New Features Guide

1/28/2019 Blackbaud NetCommunity 7.1 New Features UK

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New Features

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.1 SP3. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

Note: You must use The Raiser's Edge 7.96 or higher to integrate with Blackbaud NetCommunity 7.1 SP3. For Customer Support assistance, visit Blackbaud's website.

Communication Consent Part

To enable you to easily capture communication consent on your Blackbaud NetCommunity forms — and to assist with General Data Protection Regulation (GDPR) compliance — we've implemented a new Communication Consent part. Your organisation can use this new part to collect explicit consent from users — both in the European Union (EU) and elsewhere — for how they want to receive communication from you. In order for any non-profit organisation to contact constituents residing in the EU, they must have explicit opt-in consent for any kind of communication via any channel — such as email, phone, SMS, or mail.

Note: Raiser's Edge v7 Patch 8 — where the communication channels and categories are configured — is required to use the new Communication Consent part in Blackbaud NetCommunity. If you are not using Patch 8, the communication consent functionality is not enabled in Blackbaud NetCommunity.

As an organisation, you can create one Communication Consent part — or multiple versions of the part — to support the forms in Blackbaud NetCommunity that collect constituent information and write the data to constituent records in The Raiser's Edge.

With this new functionality, you can include a Communication Consent part on any of the following forms in Blackbaud NetCommunity:

- Donation Form
- Event Registration Form (Classic)
- Events Registration Form
- User Login Form
- User Email Preferences Form
- Payment 2.0 Form

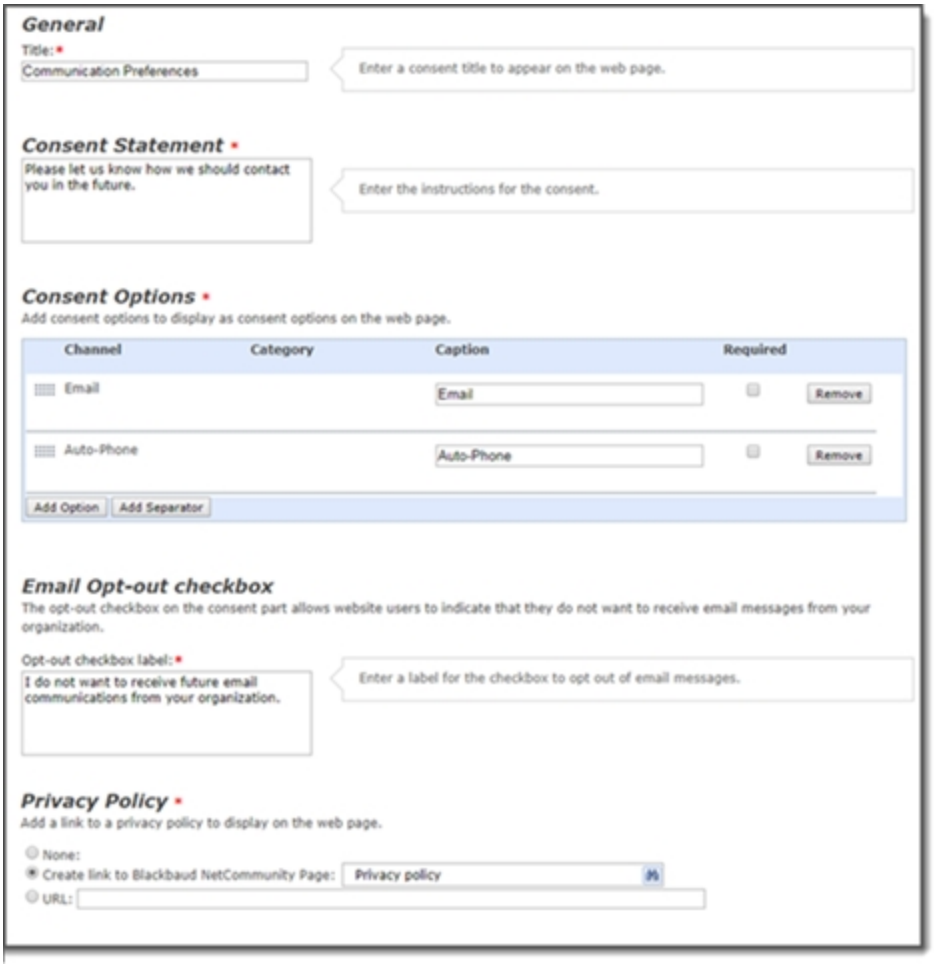
  Note: This form supports consent for all transactions types — donations, event registrations and memberships.

