FREQUENTLY ASKED QUESTIONS

HOW DO I REGISTER FOR THE LIVE VIRTUAL GALA? (Sat., Sept. 19TH 5pm-6pm)

To watch a video about the ticket purchase registration process click here

You must preregister and purchase a ticket to the Virtual Live Gala event.

HOW DO I LOGIN TO THE VIRTUAL GALA?

After you have registered and purchased your ticket you will receive a confirmation email. The day prior to the Virtual Gala and again the morning of the Gala, you will receive an email which contains a personalized link that will take you to the virtual live event. Please do not share this email link for it is tied to your account including any credit card information you provided when registering. The email will be from **RBG Gala Chair**. If you don't receive it, please check your junk mail/trash/spam folder first and then call us at: (925) 944-9352 or email: gala@ruthbancroftgarden.org

Recommendations for improving your online experience at the Virtual Gala and avoiding technical issues.

1. You only need a single device to watch and bid at the Virtual Gala.

2. Use a computer versus your mobile device. It will be much easier for you to navigate the software. This will help you view videos, slide shows and participate in bidding or donating. There will also be a chat box with people having conversations that you will not want to miss!

3. If you have the option of using a computer that is hardwired to a network vs. Wi-Fi, you might get a smoother experience. If your Wi-Fi is fast, then it shouldn't be a problem.

4. Before you log into the Gala, be sure to close other open programs/software on your computer so it can operate at a faster speed.

5. Google Chrome is the recommended browser to use for the Gala.

6. If your screen seems to freeze or glitches, simply hit the refresh button located at the top left of your screen. If that does not work, try logging out and back in.

7. Advanced security settings/tools are the most common reason the page doesn't load or the livestream won't play. Go to your security settings and choose a different setting.

8. If you're using a work computer/phone and/or a VPN, try another device.

HOW DO I REGISTER FOR ONLINE BIDDING IN THE SILENT AUCTION (SEPT. 11-20)?

Our Online Auction is OPEN for bidding beginning Sept. 11th. You may browse the catalog freely but will be asked to register in order to place a bid.   If you already purchased tickets for the Virtual Gala, use the email address you provided then to login. You will be asked to provide credit card information in order to place a bid. You can receive text messages if you are outbid on an item, but you need to provide your mobile phone number and opt-in to receiving text messages when registering and setting up your account.

Register for online auction bidding at: https://rbg.tofinoauctions.com/gala2020/signup

CAN I PAY BY CHECK?

Yes, however the system requires you to enter a credit card in order to place a bid or donate. If you would like to participate but prefer to pay by check or through an IRA or charitable foundation, just place your bids/ donate as you normally would but just don't complete the check-out process at the end of the event**. Leave the items in your shopping cart and contact us, via email at gala@ruthbancroftgarden.org, prior to 5pm on Monday, Sept. 21st.** As long as you let us know that you want to pay by check, we won't charge your card and will make a note in your account.   If you don't contact us by 5pm on Monday, 9/21, we will charge your card.

Please send your check to:

The Ruth Bancroft Garden,
1552 Bancroft Road
Walnut Creek, CA 94598
Attn: Kimberly M.

DO YOU SHIP?

No. We are not able to ship any physical items won in the online auction. They must be picked up in person at the Garden by Sunday, Sept. 27th. Also, the online auction will take an "intermission" from 4pm - 7pm during our live Virtual Gala on Sept. 19th but will then reopen after the event for more bidding!

Still have questions?

Email us at Gala@ruthbancroftgarden.org or call (925) 944-9352.