

FAQ for Online & Mobile Auctions

Do I need to create a login to look at the auction items? No, please browse the entire catalog!

How do I register to bid? Click on Register to create your login. If you have previously registered with an auction that uses Auction Source, you will already have a login, & will get a message telling you this. You can click on Login and “Forgot My Password” to receive an email you’re your user name and password.

When you log in, click on My Account, then Express Check-in. Enter your credit card information to complete registration. Now you’re ready to bid.

Is a credit card required to bid? Yes. If you haven’t registered a credit card, you will be required to do so when you attempt to bid on an item.

How do I bid? Click on the item that you’re interested in, then click on Bid on This Item Now. The screen shows the current high bid, bid increment and the minimum next bid. The Your Bid box will show the minimum bid. Below that, select Regular Bid at the minimum amount. Click on Submit Bid to enter your bid.

What is Auto Bidding? You can set a maximum amount you’re willing to bid for an item. If you are outbid, Auto Bid automatically rebids for you at the minimum bid amount, up to your maximum. Enter your maximum bid in the Your Bid box. Select Auto Bid instead of Regular Bid below. Click on Submit Bid to enter your bid.

When I tried to bid, or Auto Bid, the system wouldn’t take my bid. Why? If your Regular or Auto Bid isn’t accepted, it is because either you have been automatically outbid by a bidder who has placed an Auto Bid at a higher amount, or there is already an Auto Bid maximum for the same amount you are trying to set.

What is Extended (Popcorn) Bidding? If a bid is made within the last 5 minutes of the auction’s scheduled closing time, Extended (Popcorn) Bidding automatically resets that item’s closing time to 5 minutes. Each subsequent bid resets the clock to 5 minutes. Once there is no bidding activity for 5 minutes, the auction for that item is closed. **Not every auction activates Extended Bidding. Please check on the left sidebar to see if it is indicated.

How will I know if I’ve been outbid or have won an item? You will receive text notifications if you are outbid, and a notice at the end of the auction if you are the winning bidder of an item.

How do I check out and get my items? To check out, go to My Account and select Purchase My Items. There may be an option to assist the organization by donating 3% of your total to defray the organization’s credit card fees. You can select Yes or No. You will receive an email with a summary of your purchases and instructions on picking up your items.

What if I have a question about an item or need technical help? On the left side of the home page, there are links for both.