

2020 SAINT HILARY SCHOOL GRAND PRIX

Race Cars and Royals



GIVESMART AUCTION PLATFORM TROUBLESHOOTING

What is Givesmart?

- [GiveSmart](#) is our Auction platform. All auction purchases (including Auction tickets) are made through this platform
- GiveSmart requires all users to create a profile in order to make a purchase

Previous Auction Attendees or Purchasing

- If you have been to a St. Hilary Auction gala in the last 3 years, you should already have a [GiveSmart](#) profile set up.
- Ensure your credit card on file is up to date. You may delete old cards that are no longer relevant and/or add a new credit card.
- If you have trouble logging in, please try the following:
 - Click “**Forgot Password**” GiveSmart will prompt you to enter a phone number and will text you a code to update your account.
 - If that doesn’t work, **Follow the SHS specific GiveSmart link:**
 - Navigate to [GiveSmart](#)
 - Click “Register”
 - Follow the prompts to enter your name and mobile number
 - Follow the link that says “Click here to access your account”

New Families/First time Auction Attendees

- Please access [GiveSmart](#) and follow prompts to register
- Ensure you have a credit card on file. This is required to “check out” for auction purchases.

Still having issues or have other questions?

- Contact our GiveSmart Coordinators (Amy Wu amychristinewu@gmail.com and Kristin Higby kristinhigby@gmail.com) or our Auction Team (Elizabeth Hachman ehachman@comcast.net Tiffany Tired ttired33@gmail.com or Meredith Lyons meredithlyons@me.com