Getting ready for Blackbaud ID™!

BLACKBAUD CRM™ TRACK

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Session Host: Jim Ballou

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DEVELOPERS' CONFERENCE
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Safe Harbor Statement

This presentation contains forward-looking statements that involve inherent risks, uncertainties and assumptions. It outlines Blackbaud's current plans and general product direction as of the date this presentation was created. Functionality described in this presentation that is not currently available is subject to change at any time, without notice, at Blackbaud's sole discretion. It does not represent a commitment to develop or release specific features within the timeframe discussed, according to the presented design, or at all. Please make any purchase decisions based on features and functionality that are currently available.

Customization of Blackbaud Solutions

As a Blackbaud customer, your Authorized Support Contacts retain the responsibility for providing internal support for Customizations of your Blackbaud solutions by:

- Providing direct support to answer questions regarding Subscription functionality, internal business practices, and troubleshooting processes to Your Non-Authorized Users

- Providing direct support to answer questions regarding Customization specifications, features, intended usage, and Error correction and troubleshooting processes to Your Non-Authorized Users

Hello! I'm
David Hendershot

Pronouns: He/Him/His

DENVER, CO

13 YEARS AT BLACKBAUD

I'm passionate about nature and get outdoors whenever I can. I also love learning new things. Most recently, it's been French and Spanish. I'm hoping to apply my Spanish on a trip to Patagonia soon!

Adam Hassler

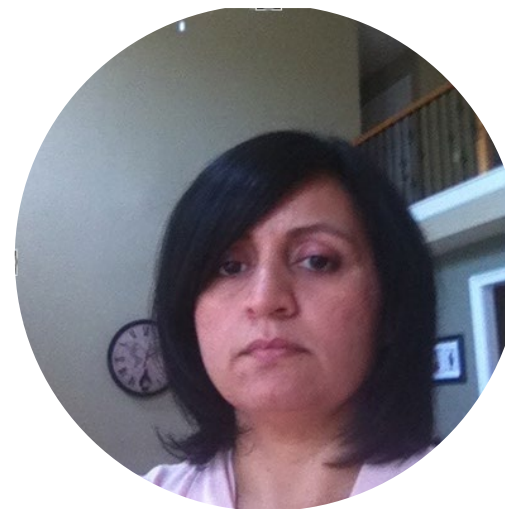*Pronouns: He/Him/His*

Senior Software Engineer

Darryl Eychner

Principal Software Engineer

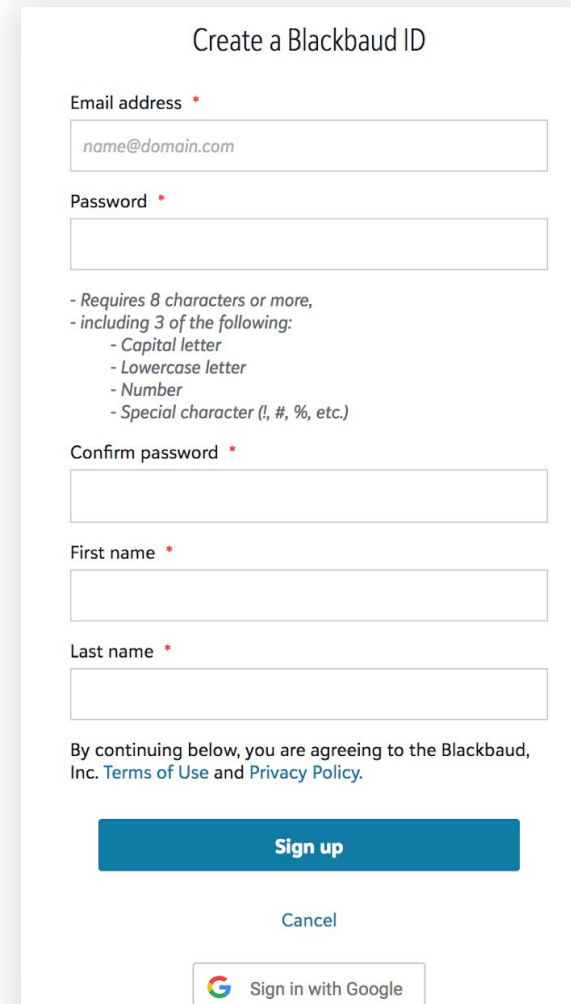# Patton Hilliard

Pronouns: He/Him/His

Principal Software Engineer

Poornima Rao

Pronouns: She/Her/Hers

Senior Product Manager

What is Blackbaud ID?

