

Each session requires a new link so the process that **everybody** needs to follow is lookup Ascot's website and locate the menu-item **Online Bridge**. This will reveal a page of **RealBridge Links** each identified by the date of the session - simply click on the session date and this will automatically launch a link to RealBridge, allowing you to login.

Unlike BBO, you won't be able to pre-book 2 hours in advance - just like a Director opening up the church hall and putting out the tables, this link will be live about 20 mins in advance of the starting time. We will also have support for individuals without partners, who can simply turn up - see details later - so don't worry if you've not been able to arrange a partner in time. If you need any moral support to get things up and running, [Marguerite](#) and [myself](#) are available to answer questions - simply click on our names to email us.

Technology

Players must use a laptop or a tablet device - it is not possible to use a phone. Neither will you be able to access RealBridge with Internet Explorer (Microsoft Edge is also known to have issues). Any of the other web browsers are fine – so stick to Chrome or Firefox on laptops or Safari on iPads - but your device **MUST** have the latest software updates installed i.e. it is not a good idea to try one that has been sitting idle for a few months or years. Whilst the premise is that your device should provide support for audio and video, it is not mandatory - if you have neither of these, then you can still use the application, simply the rest of us won't be able to see or hear you and the only method for communicating then is via text chat (also available within RealBridge and useful if your technology breaks half-way through for whatever reason). To test whether everything is setup as it should, Visit the RealBridge [Camera and microphone test](#) page to troubleshoot video and audio issues.

iPad users that initially fail to see themselves on video when performing the Camera test, should check their settings to ensure that the web browser allows camera access i.e. click **Settings**, scroll down to **Safari** (or whichever browser you are using); among the options now available on right expand **Camera settings** (by clicking on it) and check which permission is active – you want either **Ask** or **Allow** – if it is set to **Deny** the camera won't work within the browser.

Login

Please type in your **Full Name**, as you wish to be known - note this is then visible within RealBridge so anybody typing in Santa Claus, will easily be identified as telling a lie! Secondly your ID number should be your **EBU number** - if you do not know your EBU number, either look it up on **My EBU** area of EBU page (if you have an EBU login already) or email me and I will let you know.

You will then enter the **Lobby** area of the RealBridge - and see a number of tables available for you to sit at. If you've pre-arranged to play with a partner, please see if your partner is already seated and sit opposite, or select a free seat at any **low-numbered** table (where both you and your partner can sit). If you've simply turned up as a single hoping to get a game, either sit at a **high-numbered** table and be prepared to accept anybody who comes to sit opposite, or wait in the lobby area to see who else might sit at these higher-numbered tables and then join one of them. (Sadly we cannot guarantee a game if there are an odd-number of people who login on the day).

Table Etiquette

Once you've sat at a table and others are present, if all is working well you should be able to not only hear them speak but also see them via video link. All your conversations are private and are not recorded - even better, the next table cannot hear what you are talking about, so you can make as much noise as you like until play starts. If somebody other than your partner accidentally sits opposite you, politely inform them that you are waiting for your partner to arrive - and they should click **Leave** to return to the Lobby area.

Play within RealBridge

Once play begins, your cards will appear in front of you at the base of the table area of the screen - just as in BBO. When it is your turn to bid, the **bidding box** will magically appear and look very similar to real bidding boxes used at the club. Simply click on your bid (pass or double). *The big difference to BBO is you alert and announce **partner's** bids just like in face-to-face bridge.* Please be tolerant if your opponents don't get it right immediately and help them out as necessary. Remember *Best Behaviour at Bridge* - no shouting at the screen when partner does something you believe is wrong, everyone else can now hear (and see) you!!

Your scores will be visible at the end of a round (not each board as in BBO) within a popup window that will automatically appear, listing your current percentage score, plus a list of the boards that you have currently played. As with BBO, we all play the same boards at the same time - to review all the scores on a board, simply click on the board number within this popup. To review the auctions, click on the contract within this traveller. You can always re-launch this window by clicking **Scores** button at the base of the playing screen.

Audio and Video Best Practices

Remember you can now be seen - so please ensure that your appearance is appropriate!

