

Lowell PTO Spring Silent Auction How To & FAQ

When does the auction begin?

March 1st at 1 AM

When does the auction end?

March 12th at 2 PM

Here is the URL for the auction: www.32auctions.com/2016-lowell-auction

You need to use this URL in order to be brought to the auction site. Please share this link with family and friends. The auction is open to the public.

Do I need to create an account to view and bid on items?

Anyone with a link to the online auction can view it without having an account. **An account is needed in order to bid.** The process is quick and very little information is needed. There is a video tutorial on www.lowellpto.org.

What if I bid on a previous Lowell Silent Auction, do I need to create a new account?

No. You can use your previous 32auctions account from previous years. You do not need to create a new account if you already have one. Just click on login on the top right corner and enter your email and password.

How do I create an account?

Go to the Lowell Auction URL, click on login (top right corner), click on create account, fill in the information, click on create account. An email will be sent to the email used to register, click on that to verify your account. That link will bring you to the auction to start browsing and bidding.

What is a bidder name?

This is the name that will be visible on the auction site to the public. If you don't want people to know your identity it's recommended you come up with a different name to use.

Can I enter a proxy bid (what is a proxy bid)?

A proxy bid is when you place a bid for the maximum amount you are willing to spend, then let the system bid for you up to that amount. For example, if an item is currently selling for \$10 and you enter a proxy bid of \$20, the system will automatically bid for you until the selling price goes over \$20. At that point, you will be outbid and someone else will be the leading bidder.

What happens if someone outbids me at the very end?

There is Extended Bidding that automatically extends the end time of an item by 3 minutes when it receives a bid during the final 3 minutes. This process repeats until no new bids are received during the final 3 minutes of the item bidding window or the auction has been extended for a maximum of 30 minutes beyond the original end time.

Which web browsers can I use?

We support Internet Explorer (8, 9, 10, and 11) and recent versions of mobile browsers, Mozilla Firefox, Apple Safari, and Google Chrome.

Where and when do I pick up my item?

Auction items will be available for pick up on Sunday, March 13th from 2-4pm at the Lowell Gym/Café during our Zumbathon. We strongly encourage all winners to come that day to pick up their items. For those unable to come that day we will have a second pick up time on Tuesday, March 15th at drop off(8:05am) for an hour. However due to our staffing limitations we will only have one person on the 15th and that will make for a longer wait. We strongly encourage the 13th, especially for larger items.

For any other questions please email lowellelementarypto@gmail.com