- Membership Form
- Profile Form
- Email Signup

When users submit the form, their constituent record is updated in The Raiser's Edge with their communication consent preferences.

Design the part

Use the **Design** tab for the Communication Consent part to configure the part and customise it for your organisation.



Under **General**, you can customize the title to display on the web page for the communication consent preferences or you can use the default title. You can also include customized instructions under **Consent Statement** or use the default statement.

Under **Consent Options**, add the consent options you want to display on the web page. Select **Add Option** to search for consent options that are configured in The Raiser's Edge, then choose the ones to include on the form. For each consent option, you can modify the caption that displays on the form, specify whether the option is required, or remove the option. Optionally,

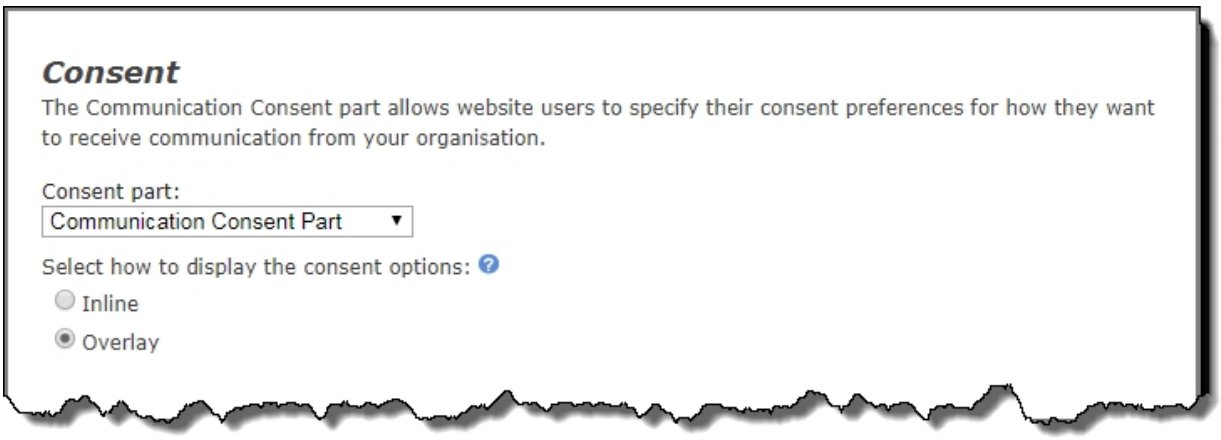
you can add a divider to separate sections on the form — for example, to keep all email consent options together — by selecting **Add Separator** and include a caption for the separator. You can click and drag the consent options to reorder them and to move the corresponding separators.

Under **Email Opt-out checkbox**, enter the text to use for the **Email opt-out** option that's included on the consent part. When users select this option, it globally opts them out from receiving communication from your organisation through any email channel. It also selects the **Requests no email** option on their constituent record in The Raiser's Edge.

Under **Privacy Policy**, select an option for including access to your organisation's privacy policy on the web page. Select **Create link to Blackbaud NetCommunity page** to choose an existing page on your website. Select **URL** to specify the web page where the privacy policy is located. If you don't want to include a link, select **None**.

