

# Blackbaud Grantmaking™

## Configuration for Windows - 2018

### Support

If you have questions or need assistance in any way, please contact Blackbaud Technical Support.

Support Hours: M-F, 8:00 am – 8:00 pm ET

Phone: 877.704.3343

Email: [helpdesk@microedge.com](mailto:helpdesk@microedge.com)

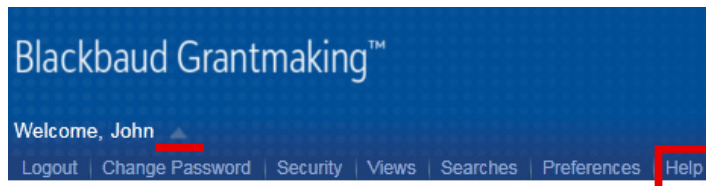
Online: <https://www.blackbaud.com/>

For information on troubleshooting common issues, see the Technical Support section in the online help.

1. In the top menu bar of **Blackbaud Grantmaking™** under your name, is the User Menu.



2. Select the triangle next to your name to view the User Menu options: Logout, Change Password, Security, Views, Search, Preferences, Help



3. Select **Help** and the online web help opens in a new window.

### How-to Documentation

Have questions or need to quickly get up to speed? Check out these help files, guides, videos, walkthroughs, and other assistance for step-by-step instructions and detailed information: <https://www.blackbaud.com/howto/giftsonline>

### The Blackbaud Community Resources Site

To keep up with all the latest news on Blackbaud products, access our knowledgebase, or join in relevant discussions on our forums, go to - <https://community.blackbaud.com/products/microedge>.

## Blackbaud Grantmaking Core and Modules

**Blackbaud Grantmaking** and its associated Modules have been certified compatible with the following web browsers:

- Internet Explorer (IE) 11
- Mozilla Firefox (Firefox) for Windows or Mac (latest version)
- Safari for Mac

### IMPORTANT NOTES:

- Blackbaud Grantmaking is best viewed using a resolution of 1680x1050 or larger. Lower resolutions may require use of full screen mode (F11) to access some buttons or fields.
- Browsers are tested and certified using default settings with the exception of the modifications mentioned in this document.
- All Blackbaud Grantmaking users must have Microsoft Silverlight installed.
- All browsers should have the latest updates available installed.
- Use of browsers other than IE will make document management features such as check-in and checkout unavailable in Blackbaud Grantmaking unless a third-party add-on such as IE Tab is used. To edit documents, a local copy must be downloaded.
- Firefox: Please note that when accessing Blackbaud Grantmaking for the first time or after clearing your cache, you may encounter a gray screen prompting you to Activate Silverlight. Simply click on the link and be sure to choose the remember settings option so you are not prompted in the future.

## Blackbaud Grantmaking Reviewer Portal

**Blackbaud Grantmaking Reviewer Portal** has been certified compatible with the following web browsers:

- Internet Explorer (IE) 11
- Microsoft Edge
- Google Chrome (Chrome) for Windows or Mac (latest version)
- Mozilla Firefox (Firefox) for Windows or Mac (latest version)
- Safari for Mac



## Blackbaud Grantmaking grantrequest.com

**Blackbaud Grantmaking grantrequest.com** has been certified compatible with the following web browsers:

- Internet Explorer (IE) 11
- Microsoft Edge
- Google Chrome (Chrome) for Windows or Mac (latest version)
- Mozilla Firefox (Firefox) for Windows or Mac (latest version)
- Safari for Mac

## Certification Policy

Browser based applications are certified with the latest version of IE, Mozilla, and Safari available at the time of the release. Please note that service packs, upgrades, and versions made available after the Blackbaud Grantmaking product has been released are typically not certified until the next release. At that time, only the latest version of the software is certified; interim releases made available during the intervening period are not certified.

**NOTE:** Browsers are tested and certified using default settings with the exception of the modifications mentioned in this document.

## Issues Common to All Browsers

**Custom modifications** to the default browser settings may cause compatibility issues.

- **Zoom** levels may cause loss of some functionality.
- If your browser blocks all cookies, you may experience problems logging in.

