

# Welcome to Blackbaud's Luminate Quarterly Update

The audio for event will be broadcast through your computer.

## ENGAGE WITH WIDGETS



Q&A



Slides



Help

# Pointers before we get started...

## This will be a listen-only call:

- Sound should broadcast through your speakers
- **Trouble?** Try refreshing your browser
- Chat in your questions via the Q&A box



## Q&A details:

- Q&A summary to be provided within a week of call
- Please use product acronym as a prefix to your question:
  - Ex: **LOM** – Where can I find out more information on Sustainer Migrations Services Offer?*
  - LCRM** for Luminate CRM
  - LOM** for Luminate Online Marketing
  - ADV** for Luminate Advocacy
  - TR** for TeamRaiser

# Luminate Quarterly Update

## June 2015

Luminate Online Marketing

Luminate TeamRaiser

Luminate Advocacy

# Today's Presenters



**Julia Lenz**

Sr. Product Marketing Manager,  
Luminate Online



**Brooke Huling**

Director of Product Management,  
Interactive Solutions



**Andrew Wilcox**

Product Management,  
Luminate Online

# Agenda: Luminate Q2 Quarterly Update

## Luminate Online

**Future:** 2<sup>nd</sup> Half 2015 and beyond

**Present:** May-Sept Release New Features & Improvements

**Feedback from You!:** New Ideas Process and Survey

# Luminate Online Product Management Update

Brooke Huling, Director of Product Management, Interactive Solutions  
Andrew Wilcox, Product Management, Luminate Online

# What's Next?



**Brooke Huling**

Director of Product  
Management,  
Interactive Solutions



“ Digital marketing means constantly optimizing campaigns on the fly to provide the client with maximum efficiency.

A blue Formula 1 car is shown from a low angle, driving on a racetrack. The car is in motion, with a blurred background of a blue sky and a crowd of spectators in the stands. The car features various sponsor logos, including a prominent yellow one on the front wing.



# 3 Year Horizon

## Short Term

Launch key product updates  
Focus on quality and stability  
Create the groundwork for Next Gen



## Mid Term

Complete product progression to Next Gen  
Build best in class solutions  
Implement more customer generated ideas



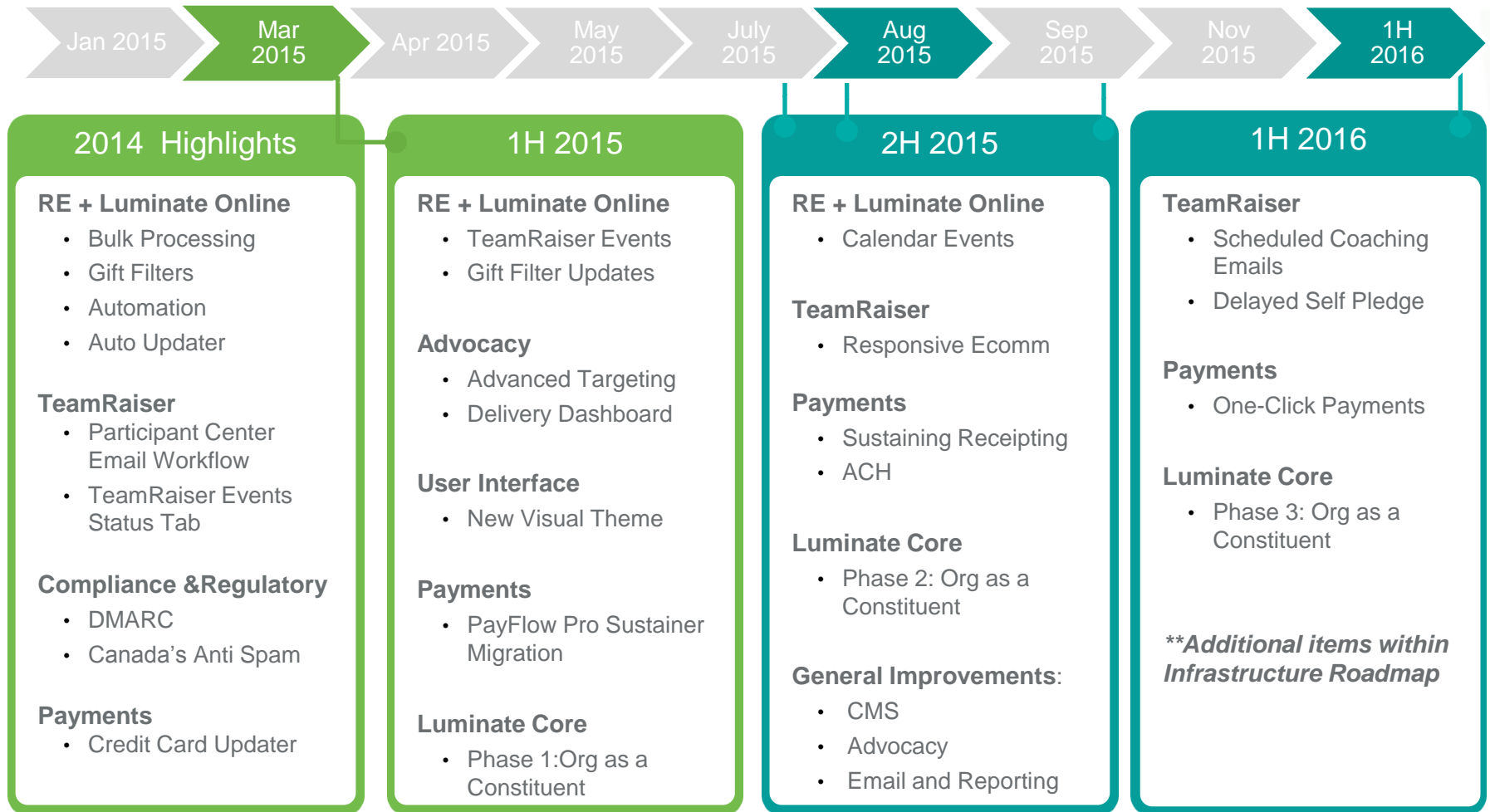
## Long Term

Innovation in social, digital marketing, analytics  
Provide an award winning user experience  
Deliver the most powerful reporting in market



