

# Changing Your Password

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## Change Your Own Password (Fundraise Only Customers)

- Click on your **Name and Organization** in the top right of your Dashboard.
- Click **Profile**.
- You will be asked to enter your **current password**, and then input and confirm your **new password**
- Click "**Update**" to save your new password

## Change Your Own Password (Own Multiple GiveSmart Products)

Click the Change your password link under Time zone

A new page opens allowing you to enter and confirm the entry of a new password. The 'auth0' URL is our secure SSO platform. (EX Auth0 URL: [cbk12-live.auth0.com/](https://cbk12-live.auth0.com/))

New passwords must meet the following criteria:

## Forgot Your Password (Fundraise Only Customers)

If you forget your password, you can change it using password reset:

- Go to [fundraise.givesmart.com](https://fundraise.givesmart.com)
- Click the text that says **Forgot your password?**
- Enter the email address of your GiveSmart Fundraise account and click **Send** to receive an email with instructions to reset your password.

## Forgot Your Password (Own Multiple GiveSmart Products)

If you forget your password, you can change it using password reset:

- Go to [fundraise.givesmart.com](https://fundraise.givesmart.com)
- Click the text that says **Forgot your password?**

- Enter the email address of your GiveSmart Fundraise account and click **Send** to receive an email from [schoolcommunityid@communitybrands.com](mailto:schoolcommunityid@communitybrands.com)
- From the email, click the Confirm Button and update password

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## Change Password for Parent Accounts

To change the password on a parent account:

- Go to [fundraise.givesmart.com](https://fundraise.givesmart.com)
- Click the text that says "Forgot your password?" (The password reset email will go to the email address on the parent account)

If you need to re-set the username on the parent account:

- Go to Account Settings > User
- Change the email address and click Update User
- Then you can use the method above to set a new password

To change the password for a child account:

- Log into the parent account
  - Then log in as admin to the child account
  - Click on Account Settings in the upper right corner
  - You will be asked to input your current password, and then input and confirm your new password
  - Click "Update" to save your new password
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