Add the part to a form

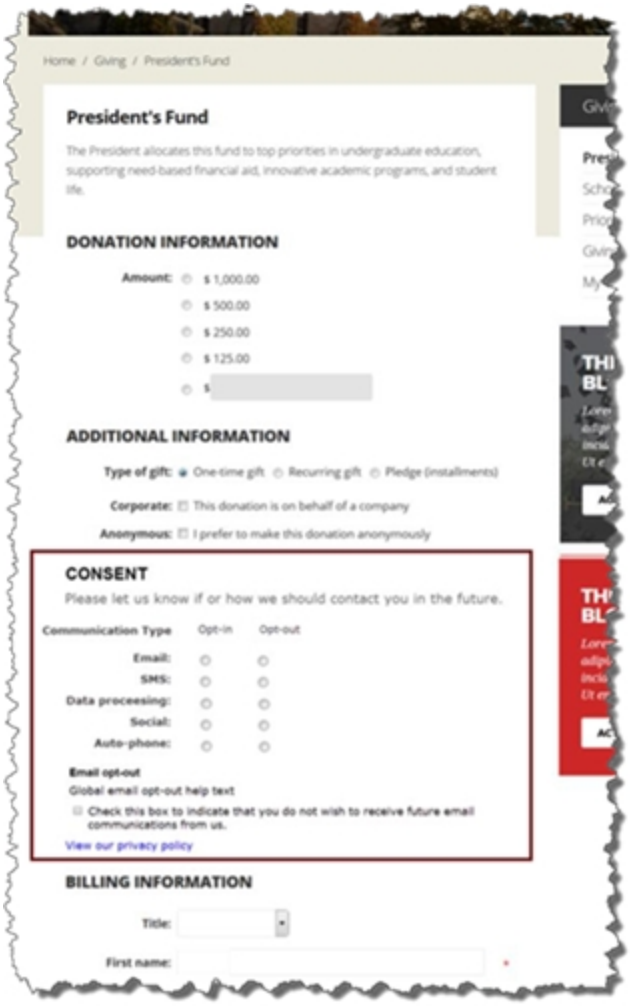
You can add a Communication Consent part to a form by configuring the **Consent** section on the form's Design tab.



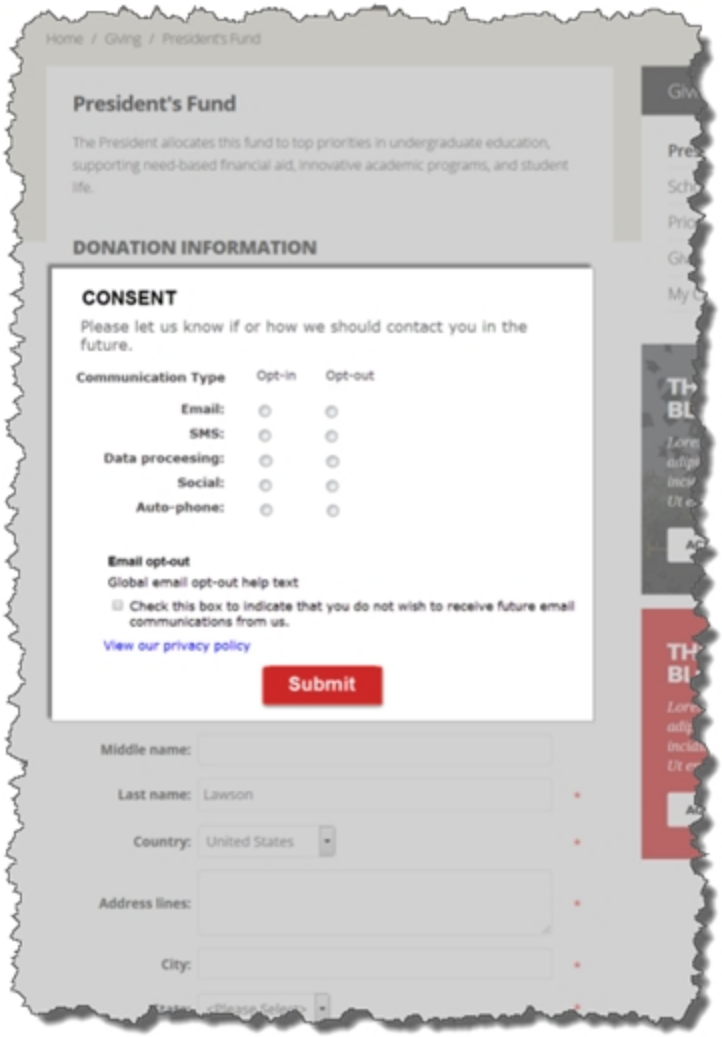
Under **Consent part**, select a saved Communication Consent part to include on the form, then specify how you want the consent options to display.

