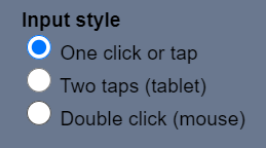
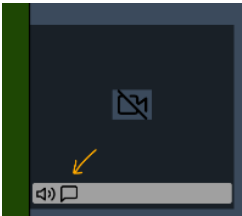
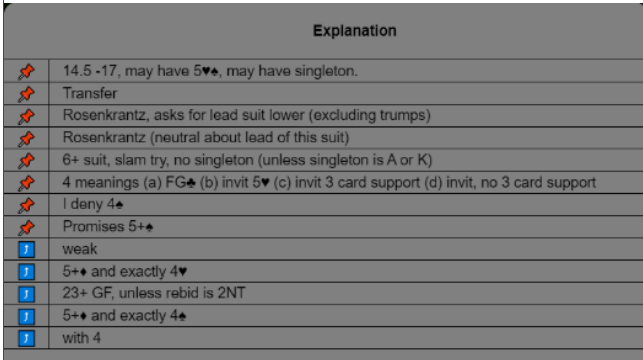
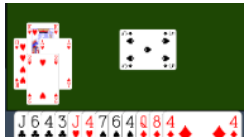
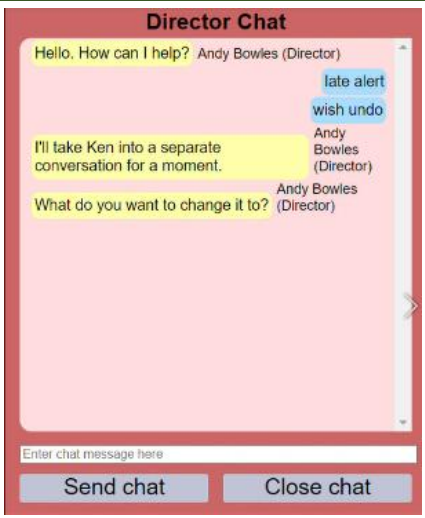


Auctions and play

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.  
How can I ask my opponent for more information via speaking?	Simply talk to the person on the same side of the screen as you. You can use your voice to communicate with JUST your screenmate.
How can I ask my opponent for more information via typing?	Any player can have private chat with LHO or RHO 1. Click the chat icon on the grey band under the opponent’s video. 2. Type into the box 3. When your conversation is complete, click Hide chat  
Can I explain a bid without alerting?	Yes. Simply input the explanation, then make the bid. There is no requirement to alert as well. The opponents will see that there is an explanation. The colour of the bid changes, and a balloon appears with the explanation. Your partner does not see this.
Can I alert a bid without explaining?	Yes. Simply click Alert then make the bid. The software doesn’t require you to add an explanation. The players will see that there is an alert. The colour of the bid changes. See the Conditions of Contest for the regulations.
Can I add an explanation after I have bid?	Yes. Please see the player guide for more information and screenshots. https://realbridge.online/player-guide.html
What are the small grey buttons on the bidding box?	 You can click the suit symbols (so, instead of typing 2+cl, then do 2+ and click the club button.  The button with 3 rows shows you the most recent explanations. To save time, choose an explanation from the list. Please see the player guide for more information https://realbridge.online/player-guide.html
On the Settings page, what does “Explanations” mean?	  This is the same as the list that appears when you click the three dots. You can move the more common explanations to the top of the list, so that they are easier to find. When you bid, you can use these (see above).

Question	Answer
When do I see the bidding box?	When it is your turn to bid.
Why aren't there any mandatory stops for skip bids?	When playing with screens, there is no requirement for the next player to pause. The board ("tray") passes to the other side of the screen only when two bids are made. The people on the other side cannot tell who took a long time or who made an instant bid.
What are the trick 1 delays?	After the final pass, your hand is sorted. It is not possible to lead before this happens. Opening lead: there is a minimum delay of 5 seconds before anyone sees the opening lead. Play from dummy: there is a minimum delay of 10 seconds before anyone sees the play from dummy, even if it is a singleton. The person in third seat: there is a minimum delay of 5 seconds .
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.
What is the procedure to call the Director?	1) Click the Director button. 2) The Director will arrive, and initiate one or both of the following: A private video call with the player(s). A private text chat with the player(s). 
When can I use the table chat?	When you are claiming, the screens are taken away. Say your claim statement out loud. If you want to, in addition, you can type in the table chat (on the right).

Undo

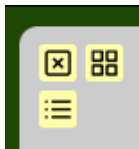
Question	Answer
Why is Undo on both sides of the screen?	Firstly: there are circumstances when undo is allowable under the laws of bridge. The contest you are playing in allows you to undo under certain circumstances, but you must call the director. The undo request halts the play, and requires both opponents to agree. The director will tell you what to do.
What is the process UNDO?	1. The player who wants to do UNDO must call the director. (Click Undo , then click Director) 2. The director will come to the table and type to the players. Sometimes they will type privately to one person, and sometimes to some or all of the players.

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 CMD+R, and log in again.



Scores

Question	Answer																			
What is the best way to navigate Scores?	There are 7 things to see: 1. Team list and position. 2. Team’s own scorecard. 3. Drill down to see auction and play for any board 4. Board scorecard (showing all scores for all teams, for the same board). 5. Team’s round-by-round score. 6. The X-IMP list for all partnerships 7. The individual scorecard for any partnership (X-IMP) It is never more than 2 click to reach any item, from anywhere. Most of the time it is just 1 click. In this document we cannot show all the routes, but as you can see, there are many routes to all of the above. Main navigation icons:   This shows you no 1, 5. From here you can see all the boards, and see 4.  This takes you to no 6, and from here, no 7. <table><tr><th>Contract</th><th>Lead</th><th>+</th><th>-</th></tr><tr><td>1NT= N</td><td>♥7</td><td>90</td><td></td></tr></table> This appears on 2, 4, 6. Takes you to no 3 <table><tr><th>Pos</th><th>No</th><th></th></tr><tr><td>1</td><td>14</td><td>Poland</td></tr><tr><td>2</td><td>7</td><td>Germany</td></tr></table> This is on the main list of teams, clicking a team name takes you to no 2. 1 2 3 This is on the bottom of the team list. Clicking here takes you to no 4. Bd 1 2 3 This is on the personal scorecard. From here clicking a number takes you to no 4. <tr><td>Can I see X-IMPs by Pair?</td><td> The current implementation is X-IMP for the board, across the whole field. When you click your partnership name on the list, you can see the X-IMPs for each board of the match you played in. </td></tr>	Contract	Lead	+	-	1NT= N	♥7	90		Pos	No		1	14	Poland	2	7	Germany	Can I see X-IMPs by Pair?	The current implementation is X-IMP for the board, across the whole field. When you click your partnership name on the list, you can see the X-IMPs for each board of the match you played in.
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