OPEN OFFICE HOURS FOR BLACKBAUD FINANCIAL EDGE NXT®

We're glad you're here!

Welcome to Blackbaud Financial Edge NXT open office hours! We understand you and your organization may be working through impact related to COVID-19. Blackbaud wants to do all we can to help. Our product adoption sessions and on demand videos are here to assist and support you during this time to overcome tough challenges, achieve greater efficiency, and meet your goals.

BEFORE YOU GET STARTED: Make sure that...

✓ You have a login to Blackbaud.com that will allow you to access training and support resources.

✓ Your Blackbaud Financial Edge NXT administrator has added you and provided your credentials.

✓ Your Blackbaud Financial Edge NXT administrator has configured your security permissions.

The topics below are common issues you might find while launching Blackbaud Financial Edge NXT for the first time from your home computer. We've also listed a few suggestions and Best Practices for working from home. In addition to our live sessions and office hours, Customer Success has a video resource library online where you can access recordings at your leisure.

Topic 1 : Common Issues Logging In

(1) Logging into Blackbaud Financial Edge NXT

☐ When logging into Blackbaud Financial Edge NXT, I am redirected to Blackbaud.com

☐ How do I add a new user to Blackbaud Financial Edge NXT or Education Edge and give them group rights?

☐ How do I change a user's password

☐ How to reset the Supervisor password?

☐ How to add or remove a Blackbaud Hosting Services user

☐ How can I find the password saved in my web browser?

☐ How to log into Blackbaud Hosting Services

② Downloading and Installing the Citrix Receiver

- ☐ [How do I uninstall or reinstall the Citrix Receiver for Blackbaud Hosting Services?](#)

- ☐ [Which version of Citrix Receiver is required for Blackbaud Hosting Services?](#)

- ☐ [How do I download and install the Citrix Receiver/Workspace?](#)

- ☐ [How can I check for updates in Citrix and/or see notifications of an update](#)

- ☐ [How do I install Citrix on my Chromebook?](#)

③ Troubleshooting Your Tech

- ☐ [I am experiencing slowness, delayed responses, or freezing in Blackbaud Hosting Services](#)

- ☐ [How to troubleshoot performance issues when accessing Blackbaud Hosting Services from a MAC](#)

- ☐ [Web Browser Considerations](#)

- ☐ [How do I clear my browser cache, cookies, and temporary Internet files](#)

Topic 2: Tips and Suggestions for Working from Home

⑤ Know Your Tech

- ☐ If your bandwidth is low and you're on a video call, try shutting down other programs to lighten the load on your connection.

- ☐ Measure your speed. If your connections are still timing out or buffering, open a new browser and go to [fast.com](#) or [Speedtest](#) to see how fast your Wi-Fi is. You might also want to check your speed in several different rooms and take note if there are places that score significantly lower than others.

- ☐ Check your home network to verify you are on the correct network. If you have multiple hot spots or networks in your home, your devices wi-fi might be hopping networks and slowing down your system.

6 Setting Boundaries

☐ Have a separate workspace. Ideally not a place you typically relax (like the bedroom) or a place where other members of your family are working. Find what works best for you, even if it's a desk in the corner.

☐ Establish a routine, including set work hours. It's important to keep the work/life balance and establishing a routine will make the transition back into the office smoother. This is also a great time to learn when you are most productive and use this to your advantage while scheduling tasks.

☐ Take clear breaks. The work bleed is easy when every aspect of your life is at your fingertips. Take a few minutes to wake away, do a lap around the house, get some fresh air (if possible.) This will offer a needed break for your brain and your back.

7 Stay Connected

☐ Working from home can feel isolating. Especially now working from home can feel like working from the moon. Try scheduling an online coffee hour to reconnect with your coworkers.

☐ Embrace video calling and webcams. Remember that it's not always what you say but how you say it, this is vital in keeping the communication flowing on your team but it will also help with the feeling of being isolated. Team building doesn't stop at the office.

☐ Make sure your calendar is up-to-date. When everyone is remote, communication can break down since you can no longer simply pop in for a chat. Try to keep the confusion to a minimum with your most up-to-date foot forward.

Topic 3: Blackbaud Resources for Current Events

9 We are Here to Help

☐ Event and Fundraising Resources During Possible Impact

☐ Social Good Organizations Responding to the COVID-19 Situation

10 Ways to Contact Us

☐ Chat Now

☐ Case Central for existing cases

☐ Give Support a Call at 1.800.468.8996, option 1
Support associates are available Monday through Friday from 8:30 a.m. to 8 p.m. ET, excluding holidays

☐ Need Help with Training? Call 1.800.468.8996 option 3 or email them

ADDITIONAL RESOURCES

The following resources are available to help you learn more about Blackbaud Financial Edge NXT functionality, troubleshoot issues, and share advice and best practices.

Training
Register for interactive courses and best practice workshops through Blackbaud University.

Community
Connect with other users and stay updated on new features on our Blackbaud Community.

Support
Chat with our Support Team if you have any additional questions or issues.

Help Guide
If you need help with a specific topic, take a look at our Help Guides on taking specific actions in Blackbaud Financial Edge NXT. This help guide can also be accessed on the Help Menu in Blackbaud Financial Edge NXT.

Getting Started
Take a look at our Getting Started page for Financial Edge NXT to cover some of the basics.

Knowledge Base
Running into a specific problem or wondering how to fix an issue? Check out the Knowledge Base for more technical answers to your questions.

Billing and Invoices
If you have questions about your bill or invoice, check out our Billing FAQ to get guidance on how to read your bill, and who to contact if you run into issues.