

URBANE LIVE



AN AUSTRALIAN-FIRST TECHNOLOGY PLATFORM TO LIVE STREAM AUCTIONS AND BID REMOTELY.

How do I bid in an online auction?

First, register to become authorised to bid. Then download and fill out the required auction forms using the buttons below or at urbane.com.au

TERMS OF AUCTION

BIDDER REGISTRATION FORM

PROOF OF ID CHECKLIST

BIDDING AUTHORITY FORM

BIDDERS GUIDE

Urbane require the same information from online bidders as from in-person bidders. Completed requests to bid online must be submitted 48 hours prior to the start of the auction to allow the Urbane Live Online Auctions team adequate time to properly authorize your registration.

What is required for registration?

- A copy of your photo identification (Drivers Licence, Passport or other)
- A completed and signed copy of the 'Bidder Registration Form' and an 'Bidding Authority Form'

To complete submission, please scan or take a clear mobile phone photos of the above documents and email them as attachments to the agent listed for the property.

Getting approved

Once you have been approved to bid, an Urbane auction administrator will send you an email with your bidding credentials and the link for the online Webcast system. Look for these on the day of auction. If you don't receive them, check your email spam or junk folder in case it is there and contact our office if you still have not received it.

urbane

AUCTION DAY

**EXPERIENCE THE LIVE AUCTION
ON YOUR MOBILE PHONE OR
TABLET WITH THE AUCTIONEAR
APP FROM XCIRA.**

WHAT TO DO ON AUCTION DAY

On auction day

Return to the Urbane auction page or open it from email with the links. Click on the link to the Join Auction Webcast to open the Urbane Webcast Auction Attendance page. There you will find the auction listed with a link. Click that link and enter the username and password credentials provided from your registration and click 'Login to sale'. Agree to the additional terms and conditions to use the bidding system and continue to enter the system.

Listen to the auctioneer

The auctioneer will introduce the property and call for bids. Turn on your audio so you can hear him! If no one places a bid, the auctioneer may lower the ask price. When you place a bid by clicking the Bid button, the status will read "Bid Pending" > If it is accepted, you will see your bid is placed, the auctioneer raises the ask price. Bidding continues until no more bids are placed.

Bidding

You will see the current high bid and ask prices on your computer screen. When you place a bid, you are bidding at the ask price. These numbers are updated in real time, so you can follow the auction as closely as someone bidding on-site.

Place your bid

Place a bid at the current ask price, by clicking the blue 'Bid' button. The message 'Bid Submitted' will appear. Your bid will be immediately relayed to the auctioneer, and your bid button will be deactivated so you don't accidentally bid against yourself. If the auctioneer recognizes your bid, you will become the high bidder and the message will read 'The Bid is with you'. If someone else is recognized the message will read 'The bid is against you' letting you know to bid again at a new price. If the bid is with you and someone else outbids you, the message will read 'Outbid - Bid Again' will appear. Time for another click! You may also enter your own bid above the current bid provided it is in half, whole or quarter amounts of the range the auctioneer has set the current ask price. Bids that split the asking price and current bid may not always get recognized by the auctioneer.

Sold

If the property meets the minimum bid and is on the market and you are also the high bidder, look for the 'Sold to you!' message on-screen indicating the auctioneer has closed the auction and you are the winning bidder of the property.



USING AUCTIONEAR

You can experience the auction on an iPhone or iPad, or on most Android phones or tablets easily by following the links provided by Urbane with your mobile Chrome or Safari browsers. The only difference is that you will need to install the free AuctionEar app provided by our partner Xcira.

You can also pre-install the AuctionEar app from the Apple App Store or Google Play stores ahead of time by searching the store for AuctionEar or following the links to the right.

If you don't have it installed by the time you attend the auction on auction day, as you sign in on a supported mobile device you will be prompted during auction login to install it with the link provided to the appropriate store. After successfully installing the app, please return sign in again to the auction and it will open within AuctionEar.

You will find if you open AuctionEar directly, that it does not have any functionality of its own without your attending an auction. However, when you login to the Urbane webcast, the auction will open within the AuctionEar app.

The mobile bidding software allows you to click on the top camera button and speaker button to turn video and sound on and off. You will see the property image and short description and you can bid the amount on the button.

When bidding from within AuctionEar, there is an extra safeguard for you. You will need to click the bid button once to first activate it before you can place a touch it to place a bid. If your placed bid is accepted, and you become the current high bidder, the screen will read The Bid is With You. Remember, once the bid button is 'live', any touch of the button will place a legally binding bid to the auctioneer on site at the amount shown. Bids may not be retracted or otherwise withdrawn.

If you do not install AuctionEar you may still open the bidding software in silent mode and respond to the asking price and place bids in the auction but you will be unable to hear the or see the auctioneer.

QUESTIONS & ANSWERS

What are the technical requirements?

Windows or Mac computer with a supported flash enabled web browser (e.g. Chrome, Firefox, Safari or Internet Explorer 11 or Microsoft Edge), and a broadband internet connection (500Kbps or higher).

iPhone or Android phone or tablet with either Chrome or Safari browser and the 'AuctionEar' app by Xcira available in either the App Store or Google Play.

What happens if I make a mistake?

Per the terms of the auction, you are expected to maintain control of your bidding credentials and place your bid with care as all bids in the auction from your username are binding and are logged in the system. If you click the bid button by mistake or enter the wrong amount using the 'Your own bid' field, open the 'Clerk Chat' by clicking on the words 'Clerk Chat' just above the video of the auctioneer. This will let you communicate directly with the online clerk who will relay your message to the auctioneer. It is up to the auctioneer to decide if he is able to retract a bid.

Please note, the auctioneer's decision is final, while we will endeavour to retract your bid, in the case of a dispute, any and all bids you make are legally binding.

TIPS FOR BIDDING AT AUCTION

