



# CharityAuctionsToday

ONLINE BIDDING

PHONE, TABLET, OR COMPUTER

## We're excited to invite you to bid on our online auction!

### Register and Create a Bidder Account:

To place bids on auction items or to make a donation, you'll need to register for a bidder account. Click the "Register to Bid" link to quickly create a bidder account and be ready to start bidding.

### Pre-register a Credit Card:

Credit cards may be required before you place your first bid. You will only need to enter your credit card once and the credit card will ONLY be charged if you're the winning bidder. All credit cards will be securely stored.

### Outbid Notifications:

When you're outbid, you'll receive a text message and an email notification with a link directly back to the item to update your bid.

### Items Available for Purchase

Some items may have a "Buy Now" price to purchase the item outright. This will bypass the bidding process and guarantee you will win the item.

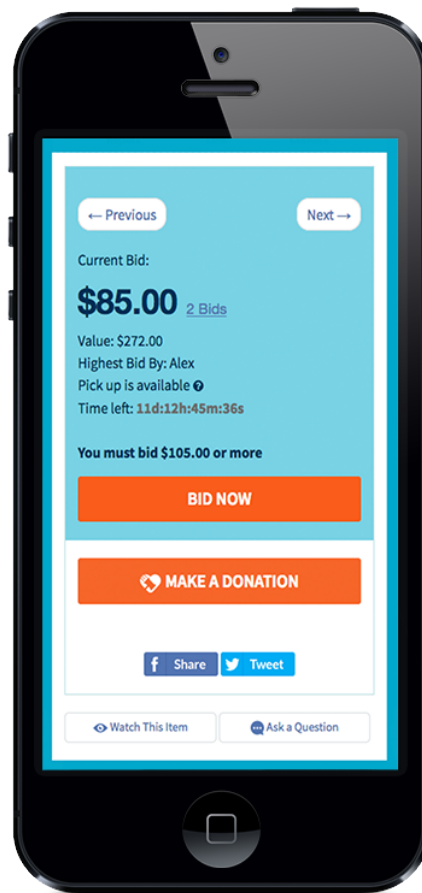
### Donate Cash:

At any time, you can donate cash through your mobile phone to help the organization. Simply hit the "Donate" tab to make a cash contribution.

### End of Auction Process:

If you're a winning bidder, we will charge the credit card on file and send you a receipt by email/text message. If credit cards are not stored, you will receive an invoice to make a credit card or cash/check payment.

Outbid: Hi Tom, you have been outbid on an item: Disney Family Vacation. [Click here](#) to rebid to make it yours.

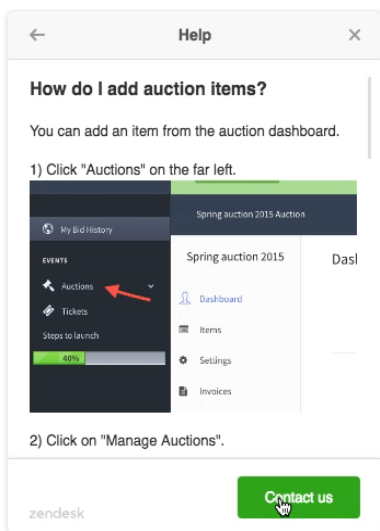

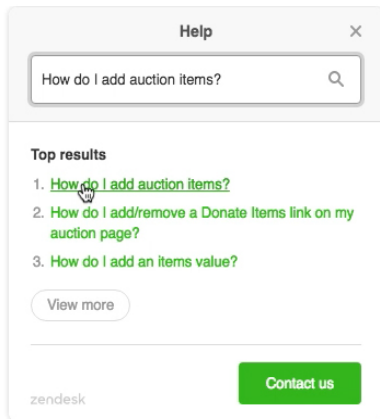

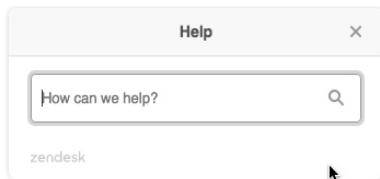





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### SUPPORT FEATURES



#### Knowledge Base:

You can find just about every answer to every question in our knowledge base and video training. From your Auction Dashboard, click on the **Help** button in the lower right corner of your screen to ask our Knowledge Base a question.

#### Email Support:

Still have questions that our Knowledge Base couldn't answer? You can send an email into our support desk 24/7/365.

#### Phone Support:

Want to talk to a live person? You can reach support during office hours M-F, 7am to 6pm CST. Give us a call at 630-791-0243.

#### On-Call Support:

Running a live event and want someone on-call to help troubleshoot and answer questions during the event? Contact us to setup on-call support and make sure your live event runs smooth.