

## FAQ Tapestry 2020

Thank you for participating in Eras Senior Network's Virtual Tapestry Event! All proceeds from this event benefit programming for seniors and adults with disabilities in Milwaukee and Waukesha counties. Below are some frequently asked questions about our online auction platform, GiveSmart.

### Registration

**Q: When is registration available?**

**A:** Registration for the event is now available. Registration is free.

**Q: How do I Register for the event?**

**A:** There is no cost to attend our virtual event, but we ask each guest to register for a ticket.

- Visit [www.eras.givesmart.com](http://www.eras.givesmart.com)
- Click "Complimentary Ticket"
- Choose the number of tickets you would like, and click "next" to continue
- As you continue to check out, you will have the option to choose the two breakout sessions you like to attend
- Once registered, you will receive an email and text message confirming your registration.
  - In the email you will be asked to complete your profile
- We will follow up with the zoom link in a separate email.

**Q: Do I need to have a credit card on file?**

**A:** No, not unless you bid on auction items or donate.

## Zoom

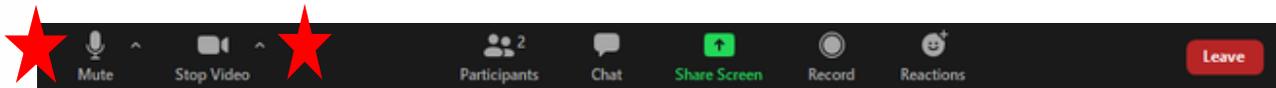
### Q: How do I access the event?

A: The event will be live on September 24<sup>th</sup> from 5:30 until 7pm. To join the event via Zoom, click this link <https://us02web.zoom.us/j/88293144660?pwd=L0FRReFVlekeE2Q3I0RIU0dEMyaVVwUT09>

- You will be joining an online video meeting platform and it will ask you to allow access to your webcam (if you have one on your computer/phone/tablet).
- You will also be given the option to connect using audio from your device or by calling in.
- When you log on, your video will be on, but your audio will be muted. The main screen will be our program, but we will be able to see our participants on the side. You may choose if you'd like to keep your video on or turn it off (see below for instructions).

### Q: How do I mute myself or turn off my video?

A: On the bottom left of your screen you will see a microphone for muting and video camera for video. Click those buttons and choose to mute your sound or turn off your video. (See example below)



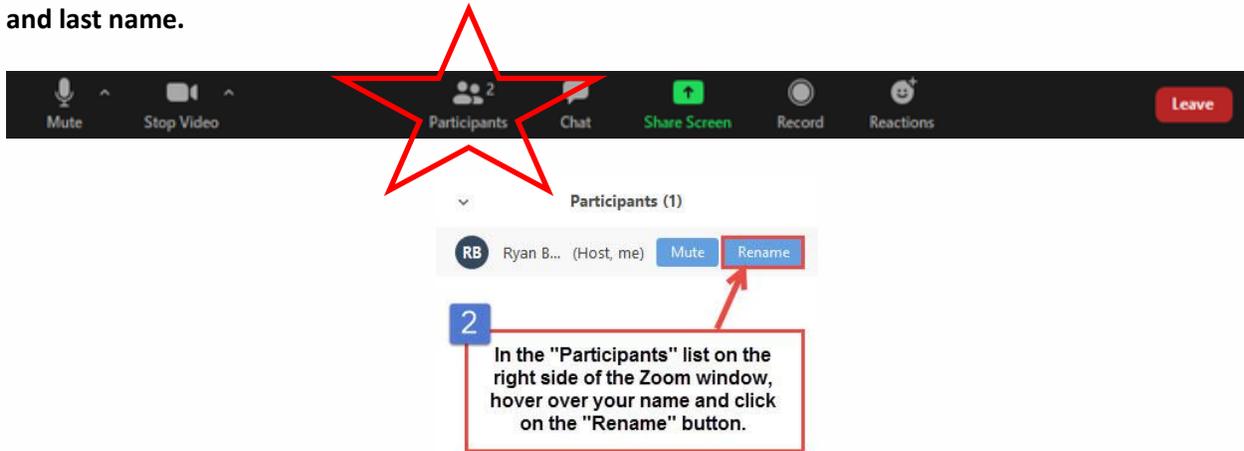
### Q: How do I use chat during the event?

A: We encourage participants to ask questions during the event through our chat box, which will be monitored by an Eras team member. In your controls at the bottom window, click or tap Chat. When you click on chat, the chat window will appear. It will be on the right if you are not in full screen. If you are in "full screen" mode, it will appear in a window that you can move around your screen. Type your message and press "Enter" to send it.



