
Online Bidding Quick Start Guide for The American Heart Association Silent Auction

Thank you for joining us for our virtual event and for participating in our American Heart Association Online Auction.

This quick start guide will cover the following (Click the links to jump to that section):

- [Register for Online Bidding to participate in the Auction](#)
- [Frequently Asked Questions and Online Auction How To's](#)

We have also set up a Heart Concierge Line for you to answer any questions you may have! You can email our team here:

Genna.Lukshus@heart.Org

and

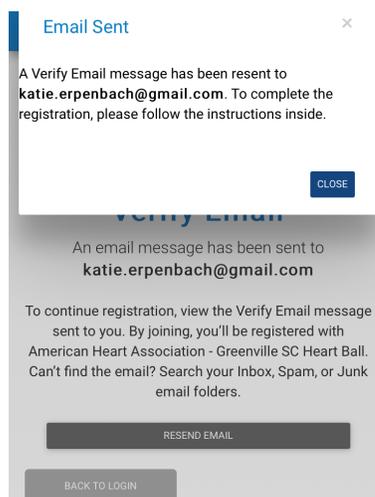
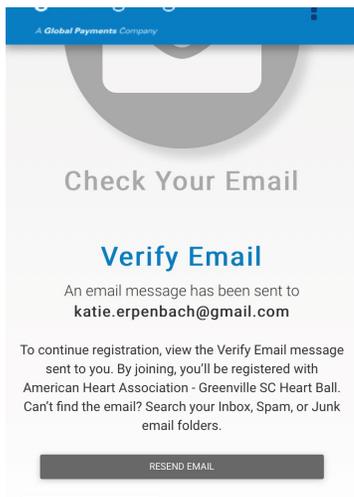
Emily.Kessler@Heart.Org

if there is anything you need or any questions we can help answer.

Please note that bidding for the American Heart Association Silent Auction will close promptly at 7:30PM on Thursday, April 30th.

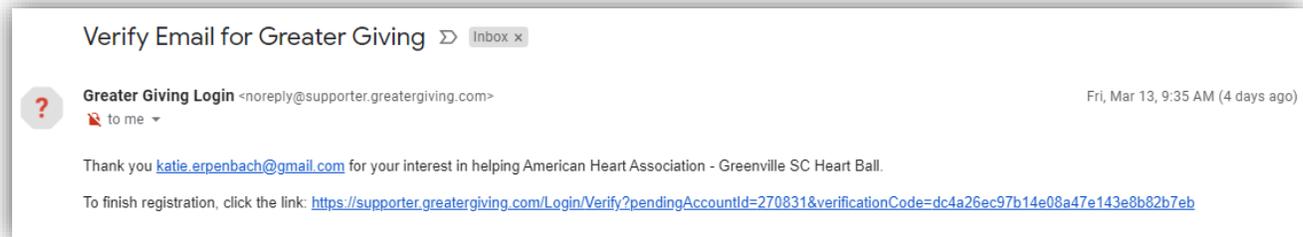
Online Bidding Registration Guide

1. Click on URL provided to you from the Heart Team, which will take you to the Online Bidding page.
2. On the bidding page, click the "Start" button in the top right-hand corner to register to bid. (See photo on right)
3. Once you click the "Start" button, you will be prompted to verify your email address. Please note that once you click the verify button, it could take up to 30 minutes for you to receive the confirmation email, and the email very often goes to your Spam/Junk email folder, so please check often.

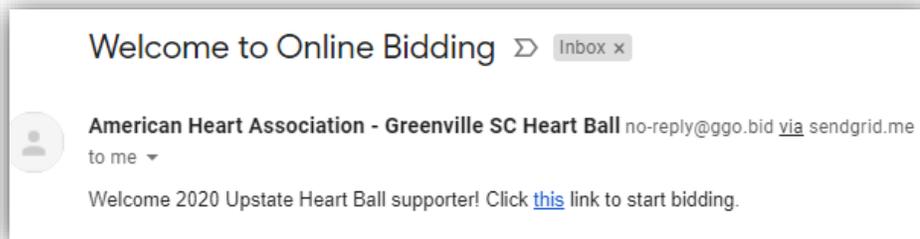


Please note – we recommend registering early since the confirmation email can take some time to receive so you can complete your registration.

4. You will receive an email from Greater Giving prompting you to complete the registration process by clicking on another provided link which will then take you to a screen where you will create a Greater Giving account of Online Bidding by filling out your basic information.



5. You will need to enter following:
 - a. Create a password
 - b. First and Last Name
 - c. Mailing Address
 - d. Credit Card- This will only be charged for any Auction Packages you win
 - e. Billing Address (if different from Mailing)
6. After entering your information and clicking the "Create" button for your account, you will receive a welcome email and or text with a link to start bidding:

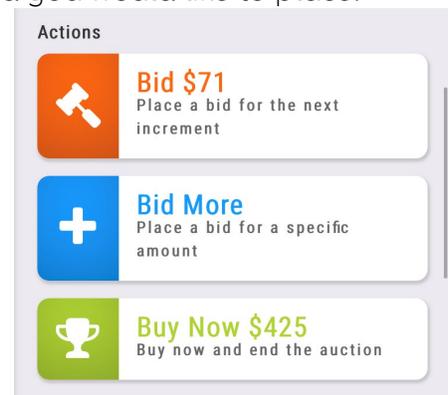


7. Once you click the link to start bidding, you will be taken to the Online Bidding site you will now be able to start bidding.

