



## VIRTUAL GUEST FAQ

### **PRIOR TO THE EVENT**

- How can I view the silent and live auction items in advance of the event?
  - Before the day of the event, all guests should go to <https://SneakerBall20.givesmart.com> or text SneakerBall20 to 76278 to register. It's a quick process, and you'll be able to see all of the items available for bidding. Enter your shipping and payment info in advance, and check-out after the event will be a breeze.
- Can I bid on an item now, even before the event starts?
  - YES! Silent auction items are open for bids now and will be until the conclusion of the event on November 18, 2020.

### **How do I log into the event?**

- Just prior to the event, go to <https://www.mackfamilyfoundation.org/page/2020sneakerball> scroll down and click to join the event. You may be asked to enter your e-mail address and name and then click "Register" to enter the site. This information is not shared with anyone outside of our foundation and is for tracking purposes only. You do NOT have to use the info of the person who purchased the tickets; you can use your own.
- What equipment will I need to view the event?
  - The foundation and our partners recommend you use a computer/laptop with simultaneous access to two tabs, so you can view the livestream and bid on auction items at the same time, without losing the live feed. You may also choose to view the livestream on your computer/laptop, iPad or tablet while using your phone to bid on items and interact live on social media.
- How can I stream the event on my TV?
  - If you have a smart TV, you can mirror your screen from your laptop or phone. If you don't have a smart TV, try connecting your TV to your computer/laptop with an HDMI cord. Look at your TV manual or visit the following link: <https://www.cnet.com/how-to/how-to-connect-your-computer-to-your-tv/>
- How long is the event?
  - The livestream will occur 7:00-8:30 p.m. Central on Wednesday, November 18, 2020.

### **DURING THE EVENT**

- What if I have issues getting the link to work or show the livestream during the event?
  - For all technical issues, please click "Support" at the top of the page link. You may also test your connection by clicking that coordinating button as well.
- How can I bid online in the silent auction?
  - Whether you are "attending" the livestream event or not, anyone can register to bid in our online silent auction by visiting our auction website link at <https://SneakerBall20.givesmart.com> or by texting SneakerBall20 to 76278.
  - Your winning bid for each item will be added to your event total for any purchases, winning bids, donations, etc. you have made. Be sure to enter your payment information, as well as your physical shipping address (no P.O. Boxes please). Being virtual, you will need to purchase "Shipping" before checking out as well. Otherwise, the process for receiving any items after the event will be delayed until payment and shipping info are received.

- Is there social media I can join or access during the event?
  - YES! We are here to socialize and raise funds for the organization, while still having fun during the event. Post photos of your best cocktail chic attire, fun hats or glasses, pop-up party setting (small groups only – within local regulations, of course) and more. Be sure to tag the foundation, and you will be entered to win our prize. Our social media handle on Facebook, Twitter, and Instagram is @mackfamilyfdn

#### **AFTER THE EVENT**

- I won an auction item and/or prize during the event. How do I obtain these items?
  - Make sure you have chosen the appropriate Shipping option (Item #1 or #2) and enter your payment information on our online auction and donation site at <https://SneakerBall20.givesmart.com>
  - You will be asked to provide your physical shipping address (no P.O. Boxes please) as well. If we do not have this or it's inaccurate, the process for receiving any items after the event will be delayed.
  - Should there be any issues with your shipment, we will be in touch via e-mail or phone to follow up within a week of the event.
- If I saw an auction item that I wanted but didn't win, can you get a second one for me?
  - Some items and experiences offered in both the silent and live auctions MAY be duplicated. This all depends on the specific item and additional availability. If a duplicate is available, we could offer this for the same amount as the winning bid.
  - Contact our team and provide the item number and item name from the auction website, and we will be glad to check on this for you. For this, you can contact Mike Lusk at [michael.lusk@prolanthropy.net](mailto:michael.lusk@prolanthropy.net).