

## **FAQs: WIRF Gala Silent Auction through Givergy**

### **How do I make a bid?**

Go to the dedicated platform for the 2021 WIRF Gala: [www.wirf.com.au/WIRF2021](http://www.wirf.com.au/WIRF2021)

Click on Silent Auction Items, scroll through the list and tap on the item you want to bid on. At the bottom of the page beneath the photo and description it will show you the current winning bid and the next minimum bid you need to make. Enter your bid amount into the field at the bottom of the page and click Place Bid (if you are not registered you will need to register your details). Credit card information is required before placing your first bid.

### **How do I register?**

You can register when you first place a bid or make donation, or you can click on Login/Register. You will be asked to enter your details so we can contact you if you win an auction item.

### **Can I edit my profile?**

Yes, you can change any of your contact details at any point. Click on My Account, edit your profile and click Save.

### **How do I know if I have been outbid?**

You can click on My Account and then My Bids to see all of the items you are currently winning or have been outbid on. You will also be sent a text and email notification if you have been outbid.

### **What do I do if I want to retract a bid?**

Contact WIRF at [richie@wirf.com.au](mailto:richie@wirf.com.au) or with Givergy at [pro@givergy.com.au](mailto:pro@givergy.com.au)

### **When does the auction close?**

There is a countdown clock on the item page showing how long is left until the item closes.

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

When the system closes, your credit card will automatically be charged only if you have won an item and/or made a donation. You will then be sent a text and email notification with a confirmation of your payment. For item collection information please refer to the home page of this website.

### **How do I make a donation?**

Click on Make a Donation, choose your level enter the amount you want to donate into the field at the bottom of the page and click Donate Now. As with bidding you will need to be registered on the system.

### **Who should I contact if I have further questions?**

For questions about auction items or making a donation, please contact WIRF at [richie@wirf.com.au](mailto:richie@wirf.com.au)