

Frequently Asked Questions.

What shall I do before I join?

Restart your PC/Laptop/iPad, etc. This is the fastest way of making sure you are ready. Your camera can only be used in one application. If you have any updates to do, please do them before game time. If you are using an iPad, make sure it is **fully charged**. Turn off the radio, TV and sit in a quiet place, if possible.

What can I use?

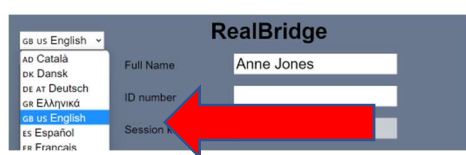
PC, Laptop, MacBook, iPad (if manufactured later than 2015). **You cannot use a smartphone. Please do not try to do this.**

How do I join the event on Sunday? Where do I sit?

The organisers will send you instructions.

Remember to choose your language from the login screen (there are 16 languages)


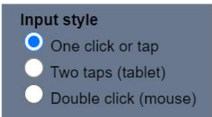

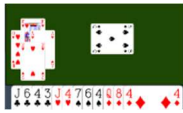
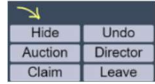
Do not allow the browser to translate - it does not understand bridge words, and you will experience some strange words.



What else?

Please try to get there at **least 20 minutes** before start time. We need to get you all sitting and making sure that all the players have arrived. There is a dedicated team to help you. But we need people to arrive at least 20 minutes before start.

Auctions and play

Question	Answer
I want to confirm my bid or play before I make it. How do I do that?	Click the Settings icon. Now, choose "Two taps". This allows you to initially select a bid or play, then to confirm. There is also a double-click option, where you make two fast clicks.  
Can I alert my partner's bid	Simply click ALERT button, it is on the right of your cards. 
When do I see the bidding box?	When it is your turn to bid.
How can I see the last trick?	Any player can choose to see last trick, without disrupting or interfering with the current trick. However, if they have already played to the current trick, they cannot see the last trick. This is part of the Laws. Simply click Last trick . A small representation of the trick appears. Once you have finished looking at the trick, click Hide to return to the current trick.  

Media

Question	Answer
Why did you ask us to use the Redial button?	All voice conferencing software suffers from a degradation of quality if a call is longer than about 70 minutes. When you were in the break, the total duration of the match and the break exceeded 70 minutes. So that you can enjoy best quality video, we ask use Redial (see icon on the right).
I cannot see my hand, what shall I do?	If using a Windows PC: do Ctrl+R , and login again. If using a Mac: do Command+R , and log in again.



Review a board, and see the Double-Dummy Solver

Click the DDS button to see the double dummy solver.

Click the button labelled "62" to see played cards.

Click the X to close and return to the previous page.

The screenshot shows a bridge board interface. At the top left, there is a close button (X), a DDS button, and a button with a crossed-out symbol. The board displays the following information:

- Board: Bd 2, Dlr E
- Score: 5♥ +1 E
- Contract: W Inge-Beate Austlid
- Hand 1 (North): ♠ 5, ♥ 109874, ♦ 10, ♣ Q943
- Hand 2 (South): ♠ QJ9843, ♥ 6, ♦ A83, ♣ K
- Tricks: ♠ J, ♣ A, ♣ 7, ♣ 7, ♣ 2