**32Auctions – Frequently Asked Questions**

Please refer to 32Auctions own FAQ site for additional assistance: <https://www.32auctions.com/pages/help.html#faq>.

**Do I need an account to view the auction?**

You do not need an account to the view the NAHSL 2020 Silent Auction site.

**If you wish to submit a bid for an item, you will need to create an account.**

**I forgot my password. How can I access my account?**

1. Click the [Login](https://www.32auctions.com/login) link in the upper right corner of the site.
2. Click the [Forgot password?](https://www.32auctions.com/forgot_password) link.
3. Enter your 32auctions account email address.
4. Check your email for the reset password instructions.
5. Click the reset password button contained in the email message.
6. Enter a new password and your 32auctions account email address.

**How can I make changes to my account?**

You can change your account information, including email address, phone number, and display name, from the [My Account page](https://www.32auctions.com/my_account). To view this page, log into your account, click the Account menu option in the top navigation menu, then click the My Account button.

**How do I access an auction?**

Auctions hosted on 32auctions are private and require a special auction link for participation. To access the NAHSL 2020 silent auction, use the following link: <https://www.32auctions.com/NAHSL>.

**What are the bidding options?**

For NAHSL 2020’s silent auction, you will be able to post an exact bid

An **exact bid** is the amount you want the item's current selling price to immediately jump to. Your bid amount will not change as additional bids are entered on the item.

**How do I enter an exact bid?**

To enter an **exact bid**, enter your bid amount, click the Exact Bid button, and then submit your bid. If you don't see the Exact Bid button, the auction administrator has turned off this option.

**How can I modify a bid? How can I remove a bid?**

To modify your bid:

1. Log into your participant account.
2. View the item page which displays your current leading bid.
3. Enter your new bid amount.
4. Select the bid type.
5. Click the Update My Bid button.

To lower or remove an unpaid bid:

The auction administrator has the ability to lower and remove bids and purchases on unpaid items. You'll need to [contact the auction administrator with your request](https://www.32auctions.com/pages/help.html#auction_17). To contact the auction administrator, use the Contact Us link displayed on the main auction mage and on each auction item.