

GETTING SUBSTITUTE PLAYERS ON BBO

There are two scenarios where you need to find substitute players for your tournament on BBO.

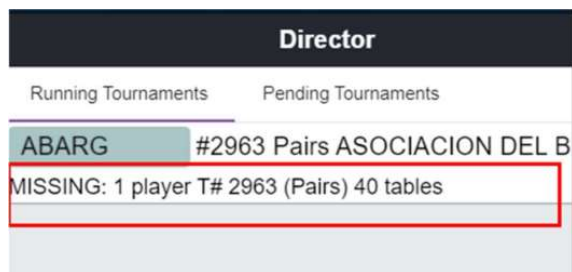
1. When your tournament starts with an odd number of pairs, there will be a pair of **Sitouts** occupying two seats (**this is dealt with in detail on page 5**)

#	North	South	East	West	Kibitzers	Description
1	156116	3 niekvv	7 Amaya46	NolaAr	Join	Matchpoints
2	MadLiz	magsann77	Cassab60	jbeau	Join	Matchpoints
3	caps15	pamcri	mckp	hughcl	Join (2)	Matchpoints
4	DD838081	OM745642	grahamcanb	mtbikeroz	Join	Matchpoints
5	ifranny	bellanima	Internat	RhubarbOat	Join	Matchpoints
6	lesgun	K1Mit	Sitout	Sitout	Join	Matchpoints
7	rosalind43	cecilmcgee	nikkinr	ashtul	Join	Matchpoints
8	MargaretF2	Serwest	jet922439	ambbb	Join	Matchpoints

2. When one of your players is temporarily disconnected from BBO. This usually happens when their home internet drops out.

There is some urgency to dealing with players who have lost connection to BBO. First of all there are two ways to identify this problem has occurred.

On the right of your screen in your **Director** tab (**Running Tournaments**) there will be a message that a player is missing (although a bug in BBO does not say *which* table).



The second way to notice if a player is offline is to view all the tables via the screen on the image below - the West player at Table 25 is in red, signifying they are offline.

#	North	South	East	West	Kibitzers	Description
13	cfbaryy ★	santifi ★	malena99	Gudari	Join	Matchpoints
14	ugarteche	isabel b	smal	4 totibaucia 2+	Join	Matchpoints
15	elida60	ZACHA	mascardi	mercedes2 2+	Join	Matchpoints
16	imeldita11	jotabebe	6 chiche43	EliLicht	Join	Matchpoints
17	reva49	vivifa	capri22	6 pupe 6	Join	Matchpoints
18	vifa33	Monilo	patwhitebe	3 loluss	2 Join	Matchpoints
19	moon007	tani63	6 marupailhe	5 themule ★	Join	Matchpoints
20	lungui	edmun50	3 EMEJOTADC	jasilli	5 Join	Matchpoints
21	monroe498 4	gravec	2+ Ger-arg	★ iceandi	2+ Join	Matchpoints
22	muffin33	marina lc	crichi	suyas	Join	Matchpoints
23	efra	norangie44	caeiro	mamkember	Join	Matchpoints
24	xuxasanju	edithblanc	vue	ritacool	2 Join	Matchpoints
25	camilag	mar16	annaruizmo	mgpvv	Join	Matchpoints

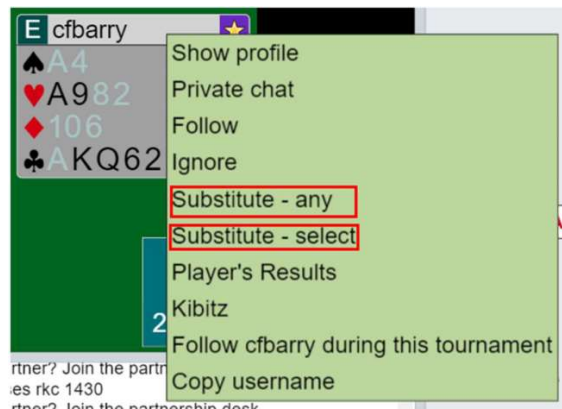
Now that we know we have an issue, we have to deal with it (fast). Often this is a short term problem and the player will be reconnected to BBO and re-seated quickly.