- Centralized **authentication**, **identity** and **session management** providing users with a SSO for the Blackbaud solution ecosystem

- Self-serve **user registration** process to create their account

- **SSO** configuration for federated identity with your identity provider (ex: Azure, Okta, Google)

- Enables **MFA** or further options through an identity provider

- **Social Sign In**: Google Account

For a deeper dive, watch the recording of Demystifying Blackbaud SKY®

Create a Blackbaud ID

Email address *

name@domain.com

Password *

- Requires 8 characters or more,
- including 3 of the following:
    - Capital letter
    - Lowercase letter
    - Number
    - Special character (!, #, %, etc.)

Confirm password *

First name *

Last name *

By continuing below, you are agreeing to the Blackbaud, Inc. Terms of Use and Privacy Policy.

Sign up

Cancel

G Sign in with Google

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Benefits of Blackbaud ID in Blackbaud CRM

- Centralized account management for Blackbaud solutions

- Enhanced security features like MFA and integration with your IdP

- Simplified environment navigation via the environment selector

Who Gets Blackbaud ID and When?

Who?

- Initial release will be available for customers hosted by Blackbaud

- Taking BBID is recommended but not required

- Not supported for on premise customers

When

- Initial release is planned for SP29 in November 2021

- Proxy User functionality will be released in a future SP

Migration

- Instructions to enable BBID will come out before release

- Once enabled, users logging in will be redirected to the BBID login page

- Users having a BBID account matching their App User email address will be migrated automatically

- Other users will need to enter their original BBCRM credentials one last time

Sign in

Email address

Password

Forgot password?   Remember my email

Sign in

or

Sign in with Google

Need an account? Sign up

Need help?

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Blackbaud CRM™

One last step...
Please enter your previous user name and password one last time to finish linking your accounts.

User name:

Password:

Link Accounts

How will integrations be handled?

Introducing Proxy Users

- Intended for integrations, API calls, and other forms of programmatic access to BBCRM

- Proxy Users are extensions of an application user

- Inherit a chosen subset of permissions from the Application User

- Use tokens for authentication, which helps avoid password reuse issues

- Do not replace system accounts

How Does this Impact Integrations?

- Once Proxy User functionality is released, integrations can be migrated

- Current integrations will continue functioning normally

- At a future date/SP, username/password access will be disabled

  - Don't worry! We will provide time, notice, and guidance before disabling this functionality!

- We are working out details and would love any feedback

What about Branding?

- Existing branding will be preserved in CRM

- Omnibar and BBID login branding can be managed by organization administrators from the Admin section

Branded Authentication

Customize the sign in page in a few easy steps!

Manage branded authentication

☑ Provide a custom summary on authentication pages

Summary text   17/280

hi there. login!

☑ Link to custom help content from authentication pages

URL

https://blackbaud.com

This redirects the help link from Blackbaud's content to your own troubleshooting details, contact info, and other custom content.

Other branding elements for authentication pages:

✔ You uploaded a logo.

✔ You uploaded a favicon.

✔ You selected a primary color.

Publish   Cancel

Preview

SATELLITE STARS
MARITIME SCHOOL

Sign in

hi there. login!