# Luminate Online™ Feature Roadmap

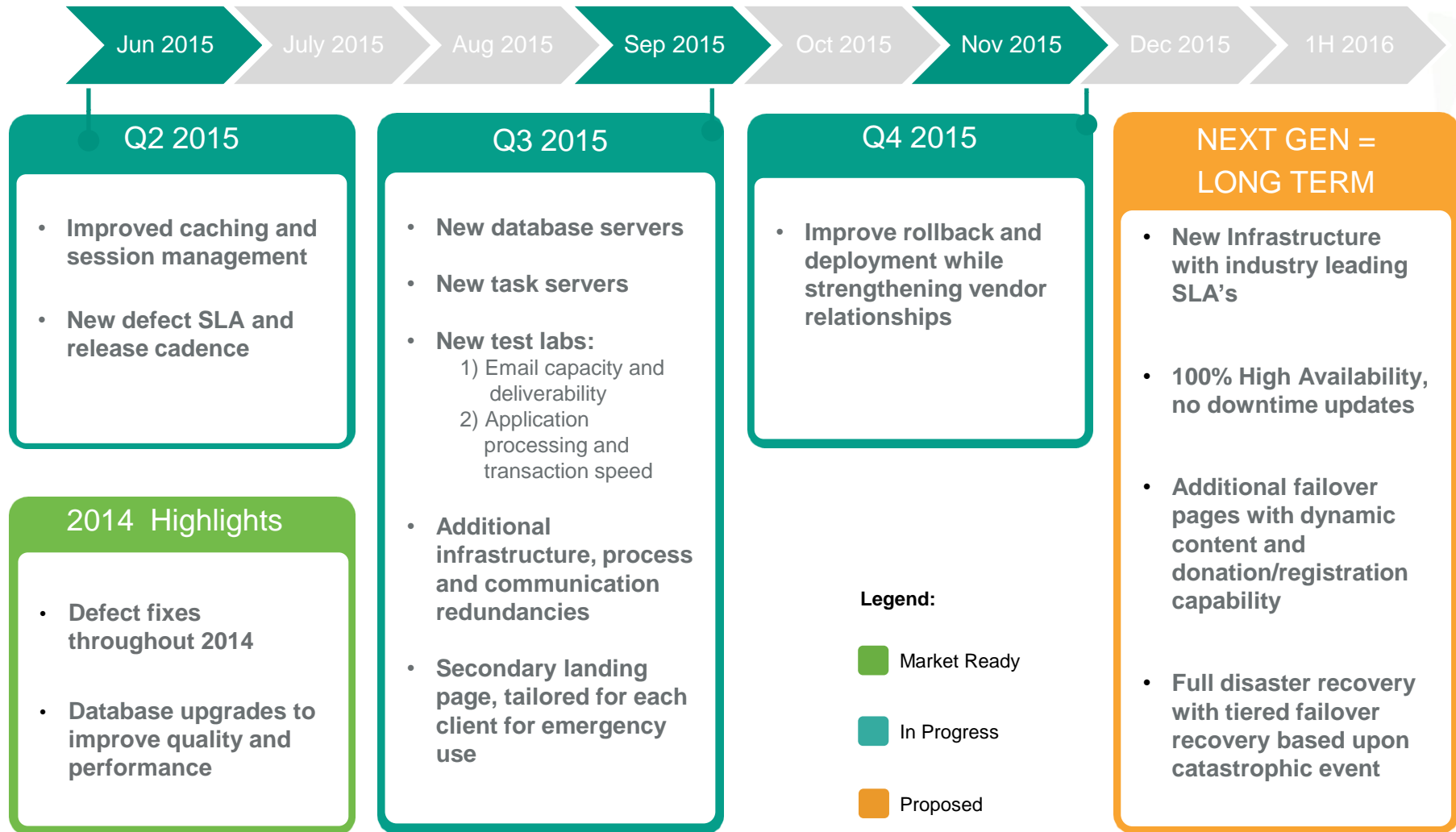
Short  
Term



Legend: ■ Market Ready ■ In Progress ■ Proposed ■ Maintenance Release

# Luminate Online™ Infrastructure Roadmap

Short  
Term





# Availability

Short  
Term

Goal: Provide a highly accessible environment with additional disaster recovery, rollback and business continuity capabilities.

Implement additional infrastructure, process and communication redundancies.

Q3/4 - 2015

Provide a new secondary landing page, tailored for each client for emergency use.

Q3/4 - 2015

Improve rollback and deployment mechanisms while strengthening vendor relationships

Q4 – 2015+

Overall Benefits: Minimal or zero impact to clients mission with full access, limited maintenance windows, clear communication and an emergency landing page in the event of a catastrophic situation.



# Scalability

Short  
Term

Goal: Focus on the scale and elasticity of Luminate Online

New database servers  
to provide 10X  
capacity

Q3 - 2015

New task servers to  
provide increased task  
processing power and  
speed

Q3 - 2015

Improved caching and  
session management  
to provide better  
performance

Q2/3 - 2015

Benefits: An overall expansion of the Luminate Online capacity while working with new technology standards to provide more power and stability to the overall platform and product.



# Quality

Short  
Term

Goal: Apply higher quality and operational excellence guidelines to the development and maintenance of Luminate Online.

Test lab for email  
capacity and  
deliverability

Q3 - 2015

Test lab for Luminate  
Online application  
processing and  
transaction speed

Q2/3 - 2015

Developing new defect  
SLA and release  
cadence

Q2 - 2015

Benefits: A deeper and more structured focus on release quality and maintenance every 6 weeks while larger features are now released every 6 months with more testing, discovery, BETA and training.

# Plan for Success

## Mitigation (on-going)

- Server Upgrade for all Luminate Online and TeamRaiser Database servers
- Increased testing and approvals around each deployment to the platform while RCA's and 3<sup>rd</sup> parties investigate
- Daily executive meetings to review progress
- Product Advisory Group and Town Hall meetings to review plans
- Improve alignment of customer feedback with release planning (new Ideas portal)



## Stability (4-8 weeks)

- 3<sup>rd</sup> party audit of Luminate infrastructure
- Increase in-app monitoring and add additional NOC monitoring for more detailed alerting
- Added financial and human capital investments to the Luminate Online infrastructure and overall product
- Incident Management Team to help improve client communication clarity and consistency
- Additional test environments for full-scale capacity and production testing



## Trust (3-6 months)

- Rollback/change management improvement (on-going)
- New uptime service guarantees
- Alternative failover pages for static delivery of content and visitor capture



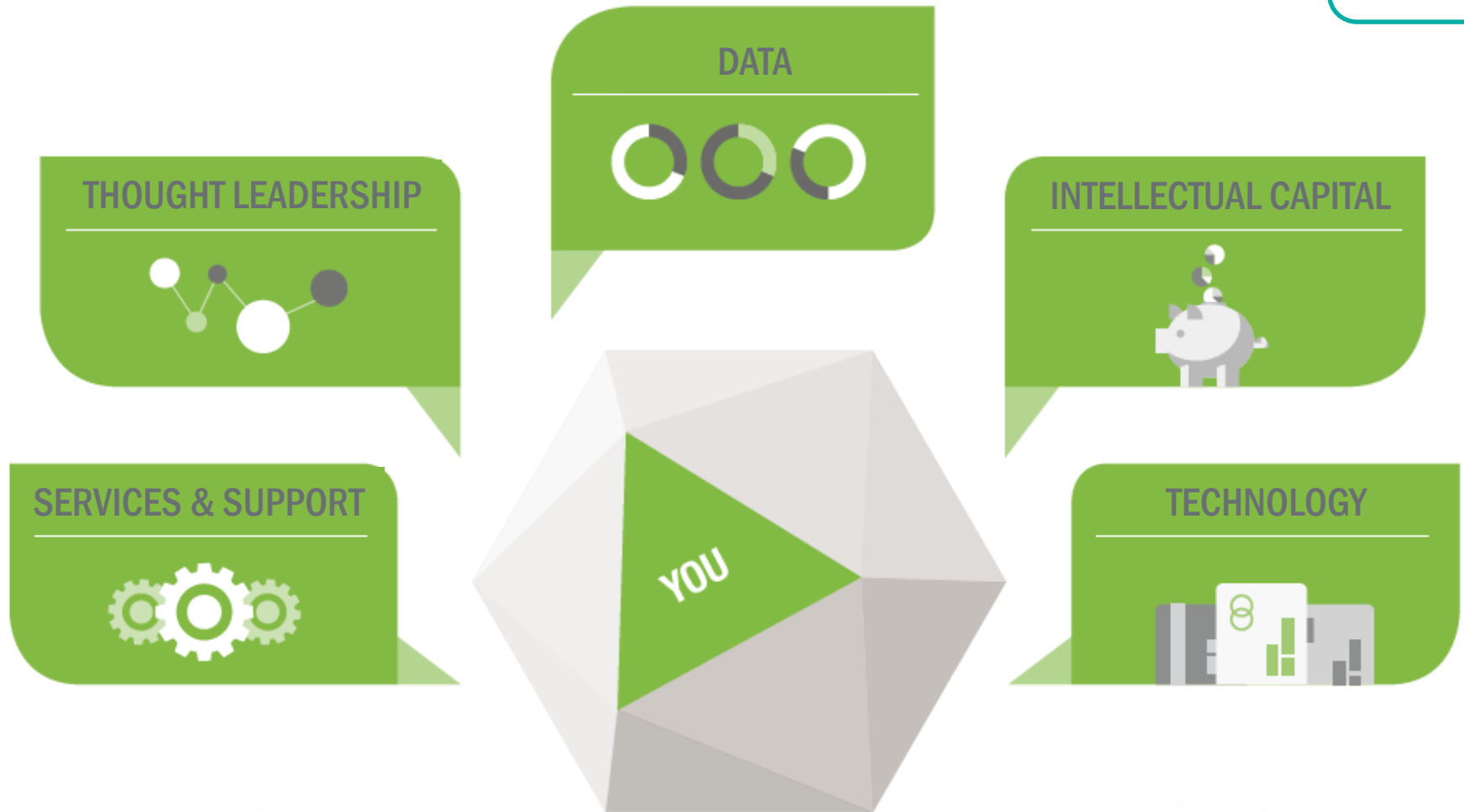
## Success (next gen)

- New Infrastructure with industry leading SLA's
- 100% High Availability, no downtime updates or deployments
- Additional failover pages with dynamic content and donation/registration capability
- Full disaster recovery with tiered failover recovery based upon catastrophic event type (hardware, software, mother nature)



# Interactive Ecosystem

Mid  
Term



**POWERFUL – SIMPLIFIED – SCALABLE**

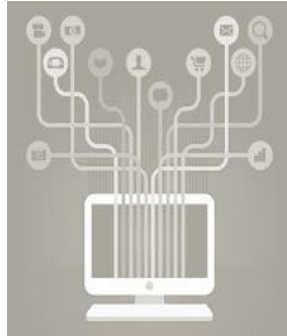


# Interactive Foundation

Mid  
Term



**Campaign Mgmt**



**Dynamic Content**



**Automation**



**Analytics**

Multi-channel digital marketing and sponsorship with **one campaign workflow**. Create API, Flex-UI and Datamart to handle other channels for a seamless experience.

Leverage intelligence, social and other dynamic data to **suggest or update campaigns** based on real-time results, therefore driving more dollars.

