



UPwithART FAQ

Do I need to create an account to participate in UPwithART?

Creating an account provides you with a secure, easy and winning experience. You must set up an account to bid in the silent auction beginning April 25 at 7 pm, to set up your automated bidding instructions, to check-in at the live event on May 4, as well as to make a donation. Your account must include your credit card information.

How do I login and create my account?

If you participated in UPwithART 2023, then you probably already have a giving account. Returning Users simply visit upwithart.ca, login (Trellis will remember you), review your information and update as necessary. New Users, Signup (if you are bidding online only) or Login (if you bought a ticket, or someone bought it for you), and add payment method. Add your credit card now so you can bid when the auction begins, save time at event check-in and be ready for all the action.

Do I have to buy a ticket in order to participate?

You can bid and buy even if you do not attend the in-person event on May 4. Post-event pickup options are listed at the end of these FAQs. If you cannot attend the event in-person but wish to support our cause, please make a donation.

How do I get tickets for the May 4, 2024 in-person event?

Tickets are only available for purchase online. Click the "Tickets" button on the homepage. Select the type (Supporter or Premium) and number of tickets you wish to purchase and process your payment. Once purchased, you will receive an email with your receipt of purchase and event "need to knows".

Do I pay the transaction fees?

Yes, thank you! Transaction fees related to our digital platform are automatically included into the total for each purchase, including for event tickets, artwork from the silent auction, and donations. This makes the administration of our fundraiser possible.

How do I assign tickets to my guests?

If you purchased tickets for others, and assigned your guest names and emails at the time of purchase, then your guests will have received their ticket by email. If you haven't already, please be sure to assign your guest tickets so they can create their giving account and enjoy a winning and streamlined experience from auction open April 25, to check-in and check-out on May 4. Go to UPwithART.ca, login, select My Tickets and follow prompts to edit and assign tickets. Your guests will receive an email with their tickets. Now they need to sign up or login, view My Tickets to complete their profile and Add Payment Method, so they are ready for the online auction. Don't miss out. Create your account... before April 25 and before arriving at the event.

How do I view and edit a ticket that someone else assigned to me?

If someone purchased tickets for you and assigned them to you, you now have access to your own Giving Account where you can update your info and ensure you're ready to go for the online auction beginning April 25 at 7 pm and to save you check-in time at the event on May 4 at 6:30 pm! Please visit the Trellis Help Page to see the short instructions that best apply to your needs, and/or watch a two-minute video at <https://help.trellis.org/how-to-view-and-edit-tickets-that-someone-else-assigned-to-me>

How do I bid on an item?

Click the 'Silent Auction' tab on the home page. At the upper left on your screen, you can view 'All Items' or, select a 'gallery' to narrow your search. To bid on an item, click the "View and Bid" button. If this is the first time you are bidding on an item in this auction you will be prompted to create an account - including your email address, credit card info, and a password to login to the auction.

Can I place a bid offline?

Bidding is entirely online through Trellis. Purchases are automatically charged to the credit card on account.

Can I bid anonymously?

Yes! Sign up or log in to create your account. Once logged in, click on your name in the top right corner. Select 'My Account' and turn on the toggle to Bid Anonymously. ****Please note that UPwithART shares the purchaser identity and email contact information with the artist unless the purchaser opts out - see relevant FAQ below.**

How will I know if I won?

When the auction closes on May 4 at 9 pm, the winning bidders will receive an email notifying them that they won an item or items.

How do I guarantee that I win an item?

Buy Now! Choose the 'Buy Now' option to purchase an auction item without any competition. The Buy Now price is 150% of the item's Fair Market Value (FMV) and you will receive a charitable tax receipt for a portion of the price.

How do I set up automated bidding?

You can set your maximum bid and let Trellis do your bidding for you!

Go to the item page for the item you're interested in.

Enter the highest amount you'd like to bid on this item. Click the button to turn on Auto Bid, and then press "Set Max Bid".

