

SIGN IN

- a. Go to the following link for your region (open in Google Chrome):
UK: <https://givergy.uk/manage>
US: <https://givergy.us/manage>
Canada: <https://givergy.ca/manage>
Australia: <https://givergy.com.au/manage>
Hong Kong: <https://givergy.hk/manage>
- b. Log in with the username and password provided by your Givergy Fundraising & Events Consultant (FEC).
- c. Once in, click on your event name under **Your Current Events**. From here you will be able to manage your event.
- d. Set your system end date and time for when you are aiming to close your site.

2. CREATE OR EDIT AN AUCTION ITEM, PLEDGE, PRIZE DRAW OR TICKET

Follow the articles below to find out how to:

- a. [Create a silent auction item](#)
- b. [Create a pledge level](#)
- c. [Create a prize draw item](#)
- d. [Create a ticket](#), if you are using the Givergy ticketing platform

If you wish to edit an existing item, [click here](#).

4. GIVERGY PAYMENT COLLECTION SERVICE

- a. [Click here](#) to learn how Givergy collects payment.
- b. Once your auction has finished, you first need to sell your auction items. [Click here](#) to learn how.
- c. Next, you can send your payment links to any guests with unpaid orders which will prompt them to checkout. [Click here](#) to learn how.
- d. [Click here](#) to learn how to view the guest's payment status, as well as updating the system with payments made directly to you.
- e. If you had pre-authorisation turned on, [click here](#) to learn how to charge the unpaid guests cards.

1. EDIT YOUR ONLINE AUCTION WEBSITE

- a. [Click here](#) to learn how to customise your fundraising website.
- b. To edit the branding and to add social links go to: **Website > General**
- c. To edit the text on your website home page or add additional info page, go to: **Website > Copy**

3. SET UP YOUR STRIPE ACCOUNT

- a. If Givergy are collecting payments on your behalf, we first need to set you up with a [Stripe account](#).
- b. [Click here](#) to learn how to set up your Stripe account.

5. DOWNLOAD REPORTS

Within the **Reports** tab you will find many different reports for you to view and download. [Click here](#) to learn how.