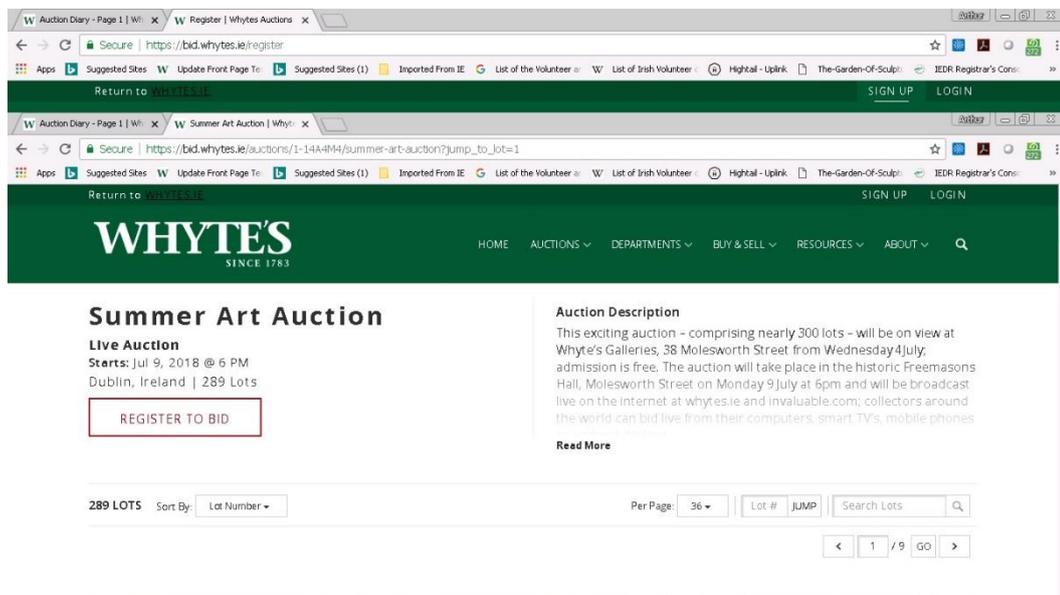
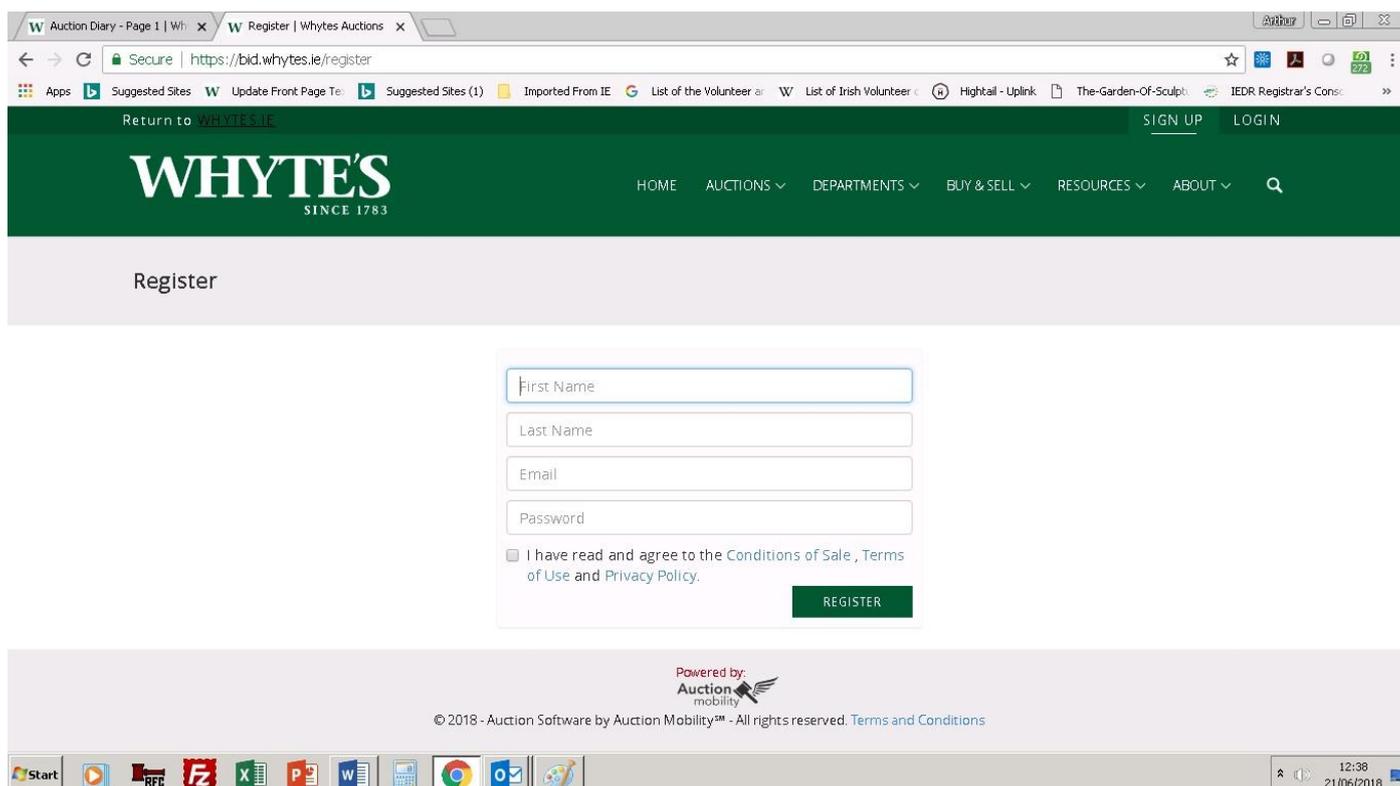


HOW TO BID ON-LINE (INTERNET BIDDING) AT WHYTE'S

1. We recommend you use CHROME browser for on-line bidding at Whyte's.
2. If using the Whyte's App make sure you have updated it
3. If using any type of computer ensure you have Flash and Java installed in their latest versions
4. Go to bid.whytes.ie .
5. This brings you to the on-line catalogue, shown here



6. Choose the auction you wish to bid on
7. Click on **Register to bid**
8. If you have registered with Whyte's on-line after 22 June 2018 you can log in. Otherwise you will have to register even if you registered with Whyte's previous on-line platforms.



