

**Event Date:** Thursday, December 9, 2021

We are so happy to have you joining us at our virtual benefit! Here are some ...

## HELPFUL TIPS for joining the event & avoiding technical difficulties! 😊

- 1. Help out your guests!** If you have reserved multiple tickets, please log in today to assign tickets to your guests – that way they will be connected and able to tune in.
  - Log in at: <https://event.gives/turningpoint2021>
  - In the menu (indicated by 3 horizontal lines), go to My Tickets
  - Click the button to ASSIGN tickets to your guests
  - For each guest, you will need to enter their name, cell phone # and email – and then your guests should each get a text giving them the link to set up their own account with their own credit card.
- 2. Log in today!** Even if you are already set up with your account, take a moment to log in today to make sure that you know your password and that your account is connected. While you're there, you can visit the auction under ITEMS, and see previews of the Live Auction as well as packages in the Silent Auction which are already open for bidding!

**The Silent Auction** will close at 11:00 a.m. Central on Monday 12/13/2021.  
**The Live Auction** packages (Switzerland, Barcelona, Prague, Iceland, Breckenridge, & Curling) will be auctioned off live during the virtual program on Thursday 12/9/2021.
- 3. On Thursday, arrive early!** Our pre-show slideshow will begin at 6:45 p.m. and we urge you to log in then so that you can get connected and troubleshoot any connection issues before the event begins. If you've attended a Turning Point event in person, you may even see yourself in the pre-show slideshow! Our entire event will be under an hour long, so you won't want to miss a second! 😊
- 4. Start the program!** When you log in at 6:45 on Thursday, you will see on the screen 'THIS EVENT IS LIVE NOW' and a play icon. Click the play button to connect. Next, make sure your audio and video are on, and go to full screen mode. If you're watching on a phone, turn the phone to watch horizontally. 

5. **How to bid or donate?** Our auctioneer will be live auctioning off 6 fantastic packages in our live auction, and he will then lead us through a virtual donation ‘paddle raise’ when we will all be able to donate at various levels. To bid or donate, you can press and hold the button that will be appearing on your screen. To confirm your donation, click the Confirm button.
6. **Problems?** If your image freezes, you can refresh the page and you can always exit and enter back in through the website or through the link we’ve sent you in your text messages. If you need assistance as you’re watching, you can click the **BLUE CHAT BUBBLE ICON** on the top right of your screen and type in the issue you’re having. **Our event rep from Event Gives will respond quickly!**
7. **Checking out:** At the end of the live stream program, you will receive a text from the EventGives system inviting you to check out. You will be notified via text if you have the winning bid for an auction item. Winners will be contacted by Turning Point to arrange for pick-ups of items and next steps. Silent auction packages will be available for pick up at Turning Point beginning next week.
8. **FAQ!** And finally, one common question we’re getting is “Will I be seen on the screen?” The answer is **NO!** This is not like a Zoom call where everyone is seen on the screen. You will be watching the presentation and able to bid/donate through the button on your screen, but you will not be visible to each other.

**Thank you, everyone! We look forward to welcoming you to the event!**

### **Questions before then?**

You can ask a question through the **HELP** link on Event Gives, or reach Turning Point by calling Audrey at (847)933-0051 x442 or emailing Jen at [jsultz@tpoint.org](mailto:jsultz@tpoint.org).