CLUB EVENTS GUIDE

1 ROADMAP

To get your club to play on StepBridge, we recommend that you follow the step-by-step plan below.

1. Appoint someone within your club who will be the contact for your club. The most important thing is that the contact is reasonably computer literate and is familiar with the operation of StepBridge (by participating in some events). See §2.1.
2. Inform your club members. Anyone wishing to participate should apply for a trial membership in time (at least 24 hours before the club event starts). In addition, we recommend that new members get some experience playing on StepBridge before participating in a club event. Inform your members as soon as possible. See §5.1.
3. Add your club members to your club space at StepBridge. The easiest way to do this, is by having a list of all their NBO-numbers. See §3.1.
4. In addition to a contact, appoint a planner and a TD. Often the contact is also the planner and the TD. There may also be multiple contacts, planners and TDs.See §3.2.
5. This guide is NOT a manual for StepBridge. It is important that the TD is already familiar with the basics of StepBridge before TD tasks can be fulfilled. **Therefore, a TD must have participated in at least two StepBridge tournaments. Of course, you should also be well informed about the information in this manual.**
6. To know how to lead a club event, you will learn best by watching a TD from another club. If you have enough experience (see point 5), you can make an appointment. See chapter 6. **Walking along is specifically designed to explain StepBridge's TD features; you should already know the basic functionality of the program.**
7. Plan a club event. You can hold multiple club events per week. See §4.1.
8. Make it a fun club event!

Important

- The TD on duty cannot play.
- If it's a problem for your club that the TD can't play, then a possible solution is to have multiple TDs, so that you can rotate duties. Once the first TD of your club knows how everything works, he/she can train other TDs within the club.

- **The TD must use the Windows or Mac version of StepBridge.** That means that you must have StepBridge installed with an installer that you downloaded from the website. You cannot use the tablet version or the web version.

2 PREPARATION

2.1 INTRODUCTION

StepBridge offers your bridge club the opportunity to play club events on StepBridge. Within StepBridge, your bridge club will have its own space to which only its own members have access. Member management, event planning and tournament management are run by members of your own bridge club.

2.2 SIGN UP CONTACT PERSON

If you haven't already done do, please sign your club up on this page:

https://www.stepbridge.co.uk/club-presence/

The contact person is the StepBridge point of contact for the club events and is also the one who can ask questions about the club events to StepBridge. The other club members cannot therefore contact StepBridge directly with questions about the club events (but they can with general questions).

The contact person of your club should already have a (trial) membership at StepBridge.

3 MEMBER MANGEMENT

3.1 SIGN UP CLUB MEMBERS

After you have received confirmation by email that you have been registered as a contact of your club, you can sign up your club's club members via the StepBridge portal.

1. Go to https://portal.stepbridge.co.uk/ and log in.
2. At the bottom of the "Personal Information" page you can see the club you are the contact of. By clicking on the club name, go to the management page of your club within StepBridge.
3. Click on the link with your club name.
4. You are now on the club page of your club within StepBridge. Under the title "Membership List", click the "Add Members" button.
5. You are now on the page where you can add members to your club. See the instructions below.

Instructions on how to add members:

1. You can add members by username (alias) or NBO-number.
2. Capital letters may be used, but are not necessary.
3. The input must be separated by spaces, tabs, or empty lines. Separators such as commas are not allowed.
4. You can only sign up members of your club who already have a StepBridge (trial) membership.
5. Player names/NBO-numbers that are not recognised are ignored. So you can enter a list of all your club's NBO-numbers, after which only the members are recognized.
6. Members who are already on your club's StepBridge membership list will be ignored if you try to add them again.
7. After you press the "Add" button, you'll see at the top of your club page which members have been added, and which members may not have been found. You'll also see the full list of StepBridge members who belong to your club. Members won't be visible with name and email address until they've joined the club.

Note: You can basically register any member of StepBridge with your club. StepBridge doesn't know which members really belong to your club. However, you are only supposed to add actual members of your club. You can add a substitute every now and then to complete a club event, but only exceptionally.

