

# Remote Technician

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Enhance your fundraising event with the support of a Remote Technician. A dedicated technician will be on hand to provide solutions and guidance during your program, ensuring a seamless and enjoyable experience for your supporters.

Tasks included with Remote Technician Service:

- Review a fundraising plan.
- Sending/scheduling text messages
- Opening/closing fundraising items
- Entry or correction of bids/donations
- Pulling raffle winners
- Toggling button overlays on a presentation page
- Monitoring stats and chat/incoming messages
- Processing payments
- Help/troubleshooting during an event.

## Pre-Fundraiser

- Two weeks before event day, you will receive an email notification to complete your Event Day Review Form. Once submitted, your technician will schedule a call to discuss your fundraising and communication plans. Your form should be submitted no later than 3 days pre-event.
- Prior to your scheduled event date and time, please direct all pre-event questions to our Support team.

## Introduction and Event Review Call

Your technician will schedule a Microsoft Teams meeting to introduce themselves, review the timeline, confirm contact information, and discuss any potential changes. Our [checklists](#) are excellent resources to help you prepare these details in advance.

- Note: Missed calls or last-minute cancellations may not be eligible for rescheduling.

The Technician will verify that your campaign settings, auction items, and additional features are ready for your fundraiser.

## During Your Fundraiser

Your technician will be available for up to 6 hours during your event to offer dedicated, real-time support. They will communicate with you by phone to assist with fundraising activities and manage any troubleshooting that may be needed.

## Messaging

All email and text messages during the event can be sent and monitored by the Technician.

**Tip:** Draft messages in advance and review them with the Remote Technician.

## Raffles, Voting, and Bidding

Technicians are available to assist with auditing bids, selecting winners for both the raffle and voting features, and recording winning bids for Live Auction winners.

## Donation Entry

A technician can bulk enter any donations by name or by bidder number from a list provided during the event.

## Closing the Auction

Technicians will verify prior to closing and reconciling the auction. Once the auction is closed, necessary messages will be sent to keep your supporters informed.

### Post Fundraiser

After the auction closes, the technician will call to recap the event. They will review any unpaid balances and suggest the next steps for collecting payments. Additional wrap-up tasks can also be discussed during this call.

If you would like to have a Remote Technician, please reach out to your Customer Success Manager.

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