

Useful Tips and Lessons Learned (Version 3 – 4th June 2026)

*When we are directing or scoring a Bridge session using technology, there will always be quirks, errors and irregularities. We should move forward from these constructively, sharing our problems, solutions and lessons learned with others to avoid recurrence. This document will be evolving in nature and will be uploaded to our website **under the “Directors/Scorers” tab**.*

Please let either Sheila or Satish know if any of our directors wish to add any other items to this document, so others can learn from their experiences from time to time.

No	System	Issue	Solution
1	RealBridge	RealBridge technical issues. Support.	RealBridge provides a help function during playing hours. Contact details are given in the small print at the foot of the RealBridge waiting lobby. 0794 232 2209 or support@realbridge.online
2	RealBridge	Loss of internet connection. Mobile hotspot.	If a player loses their internet connection, it may be possible for them to set up a mobile hotspot from their mobile phone, connect their computer to it and resume playing. Less tech-savvy players may not be able to do this.
3	RealBridge	Unexpected loss of a player in teams. Teams cannot be destroyed. Have a reserve on hand.	It is not possible to destroy a team in a Teams session. If a player leaves after the session has started (e.g. because of severe internet issues) and the director continues with an unexpected sit-out, the overall result will be distorted by the adjusted scores (from the skipped boards). The best solution in these circumstances is for someone else to fill the gap. If the director is already playing, it is sensible for them to have arranged a reserve to stand in if a player leaves the session unexpectedly.
4	RealBridge	Unexpected sit out. Skipping boards.	If a player leaves the session after it has started, there will unexpectedly be a sit out and the director must skip boards to be able to move the session on in Teams (or the pair on in a Pairs session). The boards will not appear at the table before both N/S and E/W are present. So that the boards appear at the table with the unexpected sit out, director must sit briefly in the seat of one of the missing

			players. Once the boards are on the table, they can be skipped. In Pairs, the missing pair can be destroyed as soon as they leave the session, in which case this issue does not arise. It is not possible to destroy a team in a Teams session.