

# Momentive Admin FAQs

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When your organization uses multiple GiveSmart products, you can enable a **single sign-on (SSO)** experience for admins through Momentive. **Momentive Admins** can access all connected products and manage other Momentive users.

Note: Changes to a Momentive Admin in Fundraise impact their profiles across other GiveSmart products.

To learn how to create a Momentive Admin, click [here](#).

## New Momentive Admin

What happens when I create a Momentive Admin in Fundraise?

- **Events**

- User is created as an **Organization Admin** with SSO permissions
- No welcome email is sent

- **Donor CRM**

- User is created as an **Admin** with SSO Admin permissions

## Promoting an Existing User to Momentive Admin

- **In Events:**

- If already an Organization Admin (matching email + phone):
  - SSO Admin permissions are added
- If email or phone does not match:
  - You'll receive an error to update their contact info
- If they are a Campaign Admin:
  - You must promote them to Organization Admin first

- **In Donor CRM:**

- If they are a User with the same email:
  - Promoted to Admin with SSO permissions
- If already an Admin:
  - SSO Admin permissions are added

# Demoting a Momentive Admin

What happens when Momentive privileges are removed in Fundraise?

- **In Events:** the Admin remains as an Organization Admin, but Momentive Admin (SSO) permissions are removed.
- **In CRM:** the Admin remains as an Admin, but Momentive Admin (SSO) permissions are removed.

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# Deleting a Momentive Admin

Delete a Momentive Admin in Fundraise

- **Events**
  - Admin is downgraded to a general User in any sites they were previously registered in.
- **Donor CRM**
  - Admin is set to inactive.

How is this different than deleting a general admin in Fundraise?

Momentive Admin status is what connects profiles across GiveSmart products.

- **If you remove Momentive (SSO) access before deletion:**
  - The cross-product connection is broken
  - Future changes no longer affect other products
- **If you delete a general Admin (non-Momentive):**
  - **Events:** Retains existing admin role
  - **Donor CRM:** Retains existing admin role

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# Key Takeaway

- **Momentive Admin = linked access across products**
  - **Removing Momentive access = breaks that connection**
  - **General Admin changes do not sync across products**
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