

1.0 Overview

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

1. Open a web browser and go to: <https://apps.blackbaud.com>
2. Enter your user name and password, and log in.
3. To open the Files folder, double-click the Files icon in the Applications window.

Blackbaud.com Apps site > Application Window



4. You will be prompted again to enter your user name and password.
5. This will open up an explorer window displaying the files and folders. You can drag and drop items from your local computer to the web folder or from the web folders to your local computer.

Blackbaud.com Apps site > Applications Window > Files Folder



3.0 Support

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