

Remote Technician

Last Modified on 01/08/2025 10:20 am EST

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 [Guides](#) 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.
