

2021 Penland Benefit Auction

Bidding Guide

Online bidding platform home page and functions:

Menu (indicated by a green circle)

GET STARTED (circled in red with an arrow pointing to the text "If your home page says 'Get Started' instead of 'Favorites', do not click it! Go back to the text or email with your url. If you do not have this, contact tech support. (See page 4 for details)"))

SEARCH Q (circled in green with an arrow pointing to the text "If your home page says 'Get Started' instead of 'Favorites', do not click it! Go back to the text or email with your url. If you do not have this, contact tech support. (See page 4 for details)"))

36th Annual Benefit Auction

Penland School of Craft

Welcome

Thank you to all our sponsors

LEARN TO BID

Preview **101** Hillary Waters Fayle ☆

Preview **102** Mark Hewitt ☆

Preview **103** Charity Hall ☆

Fund-a-Need

Search

Enter a Package Name or Number to search

OK **CANCEL**

Favorites Packages you're currently watching ☆

Bids Packages you've bid on ↗

Act Now *

No Bids

Opening Soon

Buy Now

Preview Only

Categories (6) 📁

All

1. Silent Auction One
2. Silent Auction Two
3. Silent Auction Three
4. Resident Artists
5. Live Auction

Cynosures

Your Bidder Number can be found here

Bidder # (circled in green)

Do not click this button! It will log you out and you will have to go back to the text or email with your url to get back in. (pointing to a power button icon)

Categories allows you to quickly navigate auction sections

"Favorites" and "Bids" help you quickly navigate to items you are interested in.

Favorites Packages you're currently watching ☆

Bids Packages you've bid on ↗

You can **search** by the package number or artist name. You are unable to search by media.

Favorites

Preview **831** Thomas Campbell ☆

All the items you have starred as **favorites** will show up on this

All Bids (circled in green)

Click here to see all packages you have placed bids on, packages you are currently **winning**, and packages you have been **outbid** on.

ALL **WINNING** **OUTBID**

How to bid on an item:

Bid
\$650

Bid
More

Buy Now
\$1,700

Buy Package 101 for
\$1,700?

Cancel Confirm

Select Bid Amount

Choose the amount to bid.

\$815.78
\$760.52
\$705.26 Bid Amount

Place Bid

Cancel

Set Max Bid

The "Bid More" option lets you skip over the next bidding increments to place a higher bid. Using this function, you can still only place bids at pre-set increments.

To place a bid that is higher than the next bid increment, click the "Bid More" button, scroll to the bid you would like to place, and select "Place Bid"

To scroll on a computer use the arrows, depending on your mobile device there may be arrows, or if no arrows, use your finger.

The "Bid More" option also lets you set the **maximum bid** you are willing to pay for the item and the system will automatically bid for you until your maximum bid has been surpassed by another bidder. To use this function, scroll to select the maximum you are willing to pay for the item and select "Set Max Bid". **Do not continue to bid manually while the system is auto-bidding for you or you will outbid yourself.**

Max Bid will **NOT** be available for items in the live auction.

If you would like to go ahead and guarantee your purchase of the piece for the closeout price shown, you may select the green "Buy Now" button. Press "Confirm" to confirm your purchase. This option will **NOT** be available for items in the live auction.

A banner along the top of the item will indicate whether you are winning or have been outbid. You should also receive a text and e-mail when you have been outbid (silent auction only).

← Auction Item 154

Winning

← Auction Item 154

Outbid

You have been outbid on package 154. The high bid is now 57.89.

Place Bid for \$650?

Cancel

Confirm

If you would like to place a bid by increment, select the "Bid" button and confirm your bid by selecting "Confirm" when prompted.

Links

Bidding Platform

If you are registered to bid, you should receive a text message and an email with your personal links to the bidding platform. These messages will come to the phone number and email address you used when purchasing the tickets. If you did not receive your link or can no longer find it, please contact tech support to have it re-sent to you.

****Please do not opt out of communications from the bidding platform!***

Important information will be sent to you this way.

If you are not registered to bid, you can still watch the live stream on YouTube.

Auction Livestream

The link to the YouTube Livestream can be found -

On the Penland School of Craft YouTube Channel: <https://www.youtube.com/user/PenlandSchool>

On the Penland School of Craft Annual Auction page: <https://penland.org/auction>

This link will also be included in the email sent from the bidding platform to all registered participants before both the silent and live auctions, and throughout the event.