3.2 CLUB OFFICIALS

The list of club officials shows the Contact, Planner, and TD columns.

- Contact stands for the contact of the club (see 1.2). The contact has Contact rights and may perform member amendments (add, modify, and delete members).
- Someone with Planner-rights may schedule club events.
- Someone with TD rights can direct a club event.

Only members with Contact rights can manage the rights of other members. Other members don't see the edit buttons. Although multiple members may be granted amendment rights, it is not intended that more members than necessary will be given these rights.

If you have Contact-rights, you can appoint other club officials. Click edit against the club member, and set the necessary rights.

The officers are also mentioned by email address and telephone number (as far as known to StepBridge). This data is only visible to fellow club members, not to the outside world.

At many clubs, one club member is contact, planner and TD. This is not a problem at all.

4 CLUB EVENT

4.1 SCHEDULE CLUB EVENT

Through the Club page, the club member with Planner rights can schedule a club event. To schedule a new event, press the "Plan new event" button under the heading "Current Club Event" (the button is only visible to Planners).

A scheduled event will be visible 30 hours before the start in the StepBridge program. A maximum of one event may be scheduled at any one time. So to schedule the next event, the current event must first be completed.

Watch out! If you try out how scheduling a club event works, do so with a date far into the future, so that your club event doesn't accidentally become visible in StepBridge. An improperly started club event is a nuisance.

When scheduling, you have the following options:

- Date and time
  The event will be active in StepBridge's activity list for club members from the day before the event.
- Scoring method
  Match Points or Butler
- Scheduling
  - Random
    Pairs are arranged against random new opponents each round. The only restriction is that pairs have not previously played against each other (provided that enough pairs participate).
  - Swiss
    At each round, pairs are seated against pairs of a similar ranking, provided they have not played against each other before. If the event has varying player skill levels, Swiss is usually the best choice.
  - Manually (not available yet)
- Boards per round

- Number of rounds

- Time per board

  For very experienced players a time per board of 5 minutes is feasible. But for inexperienced participants, this is far too short. We recommend starting with 7 minutes or more.

- Note

  The text you post here will be visible on the StepBridge tournament registration screen. This is what the participants see when they register. For example, you can put "Have fun!" or "For the winner an apple pie!".

4.2 CHANGE CLUB EVENT

You can still change a scheduled event. Most settings can be adjusted until just before the start. However, you can no longer adjust the date once the club event is visible in StepBridge (an event will be visible on the day of the event).

5 PARTICIPATION OF CLUB MEMBERS

5.1 SUPPORT

For general support (e.g. questions about installing and operating the program) club members can contact StepBridge customer service, but club-related questions (e.g. about registration for the club event and other club related issues) must be answered by the club. If no one within the club can answer the question, your club's contact person can submit the question to our support.

If a club member is not yet a (trial) member of StepBridge, he/she must first apply for a trial membership via the StepBridge website. Make sure that this happens at least 24 hours prior to the club event, so that there is sufficient time to grant the application. Awarding a trial membership is a manual process; it can take up to 24 hours before receiving the login details.

Once a club member is a (trial) member at StepBridge, he/she can be added to the club within StepBridge (via the portal) until the last minute. This can even be done during the club event. However, we recommend that members first get some experience with StepBridge before jumping into the club event. Although StepBridge is certainly not complicated, players need to familiarise themselves with the user interface.

5.2 ESSENTIAL INFORMATION

You can inform your members in your own way, but we ask you to make sure that the information below is not missing. Of course, you are free to formulate it in your own way and communicate it to your members, in particular, requesting the trial account in a timely manner is important.

- To enter, you must apply for a trial membership of StepBridge.
- Request the trial membership at least 24 hours prior to our club event. StepBridge processes requests manually, so you won't get a player name and password immediately after you sign in.