9. When registering, please enter your e-mail and choose a password (one that you will remember easily!).

You then fill out a form, including State/Province. There is a mandatory entry for Postcode. Irish clients may use their Eircode or just enter 000.

10. Credit card information is also required – **this is secure and is only used to prove identity**. You will not be charged on this card unless the account is not paid within the terms of sale.

11. You will then be redirected to the on-line catalogue

12. **You can now bid in two different ways:**

(1) **LEAVE A BID** – bid the maximum you would pay for the lot. This bid is not disclosed to Whyte's; Auction Mobility's computer system will bid automatically for you during the live auction. The start price shown is usually below the reserve.

(2) **BID LIVE DURING THE AUCTION:** you wait until the auction takes place. Ensure you are registered. Go to bid.whytes.ie.

The live auction should appear with video and audio of the auctioneer, images of the lots, and listing of bids as they happen.

A **BID NOW** link button will appear. It will include the amount needed to bid. If you click this you will register a bid. You will get one of three messages:

You are winning! – no need to bid but if you accidentally do the system wont accept a bid against yourself

Another bid was taken! – If you want to, bid quickly as some other bidder is winning the lot.

PLEASE NOTE: the video and audio are sometimes a second or two behind the live bids so concentrate on the text screen showing the bids as it is usually in real-time. If bidding do it quickly or you will miss a lot.

The screenshot displays an online auction interface. On the left, a video player shows an auctioneer at a desk. Below the video, a list of bids is shown: Lot 425S Sold, Lot 425T open for bidding (highlighted with a red arrow), 30 GBP (floor), 32 GBP (floor), 35 GBP (floor), 38 GBP (floor), and 40 GBP (floor). A green button labeled "Bid Now 42 GBP" is visible. Below the button, text reads: "If it says Bid Now you are NOT in the lead, bid again if you wish to buy." The main content area features "Lot 425T" with the description "A pair of Continental porcelain jars and covers with raised decorati...". An image of the jars is shown, with a "DESCRIPTION" box to the right stating: "DESCRIPTION: A pair of Continental porcelain jars and covers with raised decoration, 11" high (AF)". Below the image is a "1 of 3" indicator. At the bottom, a horizontal scroll bar shows other lots: 425A - SOLD 18 GBP, 425B - SOLD 20 GBP, 425C, 425D - SOLD 30 GBP, and 425E - SOLD 18 GBP. Navigation arrows and "Return to live item" links are also present.

13. **BE CAREFUL WHEN BIDDING LIVE:** keep your mouse away from the BID NOW button when waiting for your lot. Keep children and animals away from the mouse while logged in – if they bid YOU pay!

14. If you are successful in purchasing you will receive an invoice by email within 48 hours of the auction finishing, along with instructions of how to pay and advice on shipping etc.

FREE BIDDING ON-LINE

There is no extra fee for bidding on-line on Whyte's platform –www.bid.whytes.ie or on Invaluable; successful bidders pay the normal buyer's premium and VAT, i.e. the same as room bidders.

SYSTEM REQUIREMENTS:

These are the **MINIMUM** system requirements for viewing or bidding in Live auctions?

For Windows Users:

- OS: Windows 7 or later
- Browsers: Internet Explorer 9 or later; Most Recent Firefox; Most Recent Google Chrome
- Internet Connection: DSL/Cable/FIOS, T1 or higher
- RAM: 1 GB or higher

For Mac Users:

- OS: X10.6, 10.7, 10.9
- Browsers: Most Recent Firefox, Most Recent Safari
- Internet Connection: DSL/Cable/FIOS, T1 or higher
- RAM: 1 GB or higher
-

Smartphones: We recommend bidders to access our site content through our iPhone app, available now in the App Store. Some androids may not work.

FREQUENT QUERIES

I forgot my password and requested an email to update my password but the screen says my email is not valid. This is usually because you registered with a different email address. Try your other address/addresses.

I cannot see or hear the auction: your computer may not have this facility or your internet connection is not fast enough. If you can see the live bidding in text only and the BID NOW button you are connected and can proceed to bid. We recommend Chrome as the best browser of this programme.

My on-line bid was equal to the highest but it is not sold to me: usually this is because a bid of the same amount was received before your bid

My bid was not accepted. Why? Usually because it arrived after the hammer came down – remember the audio/video can be one or two seconds slower than real-time. Therefore, you should bid quickly if you want to buy.

If two equal bids are left then the first received will win the lot if no other bid is received.

If a bid received in the room is the same as the highest bid received on-line, the room bid will win the lot and the internet bid will be refused – the on-line bidder can bid again if desired.

HELPDESK:

Available 24 hours, 7 days a week:

Contact Auction Mobility Support: 001 866 309 2828 or by email at Support@AuctionMobility.com