Remember also that computer microphones are very sensitive and it is very surprising what sounds and conversations can be picked up over the microphone, so if there are multiple occupants where you live, please ensure that you find yourself a quiet spot to play RealBridge to avoid disturbing other bridge players at the table. Moreover, if there are multiple bridge players at the same location, please ensure that you are located in separate rooms - this should be happening anyway for online bridge - and that the doors are closed, so that sound interference (feedback noises) are not heard over audio.

Connectivity Problems

If people have internet connectivity problems i.e. they had login issues with BBO, these are not likely to disappear. If you now experience these with RealBridge where they didn't occur in BBO, please ensure that you are accepting software updates on your laptop or iPad, so that the current versions are being used.

Otherwise it may prove useful in troubleshooting to turn off your video to see if matters improve. Once in RealBridge, this can be easily achieved using the following buttons next to your name at the bottom of the screen:

Magic eye - click on the icon to the right of your name to disable everyone else's video on your screen - it doesn't impact the other players but may result in improved performance on your device.

Video icon - click on the icon to the extreme left of your name to disable JUST YOUR video - you can still see everyone else's but they cannot see you. This may be sufficient to get better performance.

Double arrows icon - click on this icon to the extreme right of your name to re-enable all video

streaming - this may prove useful once play has finished for the round and you wish to continue with a natter amongst your table-mates until the move is called.

Other Features

To the bottom right of the screen, familiar buttons are available for:

Director - to summon the director, when you have a problem - this will send an online alert to the Director, who will appear visually in the top-left of the screen.

Claim - to speed up play please click on the claim button once it becomes obvious that as declarer (or indeed as a defender) that you have the rest of the tricks or can claim a stated number of tricks. Verbally these need to also include statements about drawing trumps, as claims in face-to-face bridge would do.

Auction - pops up a window reminding you of the auction - only available once play of the cards has begun.

Undo - this should be used when a mistaken click has been made in the auction - easier than BBO since you can immediately shout "oh i've made a mistake" - correcting a misplayed card during play needs to be very obvious (and not a change of mind) before it is allowed. This will need opposition permission before granting - please be generous if asked, although please call the director if there is a problem.

Cog wheel - this is the Settings button providing the user with several options to allow for changing the visual appearance of certain items, plus whether you want double confirmation when selecting bids/cards. Please note that this is slightly different behaviour to BBO - if enabled, first tap selects the item and the confirmation tap **MUST** be made towards the lower half of the screen i.e. away from the initial tap. This is somewhat cumbersome so that anybody who uses this in BBO might not wish to have this same feature in RealBridge. Please use the trial to try things out - but be prepared to switch things back if you don't like the result!

Anybody using a laptop with a smallish screen can increase the amount of room that the table occupies by using the F11 toggle – this removes the Chat area to the right of the screen. You will still be able to see Announcements and Chats as they appear as a pop-up. To reverse this decision simply click F11 to restore the status quo.

Payment

From 21st December 2020 you will need to pay up-front. Each session is £2 and payment should ideally be made electronically to our club's bank account. To avoid paying separately for each session, we will accept block payments - ideally these should be for the expected amount you intend to play for the month (if known) i.e. £8 playing once per week or £16 if playing on both Monday and Tuesday (amending for those months with 5 playing weeks). Our treasurer Adrian, will keep a record of how much each member has paid, but since there is a considerable amount of work for Adrian in this new regime, please help him out by keeping payments current so that he only has to follow-up in exceptions.

You can pay for somebody else but please contact [Adrian](#) separately by email - click on his name to get his email address. If anyone is unable to pay electronically please contact Adrian.

Sort code: 774919

Account: 72924360

Name: **ASCOT BRIDGE CLUB c/o Mr AM Smith**

Reference: please specify your own name here so that Adrian can determine from whom the payment has come

Note: name isn't always required as each bank has its own procedures.

Further Information on RealBridge

More detailed information about RealBridge is available on their website, specifically on the **Players** tab <https://realbridge.online>. If anybody runs into a problem on the day and needs input, please call David Calcutt on 07920 231506.

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