- First, try to get some general experience with StepBridge before joining a club event. If you still need to get to know StepBridge while playing, this can cause a delay.
- For general questions about StepBridge, please contact StepBridge Support, but for specific questions relating to a club and how you participate in a club event, please contact [the named contact for your club].

5.3 PARTICIPATE

Once your club members have been added to your club, and your club event is scheduled, your club members will see the club event in StepBridge's activity list (left column in the table overview). After that, they can participate in the club event as they would in any other event. Other Members of StepBridge cannot go to your club event.

5.4 RESULT

Participants will receive the results of the club event, including board details, by e-mail immediately after the game. In addition, they will see a link to the result on the club page (see 5.5) at the information about the current club event.

5.5 CLUB PAGE

Your club members can also visit your club's club page on the StepBridge website. This works the same as for club officials, but the "regular" club members do not have the ability to make adjustments.

A club member goes to the club page via the following steps:

1. Go to https://portal.stepbridge.co.uk/ and log in.
2. At the bottom of the "Personal Information" page you can see the club of which you are a member. By clicking on the club name, you go to the club page of your club within StepBridge.
3. You are now on the club page of your club within StepBridge.

On the club page, the club members see their fellow club members, who their officials are (including contact details) and see the most up-to-date club event (including a link to the result).

5.6 MASTER POINTS

Currently no Master Points are awarded.

6 DIRECTING A CLUB EVENT

6.1 INTRODUCTION

Every club event on StepBridge has a TD. In a club event, the TD's main task is to guide the participants and monitor the progress of the event. The TD indicates, via the software, when the event can start, when to change rounds, and when extra time is allocated for specific rounds.

During bridge on StepBridge, much less can go wrong than on a regular club night. One cannot sit in the wrong place, play out of turn, have a penalty card, etc. That means most book rulings can't occur on StepBridge. The TD still is able to give an adjusted score (e.g. when breaking a game), but this will be much less common.

The TD therefore mainly has the role of host for your club members during the club event. The bridge-content side is less important. Most importantly, the TD must be competent with the PC and can respond and communicate smoothly with the keyboard (to answer participants' questions).

The TD cannot play in his own session.

For a TD, a good knowledge of the operation of StepBridge is essential (see 1.5). You must have sufficient knowledge of the following topics.

- How to send private messages.
- How to make the message window larger.
- How to open a private message window for a specific player.
- How to go to a table, follow the game, and see the game results.
- How the system cards are set up.

These topics are not discussed in this manual, but you should make your own notes by using the StepBridge program in practice. Documentation can be found on StepBridge's website.

6.2 REGISTER

Players with TD rights can lead a club event. They can add themselves as match leader by going to the club event in the StepBridge program, clicking "Information and Registration" (the Tournament Info window then opens) and clicking "Match Leader" on the menu. There may be several match leaders present at one club event.

Leading an event on StepBridge is best mastered by watching an experienced TD at another club on StepBridge. It is mainly about operating the software.

In the following paragraphs we discuss the basic functionality that a competition leader should have. However, this is not an exhaustive list of all the details of leading a competition. The details of the program will become more familiar to you as you gain experience.

6.3 TD TOOLS

As a TD, you have additional features at your disposal to facilitate your task. The additional features can be found in the TD Tools. You open the TD Tools via the "Hosting" menu and then "TD Tools" (you must be present at your club's session). The TD Tools are only available on a PC (Mac or Windows), not on the tablet version/web version.

The functionality of the TD panel by section::

