

# Hosting Customer Authorization Form

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

Case Number & Site ID:  
Your Name:  
Your Organization:

Email Address:  
Phone Number:

## Change Being Authorized:

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 authorized users** to re-request the above authorized 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 authorization duration:

Long Term Authorization with specified expiry date of OR Expire one year from today  
Named Authorized User 1  
Named Authorized 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 authorizes Blackbaud to perform authorized changes as specified above. Approved changes will only be performed when authorized by an organization administrator and in accordance with your Blackbaud Subscription Description found at [www.blackbaud.com/terms](http://www.blackbaud.com/terms).

Authorizing Name

Job Title

Signature

Date

