



Virtual Auction Frequently Asked Questions

This year's Evergreen Gala Virtual Auction will use Greater Giving Online Bidding – allowing you to bid using your smartphone or tablet. Below are some tips that can help you navigate the bidding process.

➤ How do I bid?

Greater Giving Online Bidding software does not support Internet Explorer. Please use Chrome, Safari, or Firefox. To bid in our auction you must first register. Until the auction is opened, you can only view the items. Once the auction opens, you can start bidding.

Become a Bidder

1. Go to the online bidding site <https://ehf2021.ggo.bid>.
2. In the top right-hand corner of the page, click the **Start Bidding** button.
3. Click the green **Create Account** button on the left side of the page.
4. Confirm your email address by entering it into both fields, check the box for **I'm not a robot**, and click the green **Confirm** button. A confirmation email will be sent to you.
5. Check your inbox for an email from **Greater Giving Login** and click the link to finish registration. *If you do not receive an email, check your spam or click the "Resend Email" button on the "Verify Email" page.*
6. Enter all your contact information, along with your credit card.
7. IMPORTANT: Enter your cell phone number to receive text message alerts when the auction opens and updates about your favorite auction items.
8. Click the large green gavel button on the right that reads **Start Bidding** underneath it.
9. You're all set and ready to bid! Scroll down to see all auction items.

Navigating the Bidding Page

1. Once logged in, scroll down to browse all auction items.
2. Click the ≡ button in the top left corner of the page to open the menu for Favorites, Bids, and Categories.
 - a. Favorites - Use the star ☆ to save auction items for later viewing.
 - b. Bids - See auction items that you have bid on already.
 - c. Act Now - Sort auction items quickly by No Bids, Currently Open, and more.
3. You will also find a **Learn to Bid** icon that can be helpful once you are registered.
4. Search for packages by name or number or by choosing a category under the menu (≡).
5. To “watch” a package, select the star icon on the package.

Online Auction Support:
foundation@evergreenhealth.com | 425.899.1900
www.give.evergreengala.org | <https://ehf2021.ggo.bid>



Virtual Auction Frequently Asked Questions

6. You'll be notified if you're outbid at any point before the auction closes and you will see an Outbid notice at the top of your screen.
 7. To get back to the main screen, click the **Home** icon.
 8. To view the packages you are bidding on, click the menu (≡) button and select **Bids**.
- **How long is the auction open for bidding?**
The virtual auction will open on April 21st and close at 9pm PDT on April 24th.
 - **Can I change or cancel my bid?**
Unfortunately, once a bid is placed it cannot be changed or canceled.
 - **How do I know if I won my bid?**
A few minutes after the auction has closed, bidders can login to their account and click the **My Account** tab to see the list of purchased items. We will also send out confirmation emails within 7 days after the closing of the auction.
 - **How do I pay for my items?**
Upon registering you were asked to provide your credit card information. Payment will be processed directly through Greater Giving secure checkout page immediately following the closing of the auction. You will only be charged if you purchased items.
 - **How long after the Virtual Gala can I receive my items?**
Items will be available for pick up at the Foundation office the week following the Gala (*Starting April 28th*).
 - **What happens if I cannot pick up my items?**
You may send someone else with a copy of your invoice to pick up your items.
 - **Can the Foundation deliver my items?**
We would be happy to make delivery arrangements with you!
 - **What happens if I do not hear from the Foundation?**
Winning Bidders will be contacted by April 30th. If you do not hear from us by then, please contact us at foundation@evergreenhealth.com or call 425.899.1900.

Online Auction Support:
foundation@evergreenhealth.com | 425.899.1900
www.give.evergreengala.org | <https://ehf2021.ggo.bid>