Momentive Admin FAQs

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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.

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

Key Takeaway

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