1. Tournament
   - Add pair
     Adds a pair to the tournament. You can do this if players have trouble registering, or if you want to add a pair after the first round.
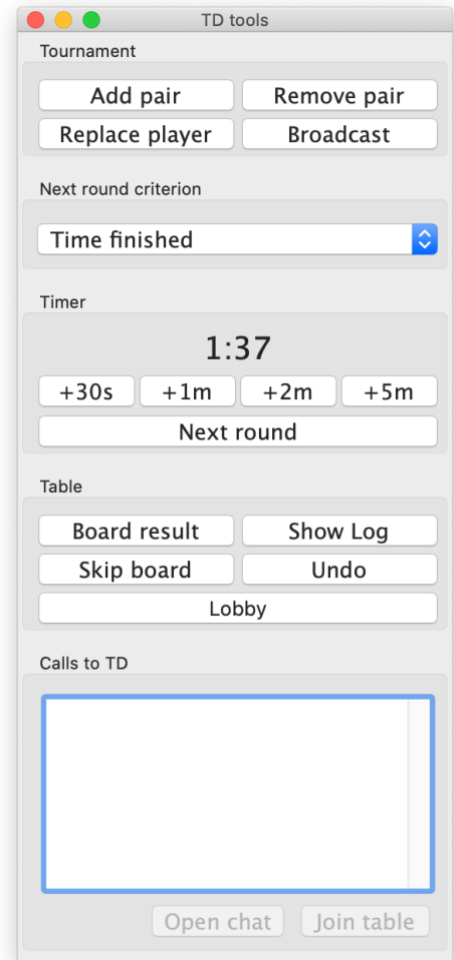   - Delete pair
     Removes a pair from the tournament. This is useful, for example, with a temporary need to vacate or if someone really can't play any further.
   - Replace player
     Here you replace a player with another player. Both the original player and the replacement will receive an overview of the tournament result afterwards. The games the replacement plays will be in the name of the player he has replaced. The final overviews do not show whether the games were played by a substitute.
   - Broadcast
     The broadcaster sends a message to everyone present at the tournament, both at the tables and in the lobby.
2. Next round criterion
   You can choose between the following conditions to start the next round:
   - Time finished
     The 'round change' will automatically take place once the time for the round has elapsed. Still in progress games are stopped. For games that are not ready (or not played at all) the players involved get an adjusted score.
   - Boards finished
     The round change takes place automatically once all boards have been played at all tables.

- o Time and boards finished

  The round change will automatically take place once all the boards have been played at all tables, but only if the time has passed.
- o Manual

  The round change only occurs when the TD presses the "Next Round" button.

3. Clock

   The time buttons allow you to add time to the round::
   - o +30s
   - o +1m
   - o +2m
   - o +5m
   - o Next round

     This button only works if all games are played at all tables OR when the time for the round has passed. If either condition is met, the next round will be started immediately. If it is the last round, the result will be calculated immediately.

     Note: If you press the next round button while the round criterion is on manual, the criterion will be immediately returned to the last chosen value (before manual was chosen).

4. Table
   - o Board result

     Request a game directly. You can also do this via the 'View' menu 'Game Results', but by using the button you need to perform fewer actions.
   - o Show log

     This feature is not yet available for club events.
   - o Skip board

     Aborts an already started board. There is no need to give a replacement score. The game simply does not appear in the results of the respective players. This is particularly useful if there is no more time for a game, outside the fault of the players.
   - o Undo

     This undoes the last action of the board in play at the table where you are

present. To undo multiple actions, press the button multiple times. If you come to a table that someone has asked for, "Request play" can request the board that is currently on the table. You will then be presented with the board in your board results with the play so far..

- o Lobby

  Returns to the lobby in one click.

5. Calls to TD

   - o In the call to TD window, all calls that players have made prior to a "Call TD" button or the "Misclick" button will be displayed. In addition, in case of a claim refusal, the TD is automatically called, so that the TD can intervene immediately.

     - If the TD is present at the table, it says behind the call "<- name TD". After a short time, the call disappears from the list automatically.
     - You can also click the call check box to manually remove the call.

   - o Open chat

     Opens a private chat window with the player who made the call.

   - o Join table

     This takes you to the table of the player who made the call. It then goes to the table where the player was sitting at the time of the call. So this only works if there hasn't been a round change.

Note: The Windows version also shows the possibility to check "Top" at the top of the TD panel. This ensures that the TD panel is always visible above other windows.

6.4 EDIT SCORE

The TD can apply adjusted scores during a tournament by changing the result on a board. This is possible as long as the final score of the tournament has not yet been published.