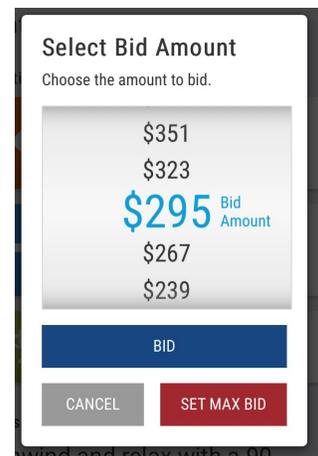
Frequently Asked Questions About Online Bidding

1. I have registered! How do I see the available auction packages? Browsing is easy! Just swipe down to show more packages, until you find one you like.
2. How do I see more details on what's included in this auction package including any restrictions? Simply clicking on the package will allow you see more information on a package including additional photos, restrictions or the current bid price.
3. How do I place a Bid on a package? After you click on a package, you will see options to place your bid. Just select the type of bid you would like to place:

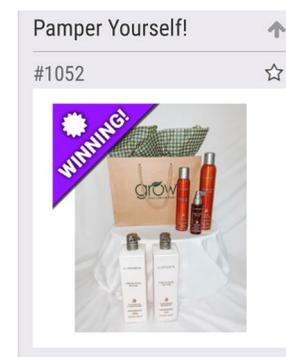
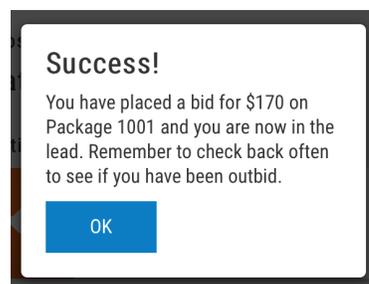
- a. **Bid:** This will place a bid on your behalf at the next set bid increment
- b. **Bid More:** This will allow you to place a bid at a higher amount than the next bid as well as "set a max bid" so the system will automatically bid for you up to a set amount (See questions 4 and 5 for more information on setting a Max Bid)
- c. **Buy Now:** This will allow you to buy this Auction Package outright! Please note not all auctions or packages will have this as an option



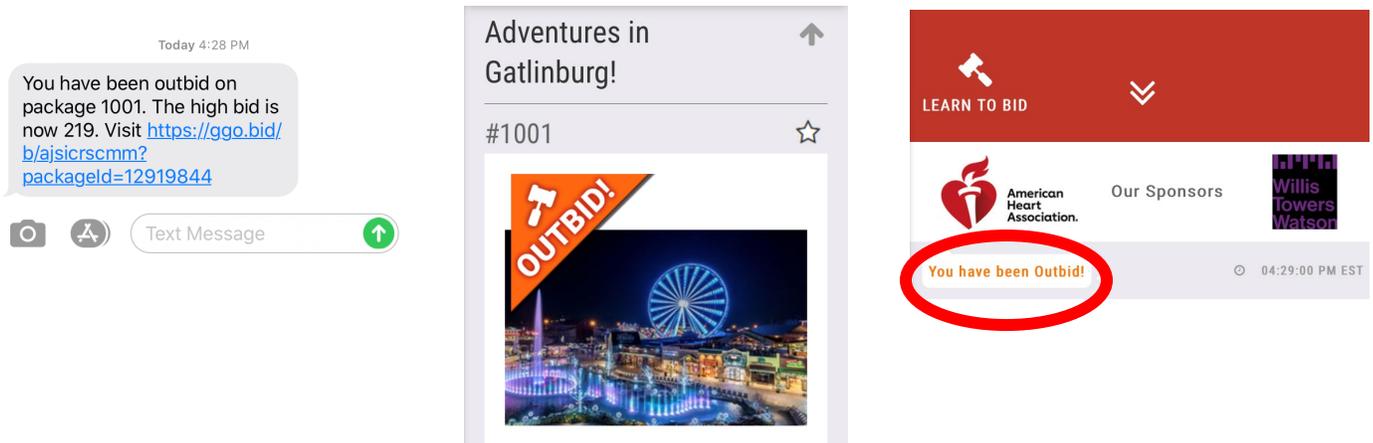
4. What does it mean to "Set a Max Bid"? Setting a "Max Bid" means Bidding will automatically continue in your favor as soon as someone else bids on that same package until your max bid is reached or the auction closes.
5. How do I set a "Max Bid"? To set a "Max Bid", select the package you want to bid on and then click the blue "Bid More" button. You will be prompted to select your Max Bid amount and then click the red "Set Max Bid" Button. NOTE: If your bid is lower than the highest max bid on that package, you will be prompted to enter a higher bid.



