Auction & Event SOLUTIONS Since 1989

REGISTRATION TRAINING (EM)

(Advance Settings – 1989 – enable volunteer mode; Volunteer password: AES2026)

- When checking a guest in for the event, greet them and ask for their name. (Last is preferred)
  - Start typing their name in the search field, **HIT ENTER** and click the hyperlink of their name to open their account.

OR

  - If the guest has completed 'express check-in' and has a QR code, scan their QR code to open their account.

  Once in their account:

    - If an account is opened that contains only 1 person, a window will pop up asking, "Is this guest checking in with any other guests in their household?' *A household refers to typically a couple sharing bids and/or payments.
      - If there is someone (like a spouse) standing with the guest checking in, you can ask if these 2 people would like to share an account.
        - If YES, then search for this person and check the **GREEN YES** 'slider' to add this person to the household of the initial person you are checking in.
        - If NO, then close this pop-up window.
    - If an account is opened that contains more than 1 person, this window will NOT pop up, and you will see all the people listed in this household.
    - Click on the Profile button if INCOMPLETE to capture contact information for AT LEAST 1 person in the household. * If a guest asks, why you need their email, 'It is for the client to send a receipt or Thank You letter.
    - Click on the Credit Card button if NOT ON FILE to capture a payment method for AT LEAST 1 person in the household. *'**WHICH** credit card do you want on file for tonight's auction, raffles, or donations? This will make check-out easier.' (it is not required though) Then swipe, tap, or hand key the credit card. (do not attempt more than 2x)
  - Click **Complete Check-In** button to then prompt the SMS setting for each guest in that household. Here you will want to capture a cell for as many guests as possible in the household, so everyone will receive text message notifications (like outbid alerts, dinner table reminders etc.). *You cannot have the same phone number for more than 1 guest and if a guest does not want to provide their phone number, uncheck the 'receive SMS?' button for this guest and then hit SEND SMS to all other guests, sending the WELCOME text with their table number, bid number, and auction link. (Bid paddles are on the dinner tables for the guests if they ask)
- If you cannot find a guest in the system:
  - Ask if they are a guest of someone and search by the word 'guest' or by their ticket holders' last name and find the 'guest of' place holder. Then open that 'guest' account and click the PROFILE button to replace 'guest of' with the guest's name and collect their contact information.
  - Ask if they are replacing someone who cannot attend and search for that original person's name. Click in the center of the account information to remove the original guest from their assigned table and save. (opening a seat at that table) Then click **NEW** and add the person standing at check-in and then add them to the table number you just opened. (*You do NOT want to edit information on the original guest in case they are bidding from home.)*
  - Ask who they should be sitting with – Change the drop-down query and search by table number. If they are supposed to be sitting with John Smith, and John Smith is at table 11, search for all guests at table '11'. It is possible that the guest's name was misspelled.
  - Ask for the name of the Group/Company they are with. It is possible that the company did not provide guest names and they are listed as 'guest 1 of company xyz'.