

Handbid Check-in Guide

As a check-in volunteer, you will be using Handbid to assign each guest a Bidder Number and check them in at the event. All guests with a ticket have been imported into our Guest List, however you will also be able to sell tickets to new guests at check-in.

The screenshot shows the Handbid dashboard for the 'Hope and Healing Gala' event. The top navigation bar includes the Handbid logo, the event name, and a 'Welcome, Rape Recovery Center' message. The main dashboard area displays statistics: 1 Checked In, 86 Registered, and 1% Complete. A 'Check in Guests' button is highlighted with a red circle. Below the statistics, there are filters for 'All Sponsors', 'All Tables', 'All Guests', and a 'Show Paddles' dropdown. A table lists guests with columns for 'Checked In', 'Bidder', 'Paddle', 'Last Name', 'First Name', 'Email', 'Phone', 'Status', 'Ticket', 'Sponsor', and 'Level'. The 'GUESTS' menu item in the left sidebar is also highlighted with a red circle.

Step 1. Search for Guest on List

Begin by asking the guest their last name, and using the [search bar](#) to look up their ticket(s). If they purchased tickets for themselves plus a guest, you'll see the guest ticket appear under their last name. Select the guest that are checking in by checking the boxes next to their name, then click [Check-in Guests Button](#).

This screenshot shows the search results for 'Monsoon' in the Handbid system. The search bar contains 'Monsoon' and is highlighted with a blue circle. The 'Check in Guests' button is also highlighted with a red circle. The table below shows two results, both with checkmarks in the 'Checked In' column, which are highlighted with a green circle.

Checked In	Bidder	Paddle	Last Name	First Name	Email	Phone	Status	Ticket	Sponsor	Level
<input checked="" type="checkbox"/>	N	N	Monsoon Guest	Jinkx			VIP	(not set)	Rape Recovery Center	Guest
<input checked="" type="checkbox"/>	N	N	Monsoon	Jinkx	jm@fake.com		General	(not set)		Guest

Confirm the guest you wish to check-in by clicking Check-in

CHECK IN

The 'Guest Checkin' modal window shows a 'Guest Lookup' section with a search bar. Below it, a table lists the search results with checkmarks in the 'Checkin' column. The 'CHECK IN' button at the bottom right is highlighted with a green circle.

Checkin	Name	Sponsor	Status
<input checked="" type="checkbox"/>	Jinkx Monsoon		Guest
<input checked="" type="checkbox"/>	Jinkx Monsoon Guest	Rape Recovery Center	Guest

Step 2. Enter Guest Information

Guest Checkin ✕

Checking in Guest 1 of 2

Jinkx Monsoon Guest
No cell phone
no email

SPONSOR **0** STATUS **Guest**

Rape Recovery Center

Register as Bidder

First Name: Jinkx Last Name: Monsoon Guest

Email * No Cell Phone

On Guest List Is On Site

Cell 1 Country: United States Cell 2 Country: United States

Cell 1 Number: Cell 2 Number:

Address:

send pin code

You'll now enter each guests' information to register them as a Bidder. Ask them for their **cell phone and email** to register them in our mobile bidding system. **You do not need to collect their address.** If they have an email/phone number already entered, confirm the number is their cell phone (Handbid will text each guest a link to download the Handbid App, so we want to make sure this is a cell phone number)mMake sure **Register as a Bidder** is checked. Click Register to go to the next step

Step 3. Enter Credit Card Information

Guest Checkin ✕

Jinkx Monsoon Guest
5555555555
jmg@fake.com

SPONSOR **0** STATUS **Guest**

Rape Recovery Center

PADDLE # **187**

Send login link

Credit Cards (+)

Name On Card: MORGAN K STINSON Card Type: VISA

Card Number: 4465400332947102 CVC:

Exp Month: 04 Exp Year: 22


Purchases (+)

No results found.

Use the card reader to swipe the guest's credit card – this will automatically enter their card information to Handbid. You'll see the numbers appear on screen, then be sure to **type in the CVC code** before clicking to save the info. If the guest would like to purchase additional drink tickets, skip to Step 4, otherwise click to finish!

Step 4. optional Purchase Additional Drink Tickets


The screenshot shows the 'Guest Checkin' interface for a guest named Raja Aja. The guest's name, ID (555555555), and email (ra@fake.com) are displayed. The sponsor is 'Not Set' and the status is 'Guest'. The paddle number is 184. There is a checkbox for 'Send login link' which is checked. On the right, there is a 'Credit Cards' section with a search bar containing 'No results found.' Below that is a 'Purchases' section with a dropdown menu currently set to 'Drink Ticket(501)-Buy It Now'. The quantity is set to 2, and the total price is \$10.00. There are buttons for 'ADD TO INVOICE', 'CLOSE', 'CANCEL', and 'CHECK IN'.

Guests can purchase additional \$5 drink tickets at check-in (each guest is given 2 drink tickets with their ticket). Select Drink Ticket from the drop down menu under the Purchase section, then edit the quantity the guest would like. Click 

The screenshot shows the 'Guest Checkin' interface after the purchase. The guest information remains the same. The 'Purchases' section now displays a table with the following data:

Item	Price	Total
Drink Ticket (501)	2 @ \$5.00	\$10.00

There are buttons for 'CANCEL' and 'CHECK IN' at the bottom right.

The drink tickets will appear under Purchases. Now, click  to finish!