Note: The grid can display up to 50 records at a time. If you import more than 50 records, click **Prev** or **Next** to page through the results, or select the page number to view.

14. Select the Import File tab or click **Next**.

1. Upload File 2. Preview Import 3. Import File

The options below allow you to specify when this import should be processed and also to send an email to the imported users. An Email List will be created that can also be used to email your imported users as needed.

Options for Processing Import

Process scheduling: Queue for processing
 Queue for processing on or after:

Send email: Do not send email after processing import
 Send email after processing import using the following email template:

Queue Import

15. Under **Options for Processing Import**, in the **Process scheduling** field, select when to process the user import.
- To add the user import to the queue immediately when you click **Queue Import**, select **Queue for processing**.
 - To add the user import to the queue at a later date when you click **Queue Import**, select **Queue for processing on or after** and, in the field, click the calendar and select the date to add the process to the queue.
16. For **Send email**, select whether to automatically send an email to the new users added during the import.
- To not automatically send an email to the new users, select **Do not send email after processing import**.
 - To automatically send an email to the new users, select **Send email after processing import**.

using the following email template. You can select any template with a data source of Registered Users. For more information about email templates, see the *Email Guide*.

Note: Regardless of your selection for **Send email**, when the program imports the user information, it automatically creates a email list that contains the new users added during the import. The email list is associated with the site you are logged in to when you run the import process. You can use it to send future email to these users. For information about email lists, see the *Email Guide*.

17. Click **Queue Import**. You return to *User imports*.

- If, under **Options for Processing Import**, you select **Queue for processing**, the program imports the user information during the next scheduled user import process, as specified on the Settings tab in *Sites & settings*.
- If, under **Options for Processing Import**, you select **Queue for processing on or after**, the program imports the user information on or after the selected date, in accordance with the user import process settings selected on the Settings tab in *Sites & settings*.

Note: For information about the user import process settings on the Settings tab in *Sites & settings*, see the *Administration Guide*.

➤ View the tabs of a user import

1. From *Users & security*, click **User imports**. *User imports* appears.
2. Under **Filter List By**, enter the criteria of the user import to view. You can enter the import's name or status. For information about the import status, see [User Import Status on page 37](#).
3. Click **Go**. In the grid, user imports that match the entered filter criteria appear.

Note: The grid can display up to 50 results at a time. If you have more than 50 results, click **Prev** or **Next** to page through the results, or select the page number to view.

4. Next to the user import to view, click **Click here to edit this import**. The User Import Wizard page appears.
5. If the **Status** column for the user import is blank or "Queued," the User Import Wizard page includes the Upload File, Preview Import, and Import File tabs. For information about how to complete these tabs, see [Create a user import on page 31](#).

Note: You cannot change a user import with a status of "Queued." To adjust a user import with a status of "Queued," such as to correct any exceptions, you must first cancel the user import. For information about how to cancel a user import, see [Cancel a queued user import on page 36](#).

If the **Status** column for the user import is "Imported" or "Exceptions," the User Import Wizard page includes the Status and Results tabs.

- On the Status tab, view details about the current status of the import, such as the date, time, and duration of the import; how many records the import contained and how many records imported successfully and how many did not; and whether the program sent email to the imported users.

If the user import contains exceptions, click **Download Exceptions** to create a *.csv file of the exceptions. The *.csv file includes a column to explain the reason for each exception. For more information about user import exceptions and their causes, see [User Import Exception Reasons on page 37](#).

- On the Results tab, view the user information that imported correctly and any exceptions. If information does not import correctly, the Results tab displays the reason for the exception.

Note: To view the properties of the user import, click **Properties** on the action bar. The user import Properties screen appears. You can adjust the name or description of the user import as required.

6. Click **Return**. You return to *User imports*.

> Cancel a queued user import

You cannot change a user import with a status of "Queued." To adjust a user import with a status of "Queued," such as to correct any exceptions, you must first cancel the user import.

1. From *Users & security*, click **User imports**. *User imports* appears.
2. Under **Filter List By**, enter the name of the user import to cancel, or in the **Status** field, select "Queued."
3. Click **Go**. In the grid, user imports that match the entered filter criteria appear.
4. Next to the user import to cancel, click **Click here to edit this User Import**. The User Import Wizard page appears.
5. Select the Import File tab.

1. Upload File 2. Preview Import 3. Import File

The options below allow you to specify when this import should be processed and also to send an email to the imported users. An Email List will be created that can also be used to email your imported users as needed.

Options for Processing Import

This Import is scheduled to be processed. To make changes, you must first cancel this Import.

Process scheduling: Queue for processing
 Queue for processing on or after:

Send email: Do not send email after processing import
 Send email after processing import using the following email template:

Cancel Import

6. Click **Cancel Import**. The user import is removed from the queue and the **Queue Import** button appears.
7. Adjust the user import as required. For information about how to create a user import, see [Create a user import on page 31](#).
8. Click **Return**. You return to *User imports*.

> Delete a user import

1. From *Users & security*, click **User imports**. *User imports* appears.
2. Under **Filter List By**, enter the criteria of the user import to delete. You can enter the import's name or status. For information about the import status, see [User Import Status on page 37](#).
3. Click **Go**. In the grid, user imports that match the entered filter criteria appear.

Note: The grid can display up to 50 results at a time. If you have more than 50 results, click **Prev** or **Next** to page through the results, or select the page number to view.

4. Next to the user import to view, click **Click here to delete this User Import**. A message appears to confirm the deletion of the user import.
5. Click **OK**. You return to *User imports*. The grid no longer displays the user import.

User Import Status

After you create a user import, you can view its current status in *User imports*. The **Status** column displays the status of each user import. Under **Filter List By**, you can also select the status of the user imports to view in *User imports*.

- "Imported" – The program imported the user information and successfully added the new users.
- "Queued" – The user import is in the queue to be imported. When you create a user import, you specify whether to import the users during the next scheduled import process or at a future date.
- "Exceptions" – The program attempted to import the user information but failed, such as if all records contained errors, or the import file contained no valid records.
- No status – If the **Status** column is blank for a user import, the import is created but not yet in the queue.

User Import Exception Reasons

After you create a user import, you can view its exceptions, or records that do not import correctly, in *User imports*. You can also view the reason for each exception.

- Before you add the import to the queue, you can view its exceptions on the Preview Import tab of the User Import Wizard page. Under **Summary of Uploaded File**, the **Records with exceptions** field displays how many exceptions the import file contains. In the grid, the **Exception reason** column explains why each exception will not import.
- After you add the import to the queue, you can view its exceptions on the Status tab of the User Import Wizard page. In the **Status** frame, the **Exceptions** field displays how many exceptions the import file contains. To view a *.csv file of the exceptions, click **Download Exceptions**. The *.csv file includes the user information that did not import and a column to explain the reason for each exception.

Exceptions can occur for multiple reasons.

- "Required field missing" – The import file does not contain one or more required fields.

- “Invalid field value” – The email address or Sequence ID in the import file is invalid or in an invalid format.
- “This record is already linked to a Blackbaud Internet Solutions user” – The constituent imported from Blackbaud Enterprise is already linked to a user in Blackbaud Internet Solutions.
- “This login is in use” – The user name specified or generated in the user import already exists in the program.

Before you add the user import to the queue, you can upload a corrected import file or adjust the field matching to resolve the exceptions. If you import a file that includes exceptions, the program imports only the valid records and ignores the exceptions.