**Adjustable Text Boxes:** Firefox allows some text boxes to be resized by clicking and dragging the lower corner.

## Clear Your Browser's Cache

Prior to logging in to Blackbaud Grantmaking for the first time or immediately after an upgrade, please clear your browser's cache. This should include temporary internet files and cookies.

**IE:** Tools > Delete Browsing History

**Firefox:** History > Clear Recent History

## Browser Encoding

The HTML document that is created when you consider an application is encoded with UTF-8. However, most browsers default to Western (Windows-1252).

For instance, to have the pound symbol (£) render correctly, you need to change your browser encoding:

**IE:** View > Encoding > UTF-8

**Firefox:** View > Text Encoding > Unicode

## Date Format Not Displayed Correctly in Applications

This issue is typically caused by the Internet browser's language settings taking priority over the Windows Regional setting when not set to English (United States).

To resolve this issue, you must access your browser's configuration settings, add the desired language, and move it to the top of the list to make it primary.

## Blank Web Clipping Page Parts

Users may experience issues with Web Clippings in Blackbaud Grantmaking due to some settings that control them.

To resolve this issue, *Mixed content display* may need to be enabled.

**NOTE:** Some sites do not allow embedding in web clippings for commercial purposes. For example, Internet search engines such as Yahoo.com and Google.com do not allow embedding in other sites. These sites cannot be used as web clippings.

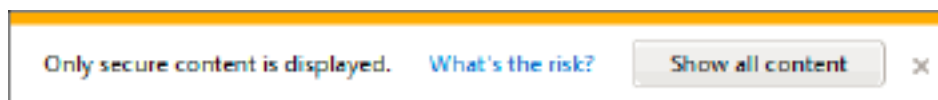
### For Internet Explorer:

For Internet Explorer, you must add your site as a trusted site and enable the Display mixed content option in security settings. Please refer to the [Internet Explorer](#) section for more details.

Be sure to close and reopen your browser to ensure the changes are applied.

When you next log into Blackbaud Grantmaking and navigate to the dashboard with the web clipping part, the part should show properly.

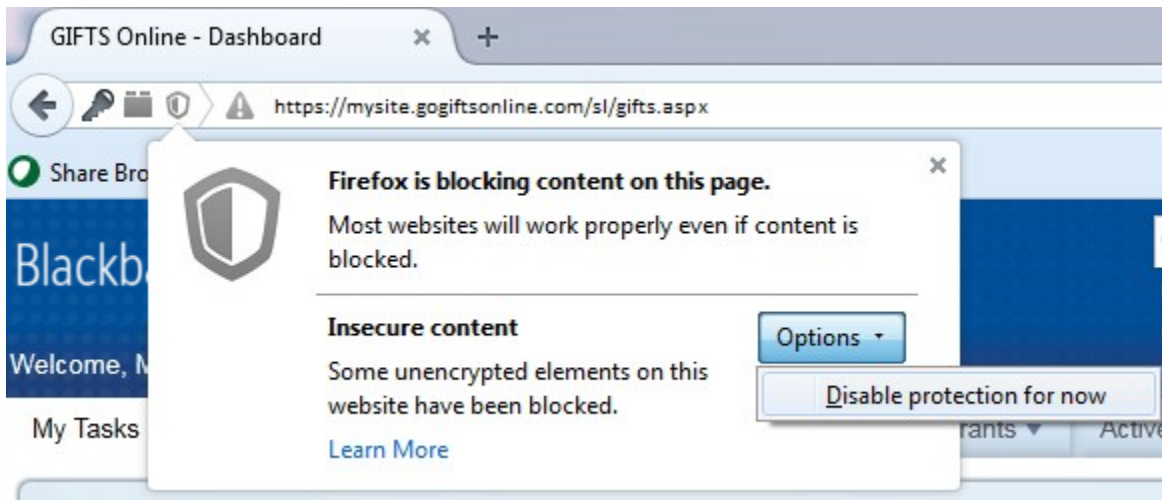
If a message appears stating, 'Only secure content is displayed.' – click **Show all content**.



### **For Firefox:**

Mixed content display can be enabled in the Firefox configurations as a global setting, however due to security reasons modifying this is not recommended.

