



Upbring's Virtual Gala FAQs

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Event Details

Who is Upbring and why should I go to the virtual gala?

Upbring is a nonprofit dedicated to breaking the cycle of child abuse by empowering children, families and communities. For the first time ever, we will come together as one community for an online event to advance our life-changing mission—and you're invited! The event will start at **7:01 p.m.** on **Saturday, February 20, 2021**. We can't wait to see you there!

How do I access Upbring's virtual gala?

The event will stream on Zoom. You can access the event on a desktop, tablet or smartphone. Please join us by visiting [Upbring.org/Live](https://us02web.zoom.us/j/82096071928?pwd=SkVJTmxjcStYa3N3RGpBUTM0Y3FMZz09#success). Be sure your name on Zoom matches your billing information!

If you are having trouble logging on, here is the Zoom link:

<https://us02web.zoom.us/j/82096071928?pwd=SkVJTmxjcStYa3N3RGpBUTM0Y3FMZz09#success>

What should I expect?

We will kick off the event with an inside look at our programs, followed by a live auction and an after-party! You will be hearing from friends whose lives were directly impacted because of your support.

Who is invited?

Everyone! Please feel free to share the event with your friends, family, colleagues and neighbors.

Is the event free?

Yes, the event itself is free to attend. However, we would love for you to partner with us in our life-changing mission. To become an event sponsor or to make a donation, please visit

[Upbring.org/2021](https://upbring.org/2021).

Tech Support

How do I participate in the gala?

We've made it simple to participate in the gala!

- View the Gala: [Upbring.org/Live](https://upbring.org/Live)
- Participate in the Silent Auction: [Upbring.org/SilentAuction](https://upbring.org/SilentAuction)
- Donate: [Upbring.org/2021](https://upbring.org/2021)

How can I set up my devices to follow the event?

You can access the websites above on any device of your choice: a smart TV, desktop, tablet and smartphone. We recommend having access to at least two devices so that you can follow along with both in real-time. The [auction](#) works well on a smartphone phone, so you can easily re-bid on auction items when alerted about being outbid.

Can I play the event on my TV?

If you would like to access the event on your smart tv, please read below:

- **Wired connection:** [Read this article](#) about connecting your computer to your television through a wired/HDMI connection.
- **Wireless connection (Apple users):** To use the Apple AirPlay function, you must have an Apple computer or Apple phone and Apple TV. [Learn more.](#)
- **Wireless connection (Android or Windows users):** [Watch this video](#) for detailed information about casting your computer to your television in the following ways:
 - Roku
 - Amazon Fire
 - Chromecast

What if I have trouble accessing the event or silent auction?

We are happy to assist you! Please call our helpline at **512-580-4271** to speak with one of our staff members.

Auction and Donations

Will there still be an auction?

Yes! We will have both a silent and live auction. The [silent auction](#) is open for bidding and will end following the event on February 20, 2021.

The live auction will take place on February 20, 2021, during the event. To bid in the live auction, you must be on the [Zoom link](#) and comment in the chat. Our auctioneer will talk us through it!

How do I bid on silent auction items?

[Here is a helpful video](#) explaining how to bid on silent auction items.

By desktop, tablet or smartphone:

- **Select item** – From [Upbring.org/SilentAuction](#), click “Items,” browse or use the dropdown menu to view categories, then select an item. You are welcome to bid on any of the items, but you can choose to search only your local items as well.
- **Choose amount** – Use the pre-populated minimum bid or enter a higher amount.
- **Auto bid** – Select AUTO BID, enter the highest amount you are willing to bid. The system will place minimum bids for you as needed until your designated amount.
- **Click bid**

By text:

- Text item number and the bid amount to 76278.
 - *For example, if you wanted to place a \$100 bid on Item #234, text **234 100** to **76278**.*
 - ***The texting feature does not work with instant buy items***

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

When you bid on an auction item or donate, you will be prompted to enter your credit card information through our website. After the auction closes, you will need to finalize your purchase(s) by clicking the “checkout” button. There, you will see your total, including the auction item(s) you won and your donation(s). Once you complete your purchase, you’ll be emailed a receipt.

If you want to pay another way following the event, you can leave the items in your cart unpaid, and we will reach out to you in the week following the event.

How will I receive my auction items?

We will reach out to all winners within a week of the event to arrange delivery. For winners outside Texas, shipping charges may apply.

Where does my donation go?

Your support is the driving force in making a life-changing impact in the lives of Texas children and families through our Foster In Texas, Krause Children's Center, New Life Children's Center, BeREAL, Health For Friends Clinic and Neighborhood House programs. On behalf of the children and families we serve and the entire Upbring staff, we thank you for your unwavering support during these unprecedented times.

How do I make a donation online?

To make an online donation, visit Upbring.org/2021 and scroll down to the "Donate Now" section. Select a one-time or monthly donation and fill out the payment information below.

You can also donate via text. Text "Give" and amount to **76278**.

For example, if you wish to donate \$100, text **Give 100** to **76278**.

Thank you for your generous donation!

How can I multiply my impact?

To multiply your impact, spread the word about Upbring to your friends and family to give online at Upbring.org/2021. You can also check to see if your employer will match your donation.

If you have any questions, please contact Events@Upbring.org or 512-706-7568.

Can I mail a check?

Yes! To donate offline, please mail a check to:

ATTN: Upbring Gala 2021
8305 Cross Park Dr.
Austin, TX 78754-5154

Is my gift tax-deductible?

Yes! Upbring is a 501(c)(3) nonprofit organization. Federal Tax ID #: 74-1109745. You will receive an official tax receipt by mail in a few weeks.

Social Media

Can I share about the event on social media?

Yes, we would love for you to share about the event on social media! A benefit of a virtual event is that we can educate more people about Upbring. Help us spread the word:

Facebook

- Share the [Upbring Virtual Gala Facebook Event](#)
- Once you are viewing the Facebook event page, click on "Going" to show that you are participating
Click "Share" in the upper right corner
You have the option to "Invite Friends" directly, share the event through a private message or share
 - the event as a post on your page

LinkedIn

- Share [this post](#) on your LinkedIn page

Instagram

- Share [this post](#) on your Instagram

Can I post photos from the event? Do you have a hashtag?

Yes! We will have an Upbring Virtual Gala Photobooth where you will be able to take or upload photos, boomerangs or GIFs. Feel free to share on social media using the hashtag **#Upbring2021**. This way, we can see all your wonderful pictures in a centralized place.

How can I get involved with Upbring?

We are so glad you asked! Here are some ways to get involved with Upbring:

1. Follow us on Social Media: [Facebook](#), [Instagram](#), [Twitter](#) and [LinkedIn](#)
2. [Become a Volunteer](#)
3. [Make a Gift](#)
4. [Speak to an Upbring Staff Member](#)

Will there be a recording available?

Yes! We will share the link following the event. Follow us on social media for real time updates or check back on our website for a link to the video.