



# Frequently Asked Questions Regarding the ScanStore Website

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What information has changed with the new website?.....	2
What images are available on the new website?.....	2
What happens to cascade.scanstore.net ?.....	2
What happens to my existing login and password? .....	2
How do I give access to additional users? .....	2
Who should I contact if I have problems accessing the website? .....	2

## What information has changed with the new website?

There were no changes to the previous search functionality. Additional links have been added to the website that provides shortcuts to [www.Blackbaud.co.uk](http://www.Blackbaud.co.uk) : including, your user profile, the support site, and additional Blackbaud services.

## What images are available on the new website?

All previous images identified and any images that are identified moving forward.

## What happens to [cascade.scanstore.net](http://cascade.scanstore.net) ?

The old website will be available until January 28, 2006. However, only previous images will be available to be viewed. Recently scanned and indexed images will only be available on the new website.

## What happens to my existing login and password?

Your existing login and password will be invalid on the new website.

## How do I give access to additional users?

From the top right of the Blackbaud website, click on **My Profile**. From here you will see a message stating,

**Note:** As the primary contact for Blackbaud, Inc., you can [add new users](#) to give them immediate access to our Support Web site.

Clicking on **add new users**, will allow you to grant permissions to additional individuals within your organization.

## Who should I contact if I have problems accessing the website?

Please contact Heather Templeton at [heather.templeton@blackbaud.com](mailto:heather.templeton@blackbaud.com) if you have any questions.