

1.0 Overview

In order to access the Raiser's Edge and the Researcher's Edge in the hosted environment at Blackbaud, you will need to install the below-mentioned ICA client on the computer you are using. The ICA client is a small piece of ActiveX software from Citrix and facilitates the online sessions.

2.0 Main Steps

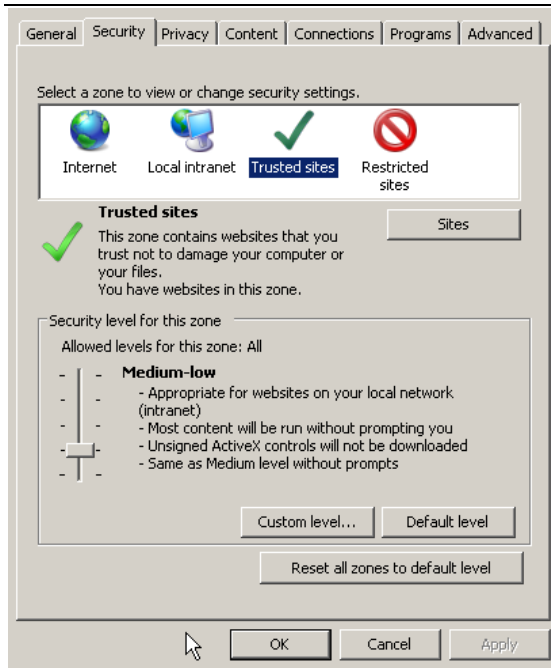
In Internet Explorer, you would go to <https://apps.blackbaud.com>, click on the link as described above in the screen shot, and follow a few subsequent steps to eventually get into the Raiser's Edge or Researcher's Edge. However, tight security settings in Internet Explorer (or any other browser) might prevent you from successfully installing the ICA client, a little piece of ActiveX software. The following describes how to first set the security settings of Internet Explorer, before attempting to install the ICS client software.

1. Open Internet Explorer, then go to the **Tools** menu and select **Internet Options** from the drop-down. You then should see a dialog box like in the following screen shot popping up.

Tools > Internet Options > General Tab

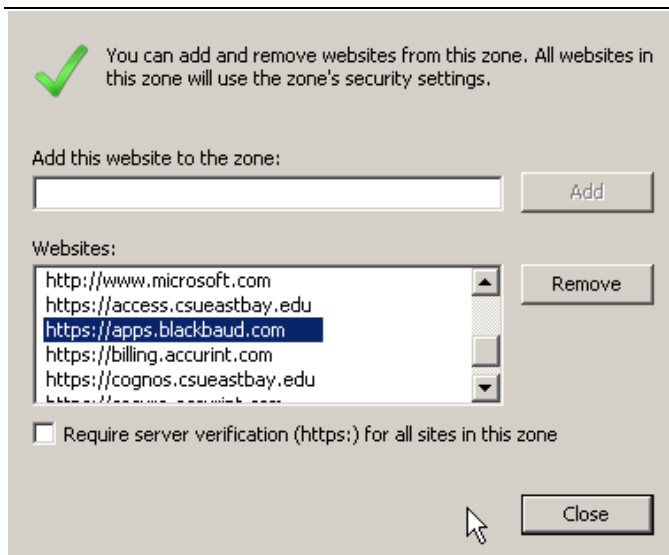


Tools > Internet Options > Security Tab



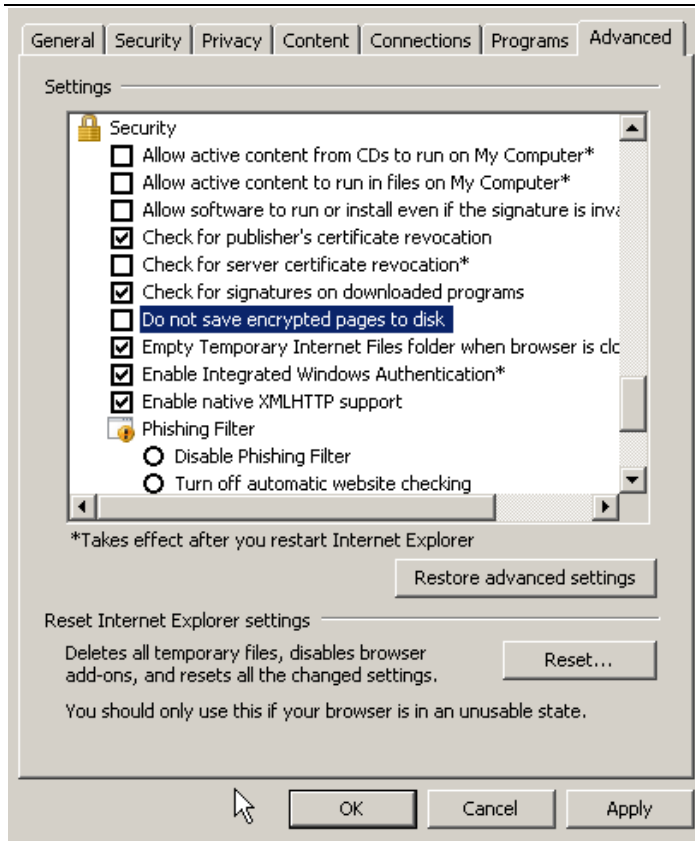
2. Now move to the **Security** tab, select **Trusted sites** and a dialog box as shown in the following screen shot should show.
3. Set the slider to the security level **Medium** or **Medium-low** for the **Trusted sites**. Then click on the **Sites** button to get to a dialog box similar to the one shown in the screen shot on the next page.

Tools > Internet Options > Security Tab > Trusted Sties > Sites



4. Make sure that the link <https://apps.blackbaud.com> is in the list of Websites for this trusted zone, as shown in the screen shot on the left.
5. Lastly, go to the **Advanced** tab and make sure that the setting **Do not save encrypted pages to disk** is de-selected.

Tools > Internet Options > Advanced Tab



6. Apply and OK all, then close and restart Internet Explorer before attempting to install the ICA client.

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