Depending on your organisation's site design or how your forms are styled, you can select whether to use the inline option or the overlay option to gather consent.

The **Inline** option includes the communication consent options embedded directly in the form itself.



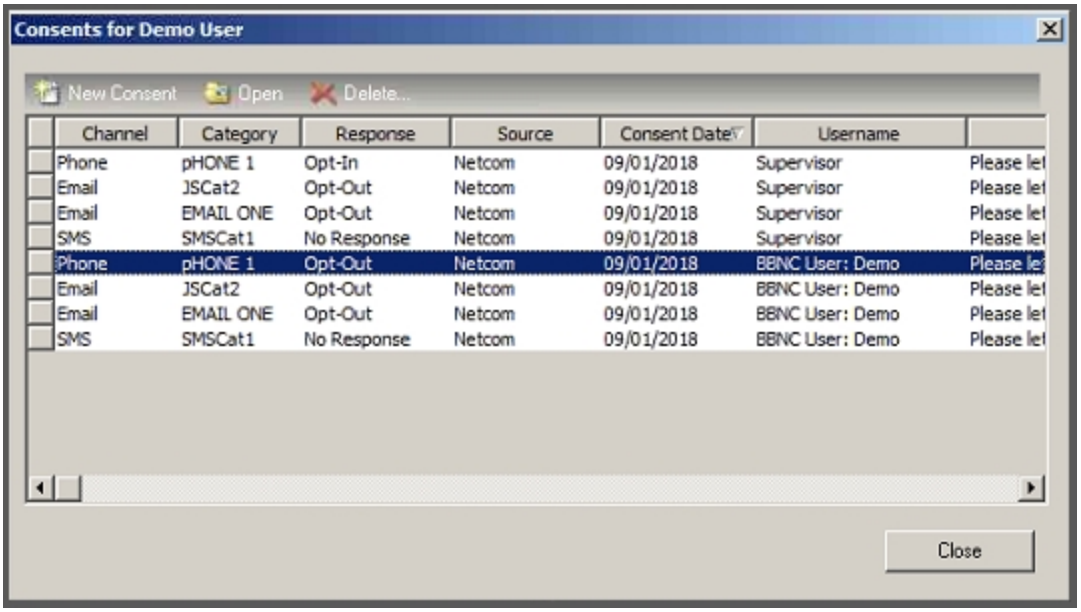
The **Overlay** option displays a pop-up window with the consent options when the form is submitted.



After users submit the form, their consent information is downloaded to the BBNC plugin along with their transaction. After the transaction is processed, their constituent record is updated in The Raiser's Edge with their communication consent preferences. If the user is logged in when they submit the form and their BBNC account is linked to a constituent record in The Raiser's Edge, their communication consent preferences are written directly to their record in The Raiser's Edge.

Note: You can expect a lag time of approximately 5 minutes between the time you commit a donation or membership transaction batch and the time the consent preferences are written to the constituent's record in The Raiser's Edge.

Note: When the Communication Consent part is included on the User Email Preferences form, no profile update transaction is created in The Raiser's Edge when a user submits the form. The constituent's consent information is written directly to their record in The Raiser's Edge.



On the Email Signup form, communication consent options are only visible to anonymous users — the options do not display for logged-in users. Also, the Communications Consent part can only be included inline on this form and not as an overlay.

When the Communication Consent part is included on the Profile form:

- Consent options do not display for organizations.
- The profile update transaction does not include any Request No Email attribute information.
- The Request No Email checkbox is not displayed on the form, whether or not the Request No Email attribute is included on the form via the **Bio** fields.

