

### 1.0 Overview

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Any files that need to be accessed, imported, or exported from OnDemand applications must be placed in the Blackbaud OnDemand Files folder. This folder utilizes a technology known as WebDAV, which behaves much like an FTP drop box. WebDAV allows you to access and change files stored on web servers. WebDAV is often referred to as “web folders.”

### 2.0 Main Steps

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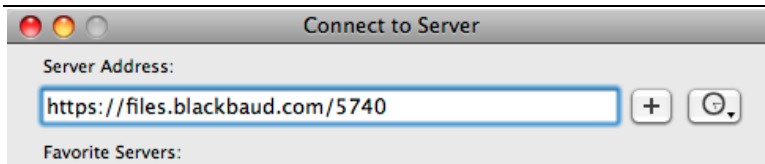
1. You can connect directly to the Files folder from the “Finder” menu.
2. Click anywhere on your desktop to bring up the **Finder Menu Bar** at the top of the screen

*Finder Menu Bar*



3. Select Go > Connect to Server...
4. In the Connect to Server screen, enter the Files folder URL or link: <https://files.blackbaud.com/5740>

*Finder Menu Bar > Go Menu > Connect to Server Screen*



**Note:** To save this address, click on the “+” sign on the right side of the server address.

5. Click Connect.
6. A login screen will appear. Enter your user name and password.
7. Once logged in, you should see the “server” listed in the left column with the file folders on the right.

**Note:** You will remain connected until you click the **Eject** icon next to the server

*Connect to Server > Left Navigation Menu > Server*



### 3.0 Support

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- Additional CSU East Bay documentation can be found at: [www.csueastbay.edu/training](http://www.csueastbay.edu/training)
- Send questions to the Service Desk via a ticket at: [www.csueastbay.edu/servicedesk](http://www.csueastbay.edu/servicedesk)