

GiveSmart Fundraise Technical Support Resources (formerly MobileCause)

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Customer and donor technical support is available when using GiveSmart Fundraise.

Visit [Contact Us](#) for more information.

Customer Support

Normal business hours are:

7:00 am to 4:00pm Pacific Time, Monday through Friday.

Email: givesmart-help@communitybrands.com

Phone: 855-322-4483. The phone number will also reach the Emergency After-Hours Event Support outside of normal business hours, **for urgent issues during your weekend or evening event.**

Note: Customer Support voicemails are flagged with a High Priority, so you will receive the support you need in a timely manner.

Donor Support

Donors can text 'help' in reply to any text message sent from a Fundraise shortcode. A link directing to a [Donor Inquiry](#) page will be sent, where they can submit their questions.

GiveSmart Fundraise Knowledge Center

Find technical guides, training resources and more in the GiveSmart Fundraise [Knowledge Center](#).