1. Click on the shield in the upper left of the URL.
2. Click on Options and then “Disable protection for now.”



**NOTE:** This will allow web clippings to work however the setting will not be remembered after the browser is closed.

# Internet Explorer

## Internet Explorer 11

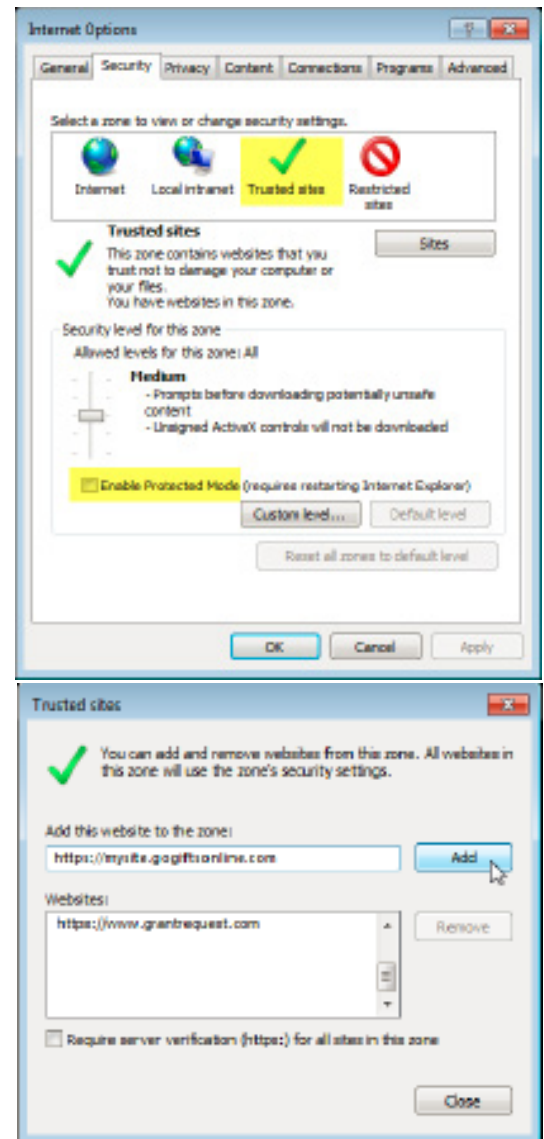
IE 11 automatically enables Enhanced Protected Mode. This may cause compatibility issues while performing operations such as generating correspondence or the checking in and checking out of documents.

If you experience problems with these operations, see the steps below to disable this option.

### Setup Pop-up and Security Settings

To ensure that Internet Explorer performs as expected, the following steps should be completed:

1. Go to **Tools > Pop-up Blocker > Pop-up Blocker Settings**.
  2. Add your Blackbaud Grantmaking site to the list of **Allowed Sites** in your Pop-up Blocker – [mysite.gogiftsonline.com](https://mysite.gogiftsonline.com)
  3. Click **Close**.
  4. Go to **Tools > Internet Options > Security** tab.
  5. In the Select a zone area, click **Trusted Sites**.
  6. If checked, uncheck the box for *Enable Protected Mode* near the bottom.
  7. Click the **Custom Level** button.
    - a. Scroll down to the Downloads section and make sure the **File download** option is enabled.
    - b. Scroll down to the *Miscellaneous* section and make sure the **Display mixed content** setting is enabled.
  8. Click **OK**, and **Yes** at the confirmation prompt to save changes.
  9. With the *Trusted Sites* zone still selected, click the **Sites** button.
  10. Enter your company's Blackbaud Grantmaking site <https://mysite.gogiftsonline.com> and click **Add**.
    - a. If you are using Online Applications with the Account Designer and Forms Design Wizard, the following is also required: <https://www.grantrequest.com>
    - b. If you are using Reports, the following is also required: <https://reports.gogiftsonline.com>
    - c. If you are using the Document Template Manger, the following is also required: <https://repository.docs.gogiftsonline.com>
    - d. If you are a client based in the United Kingdom, the following is also required: <https://repositoryuk.docs.gogiftsonline.com>
- NOTE:** If you are unable to access the Forms Manger, add the following: <https://formsuk.gogiftsonline.com> and <http://formsuk.gogiftsonline.com>
11. Close the Trusted sites window.
  12. Click **OK** to close the Internet Options window.
- NOTE:** If you do not see the Security tab or are unable to access the above settings, please contact your organization's Technical Support/Helpdesk for assistance.



