

## **Silent Auction FAQ**

### **Q: How do I bid on my phone?**

A: You can bid on your phone by visiting [one.bidpal.net/tasteoffame](http://one.bidpal.net/tasteoffame)

### **Q: Does your auction platform have an app to download on the phone?**

A: There is not an app available. OneCause is available on the web only.

### **Q: How can I register for the Silent Auction?**

A: To register, visit [one.bidpal.net/tasteoffame](http://one.bidpal.net/tasteoffame). Users can register on any page of the auction center by clicking on the "Sign in" link in the top right corner. Registration is required in order to make a donation or place a bid.

You can sign in with your email address, Facebook account, or Google account. After selecting the registration method, you will be prompted to enter required information for registration.

### **Q: How can I place a bid or set a Max Bid?**

A: To place a bid, first select the item you would like. Then click the "Bid" button or the "Watch" button.

The "Bid" button will open the "Place Your Bid" pop-up window and allow you to place a bid on the item. The "Watch" button will allow you to bookmark the item.

Enter your bid and then select "Confirm Bid." In the next window, you will be able to set your Max Bid. The Max Bid represents the most you are willing to spend on the item. If you don't want to set a Max, you can simply select "No Thanks."

### **Q: How can I check my bids or donations?**

A: On the auction page, click the "Your Activity" button on the menu to review the list of your bookmarked items, bids, and donations.

### **Q: How do I know if I won an item?**

A: Click on the person icon in the top right corner to check the status of your bids. You can see whether you are the highest bidder, if someone outbid you, or if you won the item.

### **Q: How do I pay for the item I won?**

A: In the same section mentioned above, you will be able to pay for your transactions on the receipt tab.

**Q: How can I get my invoice?**

A: Supporters will be texted a receipt when their purchase is complete. There is also an option to email yourself a receipt. WCNY will also send email receipts to guests as needed.

**Q: Is there any bid limit on your items?**

A: There is no limit on how many items you can bid on or how many times you can bid.

**Q: How can I make a donation?**

A: Go to the "Make a Donation" page and select your donation amount. Or enter your amount by selecting the "Other" option. Then select the donate button.

**Q: Is there a sales tax on the auction item?**

A: Only certain packages are subject to sales tax. Sales tax will be applied based on the buyer's location.