Contacting GiveSmart Fundraise Support

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The **GiveSmart Support** team is available to assist with platform-related questions and technical issues. Our team can help with:

- Troubleshooting problems you may encounter while using GiveSmart
- Providing clarification for aspects of the software you've been trained on
- Offering suggestions for the most effective ways to use the software
- Providing you with or directing you to the appropriate resources for assistance
- Providing guidance on how to recover from mistakes

Contacting Support

Normal Business Hours

Monday-Friday
7:00 AM–4:00 PM Pacific Time

Support Options

- **Email:** support@givesmart.com
- **Phone:** 800-667-8075

When calling, follow the prompts for **GiveSmart** and select **Option 1** to leave a voicemail. Be sure to include your callback number, and a member of our Support team will return your call as soon as possible.

Emergency Support

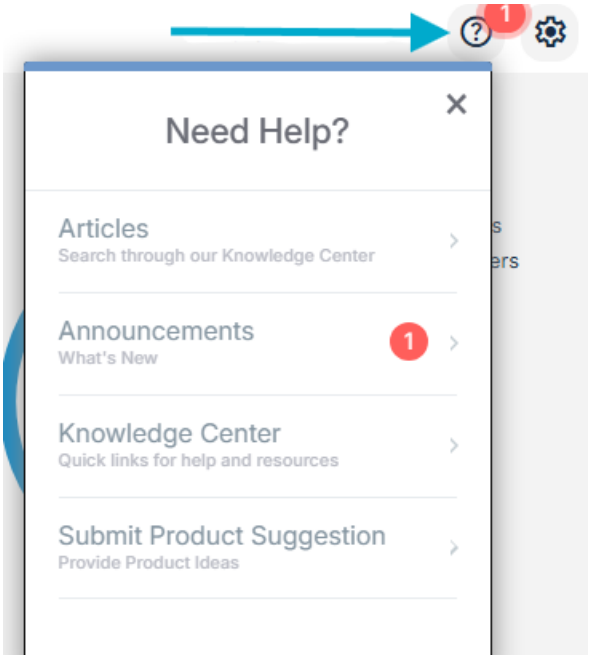
If you are experiencing an urgent issue during a live event outside of normal business hours, select the **Emergency Support** option when calling.

This option is available during evenings and weekends and is intended for time-sensitive issues that could impact an active event.

> **Note:** Emergency support requests are automatically flagged as **High Priority** and routed for expedited follow-up. A Support team member will contact you as quickly as possible.

Help Resources

Select the **Resources** button in the upper right to access help resources or submit a product suggestion.



Donor Support

Donors can text **HELP** in response to any text message sent from a GiveSmart Fundraise shortcode.

After texting **HELP**, the donor will receive a link to additional resources, including guidance on how to locate the appropriate contact information for the organization associated with their donation, campaign, or event.

> **Note:** Organization-specific requests, such as donation inquiries, event questions, refunds, or account-related concerns, must be handled directly by the organization.

GiveSmart Holidays Observed

Non-emergency support is not available on the following holidays:

- New Year's Day (January 1)
- Memorial Day (Last Monday in May)
- Independence Day (July 4)
- Labor Day (First Monday in September)
- Thanksgiving (Fourth Thursday in November)
- Day after Thanksgiving
- Christmas Eve (December 24)
- Christmas (December 25)
- New Year's Eve (December 31)

GiveSmart Knowledge Center

Looking for technical documentation, training materials, or product-specific resources? Visit and bookmark the **GiveSmart Help Center** to access Knowledge Centers for GiveSmart Fundraise, Events, and Donor CRM.