Add an Admin or Volunteer

User is the default role on a campaign, which gives the registered user access to the event website. Admin access can be provided at the time a user is added to a campaign or updated at a later date. Visit Manage Org Admins to add additional org hub admins. Visit User Permissions to see available roles and permissions.

Admin roles within a campaign

1. Campaign Admin - Full access to all features and information within the campaign.
2. Campaign Assistant - Limited access to manage items and related reports.
3. Volunteer - Limited access to assist with check-in, bidding or purchasing assistance, and checkout.

Note: Campaign and Org Admins receive email notifications for order form purchases, monetary donations received through Donate Now or on a champion fundraising page, or when an item is donated via the Item Donation Form. Visit Admin Email Notification Settings to manage.

Watch a video

Create a new user as admin/volunteer

Org or campaign admins can add additional admin or volunteers. When a mobile number or email address is provided, the new admin/volunteer automatically receives the welcome text and email, which includes a link to the campaign and details to complete the account setup and locate training.

1. From the Users Container within the Dashboard, click the More button ("···").
2. Click on Create New User.
3. Enter first and last name.
4. Enter a valid cell phone number.
   - Select 'Add User Without Phone' if one is not provided.
5. Enter a valid email. (**Required**)
6. Add Bidder Number or Custom Fields (If applicable.)
   - Visit User Settings to learn more.
7. Select one of the admin/volunteer roles.
8. Click Save.

GiveSmart by Community Brands East Coast		VIEW CAMPAIGN SITE	KP

Dashboard
Hope for a Cure
9/10/2021 6:00 pm

$46,125.30
TOTAL REVENUE

Live Activity

Dashboard (left sidebar)

SETUP
- Settings
- Design
- Pages
- Users

WAYS TO FUNDRAISE
- Donation
- Auction
- Items for Purchase
- Tickets
- P2P (Champions)
- Help

SITE ···
Website URL Gala2021.givesmart.com
Share
SMS text Gala2021 to 76278
Site Status Live
Site ID 52827

Visit the Design Center to customize your home page.

USERS ···

17
CHECKED IN

160
TOTAL USERS

TYPE	CHECKED IN	TOTAL
Campaign Assistant	0	1
Campaign Admin	0	4
GiveSmart	0	45
Volunteer	0	1
Donor	17	109

▶ SETTINGS

ITEMS ···

63
TOTAL ITEMS

21
ITEMS - NO ACTIVITY

TYPE	TOTAL
Auction Items	34
Instant Items	11
Live Items	4
Donation Items	7
Vote Items	5
Raffle Tickets	2

▶ SETTINGS

PAYMENTS ···
$18,075.45 $4,874.85

TICKETS ···
74 29

REVENUE ···

Update an existing user to admin/volunteer

Update the user role of an existing user on a campaign to one of the admin/volunteer roles.

1. From the Users Container within the Dashboard, click the More button ("···").
2. Manage Users.
3. Search for the user and select their account.
4. From User Details, click on their assigned role and update.
5. Click Actions.
6. Select **Send Reg Message** and confirm.

the Registration Message (step 5 & 6 above) so they receive the steps to finish setting up their account. Failure to complete this step will result in the Admin or Volunteer being unable to login.

Re-send account setup email

If a campaign admin needs to update their username and password, an org or campaign admin can resend an email to reset.

1. From the Users Container within the Dashboard, click the More button ("···").
2. Select Manage Users.
3. Locate the admin.
4. From the User Details, click Actions.
5. Select **Send Reg Message** and confirm.

NOTE: The link received in the registration message is a **1x use link**. If the Admin/Volunteer needs to reset their password, a new registration message will need to be sent.