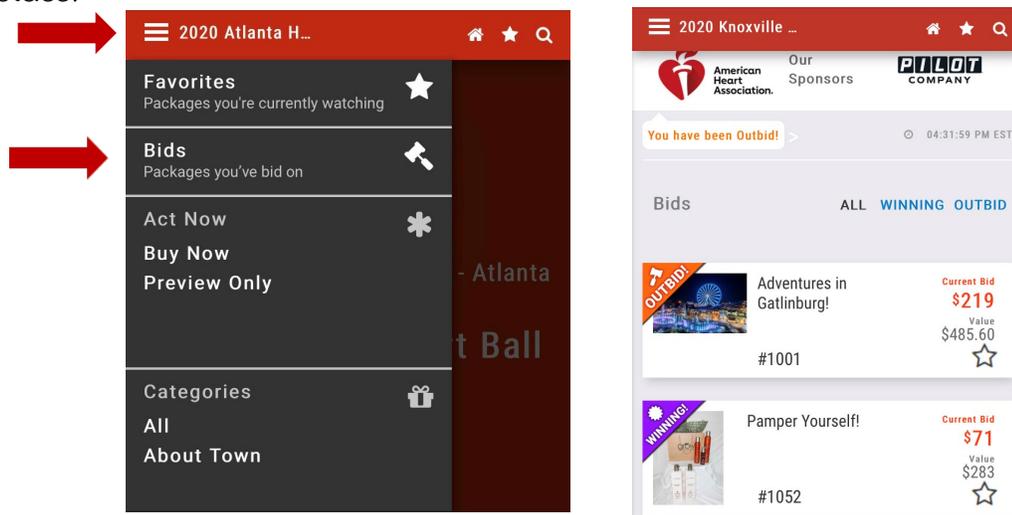
6. How do I know if My Bid has successfully been placed? Once you place a bid you will see a pop up letting you know that you successfully placed a bid on that package. You will also notice the banner on the photo for the package will now denote that you are currently "Winning" that package!



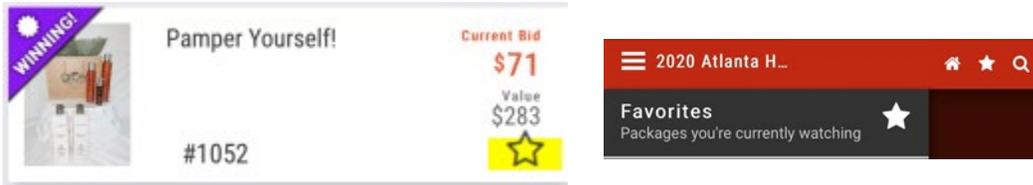
7. How will I know if I have been Outbid? Trust us, we will make sure you know you have been outbid so you can bid again! If we have your cell phone number, you will receive a text notification you've been outbid. If we have your email, we'll send you an email to let you know you've been outbid. The banner at the top of your package will change from "Winning!" to "Outbid!". There will also be a notice at the top left side of your bidding page the next time you open the site to let you know you have been outbid.



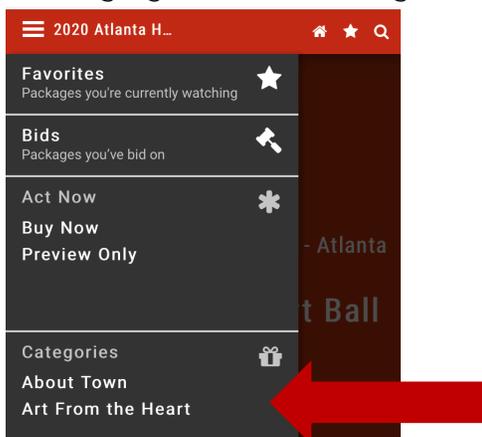
8. Is there a way I can see all the Packages I have bid on so far in one place? Yes! If you click on the menu button in the top left-hand corner and select the "Bids" button you can see all the packages you have bid on and their current status in one place.



9. If I'm not ready to bid, can I add a package to "My Favorites" so I can keep an eye on them until I am ready to bid? If you press the ☆ button on any package it will be added to your favorites section. You can view all the packages in your favorites section by clicking the ☰ Button in the top left corner of the screen then selecting the "Favorites" button



10. Is there a way to search the packages by category? Of course! If you click on the ☰ Button and go down to the categories section at the bottom, you can select a category and scroll through the different items by category.



Some phones only show 2 categories at a time so make sure you put your finger under the 📺 button and scroll there to see all categories

11. When the Auction closes how will I know if I won? Once the auction closes you will receive a text or email that you won! You can also check back in your "Bids" section referenced in question 8 to see the status of every package you placed a bid on!
12. When will you charge my Credit Card on file and how will I get what I won? All credit cards on file will be charged on the Monday after the Auction closes. If you would like to change your credit card on file to be charged, please call or email your local contact listed at the top of this page before Monday.
13. What if I have a question that's not answered here? If you have a question that we haven't answered in this document, please feel free to reach out to your local event contact listed at the top of the page. We are always happy to help!

Good Luck and don't forget to bid high and bid often!