

Hosting Customer Authorisation Form

Complete all relevant fields below, sign and date the form, then upload to your FTP site on Blackbaud.com

Case Number & Site ID:

Email Address:

Your Name:

Phone Number:

Your Organization:

Change Being Authorised:

1. Reset Password for Blackbaud Application Hosting Username:

2. Reset Password of Database Supervisor Account for:

Blackbaud CRM Blackbaud NetCommunity ResearchPoint The Education Edge The Financial Edge The Raiser's Edge Other:

3. Restore of production database:

Product:

Restore to point in time (date & time):

Execution time (execute restore on or after this date & time):

I understand that this action will cause a loss of any data entered AFTER the restore point specified above

4. Obtain backup copy of database for:

Blackbaud CRM Blackbaud NetCommunity ResearchPoint The Education Edge The Financial Edge The Raiser's Edge Other:

**NXT customers will be provided database view files only*

Filling the section below allows **You** and the **two named authorised users** to re-request the above authorised backup request without the need to complete this form each time. This form is kept on file for the duration defined until it expires when a new form will be required. For all other requests, a new form is required **EACH** time.

backup request authorisation duration:

Long Term Authorisation with specified expiry date of

OR

Expire one year from today

Named Authorised User 1

Named Authorised User 2

Data that has been provided to Blackbaud by BBCRM self-hosted customers for testing or other support-related purposes will be deleted within 12 months of receipt of data.

5. Refresh test database

Source environment:

Product:

Target environment:

Source backup date:

Time

Time zone

Target refresh date:

Time

Time zone

database name or serial number:

Tenant ID:

Additional comments:

The database refresh process requires pulling a backup of the database you would like to use for the refresh (SOURCE), followed by a refresh of the TARGET/DESTINATION environment using the SOURCE data. Database backup and swap requests should be scheduled up to two days in advance for the fastest turnaround time.

6. Other/Additional information (Please Specify)

This form authorises Blackbaud to perform authorised changes as specified above. Approved changes will only be performed when authorised by an organization administrator and in accordance with your Blackbaud Subscription Description found at www.blackbaud.com/terms.

Authorising Name

JobTitle

Signature

Date

