

# Blackbaud Grantmaking™

## Configuration for Macintosh (Safari) 2018

### Support

If you have questions or need assistance in any way, please contact Blackbaud Technical Support.

Support Hours: M-F, 8:00 am – 8:00 pm ET

Phone: 877.704.3343

Email: [helpdesk@microedge.com](mailto:helpdesk@microedge.com)

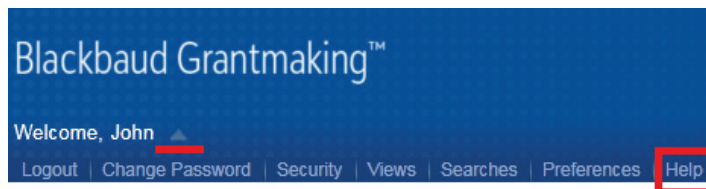
Online: <https://www.blackbaud.com/>

For information on troubleshooting common issues, see the Technical Support section in the online help.

1. In the top menu bar of **Blackbaud Grantmaking™** under your name, is the User Menu.



2. Select the triangle next to your name to view the User Menu options: Logout, Change Password, Security, Views, Search, Preferences, Help



3. Select **Help** and the online web help opens in a new window.

### How-to Documentation

Have questions or need to quickly get up to speed? Check out these help files, guides, videos, walkthroughs, and other assistance for step-by-step instructions and detailed information: <https://www.blackbaud.com/howto/giftsonline>

### The Blackbaud Community Resources Site

To keep up with all the latest news on Blackbaud products, access our knowledgebase, or join in relevant discussions on our forums, go to - <https://community.blackbaud.com/products/microedge>.

## Configuring Safari (version 6.1 or greater)

Safari (version 6.1 or greater) runs the Silverlight extension in Safe mode, disallowing file system access. If this is not disabled, users will encounter issues with not being able to type in fields or unhandled errors on login. (Ex: Safe/Unsafe mode, Sandbox mode). Follow these steps in Safari to fix the issue.

### **Part 1:**

1. Navigate to your Blackbaud Grantmaking ([site].gogiftsonline.com) and login (an error may appear).

**NOTE:** [site] is your specific Blackbaud Grantmaking site.

2. On the Safari Menu click **Preferences**.
3. Select **Security** from the tabs and click **Manage Website Settings**.
4. Select **Silverlight** from the list of extensions.
5. Select [site].gogiftsonline.com from the list of websites.
6. Select **Allow Always** from the drop list.
7. The selection pop-up closes

### **Part 2 – for Safari 10 or greater:**

1. Go to **Safari > Preferences > Security > Plug-in settings**
2. Press the Option key on your keyboard and click these three options: Ask, Off, On
  - a. Additional options are available but should be left as is!
3. Un-check the “Run In Safe Mode” option to make it run the same as in earlier Safari versions.
4. Click **Trust**.
5. Click **Done**.
6. Reload the browser page.

## Selecting Multiple Columns in the Change Display Form on a Mac

In Firefox and Safari for Mac, the **Ctrl+click** and **Command+click** combinations do not work for selecting multiple columns to combine on the Change Display form.

## Generating Correspondence-Using Safari for Mac

If Safari for Mac is used to generate correspondence, clicking **View Letter/Write-Up** at the end of the process will result in a blank popup window with an error message.

Although this error occurs, the letter/write-up document is still generated correctly and stored in your **Downloads** folder.

Attempting to open the generated document from the **Related: Documents** list while using Safari for Mac creates another copy in your **Downloads** folder but does not open the document for viewing.

Workaround:

Close the View window and use one of the options below:

1. Open the generated documents directly from your Downloads folder. **Macintosh HD > Users > {Current User} >**

**Downloads**

2. Open your document – make your changes and save the document.

3. Open the write up, replace the document – browse for the edited document – upload, and save it – confirm it is the correct document.

o **NOTE:** To avoid this issue, it is recommended to use *Firefox for Mac* to generate or view correspondence.

Last Updated: March 2018

Subject to change, visit <https://community.blackbaud.com/products/microedge/resources> for the most current information.

