



Frequently Asked Questions

30th Annual Wilma Carr Charity Ball

May 6, 2021

How do I access the Charity Ball?

The Charity Ball will be held virtually via zoom. Contact Celeste Earley at cearley@cssalaska.org for log in credentials.

How do I use Zoom?

Zoom is a video conference platform. The best way to access zoom is through a computer, but you can also access through the zoom app on your smart phone or tablet. If you are having a watch party, you can hook up your computer through an HDMI cord to your TV. However, you will still need to use your computer to add live auction bids through the chat bar. Your mic will be muted, and all communications will be via the chat bar.

How do I join silent auction?

You can join the silent auction online at <https://csscb2021.ggo.bid/bidding/package-browse> on your smartphone, tablet or computer internet browser.

When can I bid on silent auction?

The Silent Auction will be available for preview on May 2nd at 12:00 p.m. and open for online mobile bidding on May 3rd at 12:00p.m. The Silent Auction will close according to section. You will receive text alerts when the auction is about to open and when sections are about to close.

- Section One: Closes Thursday, May 6th at 9:00 p.m.
- Section Two: Closes Friday, May 7th at 6:00 p.m.
- Section Three: Closes Saturday, May 8th at 6:00 p.m.

What if I can't get into the Silent Auction?

Please call the help desk line at 907-444-8582 or 907-310-6298

Catholic Social Services
3710 E 20th Avenue
Anchorage AK 99508
cssalaska.org
907-222-7300

How do I know if I won a silent auction item?

Congratulations! When you have the winning bid on a silent auction item, you will receive a text and email letting you know that you have won your silent auction item. The credit card that you used in registering for the Charity Ball will be automatically charged for the amount of your winning bid.

How do I bid on a live auction item?

Live auction items will be auctioned off live during the virtual Charity Ball on May 6th. Bids can be placed during the live auction portion of the Charity Ball. Bids should be made by typing them into the in the chat bar. To bid on a Live Auction item, you must be present at the virtual Charity Ball. To bid, we ask that you submit your name and bid amount in the Zoom chat bar and be sure that you have selected “everyone” as the recipient. Bids not submitted correctly will not be considered during the Live Auction. All bids are binding contracts to purchase the item at the bid price if that is the high bid.

The auctioneer will give attendees time to place their bids and extra time before the items close.

If you have several attendees with you watching and multiple people want to bid, one person will need to put each bid with the name of the bidder in the chat bar. For example – Molly is having a watch party with Becca. Molly and Becca both want to bid on the fabulous pearl necklace. Molly would have to type in her name and her bid and then Becca’s name and her bid.

How do I know if I have won the live auction?

When the live auction item closes, the auctioneer will state the highest bidder and their winning bid. The amount of the winning bid will be charged to the credit card information that you entered when registering for the virtual Charity Ball.

How do I pick up the silent and live auction items I’ve won?

Silent and Live Auction pick up will be on May 15th from 10:00 a.m. to 6:00 p.m. at Hotel Captain Cook. We recommend you enter at the 5th Avenue (South) Entrance or the I Street (East). Entrance signs will direct you to the registration area across from the ballroom.

If you require other pick up arrangements, please contact Celeste Earley at cearley@cssalaska.org or 907-748-3371.

Items will be held until June 30th.

What if I can't get into the Charity Ball or have other technical problems?

Please call the help desk line at 907-444-8582 or 907-310-6298

How do I give to Together We Can?

You can give to Together We Can during the live event through the mobile bidding page. You can donate two different ways:

1. Visit <https://csscb2021.ggo.bid/bidding/package-browse> and click "Donate Now to Together We Can "More Than a Roof" and then designate how much you want to donate. Your donation will be immediately registered as soon as you confirm it.
2. Call the help desk at 907-444-8582 or 907-310-6298 and let them know how much you would like to donate to Together We Can and your donation will be registered that way.

Night of Help Desk

The night of the Charity Ball there will be two help desk phone numbers available for questions or help. These lines will be active on May 6th from 4:00 p.m. to 9:00 p.m.

907-444-8582

907-310-6298

You can always donate to Catholic Social Services at our website at www.cssalaska.org/donate.

Thank you!

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