## Microsoft Silverlight

Please note the Blackbaud Grantmaking interface is based on Microsoft's Silverlight technology and requires Blackbaud Grantmaking users to have the latest version of Silverlight installed to ensure compatibility.

**NOTE:** Online grantee/applicants are not required to have Silverlight installed.

If you are unsure if you have Silverlight installed or which version you have, you may use the following link to check: <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>.

The webpage will display your Installed version and the Current version available for installation. Instructions are also available for uninstalling previous versions.

If you are new to Blackbaud Grantmaking, you may also use the link above to download and install the latest version of Silverlight.

If the workstation does not have Silverlight installed, the first time you attempt to log in to Blackbaud Grantmaking you will be prompted to install Silverlight by clicking **Update and Launch Blackbaud Grantmaking**.

## Installing Silverlight

Use of another browser or version of IE may result in slightly different prompts. You must have sufficient administrative privileges to install Silverlight on the workstation.

**NOTE:** The following procedure assumes use of IE 11.

1. Click the Update and Launch **Blackbaud Grantmaking** button to begin the direct download of Silverlight from Microsoft.
2. If you get a Security Warning, click Run to continue. The download progress will be displayed.
3. When the download is complete, the system may prompt for confirmation to install. Click Run.
4. When the Silverlight Install prompt is displayed, click Install now.
5. Once the Installation Successful message appears, click Close.
6. The Blackbaud Grantmaking login screen will be displayed. Login to go to the homepage.

## Windows Operating System

Please note that all web browsers and applications listed below have been certified only on the Windows Operating System.

## Windows 10 – Edge browser

The Edge browser that is included with Windows 10 is not compatible with Blackbaud Grantmaking.

## Windows 8 – Metro Mode

It is important to note in Windows 8 and higher, Internet Explorer can be used in two different ways. There is the Metro UI version, which is a streamlined mobile-friendly version of the browser, and the classic Desktop version, which is much more like the previous versions of IE.

**NOTE:** The Metro UI version does not support many features of the desktop version and is not compatible with Blackbaud Grantmaking.

To access Blackbaud Grantmaking, you must first open the desktop version of IE.

1. To get to the Desktop version of IE press the **Windows** Key to call up the Start Screen then tap/click on the **Desktop** tile.
2. Click on the **IE** icon in the lower left of the screen to open IE.

**NOTE:** You can use this method to access other browsers you may have installed such as Firefox.

By default, when you click on a web link in the Windows Metro UI, IE will open that web page in the Metro UI version of IE. This opens the browser page in full screen with no navigation buttons, address bars, etc. This Metro interface is not compatible with Blackbaud Grantmaking.

To configure IE to open all web links in the desktop version, you have to make a change in Internet Properties.

1. Click the **Start** button.
2. Type “inetcpl.cpl” > press **Enter**.
3. On the Internet Properties screen, click the **Programs** tab.
4. The first section on the Program tab deals with Opening Internet Explorer. Click the drop-down menu and change the entry to read **Always in Internet Explorer on the Desktop**.
5. Click **OK** to save your change and close the window.

## Windows 7

Blackbaud Grantmaking can be used in Windows 7 or higher.

### Microsoft Surface Tablet Compatibility

Blackbaud Grantmaking can be used on versions of the Surface tablet where the Operating System (OS) is certified or supported for use with Blackbaud Grantmaking.

The Surface Pro 2, for example, uses Windows 8.1 Pro, which is supported for Blackbaud Grantmaking, and therefore will allow use of Blackbaud Grantmaking.

**NOTE:** Surfaces with an x64 CPU can be upgraded to Windows 10 with IE11.

Surface and Surface 2 tablets are not compatible with Blackbaud Grantmaking as they use Windows RT, which only supports Modern (Metro) apps and not desktop apps.