

# FAQS

## **1. When will the online site go “live”?**

You will be able to preview the online auction items starting on Friday, February 10. Bidding begins at Noon on February 14 and runs until noon on February 23.

## **2. What is the "online auction" and how is it connected to St. Francis's Gala?**

The online auction is a completely separate event from the SFE gala that will take place on February 25. The 150 items in the online auction are being made available exclusively for this online event. You can preview the Live Auction, Big Board, Luxury Silent Auction items as well as Class Projects on the online auction.

## **3. Who can bid in the online auction?**

ANY ADULT CAN PARTICIPATE IN THE ONLINE AUCTION. This auction is open to the public. Bidders do not need to have a child at St. Francis or purchase a ticket to the Gala in order to participate. We encourage everyone to forward the link to others in the community so we can have a high level of participation.

## **4. How will St. Francis use the online auction revenue?**

Gala proceeds fund emerging opportunities and unforeseen needs of greatest priority based on recommendations from divisions, administrators and the greater St. Francis community.

## **5. How do I find the site?**

You can access the online auction homepage directly at [stfrancishouston.ejoinme.org/auction](http://stfrancishouston.ejoinme.org/auction). [Click here](#) for registration and bidding information.

## **6. How do I register, and how does bidding work?**

When you go to our auction homepage, you will be asked to create a username that will enable you to bid on items in our online auction. Select the green START BIDDING button. Select CREATE AN ACCOUNT. Look for confirmation e-mail. Complete registration by creating a PASSWORD and entering credit card information. \*Helpful hints: remember or save your password; bookmark the Auction Page for easy access\* Once you are logged in, you will be able to review items, make bids, and even make a “maximum bid” to try to secure an item if you initially get outbid.

## **7. How will I pay for something if I am the high bidder, and how will I receive my item?**

Payment information will be included as part of the registration process. If you are the winning bidder, you will need to pick up the item at St. Francis starting on Tuesday, February 28. If it is a certificate, you may request that it be mailed to you. Certain items will only be available for pick up or may include an additional charge for shipping.

**If you have any other questions, please contact the Events Office at 713.458.6116 or [gala@stfrancishouston.org](mailto:gala@stfrancishouston.org)**