

## RealBridge – What To Do in the Event of Problems

Although most people do not encounter any serious issues, if you are having problems please try the steps in the table below.

RealBridge email address is: [support@realbridge.online](mailto:support@realbridge.online)

**Numbers for contacting RealBridge (including immediate support issues):**

**0794 232 2209**

**0772 692 0784**

If you cannot call the director using the Director button, another player at your table can do this. If the director does not come to your table it may be because he is attending to another table.

Common Problems	Advice
I cannot log in or have been disconnected	Go back to the Pinner Bridge Website and click on the link to rejoin the game.
I seem to be frozen	If during the play you can no longer play, trying closing the browser tab and logging in again. You may also find that pressing CTRL-R or COMMAND-R (Apple) will clear the problem. (Press and Hold the CTRL key and then press R). Some people think they are frozen because they are clicking on the wrong card (i.e. not following suit). If you have turned on 2-click, you may be clicking in the wrong place, so try going back to 1-click entry.
My bidding box is missing	A player only gets a bidding box when it is their turn to bid.
I can't lead	Check whether the auction is over. When the auction is completed, the contract is displayed in the bottom left, near the trick stacks.
I cannot see the last trick	Check whether the player has already played to the next trick.
<b>Video and Sound Problems</b>	<b>Open <a href="https://realbridge.online/video-and-sound-support.html">https://realbridge.online/video-and-sound-support.html</a> for a list of possible problems on different platforms</b>
Battery Problems	If you are using an iPad or similar device, make sure it is fully charged beforehand. Even if it plugged in it may drain faster than it is being charged. You can turn off your camera to preserve your charge.

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