

How to Set Up and Configure the RE Mobile App

IF YOUR ORGANIZATION HAS NEVER USED THE RAISER'S EDGE APP BEFORE, YOU'LL HAVE TO CREATE A TICKET WITH [SUPPORT@CONCOURSEHOST.COM](mailto:support@concoursehost.com) TO HAVE IT SET UP. AFTER A CONCOURSE TECHNICIAN INSTALLS THE RE MOBILE SERVICE, YOU WILL BE PROVIDED A DATABASE KEY. KEEP THIS CLOSE!

When you double click on the Raiser's Edge, do you have to input a password? If you are NOT required to input a password, see Section A. If you ARE required to input a password, see Section B.

A. THE RE MOBILE APP WITH WINDOWS AUTHENTICATION

1. Download and install the Raiser's Edge application from your app store.
2. Launch the Raiser's Edge application on your mobile device.
3. Select "Add Account".
4. Input your full Concourse Host user name. Example: B9-*****\yourusername
5. Enter in the Database Key you received from your coworker or from support@concoursehost.com
6. When prompted, enter the password you use to log onto the Concourse Hosted environment.
7. Use the Raiser's Edge mobile application!

B. THE RE MOBILE APP WITH RE7 AUTHENTICATION

1. Download and install the Raiser's Edge application from your app store.
2. Launch the Raiser's Edge application on your mobile device.
3. Select "Add Account".
4. Input your Raiser's Edge user name. Document Title Here

5. Enter in the Database Key you received from your coworker or from support@concoursehost.com
6. When prompted, enter the password you use to log onto the Raiser's Edge.
7. Use the Raiser's Edge mobile application!