Email

Password

Forgot Password?   ☐ Remember my email

Sign in

or

G   Sign in with Google
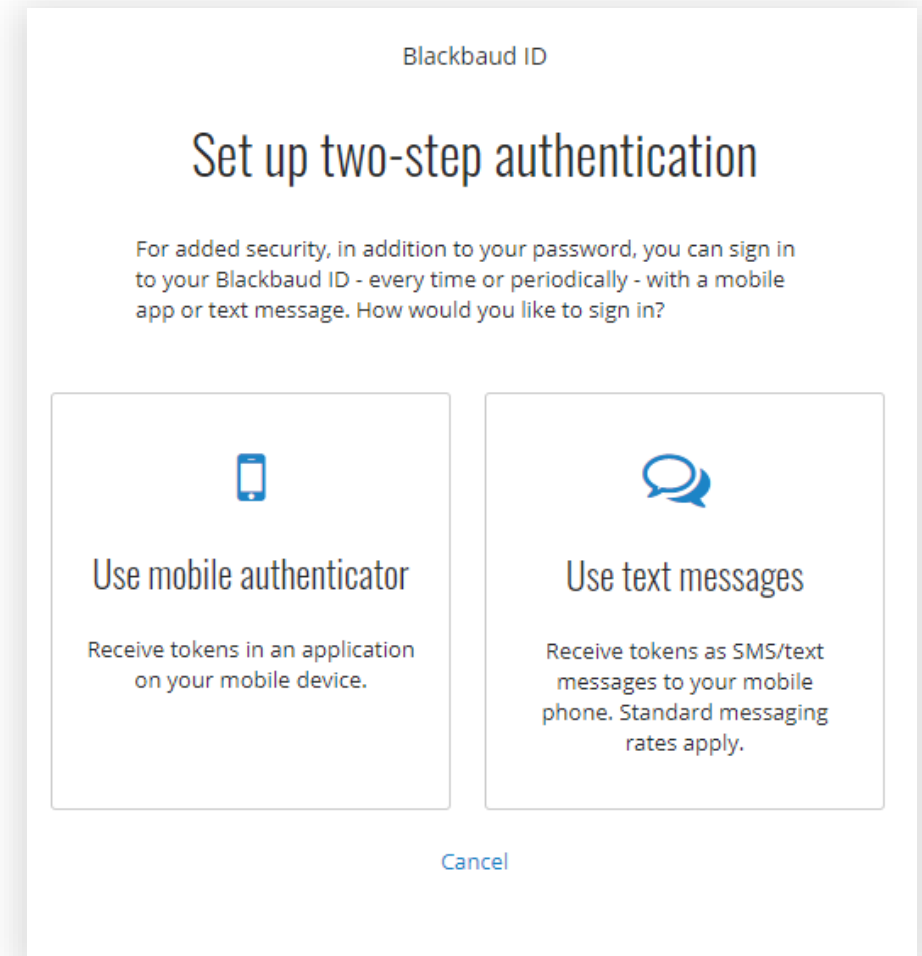
Need account? Sign up

Need help?

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Blackbaud ID and MFA

Having Multi-factor Authentication (MFA) turned on is the greatest single measure to increase the security of an account.

Enabling MFA on a Blackbaud ID account requires verification beyond their email address and password. The verification can be achieved:

- Through a mobile authenticator with biometrics turned on such as fingerprint or facial recognition or time-based, one-time password (TOTP) application such as Google Authenticator, Microsoft Authenticator or Auth0 Guardian

- As SMS/text messages on mobile phone

Blackbaud ID

Set up two-step authentication

For added security, in addition to your password, you can sign in to your Blackbaud ID - every time or periodically - with a mobile app or text message. How would you like to sign in?

Use mobile authenticator

Receive tokens in an application on your mobile device.

Use text messages

Receive tokens as SMS/text messages to your mobile phone. Standard messaging rates apply.

Cancel

For a deeper dive watch the recording of SSO, MFA, Blackbaud ID & Your Org's Security Posture

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SSO through IdP to Blackbaud ID

If your org has an Identity Provider (IdP), then your Org Admin can create a SSO connection to Blackbaud ID using the options seen below so your colleagues have a single account across applications beyond Blackbaud.

Use Azure AD	Use Google G Suite	Use SAML 2.0	Use ADFS	Use Okta
Create a connection to your Azure Active Directory	Create a connection to your Google G Suite	Create a connection to your identity provider with Security Assertion Markup Language	Create a connection to your Active Directory Federation Services	Create a connection to your Okta identity management

For a deeper dive watch the recording of SSO, MFA, Blackbaud ID & Your Org's Security Posture

Useful Resources

- https://docs.blackbaud.com/sso-overview-docs/

- https://docs.blackbaud.com/bbid-docs/

- SSO, MFA, Blackbaud ID & Your Org's Security Posture

- Demystifying Blackbaud SKY®

Thank you!

#bbdevdays