

# Helper Cheat Sheet

Some common questions when helping bidders use Text2Bid

**The phone returns a short code error.**

Text2Bid has a back-up number to use in these instances. Have the bidder text **YOUR KEYWORD** to **845-262-2243**.

**I forgot my phone.**

Direct the bidder to a kiosk. The bidder enters their bid number and first name. Kiosks look and feel like smart phone screens.

**What if I entered the wrong bid number into my phone?**

Direct the bidder to the Text2Bid troubleshooter. The troubleshooter will use the Text2Bid Auction Manager to adjust the bidder's number.

**What if my phone dies?**

They will use a Text2Bid kiosk to place bids.

**The auction is over, why is my item "held open"?**

If an item receives a bid at the last minute, the item stays open to allow for extra bidding. The item will close once the bidding for that item has stopped for 60 sec.

**How can I undo my bid?**

Direct the bidder to the Text2Bid troubleshooter, they will use the T2B Auction Manager to reverse the bid.