INSTRUCTIONS FOR AUCTION VOLUNTEERS

Checking in attendees

1. Search for attendee's name on the **Attendees** tab
2. If attendee's name is not listed
3. Click **Check In** in the Status column, confirm attendee details, set Notification Preferences, and send tickets, if needed
4. Click **Check In** if you don't need to add a payment method, or click **Check In + Payment**
5. Click **Swipe Credit Card** and swipe with magnetic strip away from light
6. Enter Zip Code and **Submit Payment Method**

If attendee's name is not listed

2a. Search for Sponsor's name
2b. Click on *Guest of Sponsor Name*
2c. Complete information on **Registration** tab and **Save**
2d. Follow remaining check-in steps

Checked-in attendee needs link for Givi app

1. Click on name on **Attendees** tab
2. From here, you can **Text** a link to download Givi
3. Attendee clicks first link to download Givi
4. Once downloaded, click second link in text message to create a password

To place a bid on behalf of attendee

1. Go to **Items** tab and search for item name
2. Click on **View Item Details**
3. Search for attendee
4. Click **Place a Bid**

To add Fund-a-Need items or donations

1. Go to **Items** tab and select **Fund-a-Need Items** in drop-down
2. Search for item name or donation level
3. Click on **View Item Details**
4. Search for name or bidder number
5. Select **Purchase**
6. If applicable, use + or – to adjust number of items or donation amount
7. Click **Donate** or **Confirm**

To cancel a bid

1. On **Attendees** tab, search for name or bidder number
2. Click on bidder's name
3. Go to **Activity** tab
4. Select item and click **Cancel Bid**

To process Checkout

1. Go to **Checkout** tab
2. Click on green **Open Checkout** button
3. At this point, bidders can begin checking themselves out
4. Complete these steps for each auction category

To update payment method before Checkout

1. Go to **Checkout** and search for name
2. Select pencil next to name
3. Update payment method

To review winner's items before checkout

1. Go to **Checkout** and search for name
2. Click on attendee's name
3. From here, you have the option to remove any items they have purchased and/or won

To review winner's items after checkout

1. Go to **Checkout** and search for name
2. Click on attendee's name
3. Click **View Transactions**

TIPS:

1. If an item needs to be duplicated, an organization admin will need to clone the item from the control panel for it to appear in the Virtual Terminal.
2. Best user experience is to use the **text message links** to download Givi and set up password.
3. You can reassign tickets before they're checked in by changing the **Registration** info. After check-in, tickets cannot be reassigned.
4. You can add Store and Fund-a-Need items to attendees in bulk by selecting the item and then clicking **Bulk Purchase** or **Bulk Contribution** at the top of the page.

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