**Create a system of intelligence** where campaigns get smarter, calendars automate and mission minutes increase as the system learns to optimize

Blend rich system data, Outcome Measures and Market Analytics to create the **most powerful decision making engine** on the market.

# Interactive Road Ahead

Long Term

## Digital Marketing

Content  
Campaigns  
Templates  
Sponsorships  
Advocacy  
Call to Action  
Segmentation  
Automation  
Iterative



## Peer to Peer

Events  
DIY  
Crowdfunding  
Social



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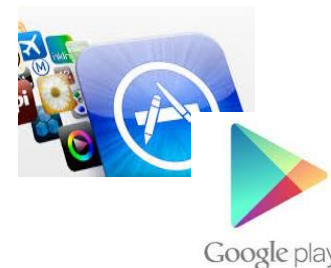
## Donor Experience

Profile  
Payments  
Receipts  
Participate  
Gamification



## Mobile

Admin Responsive + App  
SMS/Text  
Push Notify  
Donor Responsive + App



Outcomes & Analytics

# Scalability

Long  
Term

## Elastic

- Scales up and down with seasonality and growth patterns

## Capacity

- Data retention control, compression and usage
- Content Management expansion 10X

## Burst

- Email burst up to 30(M)/hour – 2015
- Up to 2K transactions per minute

## Real-Time

- Dashboards, campaign data and summary KPI's
- Social monitoring and engagement

## Data

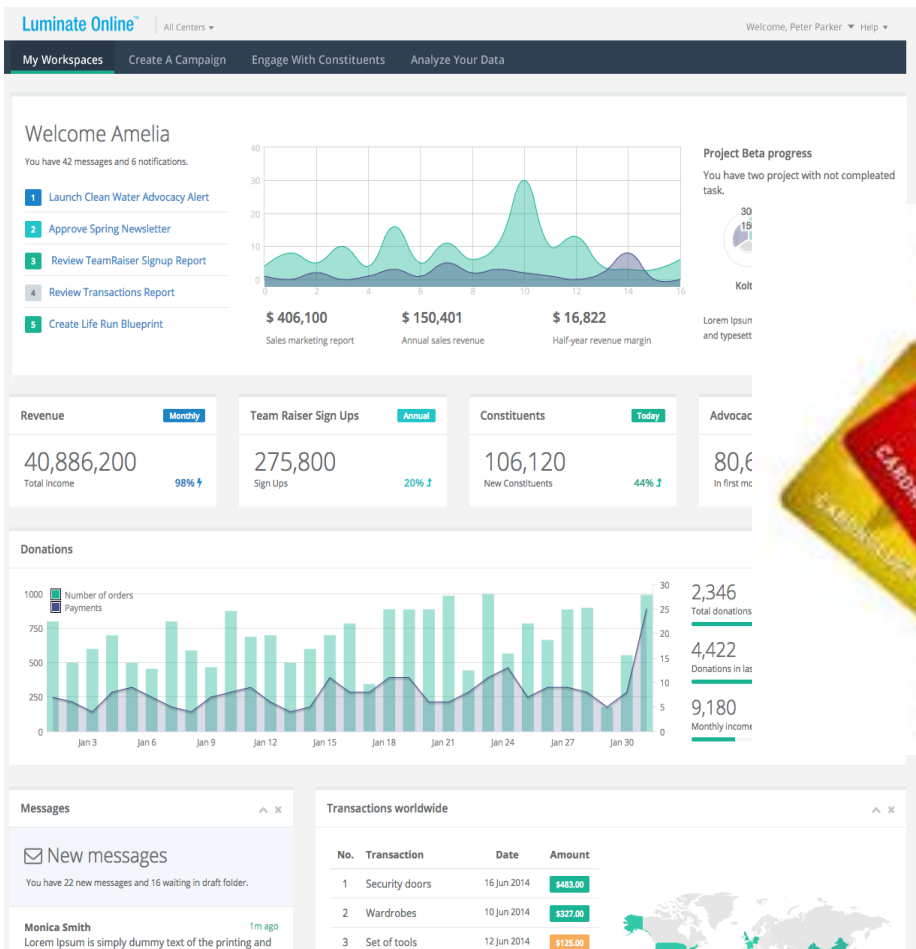
- Non-production, refreshed daily for full scale reporting
- Data- cleanup, repair, sync and detailed analytics



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# Analytics & Payments

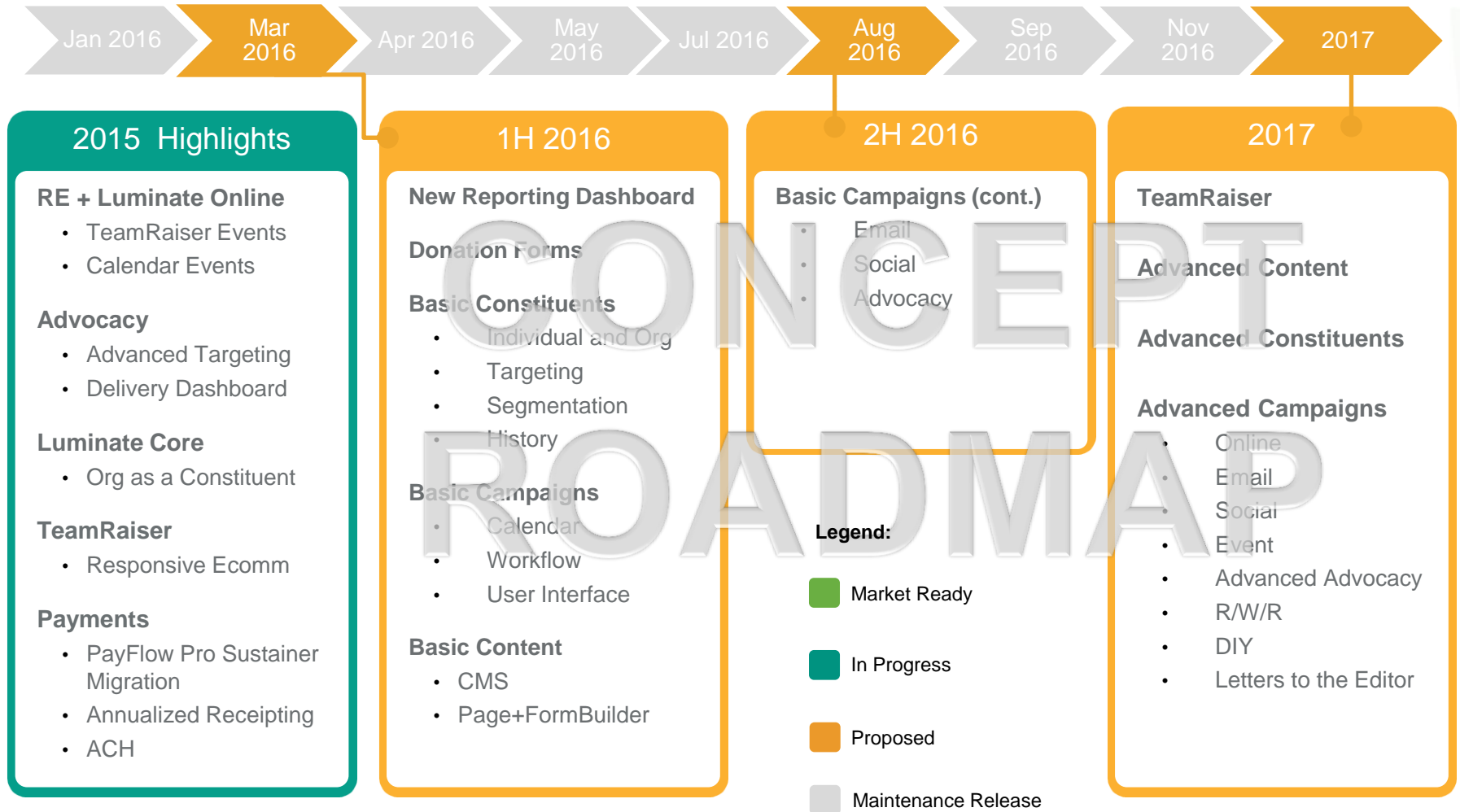
Long  
Term



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# Luminate Online™ NEXT GEN Roadmap

Long  
Term







***“The Best Way to Predict the  
Future is to Create It.”***

***- Peter F. Drucker***

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# What's New?



**Andrew Wilcox**

Product Management,  
Luminate Online

# Highlights May - Sept Releases

## LUMINATE CORE

- Organization as a Constituent
- Email status notification
- User Interface updates

## ADVOCACY

- Deliverability updates
- Communicating with Congress

## RAISER'S EDGE and LUMINATE INTEGRATION

- Luminate Calendar Events

## PAYMENTS

- Sustaining Receipting

## LUMINATE CMS

- Stats and Improvements



# LUMINATE CORE

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# Organization as Constituent & Record Hierarchy - Phase 2 of 3:

Coming  
September

Org as a Constituent will go live in Luminate with August Release!

