

## Logging In, Navigating, Bidding and Winning

Email [auction@c3huu.org](mailto:auction@c3huu.org) at any time with any questions.

### **How Do I start?**

[Here's the link to the Login Screen](#). Login to the system using your phone number in this format (xxx) xxx-xxxx. **Omit the area code if it is a 919 number**. The default PIN is the last 4 digits of your phone number. If you've changed it and you can't remember what it is email [auction@c3huu.org](mailto:auction@c3huu.org) and ask. If you receive a message that your number is not found but you're pretty sure you've logged in before, try another family phone number like your landline number or your mobile number or your partner's number or maybe your work number.

If nothing works, select **I'm new – Add me**. This will display a new screen where you may enter your name, phone number, PIN, email and address. It's important to select **Continue** to save the information that you have entered. If you don't enter a PIN, the system defaults to using the last four digits of your phone number.

### **Next – Verify your information is correct.**

Please take a minute to verify that your information is correct if you are logging into an existing account, especially your email address. The email will be used to send messages about items you donate and bid on, including notices if you have been overbid on an item.

Click on **My Statement** at the top of the screen to check your information. Select **Edit Profile**, next to your name and address to view your current information. This displays a new screen with your address, phone number and email address. If you make any changes, click the **Continue** button at the bottom to save changes. This is also where you can change your **PIN** if desired.

### **How do I view the fabulous auction items**

There are two selections, **Catalog Grid** and **Catalog List** in the top menu after you log in. Each has a search box feature in the upper right of the screen to find a specific item by name, number, description, etc.

The advantages of **Catalog Grid** are:

- An option in the item listing to **Add Favorite\***. Selecting this will create a list of items that you may access quickly from another section at the upper left of the screen.
- A selection for **My Bids** to view the items that you currently have winning bids on. It does **Not** show items that you have purchased (Fixed Price items) or items for which you no longer have a winning bid. Note: if you bid on a Fixed Price item it will show up as a purchased item under **My Statement**.

The advantages of **Catalog List**:

- Displays auction items in list format that may be printed.

- Allows sorting of the list by selecting column headings. You may easily see all items from a certain donor or list the events by date. Items with dates can also be viewed by selecting Calendar at the top of the screen.

\*Use the **Add Favorites** feature. If you are overbid on an item and then overlook the email telling you, you may forget to rebid on items you wanted. Also, if you regretfully conclude the bidding is too aggressive on one item, you can check your **Favorite Items** for another item you were interested in. The **My Bids** filter only shows items where you have a *winning* bid.

## Bidding

Bidding opens on Saturday, September 23<sup>rd</sup> at Noon and closes on Saturday, October 14<sup>th</sup> at Noon. After logging in, go to the navigation bar at the top of the screen, select either **Catalog List** or **Catalog Grid** to peruse the auction catalog in your preferred format. The selections on the left side of the screen allow you to select a Category if you have a specific interest, e.g., Jewelry or Food or select **Favorite Items** if you've been using that feature (highly recommended). First time bidders may need a paddle number assigned. Just email [auction@c3huu.org](mailto:auction@c3huu.org) and request one.

The screen shows different information in different places depending on whether you are in **Catalog List** or **Catalog Grid**. In **Catalogue List** the button to **Place Bid** and the current bidding information is on the far right of the screen. With **Catalog Grid**, the button to **Place Bid** is at the bottom of the item box. Play around with the two view options and see which you like best.

Click on **Place Bid** when ready and you will be brought to a new screen. Depending on the item, there may be an option for quantity with additional spaces for your bid. If you bid too low, the system will respond with a red warning message, and it will give you the correct next bid. Make sure you **SAVE** after entering your bid. Bids must be in whole dollar amounts and above the minimum bid.

Since more than one bidder can be bidding at the same time, it is important to refresh your screen regularly in case you are outbid so that you can bid again. Also, if you are overbid, the system will send an email to the address in your profile and tell you.

If you are having trouble entering a bid, double-check that you aren't trying to bid on a Fixed Price item. You can only specify quantity on fixed price items and once they are sold, they are gone.

**Bidding Tip:** If you are bidding for multiple units of an item, e.g., 4 seats at a dinner, and someone overbids you for 1 of those seats, so that you can't win four seats, the auction software will deem your whole bid a loser. It assumes you don't want to come to dinner without all three friends, you don't get any seats, and lower bids for fewer seats might win. This is most likely to happen if you bid for most or all of the units donated. One workaround is to split your bidding with your partner or your friends.

Never hesitate to contact [auction@c3huu.org](mailto:auction@c3huu.org) if you have a problem. That's why they pay us the big bucks (ha! ha!) – we're here to help you.

Here is a link to a generic video about bidding: <https://www.youtube.com/watch?v=bSHpYDRluA8>

Bidding ends at Noon Oct 14<sup>th</sup> and by 3 PM you should be able to check **My Statement** to verify what you have won. Donors and winners are responsible for arranging the safe delivery of auction items and events. Email addresses will be shown on your statement. Automated email reminders are sent out by the system for future events.

## How Do I Donate?

It's never too late to donate, although sooner is better than later. Click on Donate in the middle of the screen at the top after you log in. It's to the left of My Statement.

If you are re-offering an item that you donated in a previous year, click in the **Other Years** box and select the prior auction year in which the item (usually an event) was donated. Click **Offer Again** for the item you are donating. This will bring you to the donation page with the data fields completed. You can update the various fields, name, picture, minimum Bid, Est Value, Qty as desired. Click **Save** when you're done. Here is a link to a generic video about re-donating an item

<https://www.youtube.com/watch?v=BO4A6eGx-vs>

If you are offering a new item, click **Donate a new item** from the Donate page. The data fields will be empty, and you will need to complete them. Feel free to email the auction if you have any questions. Someone will review your donation in any case and may make suggestions if we feel we can be helpful. Only one picture can be uploaded to the auction catalogue, but you can send additional pictures to us at [auction@c3huu.org](mailto:auction@c3huu.org) and we will upload them to a separate Auction Resources page on the Church website. Additional pictures are particularly useful for arts and crafts. Click **Save** when you're done. Here is a link to a generic video about donating an item

<https://www.youtube.com/watch?v=CGRq2ofJz-U&t=16s>

**Donation Tips:** We strongly recommend that events be offered with a date. Many people hesitate to bid on an item without a date and many donors find it onerous to coordinate setting the date later to accommodate a disparate group of winners. **IMPORTANT: Please check the Calendar to make sure that you are not scheduling against another donated item or Church event.** Check the calendar **before** you complete the donation screen so that you don't lose your work. If you want to host an event at the church, please coordinate first with Rachel Rose at <mailto:communications@c3huu.org>

The **Minimum Bid** should be below the price you want the item to sell at. Lower minimum bids encourage multiple bidders, more excitement and competition and higher final winning bids.