You can change a score by requesting the game in question in your game results and going to the detail view of the table at which you want to adjust the score. Then press "Change score" (at the bottom of the window)..

You can award a replacement score or an artificial score. In both cases, an explanation can be filled in. This explanation is automatically communicated to the players who were present at the relevant table. It is only possible to assign an adjusted score to a game whose result is known (i.e. that is no longer played at that time).

With an artificial score, fill in a percentage or IMP score for NS and EW. In the list of results, an artificial score is shown as an Artificial Score (A.S.).

6.5 TOURNAMENT INFO WINDOW

You can already read in paragraph 6.2 how you get to the tournament info window. This window looks largely the same for participants and competition leaders. In addition to the TD being able to add via the + and – buttons (see 6.2), the TD also sees additional information in the list of participants.

A player may have the following symbols for his name:

- Plus (+): This means that the player is present in the tournament activity.
- Minus (-): this means that the player is not present in the tournament activity.
- Tilde (~): this means that the registration is not yet complete.
  With an incomplete registration, the tilde will be for both player names, but you can see who hasn't signed up yet. The former player (the left column) is always the player who has already registered, so the "problem" usually lies with the player in the right column.

Example: -~John +~ Tony: here John has registered with Tony, but Tony not yet with John (because Tony is on the right). John is not present in the tournament activity, but Tony is.

6.6 SPECIAL FEATURES CLUB EVENTS

6.6.1 Start of the tournament

In the first round, the cards do not appear until the TD presses the "Next Round" button (see 6.3.3). The first game is therefore only offered if the TD thinks that the event should actually start. So you can have a "chat" in advance.

6.6.2 Next round criterion0

There are several criteria for starting the next round (see 6.3.2). In a club event, this setting is standard on "Time expired and boards played". This is the most "pleasant" setting for the participants. Only downside is that the event can sometimes take a little longer, depending on the pace of the participants.0

6.6.3 Aborted boards

Boards are always offered to the players, even if there is actually too little time for it. If a game is stopped or can no longer be played due to a lack of time (e.g. in combination with a press "Next round) or can no longer be played at all, a 60/40 (+3/-3) score is given in favour of the party that consumed the least time. You can change this score afterwards (see 6.4).

6.6.4 Progress Overview

When half the lap time has passed, the TD will see on the table overview how far all tables are advanced. You can refresh this overview repeatedly to follow the progress of the event.

6.6.5 Other differences with regular tournaments

For a TD who is also active as TD in regular tournaments on StepBridge, it's important to know that there are still some differences between club events and general tournaments:

- The 20-second automatic extension that applies to StepBridge tournaments when tables are almost finished playing does not apply to club events.
- It can be claimed until the last round. The rule that 20 seconds before the end of the round should no longer be claimed does not exist in club events.

6.7 FREQUENTLY ASKED QUESTIONS

6.7.1 I'm Club-TD, but when I log in TD Tools in the Hosting menu is grey. What's wrong?

There's nothing wrong. The TD panel can only be selected if you are present at a club event of your own club (where you are registered as TD). Being present means that you have chosen to go to the club event. Just selecting it in the table list is not enough.

6.7.2 Can I start a test club event to make sure everything works properly?

No this can't be done! If you create a club event that becomes visible in StepBridge (i.e. starts within 30 hours), you won't be able to delete it yourself. And you can't schedule a new event anymore. The event must then be manually removed by StepBridge, which takes a lot of unnecessary time.

So, if you want to test whether the TD panel appears, do so before the start of a regular club event, and don't create a test event first.

6.7.3 How does StepBridge handle sit-outs?

If an event has an odd number of pairs, the last table is a half table. It is randomly determined which pair will sit-out. You can deal with a half table by finding a substitute pair or by removing a pair from the event. But it is also fine to continue the event while maintaining the half table.