If the Profile form does not include the Communication Consent part, then the **Request No Email** checkbox will display on the Profile form provided that the Request No Email attribute is included on the Profile form via the **Bio** fields.

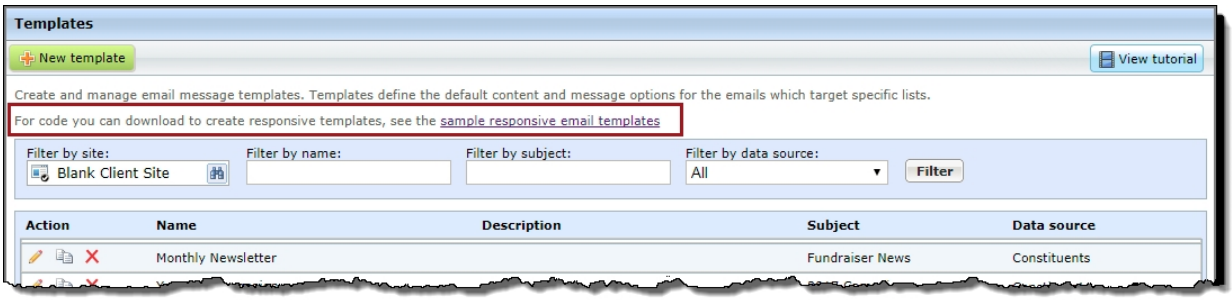
After a user has already provided consent preferences, if they fill out a subsequent form that includes the Communication Consent part and they are logged into Blackbaud NetCommunity, their consent preferences are automatically pre-populated. Users can modify their consent preferences, and the changes are then written to their constituent record when they submit the form.

If a transaction is canceled for any reason, the user's consent preference selections for that transaction are not written to their constituent record.

Sample Responsive Email Templates

To maintain consistency with industry standards for fully responsive emails, we're providing three generic responsive email templates that you can download. You can use the code from these sample templates to create your own responsive email messages for acknowledgments, appeals, and newsletters.

To access the code — and instructions for using the sample templates — select the **Sample responsive email templates** link in Email Templates.



In addition, the outdated placeholder, mobile-friendly templates have been removed under **Email > Templates**, **Email > Scheduled emails**, and **Email > Campaigns** (for Appeals).

Maintenance Changes

Blackbaud NetCommunity version 7.1 SP3 also includes these changes.

Bug Fixes

Blackbaud NetCommunity version 7.1 SP3 also includes these bug fixes.

- This fix addresses an issue that occurred when filling out the New User Registration page. Previously, when all address fields were included on the page as required fields, the **Country** field did not display as required and could be left blank. Now, this issue has been resolved. (Work Item 506808)
- This fix addresses an issue where an email report was missing a field. Previously, when the recipient message email report was exported to a .csv file, the **System Record ID** field was missing. Now, this issue has been resolved. (Work Item 744745)
- This fix addresses an issue where the form submission timestamps were not showing the correct time zone. Previously, form submission timestamps (in Site Explorer > Forms > Data Tab) were showing only in UTC, regardless of the time zone setting in Administration > Sites and Settings. Now, this issue has been resolved. (Work Item 763470)
- This fix addresses an issue where the BBNC plugin could not connect to Raiser's Edge when TLS 1.0 was disabled. Now, this issue has been resolved. (Work Item 778470)
- This fix addresses an issue where the search functionality wasn't working as expected in the Stylesheet and the Unformatted Text part. Previously, using **CTRL F** only searched what was shown in the current view pane. Now, this issue has been resolved. (Work Item 787982)
- This fix addresses an issue where the User Registration web service was causing the error "Invalid administration credentials" to occur even when valid credentials were used. Now, this issue has been resolved. (Work Item 812453)
- This fix addresses an issue where, after upgrading to BBNC 7.1 SP2, customers received

the error "Unable to build a link to NetCommunity website" in the NetCommunity plugin of the Education Edge. Now, this issue has been resolved. (Work Item 816216)

- This fix addresses an issue where an error occurred when selecting any recipient in an email message report. Now, this issue has been resolved. (Work Item 903567)