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Best Practices for Sharing TLS Requirements with your Donors

On March 15, 2018 Blackbaud will be disabling TLS 1.0 across its solutions in alignment with industry best practices set forth by the PCI Security Standards Council.

Your organization must take action to prevent disruption in your Blackbaud solutions. If you do not make the required updates, you will no longer be able to access some or all of your Blackbaud products and services that rely on TLS 1.0. Learn more about TLS and the Blackbaud solutions that support TLS 1.1+ here.

How will my donors and constituents be impacted?

Blackbaud recommends that you notify your constituents to upgrade their operating systems and browsers to TLS 1.1+ supported versions to ensure continuity of communications and transactions. Even if you have taken the necessary steps to successfully upgrade your solutions, OS, and browser, if your donor is attempting to access your transaction page from an unsupported version, they will not be able to view it. This means they cannot make an online donation or other online transaction.

As this requirement is industry-wide, your constituents will likely be hearing about the need to upgrade their operating systems and browsers from other secure websites, such as those they visit for banking, online shopping, bill payment, and similar applications. While this requirement may not impact the majority of your donors and online donations, we recommend that you be proactive and have a TLS readiness communication plan in place. Here are some tips and best practices to get you started.

Communication Prior to March 15, 2018

Keep messaging consistent and avoid unnecessary jargon. When explaining the importance of the upgrade process to a donor, the communication should be clear and concise. Emphasize key points and convey the details in an understandable and relatable manner.

Example Messaging:

- *Today's industry standard security features aren't compatible with older systems, so you will need to update both your operating system and internet browser to the most up-to-date version before March 15, 2018.*
- *Ensuring your OS and internet browser are fully up-to-date is the best way to protect your donation and guarantee it is processed safely.*
- *To process your payment securely, you must ensure your OS and browser is upgraded to the latest version.*
- *This is an industry-wide requirement to ensure the highest level of security when processing all financial transactions.*

Leverage available communication channels. Take a multi-channel approach in conveying your message to ensure maximum visibility and reach. Also, don't be afraid to overcommunicate! Examples of channels to utilize include:

- Email and newsletters
- Social media channels (e.g. Facebook, Twitter, Instagram, LinkedIn)
- Digital channels and assets (e.g. website, homepage banner, blog post, FAQ section)

Be prepared to answer questions from donors. Why does your donor need to update their OS and/or browser? Why is it an important, time-sensitive step? Your donor may require further explanation, so be prepared to go into detail while keeping your messaging simple and straightforward. If your donors have questions on how to upgrade their operating system or browser advise them to contact their current OS and browser providers for guidance and more information.

Implement a hosted payment transaction alert: If you use Blackbaud hosted payment processing or transaction pages, prior to March 15, 2018, you may choose to implement a notification to alert donors on the transaction page if their current OS and/or browser is out of date. Please note that this **optional custom script is not supported by Blackbaud.** We will offer the custom code and instructions on how to implement it but cannot install, troubleshoot or test the code on your behalf.

Example transaction alert messaging:

Your browser or OS is out of date
In order for us to process your payment securely, you must ensure your operating system and browser is upgraded to the latest version. Ensuring your operating system and browser are fully up-to-date is the best way to protect your payment and guarantee it is processed safely.

For information on how to implement this optional custom code on your transaction page, visit your Blackbaud product community page below where you will find further guidance on how to implement it:

- **Altru**
- **Blackbaud NetCommunity**
- **Sphere**
- **eTapestry**
- **Online Express**
- **Luminate**

You will only be able to make use of a hosted transaction alert up until March 15, 2018. If your constituent or donor has not successfully upgraded their OS and/or browser to a compatible version by the disablement date indicated above, they will no longer be able to access or view your transaction page.

Communication After March 15, 2018

Ensure you have a communication plan in place for after the TLS disablement. Following March 15, 2018, if your donors have not upgraded their OS and/or browser, they will **not be able access your donation page**, so ensure you have a communication plan in place to address any access issues your donors may encounter.

Continue to leverage a multi-channel approach in communicating to donors.

- Email and newsletters
- Social media channels (e.g. Facebook, Twitter, Instagram, LinkedIn)
- Digital channels and assets (e.g. website, homepage banner, blog post, FAQ section)

Example Messaging

- *Experiencing trouble accessing the donation page? Your operating system and browser need to be upgraded to the latest version to ensure it is secure and compliant with industry-wide payment processing requirements.*
- *For safe and secure access to our donation page, please ensure your operating system and browser are up-to-date.*
- *Your security is our priority. If you are experiencing issues accessing our donation page, your operating system and browser need to be updated to ensure that your payment is processed safely and securely.*

Additional Information

As you develop your TLS plan, your organization can get more information about TLS and the Blackbaud solutions that support TLS 1.1+ here.