## Phase 1 – Feb 2015

- LO Organizations
- LO Org. Hierarchy (3 levels)
- LO Org. Contact (1 ea.)
- Org. “Association” to TR Events
- Org. Offline Gifts to TR Events

## Phase 2 – Sept 2015

- LO Org. Multiple Contacts
- LO Org. Hierarchy
- LO Org. Contact Roles
- Org. Offline Gifts to TR participants & teams

## Phase 3 – Feb 2016

- Reporting
- Clean-up
- LCRM / RE Integration (Date TBD)

Live in  
Phase  
2

Organizations **BETA**

Profile

**Contacts**

Transactions

Notes

TeamRaisers

Organization Hierarchy

Add New Contact

# Multiple Contacts

## Walgreens

Records 1 - 3 of 3

First

Previous

Next

Last

fl

Search

Show All

Page 1 of 2+

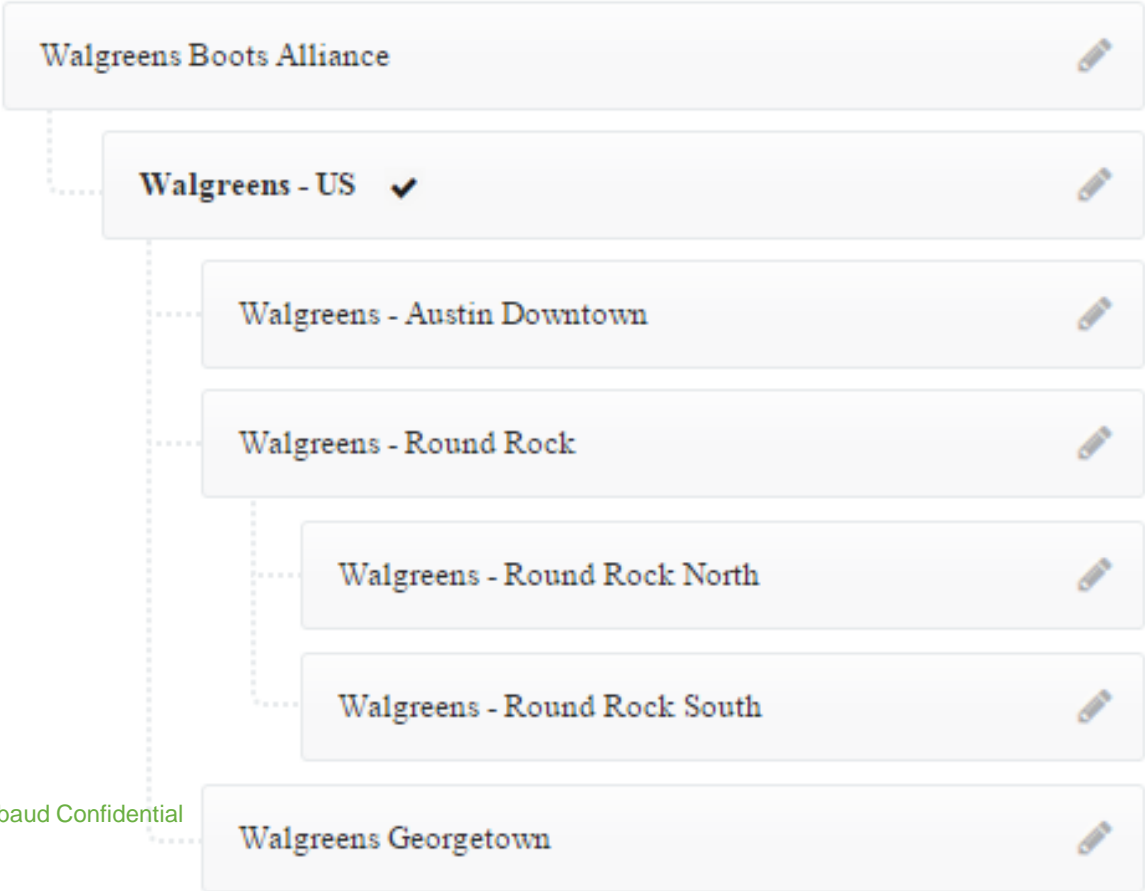
Name	Action	Contact Information	Notes
<div>Josh Garrells</div> <div>Event Contact</div> <div>Primary Contact</div>	<div>Edit</div> <div>Delete</div>	<div>jgarrells@gmail.com</div> <div>843-234-4454</div>	
<div>Jim Jenny</div> <div>Event Contact</div>	<div>Edit</div> <div>Delete</div>	<div>jgarrells@gmail.com</div> <div>843-234-4454</div>	

Organization List > Walgreens

## Multiple Levels of Hierarchy

### Walgreens

View or add a parent or child organization using the options below.



# Email Status Notification

Available  
Now!

## New Improved Email Status in Delivery Review Page

### Email

[Summary](#)[Email Calendar](#)[Audience](#)[Messages](#)[Deliveries](#)[Reports](#)

[Campaigns](#) > [SR - Advocacy Campaign Test: Deliveries](#) > [SR Advocacy Alert Test 1](#)

1. Review the delivery status and details

Related Actions

- ▶ [Delivery Recipient Report](#)
- ▶ [Refresh this page](#)
- ▶ [Update the statistics for this delivery](#)

1. Review the details for this delivery

This page shows the details for the delivery record you've chosen.

**SR Advocacy Alert Test 1**

#### Delivery Summary

Current Status:	Sent
Delivery Started on:	02/18/2015 at 09:53 PM CST
Delivery Ended on:	02/18/2015 at 09:53 PM CST
Statistics Updated on:	02/25/2015 at 03:11 PM CST

[Learn more](#)

**Schedule**

Immediate (no schedule set)

**Delivery Statistics**

Statistical results of the delivery:

Recipient Opens	2	100%
Recipient Click-Throughs	1	50%
Recipient Actions	1	50%
Forwarded Opens	4	
Forwarded Click-Throughs	0	
Forwarded Actions	2	

Total Recipients	2
Total Opens	6
Total Click-Throughs	2
Hard Bounces	0
Soft Bounces	0
Unsubscribes (Opt-Outs)	0


# Email Status Notification


Available  
Now!


## Example Setup Screen


Campaigns > Welcome Series: Messages > Welcome Series #2

1. Message Information
2. Envelope
3. Stationery
4. HTML Content
5. Plain Text Content
6. Send Review Email
7. Approve
8. Create a new Variant

 **1. Sender Name:**  
Enter the name to display in the From area of the email header and inbox of message recipients.

 **2. Sender Email Address:**  
Enter the email address to associate with the Sender Name in the From area of the email header and inbox of message recipients.  
To avoid deliverability issues, do not enter a @yahoo.com or @aol.com email address. For more details, refer to the [Yahoo DMARC policy](#).

 **3. Reply-To Email Address:**  
Enter the email address where replies to the message will be sent. The Sender Email Address will be used by default if empty.

 **4. Message Subject:**  
Enter the phrase or select a personalized option to display in the Subject area in the email header and inbox of the message recipients.

**5. Email Status Notifications**  
Enter an email address to receive status updates for this email message.  
You can provide multiple email addresses, separated by a comma, up to 255 a maximum characters. (for example, Sam.Smith@site.com, Jane.Jackson@site.com)

