

Online Tournament FAQ

Q: I've never played on Bridge Base Online (BBO). How do I get started?

A: ACBL has compiled several "how to" videos to help players get started and find their way around BBO. These are available in the Video Library at acbl.org/video-library

Q: How do I know if my ACBL number is connected to my BBO profile?

A: From the BBO [home page](#) under Featured Areas: (1) Click on ACBL World, then (2) click on "Add your ACBL Number". If your ACBL number is not shown, enter it. Log off and log back on before you register for an upcoming event.

Q: How do I find the games on BBO? How do I sign up for the tournament?

A: After you have logged into BBO, click "ACBL World" (about halfway down the page on the left). Look for tournament hosts that begin with "ACBLTOUR" and click the event you wish to play in. Click "Details" to see the parameters of the game. If this is the game you are looking for, click "Register." Add your partner's BBO username and click "Invite."

Registration opens on BBO two hours before game time and remains open until the event begins. You are encouraged to register at least 15 minutes before game time to ensure your place. You and your partner must both be logged into BBO in order to register. You must both have money in your BB\$ account, and your ACBL numbers must be associated with your BBO Profiles.

If you are registering for a two-session event (such as Gold Rush, Mid-Flight or Top-Flight Pairs), you will register and pay for both sessions before the first session starts. There will be no need to register for the second session separately.

Q: How do I pay for my entry?

A: You must first purchase BB\$ (with credit card or PayPal) from BBO, and then when you register, the money will be deducted from your BBO account. Make sure you have sufficient funds in your account to pay for your entries! Check out BBO's instructions online: <https://www.bridgebase.com/purchase/pay.php>

Q: Is there a Junior discount?

A: Yes! If you are 25 or under, send an email to online.tournament@acbl.org as soon as you can after your last session including your name, age, ACBL number, BBO ID and the sessions in which you played, and your BB\$ account will be refunded \$10 per

session. Books close on the tournament within a week, so please send in your refund request withing the first few days of the tournament ending.

Q: Do my partner and I need a convention card? How do we make one?

A: Yes, every pair must have a completed convention card available for their opponents to view. To create a convention card with your partner, click on the "Account" tab on the home page of BBO, which is on the right side of your screen. Next choose "Convention Card" from the menu at the top, then "new convention card".

IMPORTANT: Put your partner's BBO username (not their real name) in the box to the right of the word "partner". If you do this, your convention card will automatically upload to any tournament in which you play. Once you've completed and saved your convention card, it will show up under "Personal Cards" in both you and your partner's accounts.

To view your opponents' convention card during the tournament, click on BBO's Menu button (blue box with three white horizontal lines in the upper left hand side of your screen), and you will see an option to view their card.

Q: What if I don't have a partner?

A: On BBO, go to the Registration Desk of the event you wish to play in and add your name to the Partnership Desk, which you'll see in the upper right side of the Registratation window. Or choose a player listed on the Partnership Desk and "invite" them to play with you.

Q: If I don't sign up two hours before the game, will it fill up?

A: We have dramatically increased the number of entries available for each event, especially the very popular Gold Rush Pairs. New sections will be added if the ones originally available fill up. We will have room for all players who register before game time.

Q: In what events may I play?

A: Any player may play in any event that has no masterpoint limitation. For any event with an upper masterpoint limit, neither player may have more points than the masterpoint limit. For example, to play in a 499er event, neither player may have more than 500 masterpoints.

Q: How do I win gold points?

A: In order to win gold points, you must: (1) play in a two-session event; and (2) for strata of 750 masterpoints or more, place first in your section and direction or be among

the overall winners. Single-session events and events or strata limits below 750 masterpoints award red points only.

Gold points are also available in the Side Game Series with the following conditions: (1) you must play at least two sessions of the same series; and (2) you must place first in stratum A in your section and direction, or (3) have a series score, the sum of your two best percentage games, which ranks among the overall winners. Gold points for Side Game Series are only awarded in stratum A. Strata B and C award red points only.

Q: Can I win gold points if I play two sessions of a 499er event?

A: No. 499er and 99er games award only red points. Even if you play more than one session, points will still be only red.

Q: I am a Life Master with 720 masterpoints. Am I allowed to play in the Gold Rush events?

A: Yes, as long as you do not have more than the upper masterpoint limit for the event, you are allowed to play in it. Being a Life Master does not affect your eligibility.

Q: My partner and I only have enough time to play one session. Where can we play?

A: 499er and Side Games are all single-session events. If you and your partner choose to play in one of these events, you are committing to play just one session. Because these are all single-session events, they award only red points.

The Side Game Series is a special exception. Playing two or more times in the same Side Game series makes you eligible to win gold points in that series. You can register for all single-session games during the two-hour window before they start.