1. First of all, **Join** the table that has an issue
2. Reassure the players that you are here “Hi, I notice (West/ John/ one of your players) is missing. Let’s see if they reconnect soon”
3. If the missing player doesn’t reconnect to BBO within a reasonable period of time, you will need to find a substitute player in order not to hold up the game.
4. Anyone (not just club members) can join the **Substitutes** panel once a tournament starts. They join this panel by clicking on the **Substitutes** button that appears under the list of tables:

21	shane 777 4	bis3	4 James Jo	20 Brig Mohan	Join	Matchpoints
22	riber400	sheppardes	pratihari	pbeura	Join	Matchpoints
23	Join	Matchpoints

Substitutes Edit Tournament Refresh

- To replace a missing player, there are two methods. Right click on the player's **nameplate** (either while at the table, or viewing the list of tables)
- This menu will pop up



- Clicking on **Substitute - any** sends a blanket invitation to everyone on the substitutes' panel – then it's first in, first served.
- Clicking on **Substitute - select** allows you to browse the list of substitutes and invite someone who you might think is a good match (fellow club member, same level of skill, same native language, etc)



- To invite a particular person, do not click on their name, click on the **panel to right of their name...** then click the **Substitute Now** button when it turns blue.
- If the player accepts the invitation he is seated at the table. If he rejects the invitation you will see an error message.

11. You can also call up the menu in **Point 6** above by clicking on the Tournament name in the Director's tab on the right hand side. However with this method you have to type the name of the player in the **Replace** box



For the MasterBridge Online games, if a player is offline for a few minutes, replace them with a **Robot**. This is less disruptive than finding a human for a board or so. Just type Robot in the second field

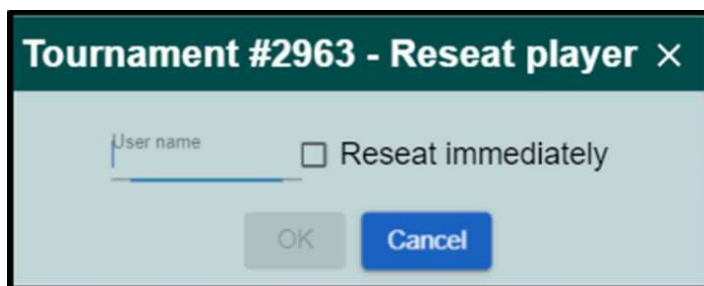
eg Replace nickf with Robot

HOW TO RESEAT A PLAYER WHO FINALLY LOGS IN AGAIN TO BBO

Again, on the right hand side on the **Director's** tab, click on the tournament name – this familiar menu will pop up.



Click on **Reseat player**-
this little box will pop up



Type in the disconnected player's name...and click the little box next to **Reseat immediately**, then click on OK when that button turns blue. Now, when the disconnected player logs back into BBO, they will automatically be swept back to their seat. Of course the impact of this is the substitute is removed from the game but you have to weigh up the priorities of your club members.

HOW TO REPLACE SITOUTS AT THE START OF THE GAME

If two **Sitouts** appear at the start of the game, the Director needs to act promptly in order not to delay the movement. It is not clear that the methods described above work for **Sitouts**, but the following methodology will work.

1. If your game starts with two **Sitouts**, open the Director menu (as described on page 4)
2. Click on **Substitutes** (3rd option). This brings up a window with a list of all registered substitutes



3. Where you see **Replace** – type in the word **Sitout** and where you see the word **with** either type in the name of a substitute or click on the white panel to right of the blue box with the substitute's name (see the image above) and that name will be pasted into to '**with**' field.
4. Click on the **Substitute Now** button which is now active.

FURTHER NOTES ABOUT SUBSTITUTES

Let's say you substitute **Player A** out and **Player B** in. If **Player A** logs out of BBO then logs back in, they will be taken back to their seat.

To lock the substitute into their seat (and avoid Player A coming back into the game), repeat the substitution process by substituting **Player B for Player B** (yes the same person for the same person). This creates a **permanent substitution**.