GiveSmart®
Reference Guide

How to check-in a guest

1. Go to View Admin > Users > Check-in.
2. Search the guest's name and select guest.
3. Confirm or enter their mobile number and press 'continue'.
4. Swipe or manually enter a credit card, follow prompts if necessary.
5. Check-in complete screen will appear. Select 'Close' to check-in the next guest.

How to register a guest

1. Go to View Admin> Users > Check-In.
2. Search for the name to confirm they are not in the system.
3. Select the "+Add New Guest" button.
4. Enter the guest's information and select the "Register User & Check-in" button.
5. Secure a credit card and complete check-in.

How to place a bid for a guest

1. Go to View Campaign Site > Items page and select the item the guest would like to bid on.
2. In the item, begin typing in the guest's name and select them as they populate below.
3. Confirm bid amount.
4. Select 'bid'.

How to checkout a guest

1. Go to View Admin > Users > Checkout.
2. Search guest's name and select 'Begin Checkout'.
3. Select appropriate payment method.
4. The successful payment screen will appear. Select 'close' to help checkout the next guest.

How to assist a guest checking out via phone

1. Once on their bidding page, have the guest select Pay at the top of their screen.
2. Confirm their purchases.
3. Select to pay with the credit card on file or add a new credit card.
4. A red "Paid" stamp on their summary shows as proof of payment in order to retrieve their items.

How to resend a welcome text to a guest

1. Go to View Admin > Users > Details.
2. Search the guest's name and select guest.
3. Confirm mobile number is correct.
4. If number is correct, have guest text [keyword] to 76278, and opt to receive texts.
5. If still not receiving texts, change Text Engine from 'Short Codes' to 'Long Codes USA'. This will send a text from a seven-digit number instead of our five-digit number.

How to delete a bid

1. Go to View Campaign Site > Items Page.
2. Select the appropriate item on the Items page.
3. Go to Item History.
4. Look through names and select 'Delete' next to the bid that needs to be removed.

Selecting additional guests at checkout

1. Go to View Admin > Users > Checkout.
2. Search for the guest's name that wishes to pay with their credit card and select "begin checkout".
3. Press the 'Select Additional Guest' button.
4. Search for additional guest's name and select.
5. Select appropriate payment method.
6. The successful payment screen will appear. Select 'close' to help checkout the next guest.

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