



**CommonBond Communities**

**Celebration *at* Home Virtual Gala**

**Thursday, September 24, 7:00 – 7:30 p.m.**

**Frequently Asked Questions**

**How do I access the online platform for the auction and the live program?**

Our auction opens on Friday, September 18 at noon. At that time we will share with you a link to access our online platform. This online platform is free; however, it does require that you create a password unique to you. This is so you can bid on all our great auction items and watch the program on September 24!

Then, you will return to that same platform on Thursday, September 24 to watch the live broadcast of our program (remember your password!) Please login at 6:45 p.m. to get settled for the program which will start at 7:00 p.m. sharp.

You can also go to [www.commonbond.org/gala](http://www.commonbond.org/gala) for all event details, including how to access the auction and program.

**Does it cost anything?**

No! This year's **Celebration at Home** Gala is free to watch! That said, we are grateful for all donations in support of our mission and our residents.

**What do my gifts support?**

Your gifts support CommonBond's Advantage Services – life-changing, on-site supportive services to help residents reach their goals. Thank you for giving generously to our mission!

**I can't tune in—how can I give now?**

You can donate online [here](#). Thank you for your generosity in supporting our residents during these especially challenging times.

**When I tune in, will others be able to see me?**

No, this is a one-way viewing experience, which means no dress code for this year's event! The live program will have a chatbox where you can make comments on the program and what you love about CommonBond.



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**I logged in to watch the program and while I can see the program, when I click the buttons in the top menu it seems like nothing happens?**

Just scroll down on the page. On some screens, especially smaller ones like iPads, you might not see the buttons below the program video for Auction, Make a Donation, Checkout, and Sponsors & About Us. Scroll down on the page and you should see them.

**How do I complete my auction purchase and/or donation?**

You'll be prompted to enter your credit card information when you bid on an auction item or make a donation. But you'll need to finalize your purchase(s) by clicking the "checkout" button after the auction closes (or whenever you're done if you're not bidding on anything). There, you'll see your total, including all auction items you won and/or your donation. Once you complete your purchase, you'll be emailed a receipt. If you pay by credit card, your card will be charged on Friday, September 25.

**What if I want to pay for my donation and auction items with something other than a credit card?**

No problem! You'll still have to enter a credit card to bid or donate, but when you get to Checkout, just select "I want to pay a different way." Then specify your payment request and we'll contact you to process the payment. You can pay by check, stock, or a gift vehicle like a donor-advised fund. You can also split your payment and pay for just your auction items with your credit card and your donation another way. Just add those preferences in the notes section.

**How will I receive my auction items?**

Certificates will be mailed to the address you enter at checkout on the online platform. Physical items will be delivered to you within the Twin Cities metro area. We will be in touch to coordinate delivery of physical items. For different arrangements, or any questions, please contact Kathy Vigil at [Kathy.vigil@commonbond.org](mailto:Kathy.vigil@commonbond.org).

**Will this look and feel like my virtual meetings for work?**

Our event will be way more fun! Belinda Jensen of KARE 11 is our emcee, and she'll bring tons of energy to your screen. In addition, Auctioneer Kurt Johnson always has an inspiring and energetic vibe. A highlight of our program – as it always is at our Gala – is the heartwarming and authentic stories we'll hear from our President & CEO Deidre Schmidt and CommonBond residents.

**What's the hashtag?**

It's #CelebrationAtHomeGala. Please share photos of you enjoying our event. This year you can even include your kids and pets in the action!

If you have a question that wasn't answered, please contact Kathy Vigil at [Kathy.vigil@commonbond.org](mailto:Kathy.vigil@commonbond.org)