

Help & User Assistance for the K-12 'ON' Products

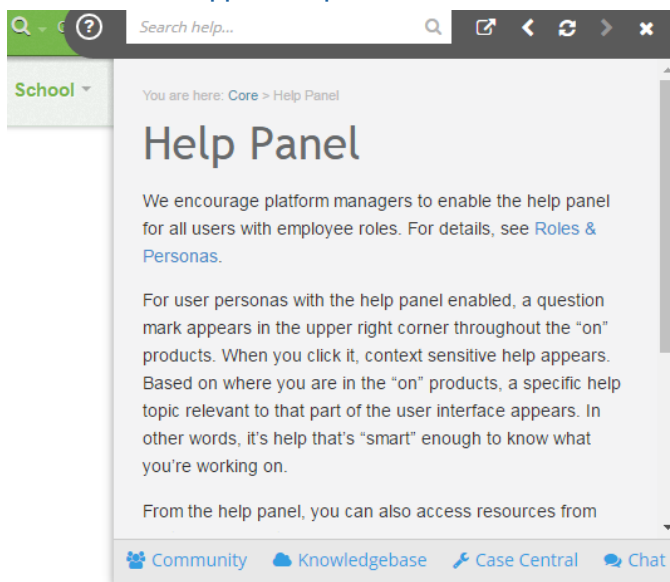
Help Panel

Within the product, in a product persona, access the help panel from the question mark in the top right corner of the user interface. The panel shows a help topic related to where you are in the 'ON' products. Use this resource to search for answers while you work.

Platform managers control who can view the help panel. We encourage schools to enable the Help Panel Task for Users or Roles for all school employees.

Watch the *YouTube* video:

<http://www.blackbaud.com/files/support/guides/demo/redirects/k12/helppanel.aspx>



What's New

K-12 releases nifty new features and enhancements for the 'ON' products approximately every four weeks. Now, the first time you log in after a big update, a "What's New" topic will automatically appear to help keep you in the know. If you already closed it, manually reopen the "What's New" topic to read it again.

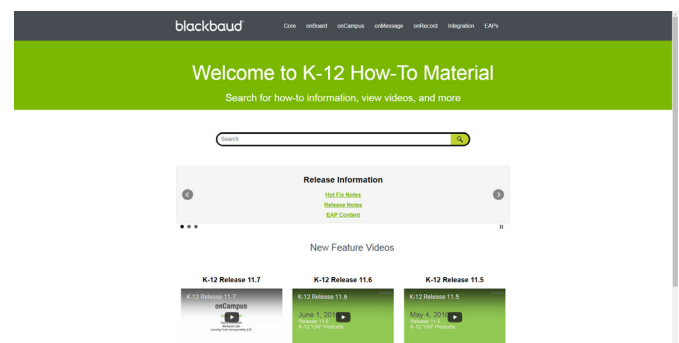
Remember: It only *automatically* appears for users with the Help Panel task enabled, who haven't already seen it since the release went live, and only when they're on a "product persona" page (like Core > Lists) and not on a "role persona" page (like Faculty > My Day).

How To Center

Use this to access information without even logging in to the 'ON' products. It includes a copy of the information from the help panel, plus

- release notes
- hot fix letters
- extra, best practice articles
- information for early adopter programs
- a top navigation menu for easier browsing
- and more

If you use *Connect Raiser's Edge*, check out the integration information here.



<https://www.blackbaud.com/files/support/helpfiles/education/k12/full-help/k12-help.html>

Training Resources

The old K-12 products' Training Resources site is no longer available. Most content from this site now lives on the 'ON' products' How-To Center.

We moved!

101

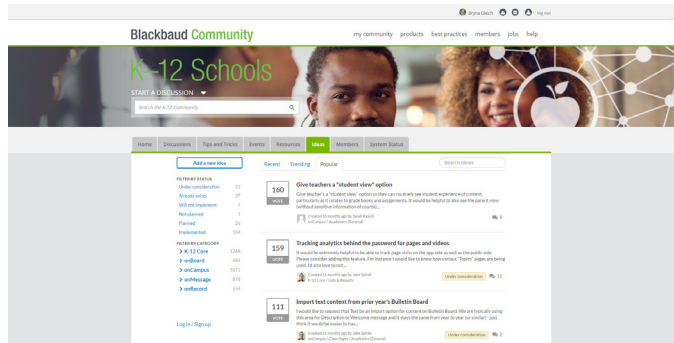
New to the 'ON' products or just want a refresher? Use this to learn the basics.

You can also download customizable *Google Documents!*
<https://www.blackbaud.com/files/support/helpfiles/education/k12/full-help/Content/GettingStarted/k12-101-home.html>

TIP: To undock the help panel (so you can move it to another screen as you work) select  .

User Community

Interact with other individuals in your field. Ask questions and share your own expertise. Vote on ideas for future product enhancements and post your own suggestions.



<https://community.blackbaud.com/products/k12>

Videos

See product enhancements and features in action on our *YouTube* playlist.

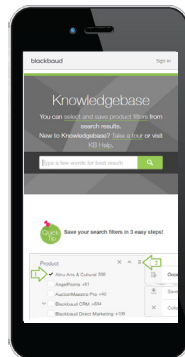
<http://www.blackbaud.com/files/support/guides/demo/redirects/k12/youtube.aspx>

Is *YouTube* blocked? We also post copies to *Wistia*.
<http://videos.whipplehill.com/projects/94hhw4y4u1>

Knowledgebase

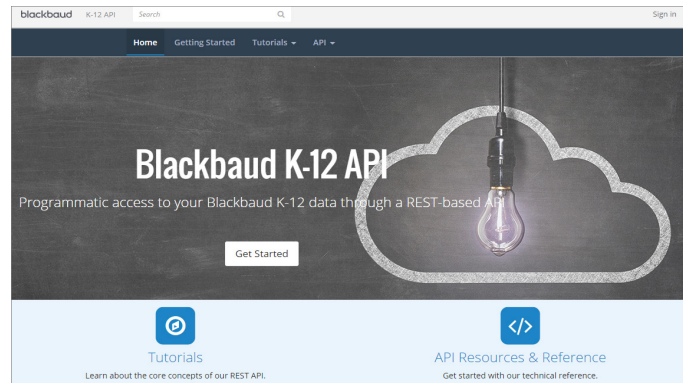
This includes a copy of the information from the help panel, plus extra troubleshooting information from customer support. Use this resource for information about rare use cases, temporary workarounds for known bugs, and more.

<https://kb.blackbaud.com/>



API & SDK

With an SDK subscription, you can use REST API endpoints to develop extensions for your 'ON' solutions.



<http://www.blackbaud.com/files/support/guides/demo/redirects/k12/apisdk.aspx>

Annual Procedures

Each year, managers must complete several tasks to finish the current year and prepare for upcoming year.

<https://www.blackbaud.com/files/support/helpfiles/education/k12/full-help/Content/bb-core-annual-procedures.html>

Education Solutions

Use this for help with other education solutions, including *Education Edge*, *NetClassroom*, *Faculty Access for the Web*, *Online Campus Community*, *Student Billing*, and *Online Express Bill Pay*.

<https://www.blackbaud.com/howto/education-edge.aspx>



Contact Us

Our goal is to put the information you need, in your hands, when you need it, so you can spend more time on your mission. We'd love to hear from you, so we can better fulfill your needs. Find us on the user community or email us directly.

Thanks!

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