

Frequently Asked Questions

1. **Question:** If the round finishes before we start a board how will it be scored?

Answer 50/50% It may sometimes appear differently on your score. Please, check your final scores board-by-board before panicking.

2. **Question:** If a round ends when we are threequarters through the board how will it be scored?

Answer: The director can look at the bidding and play as far as it went, and will decide the conclusion and score accordingly. You should message the Director to say this has happened, as it is difficult for them to spot this.

3. **Question:** Why did my partner and I have to play the same pair twice in one session on BBO?

Answer: This is a limitation of BBO and its likelihood varies with the choice of movement and the number of tables. It is common in Swiss movements. A v movement determines at the end of Round 1 who your opponents will be in Round 2, based on where you find yourself ranked at the end of Round 1; and it repeats this process at the end of each round, so it very quickly pits the strongest performing pairs against each other and those not performing so well also against each other. This is perfect for sessions where there are quite a range of playing abilities.

4. **Question:** Sometimes I cannot log in or have difficulties with BBO running slowly or getting disconnected?

Answer: Until a month ago there were only 10-15 thousand people on BBO. Nowadays they get 50 thousand. BBO has recently improved the situation but it is still the case that the servers are overloaded and we can do nothing else but be patient and forgiving.

5. **Question:** Why was I thrown out at the start?

Answer: If you or your partner lose connection, even for a few seconds, at the start, BBO will drop you. Another reason is that you or your partner may have accidentally cancelled the registration – it might be a good idea to check if your usernames are listed as registered. If you get dropped please log back in and find the event which might have moved to running, contact the tournament director and they might be able to fit you in if there is a half table.

6. **Question:** Our opponents chatted amongst themselves at the start of the round and didn't greet us. Is this common?

Answer: Your opponents may have been chatting innocently to kill time as they waited for the previous round to end and their comment(s) spilled over onto your 'table' as the previous round may have ended abruptly. This is not uncommon, however, once it is clear that a new round has begun it would be

unfriendly/rude if your opponents continued their conversation without first greeting you. If they have time to chat, then greeting you should be their priority.

7. **Question:** What happens if I press the wrong button when bidding or nominating the card to play?

Answer: In our CBC sessions we will enable the “undo” button which you can reach by pressing the three pale blue lines on the left of your screen. This button is only for accidents not a change of mind and we encourage your opponents to be generous with their acceptance of your request. There is also a mechanism whereby you can opt to confirm each bid or play; look at “Settings” under the “Account” tab for the options.

8. **Question:** Whilst I am waiting for the tournament to begin can I play at another table?

Answer: Yes, you can. But be very careful to be in the competitive area, with a few minutes to spare, before the start of your game. If you are in the Casual area you will not be automatically taken to your tournament and will miss the game.

9. **Question:** Why do we have to have Robots? Are they always right?

Answer: Robots are part of the online experience and we believe, in some of our games, we should enable our members to choose this experience. They do not always do the correct thing although they will always count the cards correctly! They play very quickly but they do not force you to do the same. There is a video on YouTube “Tips for Playing with BBO Robots” which you might find useful.

10. **Question:** How do I call the Director?

Answer: Press the 3 light blue lines on the left of the screen and select “director”. A director will ask you what the problem is and you can reply in the chat box

11. **Question:** How do I let my opponents know what I am playing? How do I alert?

Answer: You can chat to your table at the beginning of each round, and very briefly, highlight your basic system using short hand. If you manage to “copy” this description you can replay it with a “paste” at the beginning of each round. You alert your own bids and do so before you make your own call. If you forget to alert, you have a second chance. Just click on your bid on the table and a little box will come up – you can now explain.

12. **Question:** How do I know how well I am doing?

Answer: If you have time, you can click the “history” button on the right of your screen, and it will show the results round by round. Once you have finished play – just sit and wait until all have finished and the results will appear. There is a little square box at the top of this pop-up window, the pressing of which opens the results in a fresh browser tab and gives you more time to inspect it.