**** IMPORTANT**** There will be a delay between the Youtube live stream and the online bidding platform. It takes video a little longer to reach you across the internet and the delay can vary based on your internet provider and devices. If you are actively bidding and find the delay confusing, please focus your attention on the bidding platform for the open and close of the pieces you wish to bid. **You will see a timer appear to count down the close of each item.**

Devices

Silent Auction

During the silent auction you can place bids via your computer or mobile device. It will be easier to navigate on a larger device to explore the first time. Be sure to try out your devices during the **preview starting August 1.**

Live Auction and Livestream—2 Ways to Watch

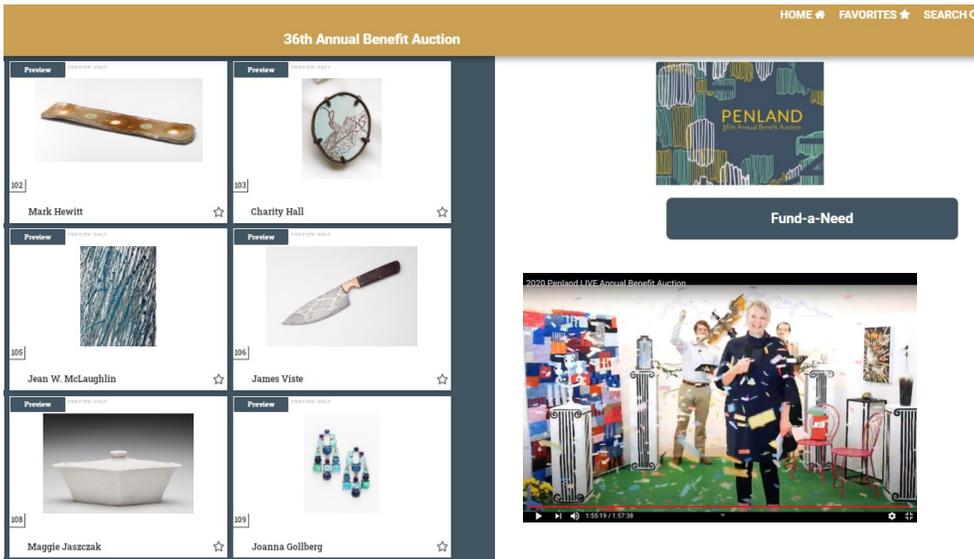
If you wish to bid on an item in the live auction, you will need to view the bidding platform and the livestream video simultaneously! Bidding for these items will occur on the same page as bidding for the silent auction items.

You can:

- Watch YouTube Livestream on SmartTV/streaming device (Firestick, Roku, Apple TV, etc) and place bids in Online Bidding on computer or mobile device. *Consult your SmartTV or streaming device guide for how to access YouTube!
- Watch the YouTube Livestream on a computer and place bids from a mobile device (smartphone or tablet)
- Open two windows side by side on your computer and simultaneously watch the Livestream and place bids in Online Bidding page from your computer.

Devices cont.

New this year! The auction livestream can be viewed within the online bidding platform.



NOTE: Do not use the “refresh” button in your browser during the live auction! Doing so will stop your livestream video. Instead, use the home button at the top of the bidding page.



**** IMPORTANT **** The delay between the live stream and the bidding will be the greatest with this method, but this method will eliminate the need for two devices or windows.

Recommendations

- Save your links where you can find them easily. Ex. bookmark the pages or put in a calendar event
- Test your devices during the preview
- Familiarize yourself with the bidding page on a larger device before viewing on a smaller devices like your cell phone
- If you are actively bidding and watching the livestream embedded on the bidding page and the lag is confusing, pause the video stream and focus on the timer and the bidding activity only. You can start the livestream back in real time by clicking the HOME button when you have finished bidding and go to the next piece.
*It may be easier to have the live stream on a second device where you can just mute it.

Support

Tech Support Phone Number: (828) 330-9867

Support will be available if you need help navigating the online bidding platform. We are not able to help with connectivity issues; those will need to be addressed with your internet provider prior to bidding. Please test the devices you plan to use for bidding and watching the live stream during the preview week.

Hours of Availability *All times listed are ET

Aug 1-20 (Preview)	9am-7pm Mon-Friday
Aug 21 (Silent Auction opens)	2-4 pm Saturday, no hours on Sunday
Aug 23-27 (Silent Auction in progress)	9am-7pm Mon-Fri
Aug 28 (Live Auction begins at 3:30pm)	2-5:30pm Saturday