**Q: How can I change my display name on Zoom?**

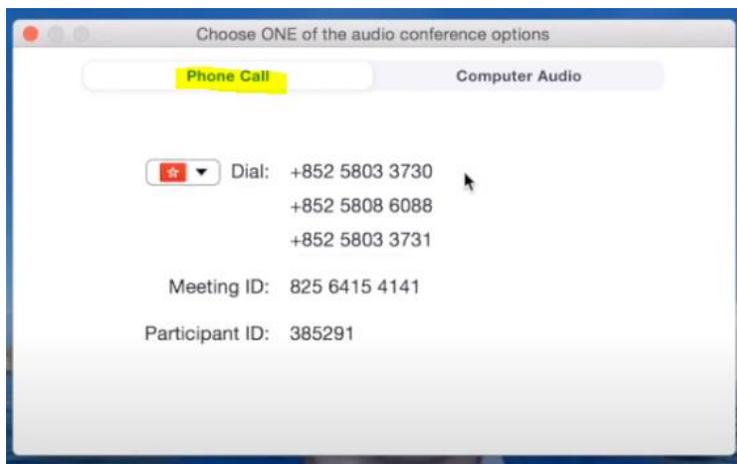
**A:** Click the participants button on the bottom of your window. Next, hover your mouse over your name in the “Participants” list on the right side of the Zoom window. Click on “Rename”. **Rename to your first and last name.**



**Q:** I will be calling in using my phone. Do I need to do anything special with this?

**A:** If you are viewing on a computer or tablet and connecting to audio using your phone, we request that you merge your video and audio – to avoid appearing like two separate contacts. Merging your audio with your video is very easy!

First, join the event using the Zoom link. In the main Zoom room, on the bottom of your window click “join audio” in the left-hand corner. Click “phone call” instead of computer audio. You will see the location connection numbers below. Dial in and enter the meeting ID and the participation ID. The participation ID will sync your two connections.



## Donating

### Q: How do I make a monetary donation during the event?

A: There are a few ways you can donate to Eras during our Tapestry event.

1. On our GiveSmart page: [www.eras.givesmart.com](http://www.eras.givesmart.com)
  - a. Click the “donate” link on the top of the page
  - b. Press the “Click To Donate” button and follow the prompts
2. On Eras’ website: <https://eras.org/our-events/special-events/tapestry-dinner/>
3. Text to donate
  - a. Text Eras to 76278
  - b. When prompted, text your first and last name
  - c. Receive the Welcome to Tapestry text
  - d. Text Donate or Give \*desired dollar amount\*
    - i. **Example: Donate \$100**
  - e. Pledge a donation over the phone: (262) 522-2401. This is the best when you would like to send a check. Checks can be mailed to:  
Eras Senior Network  
2607 N Grandview Blvd, Suite 150  
Waukesha, WI 53188



## Silent Auction

### Q: When can I bid?

A: Silent auction items, wine and beer pulls will be available for bidding from Monday, September 21<sup>st</sup> at noon. Bidding ends on Thursday, September 24<sup>th</sup> at 6pm.

### Q: How do I bid?

A: On [www.eras.givesmart.com](http://www.eras.givesmart.com), go to the ITEMS tab at the top. Click on an item you would like to bid on, enter your bid amount, and click BID or click AUTOBID. **Note:** you need to register with GiveSmart and have a credit card on file to bid. You do not need to charge your credit card for the items you win if you would like to pay by check in person during pickup days.

### Q: How are winners announced?

A: Silent auction winners will be notified on September 24<sup>th</sup> at 6pm via text message about which item(s) they have won.

## How to Obtain your Silent Auction items

### Q: How do I pay for my items?

A: Payment is accepted via credit card (all major credit cards accepted) following the event through GiveSmart.

- On the GiveSmart site, click the "Pay" button
- Follow the payment prompts

### Q: Can I pay for my items with check or cash?

A: Yes! Payment with cash or check will be available when picking up items. Please make checks payable to Eras Senior Network. **You will need to let us know that you would like to pay by cash or check by 3pm on Friday, September 25<sup>th</sup> otherwise the credit card you have on file will be charged.** To inform us that you prefer to pay by cash or check, please email Becca Snow at [Becca.Snow@eras.org](mailto:Becca.Snow@eras.org) or call Becca at (262) 522-2409.

#### Account Summary

Sub Total	\$20.00
Transaction Fees	\$0.00
Tax	\$0.00
Total	\$20.00
Payments	\$20.00
Balance Due	\$0.00

**PAID**

Each *	Amount Each	Tax	Line Total
\$100.00	\$50.00		\$50.00
	-\$50.00		-\$50.00
	\$20.00		\$20.00
<b>Current Balance</b>			<b>\$0.00</b>

**Q: How do I know if I paid for my items?**

**A:** On your statement, you will see a “paid stamp” (see example on previous page)

**Q: Where can I pick my items up?**

**A:** Online Auction and Beer and Wine Pull curbside pickup will take place at Eras’ office in Waukesha located at 2607 N. Grandview Blvd Suite 150, Waukesha WI 53188.

**Pickup Dates:**

Monday September 28<sup>th</sup>, 2020: 12:00pm to 5:30pm

Wednesday September 30<sup>th</sup>, 2020: 9am to 12:00pm

**Curbside Pickup:** Please pull up to Door A and call Becca Snow at (262) 522-2409. She will bring your items down to you. Please bring your statement with the paid stamp or your form of payment with you.

**If you prefer to pick up in Milwaukee** Please contact Becca Snow at [Becca.Snow@eras.org](mailto:Becca.Snow@eras.org) to arrange a date/time.

**Shipping:** All gift cards and gift certificates will be mailed or emailed to winners directly after the event – unless you also won an item you will be picking up. In that case, we will bundle your items together so you can pick them all up at once. If you would like a larger item shipped, please contact Becca Snow at [Becca.Snow@eras.org](mailto:Becca.Snow@eras.org) to make arrangements. Additional shipping costs must be paid for by the item winner.

**Additional Questions?** Feel free to contact Becca Snow, Development Coordinator at [Becca.Snow@eras.org](mailto:Becca.Snow@eras.org) or (262) 52-2409. Thank you for your support of Eras Senior Network!