



Frequently Asked Questions

VIEWING THE PROGRAM

How do I access the event?

All event programming will take place on our event site: <https://crisisnursery.cbo.io>
You'll be able to view and bid on auction items, watch the live wine tasting, and participate in the live program!

What's the schedule?

Wednesday, October 7 at noon: Auction opens – preview all the great items and start bidding
Friday, October 9 at 7:15pm: LIVE wine tasting begins – grab your glass and enjoy the tasting from 7:15-7:45 (we recommend logging on a few minutes early to get yourself logged in and settled)

Friday, October 9 at 8:00pm: MAIN LIVE PROGRAM begins – join Jana Shortal and Glen Fladeboe for a fantastic time! These two are guaranteed to make the evening fun and interactive...they'll be able to see all the bidding and donation activity so don't be surprised if they give you a friendly shoutout!

What's the best way to watch the program?

For optimal viewing of the Harvesting Hope 2020 Virtual Event, we recommend that you view the program on one device (such as a Smart TV or a computer) and have another device (such as a phone or a tablet) available for bidding and donating. This way you can watch the program AND bid at the same time! Please [visit our Step By Step Instructions](#) to get yourself or your group set up before the event. Taking 5 minutes to get yourself set up ahead of time will make your program experience top notch!

Watch on the BIG screen for a great viewing experience!

If you have a Smart TV you can easily broadcast the program to your big screen. Not sure if you have a Smart TV? Simply check the menu section on your TV: If it has an application store (see example below), then Congratulations, your TV is a smart one. Another way you can find out is to just get a hold of the remote and see if there are buttons on it that display "Netflix, Hulu, AmazonPrime, and maybe even YouTube". If it does, then you friend, have a smart TV!



Ok, so my TV is a Smart TV, now what?

Fantastic! Your viewing experience just got much better! Now just [visit our simple Step By Step Instructions](#) to help you get set up!

TROUBLESHOOTING TIPS

Having a problem with the live stream video? Try these tips:

- **Refresh the stream.** If you have trouble starting the stream or the stream stops, refresh the page. Depending on the browser you're using, the refresh button may be at the top of the browser window near the address bar, or in the drop-down View tab, click reload page. Pressing the combination of Ctrl+R on the keyboard may refresh the page.
- **Sound issues?** Make sure the computer's volume and also the YouTube window are set at appropriate levels. The YouTube window has secondary volume controls at the bottom of the window. If problems persist, refresh the page.
- **Live buffering issues?** If the video stops or stutters frequently the resolution may need to be lowered. Clicking the gear icon at the bottom of the video window and selecting a lower resolution may allow smoother streaming. Refreshing the page may also solve this issue.
- **Updating stream.** The stream may develop a delay and lose its live status. You can tell that the stream is live and current is indicated by the **LIVE** icon with a red dot at the bottom left of the video window. If the dot is no longer red, the stream may need to be stopped and started again or refreshed.

LOGGING IN, BIDDING, DONATING, AND WINNING!

How do I log-in to bid or donate?

Visit our event site: <https://crisisnursery.cbo.io> and log in by entering your email address or phone number. [Visit our Step By Step Instructions to log in.](#) You can also log in using the link sent to your email or phone. If it hasn't already been entered, you'll be asked to put in your credit card info, and voila, you're ready to bid! If asked, make sure to enter your cell phone number to receive important bidding and program updates throughout the event.

How do I bid?

Either swipe up and browse items or tap MENU to search or filter items. Once you find an item you wish to bid on, simply tap Bid/Info, More/Buy or Donate to bid, buy or donate.

What if I'm outbid?

If you are outbid, you will immediately receive a text message to your phone with a link so you easily jump back in and up your bid so you don't miss out! You can also set a max bid to have the system keep bidding on your behalf up to your set max amount.

How will I know if I won?

You will receive a text at 9:00pm on October 9th stating what items you won.

How do I pay for items I won, items I purchased, or donations?

You will see a red checkout button on the landing page once the auction is closed. There you will see all of the auction items you won and/or donations you made. Your credit card is already in the system for an easy check out experience. If you prefer to pay by check or cash, just choose “check” as your payment option when checking out. Please also email, Amelia McGee at amcgee@crisisnursery.org on Friday night to tell us that you’ll be paying by check – this will ensure that we do not charge your credit card if you intend to pay by check.

How do I get ahold of the items that I won?

This info can be found in the item’s description, but generally certificates will be mailed while physical items will need to be picked up. If you won a physical item, the Nursery will reach out to coordinate getting you your item(s).

You said interactive...

Can I talk to people during the event?

Yes! You will have an opportunity to join the chat with Andrea Robinson during the wine presentation as well as others during the main program. During the program, you can simply click on “Open Chat”, set a username (ignore the other stuff), and join the chat!