

Frequently Asked Questions and Answers

Greetings,

As of January 1, 2020 Cowbuyer.com upgraded software that created some changes that many of our users have experienced issues trying to adjust to. Below are some answers to a lot of the questions we have received.

- 1) Log in issues. If you have not reset your password since the first of the year you will not be able to log in until you do so. In order to do so here is a direct link that will walk you through the password reset process. <https://cowbuyerlive.com/servlet/Login.do?forwardUrl=%2Fservlet%2FMemberArea.do>. After entering your email address an email will be sent to you to complete the process.
- 2) App for phones/tablets. The app for phones and tablets is no longer in use. This is because with the new software it is not needed. If you are using your phone or tablet you can access cowbuyer by simply using your web browser of choice (chrome, safari, etc) and accessing live auctions just as you would on a computer.
- 3) Past sale results. If you are trying to find past sale results from the cowbuyer home page click on register to bid/enter auctions. Once you get to this page, depending on your device and browser setup, there is a link in the menu items to auction results. A direct link to this area is <https://cowbuyerlive.com/auction-results/>
- 4) Video screen of live auctions. One of the major upgrades to the new software is the ability to enlarge the video screen to whatever size the viewer likes. If your video screen doesn't play automatically press the play button. Just to the right is to expand screen button to click for a larger viewing area.
- 5) Bidder approval. ALL bid requests are now manually approved. In order to ensure your bid request is approved for a sale it is highly recommended that you request to bid for the sale AT LEAST 1 HOUR PRIOR to the start of a sale. We will continue to do the best we can to approve bid requests during a sale but will not guarantee it is done in a timely manner.
- 6) Please do not use Internet Explorer. For best viewing experience use search engines such as Chrome, Firefox, or Mozilla.

If you have additional questions feel free to contact us,
Cowbuyer.com Staff