Next

Save

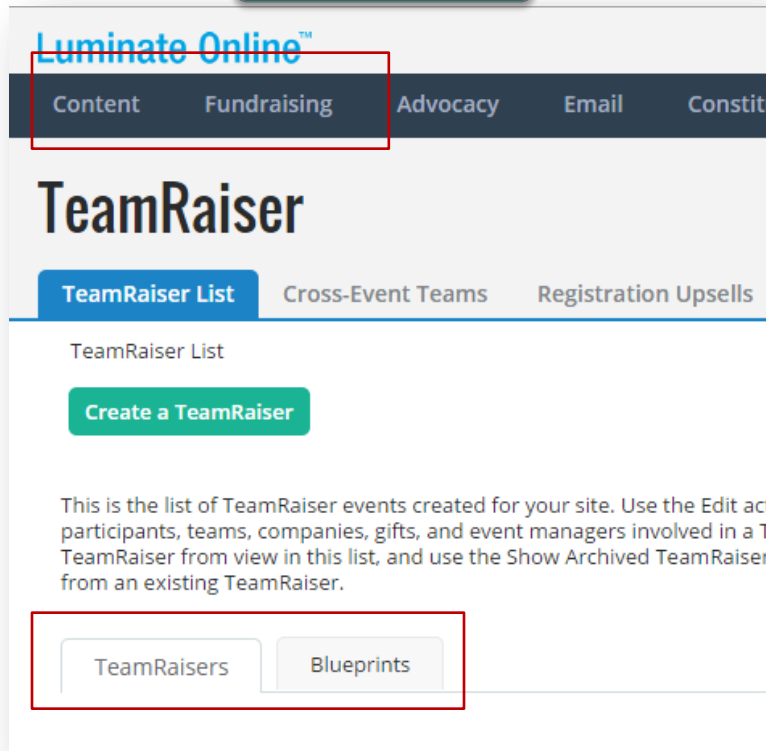
or

Cancel

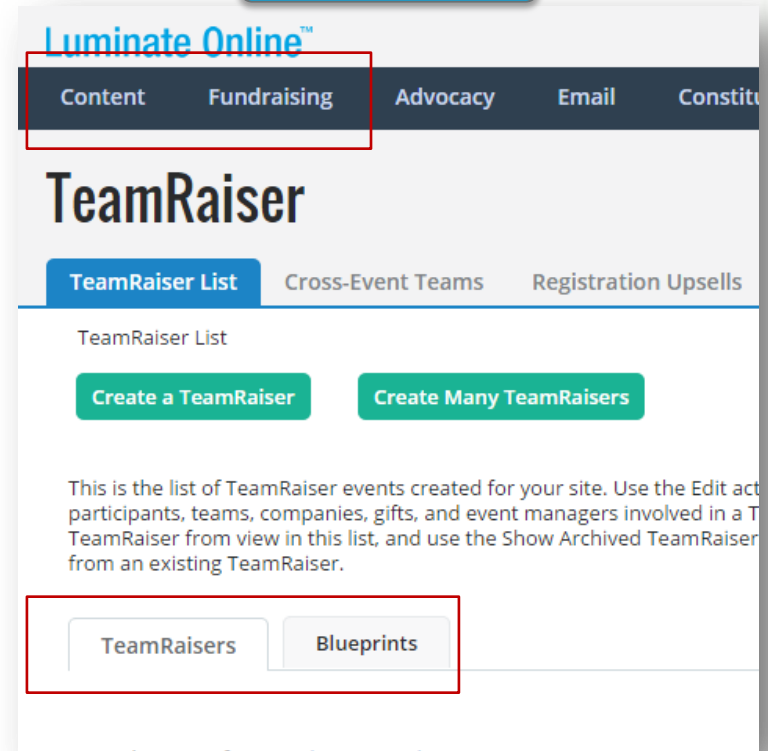
# User Interface Updates

Coming  
July

BEFORE



AFTER



**Based on your feedback** - Changes for better contrast and readability:

- Primary navigation font
- Tertiary tab font
- Input/txt box styling

# PCI Compliance: Session ID Removal

Removal  
through  
June

To adhere to new July 1<sup>st</sup> PCI compliance standards, Session ID data in Luminate URLs is being removed through June.

Old URL



User Session Information

.../Donation2;**jsessionid=9D37D077649DB8FE3AED56F32D935D5B.app203a**?1234.  
donation=form1&df\_id=123

New URL

.../Donation2;**jsessionid=00000000.app203a**?1234.donation=form1&df\_id=123



Placeholder without user  
session information

Who does this impact?

- Clients who previously relied on session ID in the URL for functionality on any website or app
- Typically anyone who used the GitHub LuminateExtend javascript library(version 1.6 or earlier)
- Refer to KnowledgeBase Article for additional questions:  
<http://bbmarketplace.force.com/bbknowledge/articles/Article/73342>



# ADVOCACY

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# Deliverability Updates

Available  
Now!

## Improving target delivery rates continues to be our #1 priority

Below improvements have resulted in a total increase in deliverability across all advocacy targets:

- Advocacy Data improvements (Updates every 2 weeks)
- Resolved webform collision defect
- Backend infrastructure assessments
- CWC Integration improvements
- Reporting enhancements

## Additional Resources:

[Community Post](#)

Search: Advanced Targeting

[Knowledge base](#)

Article: 73696

Learn more about the new [Advanced Targeting](#) feature, and feel free to give us [feedback](#).

1. Select Targets:  
Select the targets for this alert.

[Create Custom Target](#) [Review Legislator Contact Status](#)

Name	Title	Party	Representing	<input type="checkbox"/> Email / Webform	<input type="checkbox"/> Fax	
<b>White House</b>						
Barack Obama	The President	DEM		<input type="checkbox"/>		
<b>U.S. Congress</b>						
US Senators				<input checked="" type="checkbox"/> Delivery Status ⚠	<input type="checkbox"/>	
US Representatives				<input checked="" type="checkbox"/> Delivery Status ⚠	<input type="checkbox"/>	
<b>State Officials:</b> <input type="text" value="Select a State"/>						
Governor: Texas				<input type="checkbox"/>	<input type="checkbox"/>	✖
State Senators: Texas				<input type="checkbox"/>	<input type="checkbox"/>	✖
State Representatives: Texas				<input type="checkbox"/>	<input type="checkbox"/>	✖

[Add Targets](#) [Add Targets](#)

### Advocacy

Action Alerts [Delivery Statistics](#)

Delivery Statistics

Learn about this new report or [determine your next steps](#), and feel free to give us [feedback](#).

\* Data provided in this report is for all attempted alert deliveries for all Luminate Online sites.

Position:  State:  District:  Time Range:  [Get Data](#)

Show 10 entries Search:

Name	Position	State	Internet Success Count	Internet Failure Count	Internet Total Count	Internet Success Rate*	Internet Failure Rate*	Fax Success Count	Fax Failure Count	Fax Total Count	Fax Success Rate*	Fax Failure Rate*
Amy Klobuchar	Federal Senator	MN	2	0	2	100%	0%	0	0	0	0%	0%
Barbara A. Mikulski	Federal Senator	MD	4	0	4	100%	0%	0	0	0	0%	0%
Ben L. Cardin	Federal Senator	MD	4	0	4	100%	0%	0	0	0	0%	0%
Bernie Sanders	Federal Senator	VT	1	0	1	100%	0%	0	0	0	0%	0%
Bill Cassidy	Federal Senator	LA	4	0	4	100%	0%	0	0	0	0%	0%
Bill Nelson	Federal Senator	FL	23	0	23	100%	0%	0	0	0	0%	0%

# Communicating with Congress (CWC)

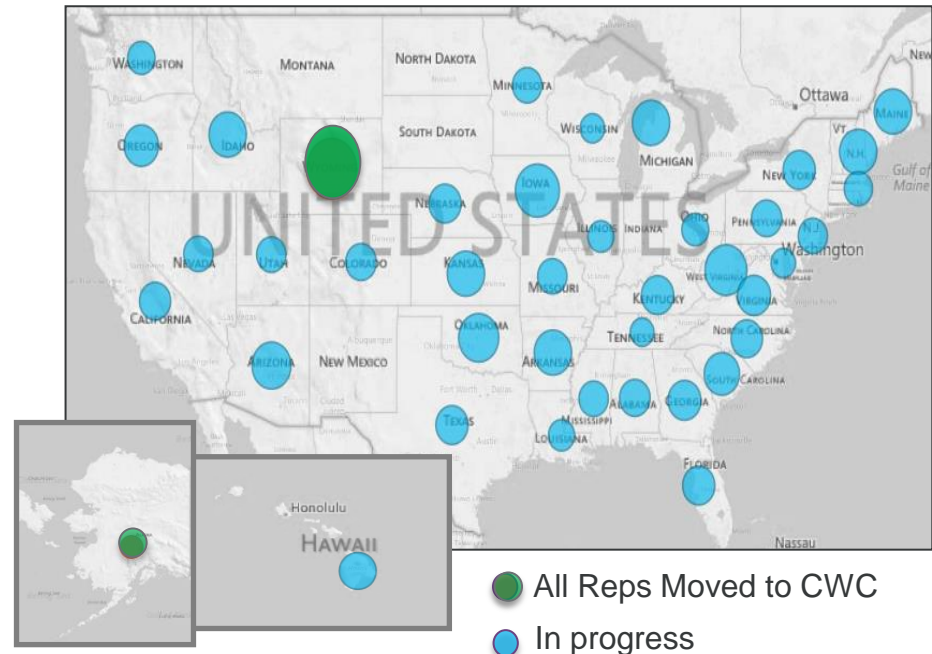
## At the Federal level, CWC continues to be the best solution for ensuring successful webform delivery

142 US representatives  
currently use CWC forms:

- Luminate Online Advocacy supports all 142 targets
- Delivery rates are consistently at or above 98% across all client sites
- House of Representative staffers maintain that the goal is to have all reps moved to CWC by end of year

## US House of Representatives, CWC Progress

**As of: 5/26/2015**



## Upcoming Advocacy Webinar

## #SocialCongress: Perceptions and Use of Social Media on Capitol Hill

Tuesday, 6/16, 2-3 ET - Register at [hello.blackbaud.com/advocacy](https://hello.blackbaud.com/advocacy)

