

# Frequently Asked Questions

## Do I Have To Register?

To place online bids, yes, you **are required** to have a bidder record that contains an **email address**. When a guest registers online, a bidder record is created in the system with their email and password.

## Can Gilead register me?

Yes, if requested, we can manually add you and send an invitation (to create a password) or an access token (no password is entered) to access the online website in either case an email address is required.

## Do I have to enter my financial information to register and/or bid?

No. No financial or credit card info is needed to register or bid. If you are the winning bidder, you will receive an invoice with options on how you prefer to pay.

## Can I bid at the event? What if I don't have a device to bid from?

The auction will be open until 6:30 pm on Sunday, Oct. 18<sup>th</sup>. Please visit the Finance Table to place a bid if you do not have a smartphone or tablet with you.

## How do I pay for the item I've won?

We will never charge you without authorization. You can pay 1) on the site there will be an option for you to pay; 2) you can choose to pay with check by sending the payment to Gilead Community Services, 222 Main Street Ext, PO Box 1000, Middletown, CT 06457; 3) you can pay via Paypal at [gileadcs.org](http://gileadcs.org); 4) as always, please contact Lucy with any questions or comments.