Q: What is a Side Game (Side Game Series)?

A: The Side Game is a stratified pairs game that is just one session. It is similar to a club game. Side Games award fewer masterpoints than events which require a two-session commitment. They do offer a chance for earning gold points if you play in two or more sessions in the same series.

Q: May I play with a different partner in each Side Game?

A: Yes! You and your partner can play in the Side Game. You might play with a different partner in another Side Game. When the Series overall awards are determined, your own two best percentage games are used to determine your placing. If your partner plays only one session or with different partners, your overall scores will differ.

Q: Can I play in the Thursday morning side game and the Friday morning side game and have those count as combined two sessions?

A: Yes! There are four different Side Game Series. You can play in any two sessions of the same series to have those count towards your overall placement.

Q: What is a two-session event?

A: A two-session event is one in which a partnership commits to play in and pays for two sessions in advance. All two-session events are played on the same day, and the second session begins three and one-half hours after the first session begins.

Therefore, if you want to play in the earlier Gold Rush, you are also paying for and committing to play in the later session.

Q: If my partner and I sign up for the two-session Gold Rush Pairs, may we withdraw after the first session?

A: If you plan to withdraw, PLEASE notify the director that you are withdrawing. Although you are allowed to withdraw, your money for the second session will not be refunded.

Q: If my partner and I do not do well in the first session of Gold Rush Pairs, may we switch into the 499er game for the second session? Or just get our money back for the second session?

A: Your entry fee can only be used in the event you entered and is not refundable. Keep in mind, however, you still have a chance to win masterpoints, even gold points, if you stay in the event and do well in the second session.

Q: I have 800 masterpoints, and my partner has 400. Since we average only 600, may we play in the Gold Rush pairs where the upper limit is 750 masterpoints?

A: No. To qualify for an event with a 750 masterpoint limit, both players must have fewer than 750 masterpoints. Since you have more than 750 masterpoints, you are not eligible to play in this event. Remember, eligibility for events is based on the higher player's masterpoint total. Once you are eligible to play in an event, your stratum is determined by the average of the two players' masterpoint totals.

Q: What do I do if the game starts and I am not taken to a table?

A: Click on the box to the left of the event you were going to play in "ACBLTour1" or "ACBLTour2" for help before; or at the start of the event, send an email to online.tournament@acbl.org; or from your people tab, click on "hosts" and chat to anyone with an ACBLT# BBO handle.

Q: What happens if I get disconnected during the tournament?

A: If you get disconnected, try to log back on as quickly as you can. Your seat will be held for you. Generally, you will be taken immediately back to your table once you log back on. If it takes some time for you to log back on, a substitute player may be put in to complete a hand or round. Once you are back online, you will be returned to your table as soon as the hand or round is complete.

Q: How do I contact the Director if there is a problem?

A: The blue box with three white horizontal lines in the upper left-hand corner of your screen is your BBO menu. If you click on the menu box, you will see an option to Call the Director. Write a brief note in the box that appears explaining what the issue is.

Q: Does my partner alert my bids by chatting to the table?

A: No, unlike live bridge, when you make an alertable bid online, you must Alert it yourself. This includes announceable bids such as opening NT range, transfers and "short club." When you intend to make an alertable bid, first click on the red Alert Box (located below your rows of bids), type in a brief explanation of your bid and THEN click on the bid. Your opponents will see a pop-up with the explanation.

If you have a question about an opponent's bid, click on the bid. They will see a pop-up box requesting an explanation. If you forget to alert a bid, click on the bid. You will see a box in which you can type your explanation. Do not ask questions about bids or explain bids in the table chat as this could lead to Unauthorized Information for your partner and your opponents.

Q: Whom do I contact if a score was adjusted incorrectly?

A: The Director in Charge (DiC) of your event will send out chats during the last round of the session to let you know whom to contact with score corrections or other issues once the session is complete.

Q: My partner and I had a 52% in the second session of the Gold Rush pairs, and we won nothing. One of the other pairs had a 49% game and won gold points.

Why did they win gold points even though we scored better than they did?

A: At the end of the second session, the masterpoint award next to your names represents your total masterpoint award for the event. Remember, another pair who had 49% this session might have had a much better score during the first session. If that score was first place in its section and direction, or if the sum of their scores was high enough to rank among the overall winners for the two sessions, they would have earned gold points.

Q: Why were the masterpoints for my first session crossed out when I looked on ACBL Live?

A: Your masterpoints were not taken away. Your total masterpoints for both sessions are shown next to your name in the second session results of a two-session event. ACBL Live puts dashes through your first session total to indicate that those points are now included in your final result.

Q: Who do I contact if I have additional questions?

A: Send an email to online.tournament@acbl.org with questions about the tournament.