Your first bid will be placed at the next bid increment available for the item. As other bidders come to bid on your item, the auction platform will automatically place your next bid until you hit your bidding threshold.

You can also easily cancel your automated bidding - simply revisit the auction item and click "Cancel Auto Bidding". You may wish to cancel if, for example, you want to Buy Now!

What happens if two people bid the same amount with automated bidding?

The first person to set up their bids with automated bidding will win the item when the auction closes. Set up automated bidding early so you have the best chance of winning!

What notifications will I get and how?

You will get text notifications (If you registered your cell phone on account) when you are outbid. You will get email notifications when you purchase an item or make a donation.

We advise that you keep an eye on the items you are interested in, even if you have set up automated bidding, so that you can make quick changes in strategy as the auction progresses.

What are the bidding increments for auction items?

Bids increase by \$25 where item value is up to \$499

Bids increase by \$50 where item value is \$500 – \$999

Bids increase by \$100 where item value is \$1000+

How can I avoid being ‘sniped’ at the Auction Close?

Sharpen your virtual elbows for the auction close! You have three options:

1. Keep your eye on the item(s) and be ready with quick fingers - if you are in a bidding war or if someone out there is just waiting for the last minute to outbid you, the item may go into Overtime Bidding (see below)
2. Set your Maximum Bid and keep your fingers crossed that no one outbids you
3. Buy Now to win the item and get a charitable tax receipt for the amount paid above FMV

How does Overtime Bidding work?

Any bid placed in the last two minutes before the auction ends triggers an overtime bidding period on that individual item, and bidding on it will be open for an extra 2 minutes after the auction ends. Once the auction closes, the overtime bidding countdown timer begins. Each countdown lasts for 2 minutes. Any bids placed during these 2 minutes resets the countdown timer. Anyone can place bids during this period, even auto-bids and Buy Now. This happens until someone does a Buy Now, or no more bids are placed during a full 2 minute overtime bidding period and the auction closes.

How will I receive my Charitable Donation Tax Receipts?

Charitable tax receipts will be sent to the donor/purchaser immediately and automatically through the Trellis platform. Tax receipt is issued for Money Now donations in any amount and for Buy Now purchases for the amount paid above the item's Fair Market Value. Tax receipts are issued by Unity Project for Relief of Homelessness, a registered Canadian charity #859628851RR0001

Is there an age requirement to bid on Winescape?

Winescape items include a bottle of wine. You must be 19+ years of age to purchase a winescape item, or at least to acquire the wine that accompanies it. Winescape item winners may be required to show valid identification i.e. current, government-issued with photo and birth date.

Will my name and contact info be shared with the artist?

Yes... unless you opt-out. It is important for artists to keep track of the whereabouts of their art, wherever possible. As part of our commitment to supporting artists, we share the name and email contact information of the purchaser with the artist. Please contact Silvia Langer at slanger@unityproject.ca by Thursday May 9, 2024 5 pm on if you DO NOT wish your identity to be shared with the artist(s) whose work you purchased.

When and Where can I pick up my artwork and objects?

Pickup at the Event May 4

Artworks: Community Gallery - 10-11 pm

Objects (and Wine): Atrium - 10-11 pm

Pickup Post-Event

The Shop at Museum London - 421 Ridout St N, London, ON N6A 5H4

Sunday, May 5th – 11 – 5 pm

Tuesday, May 7th – 11 – 5 pm

Wednesday, May 8th – 11 – 5 pm

Thursday, May 9th – 11 – 8 pm

Friday, May 10th – 11 – 5 pm

**swift pickup within the above timeframe is highly encouraged with sensitivity to the logistics and volunteers required to manage.

Exceptional Pickup Option

Art East Custom Framing - 1020 Princess Ave. London, ON

Beginning Monday, May 13 to Saturday, May 25

Hours: Monday - Friday 8 am - 4 pm; Saturdays 10 am - 4 pm

Art Shipping

Please contact aschipper@unityproject.ca to make shipping arrangements. *Shipping costs are additional and tbd.