

# BIDHUB ACCOUNT SET UP

- Download the BidHub Auction Suite App in the Apple App Store
  - Or visit [www.bidhub.us](http://www.bidhub.us) and click the "log in" at the top right hand corner of the page
- From this menu, or from within the app, select "CREATE NEW ACCOUNT"
- Select your state, and then your livestock market
- Enter a good email **\*You will receive a verification email to this email address that must be verified by clicking the link in your email before you can log in to BidHub\***
- Enter your account number (located at the top left of your seller's checks or buyer's invoices)
- Enter your last name or ranch name EXACTLY as it appears on your checks or invoices. If you have problems with this, ask your livestock market how they have your last name in their computer system. Pay attention to special characters, "LLC", or "Ranch". Often time these are included in the last name field of your seller profile within your livestock market.
- Enter a good password

## Linking Multiple Sellers/Buyers Names into one BidHub Account

*This feature is most often used for husbands and wives who both sell under their own names, people who have sold/purchase history under their ranch name and their personal name, or customers who have purchased/sold under children or grandchildren's names. They often want all of their information in one log in. This feature allows them to toggle between "names" but still have all of their history within one BidHub log in.*

- Once logged into your BidHub Account within the app, click the account gear at the bottom right of the screen.
- Scroll down to "Add New Client to your account"
- Enter your state, market, and the account number of the additional name you wish to add (get this account number from the livestock market, or at the top left of your seller's checks or buyer's invoices)
- Enter your last name or ranch name EXACTLY as it appears on your checks or invoices. If you have problems with this, ask your livestock market how they have your last name in their computer system. Pay attention to special characters, "LLC", or "Ranch". Often time these are included in the last name field of your seller profile within your livestock market.
- Click "add client"
- You can now toggle between accounts to review sales records and buyer's purchases.

## TIPS FOR NEW MARKETS ENROLLING IN BIDHUB

- Below you will find a word document to update with your market's phone number or contact information. We suggest printing this document and attaching one copy to each check or invoice you distribute to your customers and buyers. These simple steps will allow them to create a username and password on BidHub's platform.
- If you have an active Facebook or business website, making regular posts or sharing information from our Facebook also seems to to your business page also seems to engage your customers and buyers on our features
- Another suggestion that has been found to be helpful is adding a message at the bottom of your checks and invoices (done so in utilities → defaults → sale defaults) that encourages seller's and buyer's to ask you about BidHub's online portal for seller's and buyer's records.
- Another suggestion that has been found to be helpful is highlighting the customer ID and the "last name" field on checks/invoices for easy discovery for customers.
- It is important to note that when creating an account on BidHub, it will request a "last name or ranch name." In order for customers to have access they must put in the last name/ranch name **exactly** as you have it input in the Dhrystone last name field. See attached screen shots below. This customer would input 11704 for his Customer ID and "3 K Farms" for his last name/ranch name. Pay special attention to those customers you have with an "LLC" or "Ranch" or any other special characters at the end of their last name. Those will also have to be included in their last name/ranch name entry to create an account.

ENTER DATA-Inv      M-109      E-Edit      C-Change Sellers      ESC-EXIT      Tot. HD

ACCT No.: 11704      Start Date: 2/15/22      Temp

Last Name: 3 K FARMS      First Name:      State: TX      Zip: 76252

Address: 11704      County: COOKE

City: SUBSTER      State: TX      Zip: 76252

Phone: 817-252-1170

Check: (H, D, I, A, R, C, H, I, L, L)

Prod: PRODUCER

F2-Charges      F3-Tax/Def      F4-Penned      F5-FULL      F6-CHECKS

F7-FUTURE      F8-Label      F9-Comment

- In the BidHub platform, you will notice an "email option" in the history tab and the purchases tab of each invoice. When you select "email" the program will instantly email this report to the email that is associated with the account.
- If a customer wants to add more than one customer ID to their BidHub log in, they can do so easily. In the settings menu there is an option to add a new client to their account. All they will need is the customer ID from Dhrystone, and the last name/ranch name. This is most often used for individuals who have history in your Dhrystone system under more than one name, a ranch name, a spouse's name, a child's name etc.
- Remember, that with the admin tool, only the admin log in will have access to ALL records in your Dhrystone database. You can use this tool to quickly and easily pull reports, view their sales information from any sale, or review a buyer's invoice for any day without having to be in the office to do so.