# RAISER'S EDGE and LUMINATE INTEGRATION

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# Luminate Calendar Events + RE:Events

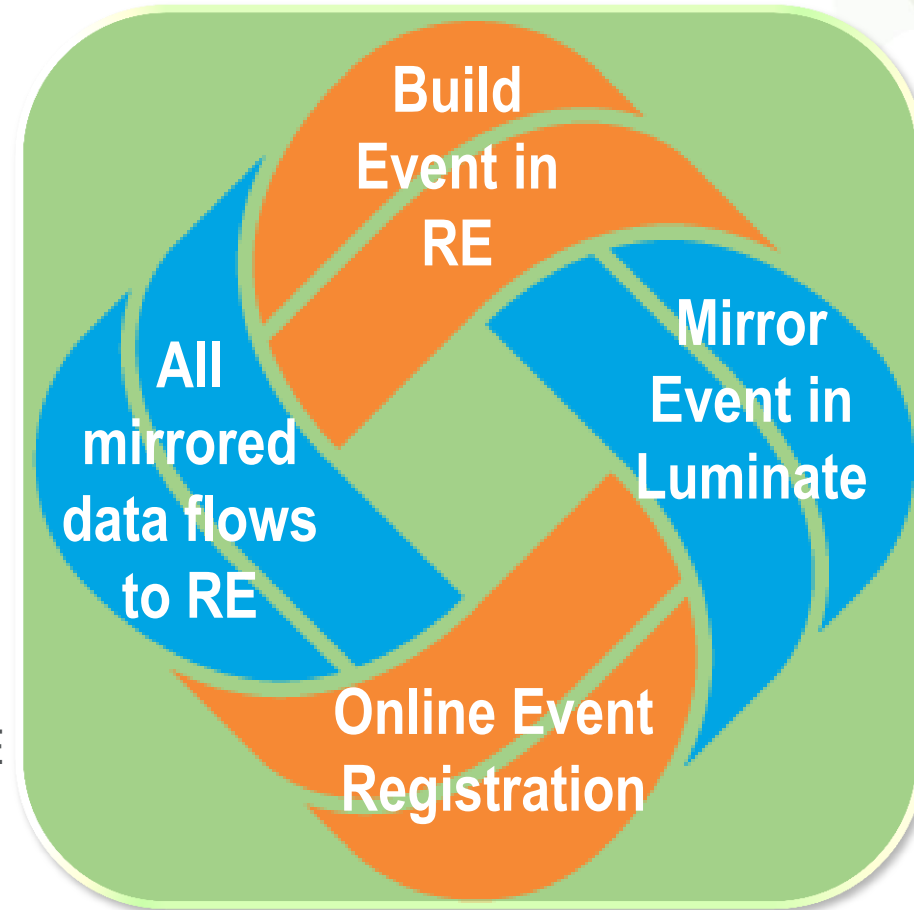
Coming  
August

TeamRaiser events were integrated into RE back in January and now Luminate Calendar Events are up Next!

This feature integration bridges a gap between online event registration and managing events on RE

We'll also bring in **survey data** from Luminate to RE with this release

Calendar event integration back into RE allows improved segmentation and personalization plus improved event task management



# PAYMENTS

Sustaining Receipting

- Aggregated receipting for sustainer gifts only

# New Sustaining Receipt Template

Coming  
September

## Receipt Manager

Receipts

Global Options

In September, we'll be adding the ability to produce an aggregated receipt for sustained gifts within Luminate Online.

Receipts > Create a New Template

1. Identify Template
2. Upload File
3. Select Applications
4. Configure Autoresponders
5. Publish Template

\* 1. Name:

Identifies this template to administrators for internal use

2. Receipt Type

Identifies the type of receipt template created

Individual ▼  
Individual  
2. Sustaining

Controls who can create and edit the receipt

General ▼



3. Prefix:

Adds a prefix (alphanumeric with a maximum of 10 characters) to the receipt number



# Receipt Groups

Coming  
September

## Receipt Manager

Receipts

Global Options

You will also be able to generate receipts for groups to be delivered at the same time

Receipts >

1. Select Audience

2. Delivery

1. Select Audience

- ☒ Everyone with a sustaining gift
- ☐ A specific constituent with a sustaining gift
- ☐ A target group

2. Select Date Range of Sustaining Gifts to Receipt

to

Next

or

Cancel



# LUMINATE CMS

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# CMS Stats and Improvements

Available  
Now!

In the last quarter we deployed 2 major Luminate CMS releases, both of which were focused on improving performance and quality across the product.

- **11-CMS-8:**
  - Database migration and infrastructure improvements
- **11-CMS-9:**
  - Branding has been updated to continue to replace “Convio” with “Blackbaud” logos and references
  - Improvements have been made to ensure PCI compliance
  - A new feature has been released for previous and next functions
  - 4 defects resolved (see release notes for details)

**After these changes, CMS available capacity went from an average of 33% to 90%**

# Looking for more?

New lightbox appears prior to a release  
Contains a link to release notes with more details!


System Messages

Version 15.5 of Luminate Online is coming! Over the next two weeks, your site will be updated to include:

- Easy access to our Ideas portal
- Scrolling improvements for merchant accounts and gateways
- Improved navigation in Advocacy's Target lists

See [New Features](#) and [Release Notes](#) to learn about more improvements!

Dismiss Messages



A new release calendar will be released on 6/30 and  
available on the community

Name	Category	Description	Last Modified
Support Info	Support	inserted as an iframe into the full customer portal (BB branding, plus tabs for Ideas and Bugs)	2015/05/20 by Cynthia Nolen
	Registered users	new blackbaud homepage	2015/05/18 by System Administrator



**Let's hear from you!**

# AHA! Ideas Portal

Lets take a look at the lifecycle of an idea submitted through our new portal!



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## Welcome to Luminate Ideas!

Please submit all product enhancement ideas below. We welcome your feedback; your ideas will be reviewed by the Product Manager that oversees the development of that part of the product and updated with its current status so you know where it is in our review process. Ideas you submit could help us shape features currently in development or grow our repository of requirements for our next big enhancement. Thank you for taking the time to share your thoughts and expertise with us.

If you believe you are experiencing a defect or have general information that you wish to publish, please submit those within the [Luminate Community](#) or [contact Support](#).

[Add a new idea](#)

[Recent](#) [Trending](#) [Popular](#)

My Ideas	45
FILTER BY STATUS	
Needs review	70
Reviewed: Need Further Info	10
Future consideration	137
Already exists	3

30  
VOTE

**Enhance Query to allow selection of frequency of sustaining gift by monthly, quarterly OR annually**  
We can accept recurring payments in Luminate Online on a monthly, quarterly or annual basis. We would like to be able to easily generate query groups that can auto-rebuild for use in email targeting. Right now we can query on sustainer yes or no, ...  
 Created 20 days ago by Kcapers [Future consideration](#) 0

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# Idea Generation

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## Welcome to Luminate Ideas!

Please submit product enhancement ideas below. We welcome your feedback; your ideas will be reviewed by the Product Manager that oversees the development of that part of the product and updated with its current status so you know where it is in our review process. Ideas you submit could help us shape features currently in development or grow our repository of requirements for our next big enhancement. Thank you for taking the time to share your thoughts and expertise with us.

If you believe you are experiencing a defect or have general information that you wish to publish, please submit those within the [Luminate Community](#) or [contact Support](#).

Add a new idea

Search Results

Font



My Ideas 1

### FILTER BY STATUS

Needs review 1

Reviewed: Need Further Info 0

Future consideration 1

5

VOTED

### Darken the font within the Luminate Online Admin portal.

The new version has a grey font that is too light and hard to read.




Created 2 months ago by Brooke Huling

Use monospace font for CMS text editor








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# Idea Review

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Luminate Online






OverviewListChart



## Idea

 Add to Notebook

LO-I-4

Created by Brooke Huling on Mar 20

## Darken the font within the Luminate Online Admin portal.

The new version has a grey font that is too light and hard to read.

 Attach files

### Activity

<div>5</div> <div>VOTED</div>	Type	Count
	Votes	5
	Subscribers	3

### Portals

Visibility

Visible to anyone

Admin response

Create

Name

Ideas for Luminate Online



Promote to Feature Merge Actions

Blocked Accepted Already exists Will not implement

### Product

Luminate Online

### Watched by

+ No watchers

### Aha! Score

0

### Status

Needs review

### Assigned to

Pallavi Paranjape

### Tags

### Categories

User Experience

### Area of the Product


User Interface

blackbaud

# Gathering Feedback

5  
VOTED

**Darken the font within the Luminate Online Admin portal.**  
The new version has a grey font that is too light and hard to read.

