

GiveSmart Technical Support Resources

Last Modified on 09/26/2024 1:41 pm EDT

Customer support is available 24 hours a day 7 days a week. We understand sometimes you burn the midnight oil for all the good of your cause. We are here when you need us!

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.

Email

- Email support@givesmart.com your name, organization's name, and support topic details.

Phone

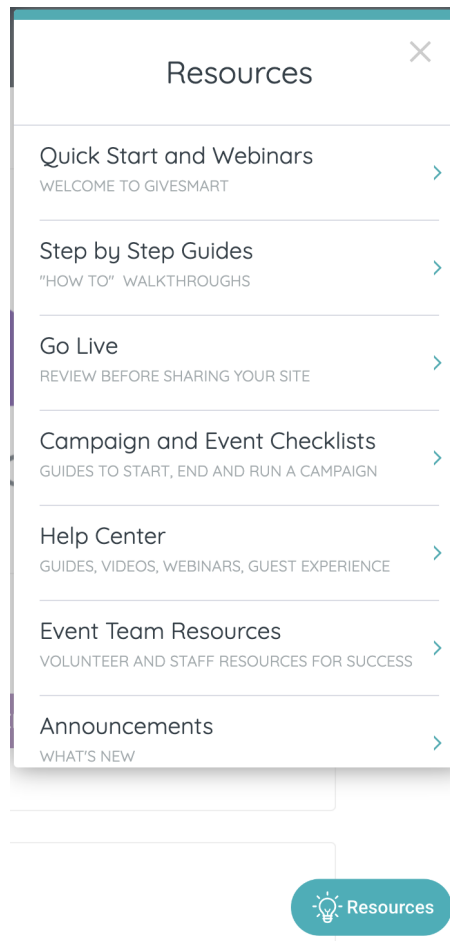
- Call 855-322-4483

Available Monday - Friday 9AM-9PM EDT

If outside of business phone hours, then please select option 1 and leave a message

Self-help resources

Select the Resources button in the bottom right of your screen to have instant access to many self-help resources.



Live chat/help button tips

Designed to assist with 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 fields within the contact form, and click Start Chatting.

Leave us a Message - Fill out the fields within the contact form, and click send. Support Specialists respond within 24 hours and are sent to the email entered within the contact field.

Product suggestions

Is a feature currently not seen? Let us know! Select the "contact us" button, and fill in the contact us form. Select "Product Suggestion" within Support Topics. Fill in "how can we help you" with a description of your request feature. The Development team is happy to consider the request for future product improvements.

GiveSmart holidays observed- support not available

- 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)

Best Practices