



How to Get the Best Experience at The Ruth Bancroft Garden Virtual Gala September 19, 2020

Never attended a “virtual gala” and not sure what to expect? The information below will walk you through the entire login process, plus give you tips to make your experience the very best possible. If you have any questions along the way, feel free to **call or email the garden at gala@ruthbancroftgarden.org or 925.944.9352**



To begin, make sure you’ve “registered”/purchased a “ticket” to the Gala. If you’re not sure if you’ve done this yet, just click the “Register Today” button. If you already have a ticket, the system will notify you.

You’ll get a confirmation email after you’ve registered which will include your “personal link,” which you can use to login to the Online Auction and preview the Live Auction Items available at the virtual gala.

On September 18th and September 19th, **you’ll get an email that includes the link to “attend the virtual gala.”** This link is customized to your account, so don’t share it.

Join the RBG Virtual Garden Gala - Here's Your Link!



RBG Gala Chair <notification-general@schoolauction.net>
To Volunteer



Mon 9/14/2020 10:48 AM

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Important information about the Ruth Bancroft Garden Gala 2020.

Hi Jane Doe - test,

The RBG Virtual Garden Gala is about to begin! Use this link to login to watch the live video stream and to place bids from your computer or mobile device using the same virtual gala event screen/window.

[Your Personal Link](#)

If you have not already provided your credit card information, you will be asked to do so. Credit Card information will only be used when bidding, purchasing auction items or making monetary donations. See our FAQs for pay by check options.

Beginning at 4:30pm PST on Saturday September 19th, this link will take you to our “Virtual Gala” view, which we explain below.



The Virtual Gala “Guest View”

All activity for the Virtual Gala will happen at the link you receive. you'll see something like this:

Ruth Bancroft Garden Gala

Melissa ▾ Need Help?

MAIN STAGE

THE RUTH BANCROFT GARDEN
VIRTUAL GALA

WELCOME!
You've Arrived at the Ruth Bancroft Garden's Virtual Gala. The Livestream Video will begin shortly. In the meantime, grab yourself an appetizer and your favorite beverage, and get comfortable! We'll be starting soon.

GLOBAL CHAT

Melissa 9/8/20 3:46 PM
Hello friends of the Garden - welcome!

Type your message here... Send

ITEM UP FOR BID IMAGE

\$1,000 - Beauty & Tranquility

Current Level: \$1,000.00
Click below to raise your paddle and donate.

BIDDING BUTTON

Click to Donate \$1,000.00 Now!

ITEM DESCRIPTION

Description
Donate at the \$1,000 level.

Number: #54

Ruth Bancroft Garden Gala 2020
Ruth Bancroft Garden
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The Main Stage: This is where all the “action” will happen. You’ll view the stream, see slideshows, etc. in this box.

The Global Chat: You can use this box to chat to ALL attendees, ask questions, cheer, etc. Have fun!

Item Images: This box will display images that support the Main Stage. During the fundraising, you’ll see images that describe the item or level. You’ll also see any Descriptions here.

The Action Box: During fundraising portions of the event, you’ll see simple buttons in this section. We’ll guide you through the experience, but you’ll simply click the button to take action.

If you arrive before 4:30pm PST 9/18, you won’t see anything on the Main Stage. We’ll start the “Pre-Show” at 4:30pm PST and the Program begins promptly at 5pm PST.



Making the Most of Your Virtual Gala Experience

Follow the guidelines below to get the very best Virtual Gala experience

Set the Mood: We suggest setting up a nice experience at home. Grab some nibbles and drinks, sit on the sofa, etc. Find a way to make the time together feel special. The more you treat this like a “real” event, the more it will feel like one!

Best computer experience: We recommend hard-wiring your computer to your ethernet if at all possible. If you have fast wifi, you should be fine. Close any background software or applications to allow your computer to dedicate all resources to the stream.

No stream after 4:30pm PST? If you cannot see the stream on the Main Stage after 4:30pm PST, try refreshing your page. If that doesn't work, try logging out and back in using the link in your email.

Can't see the whole screen? Be sure you've “maximized” your window (usually a green button in the upper-left). If that doesn't work, you can try reducing the percentage view, either in your browser or on your computer. **You should be able to see the entire Virtual Gala Page in one window, without scrolling.**

We look forward to seeing you Saturday!

Need help? Type your questions in the Global Chat OR call the garden at: **925.944.9352**