 Brooke Huling • Mar 20 2015 • Future consideration

Area of the Product


User Interface


Org/Company Name


Blackbaud

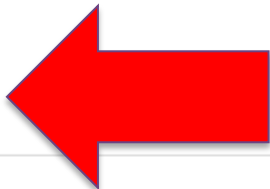
0 Comments

5 Votes









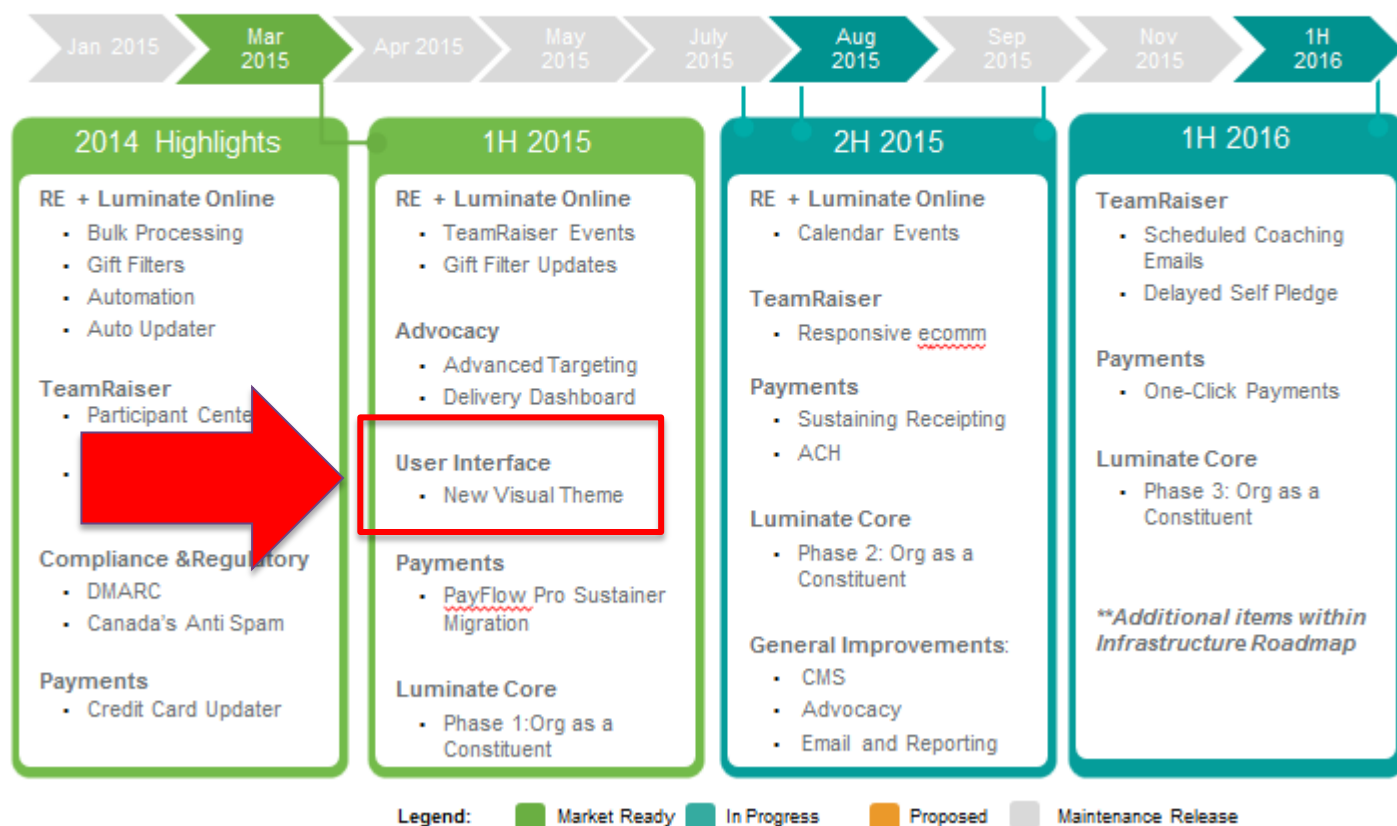


Legend Showing 101 of 101



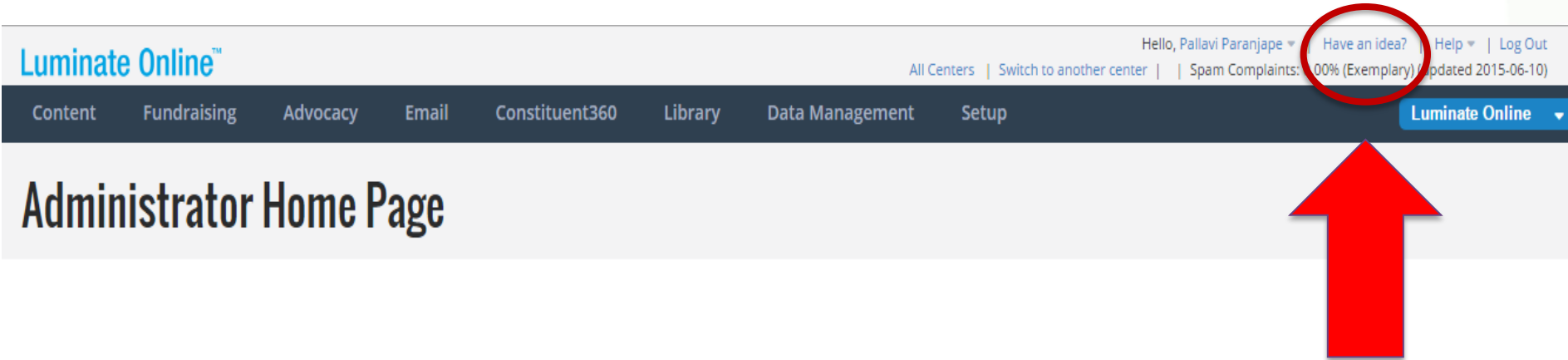
# Communication

## Luminate Online™ Feature Roadmap



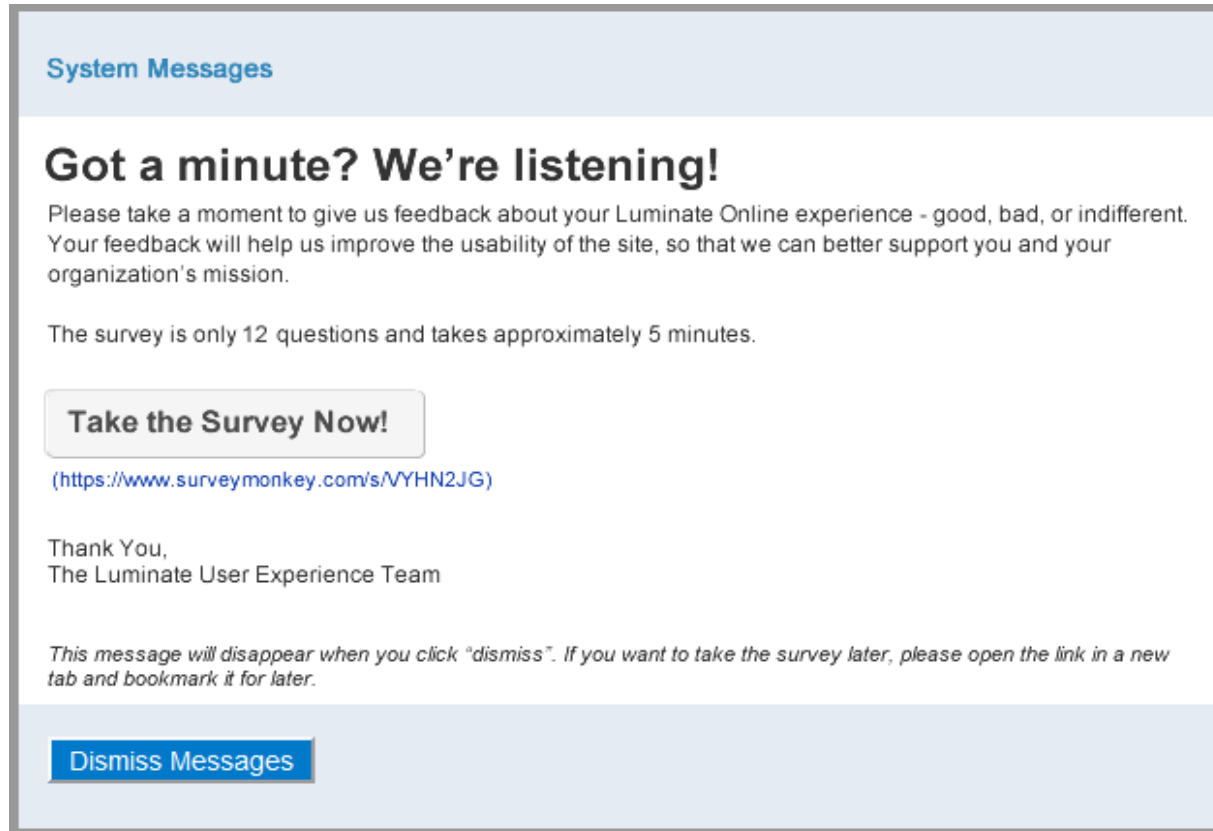
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# So how do I submit an Idea?



