

## Electronic Bidding FAQ's

### **How do I register or get started?**

Volunteers will get you registered during Check-In at the start of the Gala. Just be sure to bring your cell phone (and know your number)! Once you are registered, you will immediately receive a Welcome text.

### **What if I don't have a phone?**

No problem! While it will be more convenient for you to have a cell phone with you, we will have volunteers stationed behind the auction tables with iPads ready to assist you when you are interested in bidding on a particular item. It will be your responsibility, however, to check back with them throughout the evening to see if you have been outbid.

### **How do I review the auction items?**

We still encourage you to visit the auction tables, and you will still have an auction guidebook within your program book. With ClickBid, however, you'll also have pictures and descriptions of the items right at your fingertips all night long! Click on the link in your Welcome text, and you'll be taken to a screen where you can review ALL the items, or use the search feature if you're looking for a particular favorite.

### **How do I place a bid?**

When reviewing items on your phone, you will see the amount of the minimum bid and/or buy now price. Just push the "bid" button when you are ready to bid.

### **Do I have to enter my credit card number in order to bid?**

No, but entering your card number right away makes check out very convenient. No more waiting in line to have your credit card processed! You can pay right from your phone when you press the checkout button! You will have the opportunity to enter your credit card information any time during the event.

### **Can I still pay for my items with cash or check?**

Absolutely! Although paying by credit card through your phone is convenient, we will have volunteers at the Check Out table (outside the ballroom) ready to check you out by 9:30pm. They will be happy to take cash or checks.

### **How do I know if I've bid on something, or someone outbids me?**

The ClickBid site keeps track of what items you have bid on (or are watching), and will send you a text every time someone outbids you. You can even put in a maximum bidding level, so that you don't get texts unless someone exceeds your maximum. No more running back to the tables to check!

### How do I know if I've won something?

You will get a text when the auction closes telling you that you're a winner! It will list the items you won and ask you if you would like to process your payment. Other items may be listed as well such as the Wine Toss or the Diamond Raffle if you used your bid number to participate in those (rather than paying cash).

### How do I check out?

Check out begins at 9:30pm, half an hour after the Silent Auction closes.

**Paying by credit card?** Once you pay for your items on your phone, you can head to the Check Out Table outside of the ballroom to get your receipt. Runners will retrieve your items and bring them to you outside of the ballroom. **Only our runners will be able to remove items from the auction tables. We ask that guests not return to the auction tables once the auction is over.**

**Paying by Check or Cash?** If you choose to pay by check or cash, proceed to the Check Out table at 9:30pm, and our volunteers will process your payment and provide you with your receipt.

### What if I can't figure this out or have questions any step of the way?

Our biggest priority is making sure you enjoy the evening while raising funds in support of the amazing people we serve. To help make that happen, we will have volunteers stationed throughout the ballroom (one to every 3 tables) and behind the auction tables to answer any questions you may have.



**Looking forward to  
seeing you there!**