Things to Know: Onsite Biddable Item Displays

Make sure all biddable items present at the event have a printed QR code AND item number.

Where to find QR code [video](#)

Where to find item numbers

<u>Things to Know: Announcements To Bidders Prior To Your Auction Opening</u>

In "**Reservations**" we have a blue button titled **"Send Bidder Links"**. This button enables the admin to send a mass email to all registrants, and to any of the registrants guests (who've claimed and accessed their bidder number) who have an incomplete bidder profile.
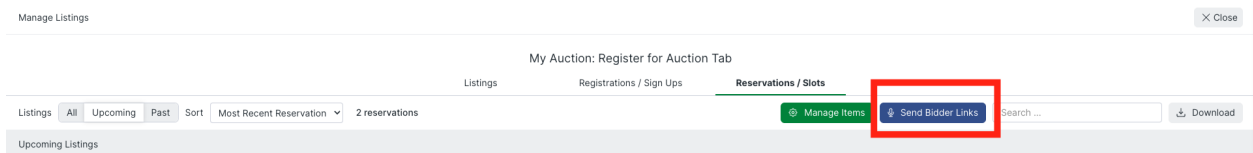
Once the **"Send Bidder Links"** button is clicked you can see how many incomplete bidder profiles there are. From here you can craft an additional message, or not.

Prior to your event we recommend using this feature to bring your auction top of mind to your registrants so they and their guests can complete the bidder profile set up.

Using the **"Send via Email"** option is advised as not all of your bidder at this point may have left their cell phone numbers yet.

*One thing to note is that if a registrant has a guest or multiple guests as a part of their ticket type, i.e. Couples Ticket which has two solts per ticket, the registrant will receive their guests bidder access email so they can forward that email to their guests prior to the event.

Send Bidder Profile Reminders

Audience Segment

Incomplete Profiles ⌄

2: Total Bidder Profiles
1: Bidder Profiles w/ Email
1: Incomplete, Email Present + No Phone
1: Incomplete, Email Present + No Payment
1: Incomplete, Email Present + No Phone + No Payment

Additional Message

Individual bidder profile access links will be included via the delivery method chosen below. Add an optional, additional message here.

Reminder to have your bidder profile filled out before you can begin bidding.

Send Bidder Links

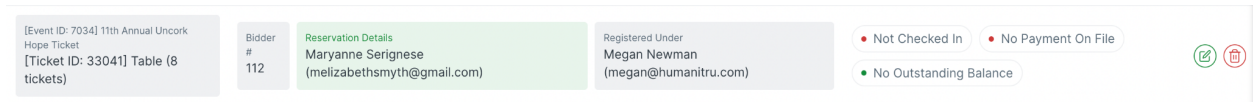✉ Send via Email

💬 Send via Text

Text Preview: Welcome to <EVENT>! You are Bidder #100. Click your personalized access link below to complete your profile: <LINK>. <OPTIONAL MESSAGE ABOVE>.

Things to Know: Check In

Be VERY careful when checking people in who have registered guests attached to their reservation. If a registrant purchases a table, for example, they have the option during registration to enter their guests information, or to not enter their guests information.

Example of a guest whose information was entered. The guest information is in the green box and the registrant's information is in the gray box.
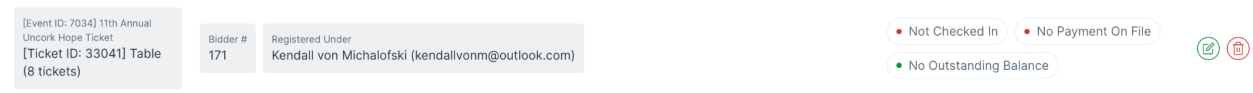
Example of a guest whose information was not entered. Notice the blank space to the right of the gray box with the registrant's information. This denotes a reservation that can be claimed by either the registrant or their guest.
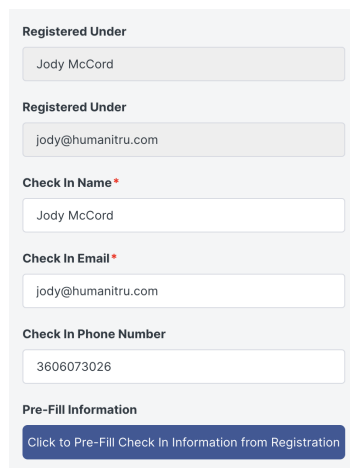
When checking someone in, if you click the blue "Pre-Fill Check In Information from Registration" button, it will add the original registrant's name and email address to the guests slot when checking them in. ONLY use the prefill button when the person who registered for the ticket is the person checking in.

Things to Know: Adding Credit Card Information

Be VERY careful when inputting credit card information. You only want to use the blue "Transfer Card Used from Registration" button when the original registrant is checking in and they want to use the credit card they purchased their tickets with. If you click this button on one of their guest profiles, you will transfer the registrant's credit card information to their guest and they will get charged for all of their guests' activities.

ATTENTION - BLUESWIPE AND BEYOND PAYMENTS CUSTOMERS

If your payment processor is **Blueswipe or Beyond** you will notice when adding credit card information manually during check-in that the previous individual's credit card information is carried over to your next guest check in. Be sure to manually delete all credit card fields if you see the previous individuals card information carried over and input the correct guests credit card information during check-in. Currently, Bluwswipe and Beyond does not have functionality to automatically clear the credit card fields from the previous individual. Here is a quick video explanation of this.

Things to Know: Onsite Check-In

When registrants are checked in onsite, whether their reservation slot indicates that they are checked in or not, click the **"Send via Text"** link so that they can login to their bidder profile on their mobile device so they do not have to search old texts or their email. **Confirm with the guest that they received the text.**

If someone doesn't receive the link, verify the phone number they are checked in with.