**Embedded in the Product, click the link next to your name!**

# In Product Survey



The screenshot shows a system message box with a light blue header and footer. The header contains the text 'System Messages'. The main content area has a bold heading 'Got a minute? We're listening!' followed by a paragraph explaining the purpose of the survey. Below this is a button labeled 'Take the Survey Now!' and a URL. The footer contains a 'Dismiss Messages' button.

**System Messages**

**Got a minute? We're listening!**

Please take a moment to give us feedback about your Luminate Online experience - good, bad, or indifferent. Your feedback will help us improve the usability of the site, so that we can better support you and your organization's mission.

The survey is only 12 questions and takes approximately 5 minutes.

**Take the Survey Now!**

<https://www.surveymonkey.com/s/VYHN2JG>

Thank You,  
The Luminate User Experience Team

*This message will disappear when you click "dismiss". If you want to take the survey later, please open the link in a new tab and bookmark it for later.*

**Dismiss Messages**

A one time window popup in the tool inviting you to survey  
A reminder email will be sent the 1<sup>st</sup> week of July  
Provide contact info to be included in further research!



# WELCOME TO THE NEW LUMINATE COMMUNITY

<https://community.blackbaud.com>

Sliding  
Banners at  
the top with  
key updates

LearnCenter  
migration to  
Training  
Central

BB Customers and  
Partners have  
access to Free  
Resources

Upcoming  
webinars and events  
on right  
under Nav

The screenshot displays the Blackbaud Luminate Community website. At the top, the Blackbaud logo is on the left, and navigation links for 'my community', 'products', 'members', 'best practices', and 'jobs' are on the right. A search bar is also present. Below the navigation, there are two prominent sliding banners. The first banner, on the left, has a blue background with white text announcing the migration of the Luminate LearnCenter to Blackbaud University's Training Central, with a 'Learn More' button. The second banner, on the right, has a blue background with white text announcing 'WE'RE TAKING TRAINING ON THE ROAD!' for a 3-day regional class for Luminate Online, with a 'Sign up Today!' button. Below the banners, the main content area features a 'SEARCH' button and a 'Community Manager' section. On the right side, there is an 'ADMIN PANEL' with a 'Navigation Menu' listing links to the Luminate Dashboard, Product Forums, Luminate Status Page, Events, Groups, Blogs, and Support. Below this is a 'FREE RESOURCES' section with a 'Webinars' subsection, featuring a webinar titled 'SEO For Nonprofits: What to Focus On' scheduled for June 17, 2015, at 12:00 p.m. CT. The main content area also includes a 'Luminate Newsfeed' with a post from the 'Your Luminate Community Manager' about a contest announcement and a post from 'Sisters of Peace!!' about a contest announcement. A green callout box points to the 'Learn More' button in the first banner, and another green callout box points to the 'Sign up Today!' button in the second banner. A third green callout box points to the 'Navigation Menu' on the right. A fourth green callout box points to the 'Luminate Newsfeed' section. A fifth green callout box points to the 'Webinars' section. A sixth green callout box points to the 'ADMIN PANEL' section.

blackbaud®

log out help blackbaud.com search all

my community products members best practices jobs

The Luminate LearnCenter is migrating to  
Blackbaud University's Training Central!

Learn More

WE'RE TAKING  
TRAINING ON THE ROAD!  
THE NEW 3-DAY REGIONAL CLASS FOR LUMINATE ONLINE

Learn to navigate in Luminate Online, create and maintain constituent records,  
design website and emails, and work with donation forms. In addition, you will  
learn to use reports, dashboards, and exports.

Sign up Today!

NEXT STOP  
WASHINGTON, DC  
JUNE 29-JULY 1

ADMIN PANEL

Navigation Menu

- Luminate Dashboard
- Product Forums
- Luminate Status Page
- Events
- Groups
- Blogs
- Support

FREE RESOURCES

Webinars

June Luminate Community  
Webinar

Webinar

SEO For Nonprofits:  
What to Focus On

June 17, 2015 at 12:00 p.m. CT

Community Manager

Sisters of Peace!! Congratulations,  
members.

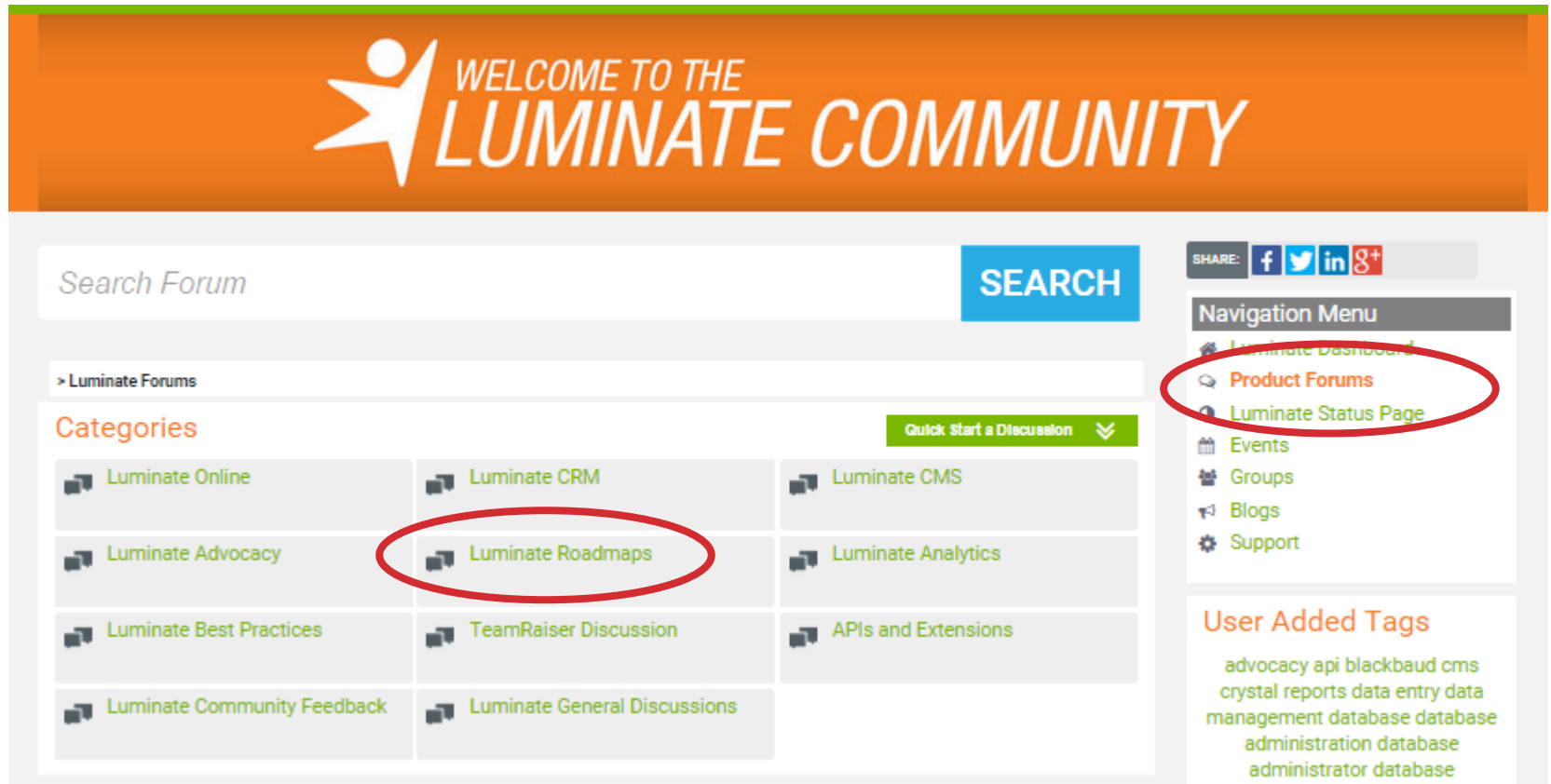
Sport up for grabs, so keep an eye out for our third (and  
final) contest announcement.

~ Your Luminate Community Manager

Luminate Newsfeed

Hello Community, You may have noticed that a few months ago, the Luminate Online administrative interface  
got a new and modern look. This project is part of a larger initiative to make the user experience more seamless  
and integrated across different Blackbaud products – driving consistency with a modern user interface across products is  
one small ... more

# Where can I find this presentation?



The recording for this presentation will be the same link you selected and available in about 24 hours.

blackbaud®



**Thank you!**