

Reset your Username and Password

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Participated in a GiveSmart fundraiser in the past and looking to participate in a new upcoming campaign, but forgot your username and/or password? When you attempt to sign in to a new campaign to participate in the fundraising, click the blue **Forgot Username or Password** link.

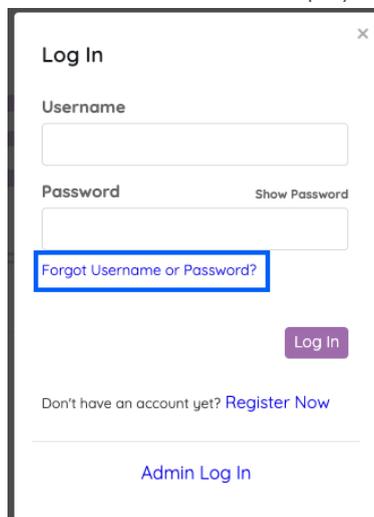
Follow the steps to reset your username and password to sign and register.

NOTE: If you do not have access to the phone number or email address listed on your account, please reach out to the Event Coordinator who can assist in updating your **email or phone number** on file.

Access and reset

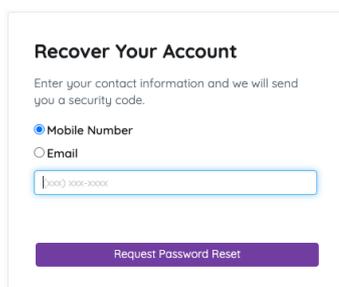
To reset, first access your GiveSmart account to update your username and/or password. Once updated and saved you land on the **Home** page of the campaign site as a registered user.

1. Click **Sign In or Register** or **Sign In** within a campaign site.
2. Click the blue **Forgot Username or Password**. (If you are an Admin, select **Admin Log In** and follow the same steps.)



The screenshot shows a 'Log In' modal window. It contains a 'Username' input field, a 'Password' input field with a 'Show Password' toggle, and a 'Forgot Username or Password?' link highlighted with a blue box. Below the password field is a purple 'Log In' button. At the bottom, there is a link for 'Register Now' and a link for 'Admin Log In'.

3. Select Mobile Number or Email.



The screenshot shows a 'Recover Your Account' form. It asks the user to enter contact information to receive a security code. The 'Mobile Number' option is selected with a radio button. Below the radio buttons is a text input field for the mobile number, followed by a purple 'Request Password Reset' button.

- When entering your mobile number.
 1. Click **Send Pin**.

2. Enter the security code sent via text.
- When entering email.
 1. Click **Request Password Reset**.
 2. Enter security code sent via email.

4. Update username and/or password.



A screenshot of a web form for updating a password. It contains three input fields: 'Username' with the text 'admin', 'Password', and 'Confirm Password'. A mouse cursor is visible over the Password field.

5. Click **Save and Sign In**.