If a pair is seated at the half table, the players of that pair are placed in the lobby at the beginning of the round so that they can spectate at other tables during the round. They can move freely within the event, but they are not allowed to leave the event. If a substitute pair is found during the round, the pair sitting out is still placed at the table, and they get dealt the first board that is not yet started at any table (this means there will always be at least one cancelled board).

An exception to the above is a half table during the first round. Since StepBridge offers late registration, pairs can still register during the first round. This means players must remain

seated during round 1, as the half table will be filled any time a pair registers. This exception is enforced by the software. Sit-out players cannot leave their seats during round 1.

6.7.4 How can participants protest against a decision of the club TD?

You have to arrange within your club how to handle protests. When handling, you cannot use StepBridge research facilities, such as access to the log files. Arbitrations and protests are therefore completely the responsibility of your club.

6.7.5 A club member has been denied access to StepBridge. Can he join the club event?

Unfortunately, sometimes we have to take disciplinary action against members of StepBridge. This is usually resolved without being denied access to StepBridge. But if this is the case, the player in question cannot participate in a club event.

6.7.6 Can a pair play from the same IP address?

It is no problem when married couples/housemates play from the same IP address. In online bridge there are many ways to cheat, and we don't think avoiding play from the same IP-address really solves anything. However, we do take bridge etiquettes very serious, and this includes fair play. If necessary we are able to investigate a lot of boards, and draw conclusions on a statistical basis.

7 ADDITIONAL TERMS CLUB EVENTS

By participating in the club events, you agree to the additional terms below.

7.1 DEFINITIONS

- club: a bridge club that uses StepBridge's club facilities
- club member: a member of a specific club

7.2 CLUB EVENTS

- A club event is a regular StepBridge tournament, with a special access policy and special tournament regulations (that of the club). In addition, some parts of the software have been adapted to present the tournament as a club event.
- StepBridge delegates the responsibility for a club event to the specific club. This means that the club is responsible for what happens during the event (e.g. match management, judgement rulings and protests). The club can decide autonomously (within reasonable limits) on the club members' access to the club events.
- Even though the responsibility for the club event has been delegated to the club, the final decision-making power for everything that happens on StepBridge (including within the club events) is always at StepBridge.
- If it is important for StepBridge's general operation, the club events facility can be adjusted. The club events are offered without any guarantees about its functionality. StepBridge decides what the offer looks like at any time, and what options are included. The current presence of any functionality does not guarantee it will exist in the future.
- StepBridge offers the club facilities to the best of its ability ("best effort"). If club events cannot run for any reason, or if club events are interrupted/aborted due to unforeseen circumstances (e.g. technical problems), it is at the risk of the club/organiser. StepBridge is not liable for any damages caused by such a situation.
- StepBridge sets the rules for the use of the club facility. These rules are in this manual (which is available to club officials on the club's page on the StepBridge Portal). Clubs are subject to these rules. The rules can be changed without prior notice (the manual

will then be updated, and club officials will be informed). If the rules for club event are violated, the right to organise club events can be revoked.

7.3 CLUB MEMBERS

- All club members who are active on StepBridge are (trial) members of StepBridge and therefore bound by the StepBridge Terms. Clubs should ensure as much as possible that club members behave in accordance with the StepBridge's Terms.

- If restrictions have been imposed on a club member by StepBridge, these restrictions shall also apply to the club events of his/her club (if applicable). A member who has been denied access to StepBridge cannot participate in a club event.

- Club members are also (trial) members of StepBridge. During a club event, club members experience what it's like to play at StepBridge. StepBridge expects clubs to do their best to please their members, so making bridge on StepBridge a pleasant experience. If, according to the judgement of StepBridge, such an experience cannot be offered (e.g. due to insufficient guidance), then the right to organise club events can be revoked.

- If a club takes disciplinary action against a club member, then its enforcement is the responsibility of the club. Protests and further aftercare must also be handled by the club. Only in severe cases can a club ask StepBridge for additional measures.

- Participants (club members and club officials) have to be constructive towards StepBridge.

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