

# Manage User Details

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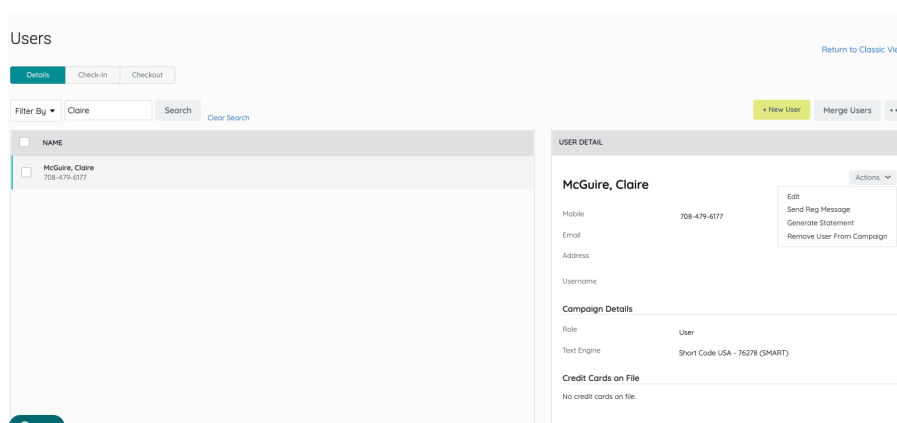
Manage supporter accounts by confirming and updating their user details. Re-send the welcome text messages, download statements, or remove a user with no activity on the campaign site.

## Watch a video

## Update a user account.

Add or update a user's name, mobile number, email, address, bidder number, custom details, texting engine, role, or username.

1. From the **Users Container** within the **Dashboard**, click **More** ("...").
2. Select **Manage Users**.
3. Search for the user and select.
4. Once selected, edits can be made in **Users Details**.
5. Additional edits can be made from the **Actions** dropdown.
6. Once complete, click **Save**.



## Additional actions on a user account

### View

**ID:** The GiveSmart Events User ID located directly below the user's name, can be used to show a relation from a GiveSmart Donor CRM entry. This does not currently appear in any reports.

### Edit

**First & Last Name:** Required fields.

**Mobile:** GiveSmart accepts US and Canada mobile numbers. Standard Message & Data rates apply.

**Email:** Email addresses can be shared between 2 or more users. With a valid email included, a statement is automatically emailed when the user's balance is paid in full.

**Bidder Number:** This shows an assigned bidder number.

**Custom Fields:** Include [additional information](#) about supporters. Limit of 40 characters with 16 characters that can be shown or hidden from users.

**Address:** US and Canada addresses are accepted. An address is required to purchase through an order form or donations through the Donate Now or Champion page and be required during registration.

**Texting Engine:** Indicates how a user receives a text message. The default is the Short Code.

**Note:** Campaigns hosted in Puerto Rico and Canada require a 10-digit texting engine. Long Code USA or Long Code Canada should be the selected texting engine.

**Username & Password:** Users are prompted to create a username & password via the registration form, manage their ticket order, or accept a ticket purchased on their behalf. Admins can update their username and password.

**Note:** Passwords must include one uppercase letter, one lowercase letter, one number, and one special character. We recommend letting individuals **reset** their own password. However, if creating a temporary password on behalf of a user/admin/volunteer, you may share their existing username as well as the newly created temporary password. Once logged in, a user may update their password by:

- Clicking on initials in the top right corner
- Select **Profile**
- Enter updated password
- Click **Save Profile**

**User Role: User** is the default role, which provides access to the fundraising website. Update the role to provide admin access. Visit [User Permissions](#).

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Send registration message

Resend the [welcome text](#) to a user. This link can also be shared with an Admin or Volunteer if they need to finish creating their account.

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Generate statement

Generate a pdf copy of a user's statement which downloads to the device.

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Remove user from a campaign

Remove users with no activity on their accounts. Visit [Removing a User from a Campaign](#) for more information.

