Contacting GiveSmart Events Support

Last Modified on 07/14/2026 12:20 pm EDT

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

Visit Support Coverage for additional Information.

TIP: Make sure to have your Event Site ID, keyword, or Website URL ready to share. The keyword or URL is essential to expedite response time for questions. This information can be found in the Site container of your Event Site's Dashboard.

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

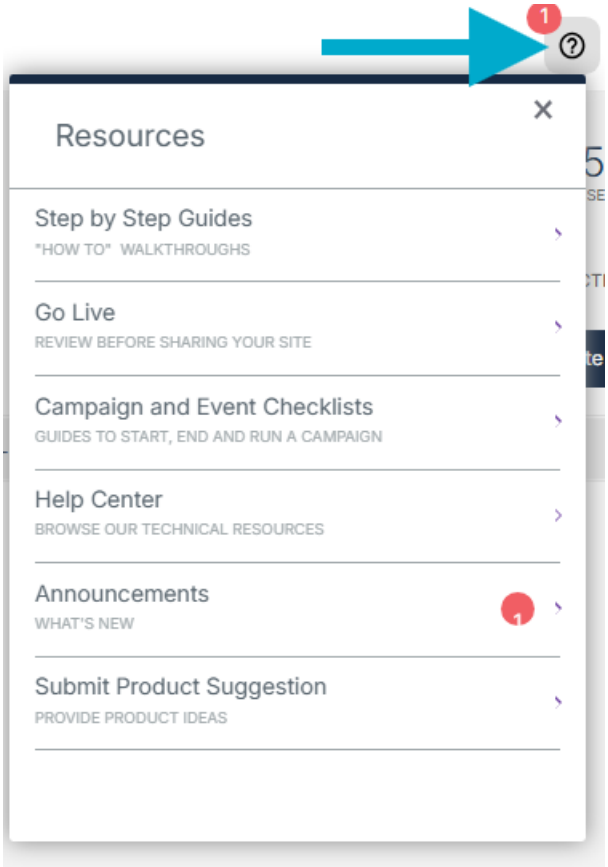
If you are experiencing an urgent issue during a live event outside of normal business hours, select the **Emergency Support** option when calling.

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.

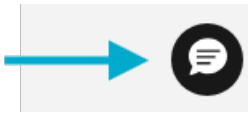
Help Resources

Select the **Resources** button in the upper right to access help resources.



Live Chat

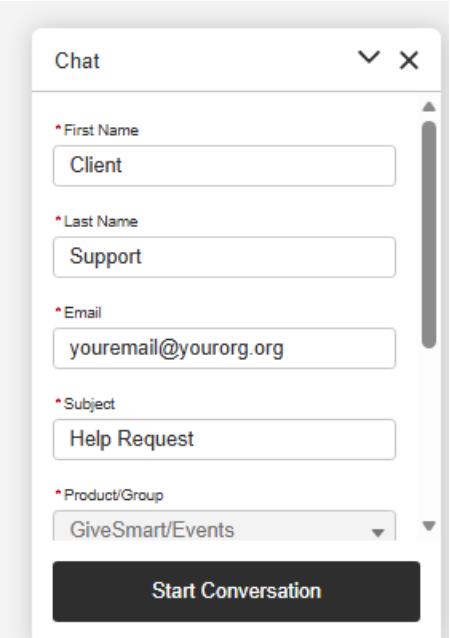
Select the Chat option for any technical questions which require assistance from our Support Team.



NOTE: If the chat button status appears as 'Agent Offline' during business hours, this means that all available agents are busy with other customers. Once a spot becomes available with one of our agents, the button will become active for you to begin your chat session.

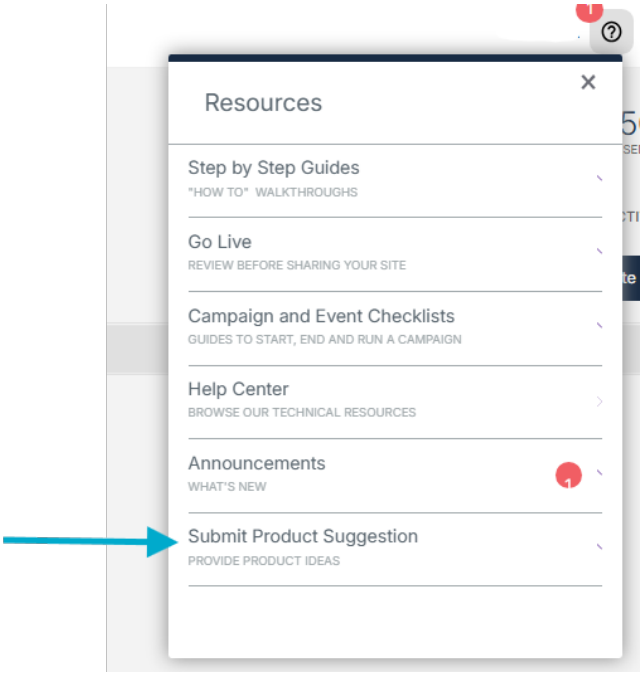
Contact us

Chat Now - Fill out the required fields on the contact form, and click Start Conversation:



Product Suggestions

Select the Resources button > Submit Product Suggestion.



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)

Additional Resources