Blackbaud Hosting Services™

A Quick-Start Guide for Users

It takes just a few minutes to get started with **Blackbaud Hosting Services**. You'll need your username and password to log in to the Hosting Services Web Portal, which you should have received from your organization's hosting administrator. If you are the hosting administrator, please read the Quick-Start Guide for Administrators before moving on.

Log in to the Hosting Services web portal

1. Open Windows® Internet Explorer® or Mozilla Firefox®; it's your choice.
2. In the address bar, enter the URL associated with your data center. If you don't know the URL, please visit the Blackbaud Knowledgebase at www.blackbaud.com/kb. Enter the solution ID "BB172378" in the "Ask a Question" field.
3. Add the data center URL to your "Favorites" in your Internet browser for easier access.
4. Enter your username and password.
5. If prompted to change your password, enter a new password that meets the password requirements (see sidebar for requirements).

You will now have access to Blackbaud Hosting Services!

Once you are logged in, there are only a few simple administrative tasks to complete before you can access your hosted applications and connect to the hosting servers.

Preparing to use your hosted application

Installing Citrix® Client:

You must first install the Citrix® Client to access your hosted applications.

1. Go to the Citrix® download site at www.citrix.com/download.
2. Download and install the online plug-in for your operating system.

For assistance installing the Citrix® Client, review Blackbaud Knowledgebase solution "BB177068".

Password Requirements:

- Cannot contain all or part of the user's account name
- Must be at least eight characters in length
- Must contain characters from three of the four following categories:
  - English uppercase characters (A - Z)
  - English lowercase characters (a - z)
  - Base 10 digits (0 - 9)
  - Non-alphabetic characters (e.g., !, $, #, %)
- Cannot be one of your 10 previous passwords

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Accessing the Files Folder:

The Files folder will serve as the "middle man" between your computer and the Blackbaud servers. With this link, you will be able to access, import, and export files from your hosted application. When you export a file from your application, you will need to save it somewhere in the default folder that opens from the export. This is a folder on Blackbaud's hosting servers created specifically for your organization. You'll be able to access this folder once you are connected to the Files folder.

Let's connect your computer to the Files folder so you can transfer files between your machine and Blackbaud's hosting servers.

1. Review Blackbaud Knowledgebase solution "BB172995" to connect to the Files folder.
2. Open the Files folder you connected to in step 1 and locate your file.
3. Copy the file to your local computer or to your network drive if you would like the file to be accessible by other users at your organization.

To move files to your application (to import, for example), reverse the steps. Copy the file from your local computer and/or network drive and paste it into the Files folder. Once in the Files folder, you will be able to browse to it from the application.

Now that the Citrix® Client is installed and you are connected to the Files folder, it's time to log in to your hosted application!

Log in to your hosted application

You should already be logged into the Hosting Services Web Portal. If not, open Windows® Internet Explorer® or Mozilla Firefox® and browse back to the Favorite we setup earlier.

1. Log in again, if prompted, using the same credentials as before. If you were logged in previously, Blackbaud's servers will log you out of the web portal after about five minutes. Don't worry, this will not end your connection to your hosted application once you are logged in.
2. Select the application you'd like.
3. Enter your user name and password for your hosted application.

You are now logged in and ready to work!

For help logging in to your hosted application or to get answers to any other questions you may have regarding your hosting services, visit Case Central at www.blackbaud.com/casecentral.

Helpful resources:

- Blackbaud Hosting Services User Guides
- Blackbaud Hosting Services FAQs

> ➤ To view an online version of this guide, visit www.blackbaud.com/hosted and look under "Resources."