Advise registrants they MUST click the link in their text (and have a complete bidder profile) before they can scan QR codes or place bids. **They SHOULD NOT use the link in their email to login to bid, only to complete their bidder profile, as links opened in a Gmail or Outlook app on a mobile phone DO NOT open in a browser.**

If someone receives multiple links with multiple bidder ID numbers via text message, search for their name and make sure none of their "Registered Under" guests also have the registrant's phone number on file. Delete the phone number for the Registered Under guests and add the their correct cell phone numbers.

Here is a [video](#) explaining this scenario.

Things to Know: Placing a Bid

In order to place a bid successfully, bidders must click "Place Bid", enter an amount, click the **arrow icon**, and then click "Confirm" to place their bid. Example [video](#) of how to place a bid.

Auto/Max Bids

When a bidder sets up a Auto/Max bid they will automatically be bidding on the item in the bidding increments set for that item until their Auto/Max bid is reached. If there is another person bids on that same item, and they are outbid they will received an outbid notification based on their notification settings in their bidder profile. Once an Auto/Max bid is reached, and the person is outbid, they will also receive a notification that they've been outbid and can then choose to set up a new Auto/Max bid, or place an individual bid.

Mobile Browser Issues

Tell registrants to be sure they are using the same browser on their mobile decive. On some mobile devices, when people click a link, it gives them the option to select a browser. If they click the unique bidder link from their text message sent by Humanitru and choose Chrome, but then scan the QR code of a biddable item and choose to open it in Safari, they will not be logged in on Safari and have to log back in to bid.

Example of browser selection on an iPhone
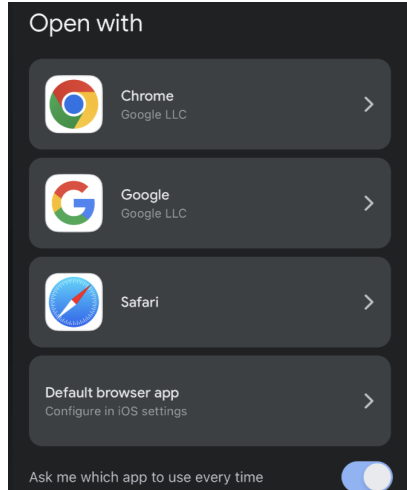
Am I logged In?

You can tell if a bidder is logged in by selecting the hamburger icon (mobile menu icon located in the upper righthand corner of your browser window) and seeing their bidder #.

Example of a bidder who is logged in

About

Donate

Sponsor

Purchase Tickets

View Bidding Profile: #182

Sign Out of Bidder # 182

Example of a bidder who is not logged in

MHP
YOUR CHILD IS OUR MISSION.

About

Donate

Sponsor

Purchase Tickets

Sign In

Contact

<u>Trying to place a bid without being logged in</u>

If a guest attempts to place a bid without being logged in, they will be prompted by a popup (see image below) to lookup their bidding account.

The best practice is to have the bidder look up their login via phone. Enter the phone number used during registration / check-in. When the number is recognized, the bidder will see a green "Send Link" button. They need to click this button to trigger a text that will include their access link. Once they click the access link that is sent to them via text, they will be logged in and can place bids.

Logged Out Error Message

If bidders get a notification that they have been logged out but it looks like they are logged in, they may have special security or incognito settings on their mobile device. Instruct them to go back to their text messages and click their "Outbid" link (if they've previously placed a bid) or their original "Access" link they received during check-in.
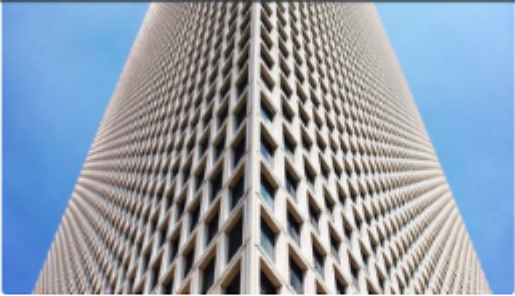

QR Code Errors

If someone scans a QR code and it takes them to the wrong item, delete the item number from the search bar and enter the correct item number (ideally this item is printed on your bidding sheet with the QR code).

If someone says they can only see a few items and can't figure out how to see all items, check the search bar and make sure it is empty.
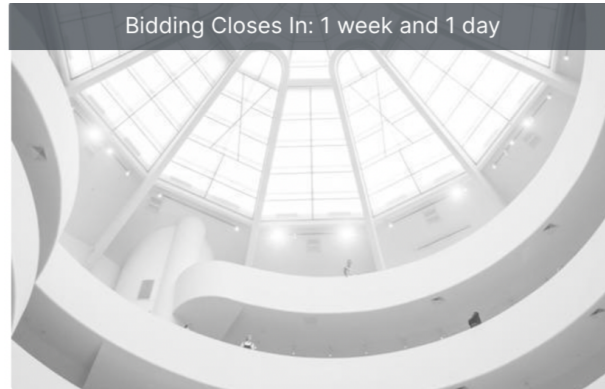
Currently Top Bid ✕

| Ending in 15 Min | No Bids | I've Bid on This | Currently Top Bid | Currently Outbid |

🔍

There are no listings on this page. If you are looking for all listings
(not just upcoming listings) or listings with different visibility
settings, click on "Filter Opportunities" above.

Onsite Card Swippers

If you are using a card swipers to collect credit card information during check in please refer to
this [document](#) for further information.

If you would like additional information on how to purchase card swipers for your next auction
event please contact your Customer Success Manager.