Participant Handbook

Live Virtual Competition

Index

1. Introduction

Complete this section with an overview of the event: purpose, brief description, etc.

NSF digital konkurranse vil dømmes etter disse retningslinjene med noen unntak.

2. Technical requirements

These are general recommendations regarding the technical requirements needed for participants to be able to work properly during the live event. Add or modify anything according to the specific needs of your event.

1) Internet Connection

The main requirement is that all participants have a high-speed Internet connection (**more than 25 MBPS in download and upload**). This will minimize the risk of having delays, interruptions, or disconnection problems during the event.
We recommend using a fiber cabled Internet connection rather than Wi-Fi if possible. You can check your Internet speed using a Speed Test: https://www.speedtest.net/
We also suggest that you request all family members to disconnect any electronic device during the event (cell phone, computer, etc.) from the home network to improve the use of bandwidth.

2) Apps needed

Although there are many different alternative options for this kind of virtual project, we have chosen the following apps for this live event format:
- Zoom to host the live event.
- Google Docs and Drive to manage all the documents for the event.
- WhatsApp for internal communication with participants.
- Messenger for TP calls that involve more than 8 participants.

3) Personal setup

It is your choice to use one or more than one device according to your needs for your role:

- **Judges, Referee and Data Operator:**
You will need to use two different apps at the same time: Zoom and Google Docs. It is recommended to use one computer with a split-screen (or two monitors) or two computers.

A. Using two devices:
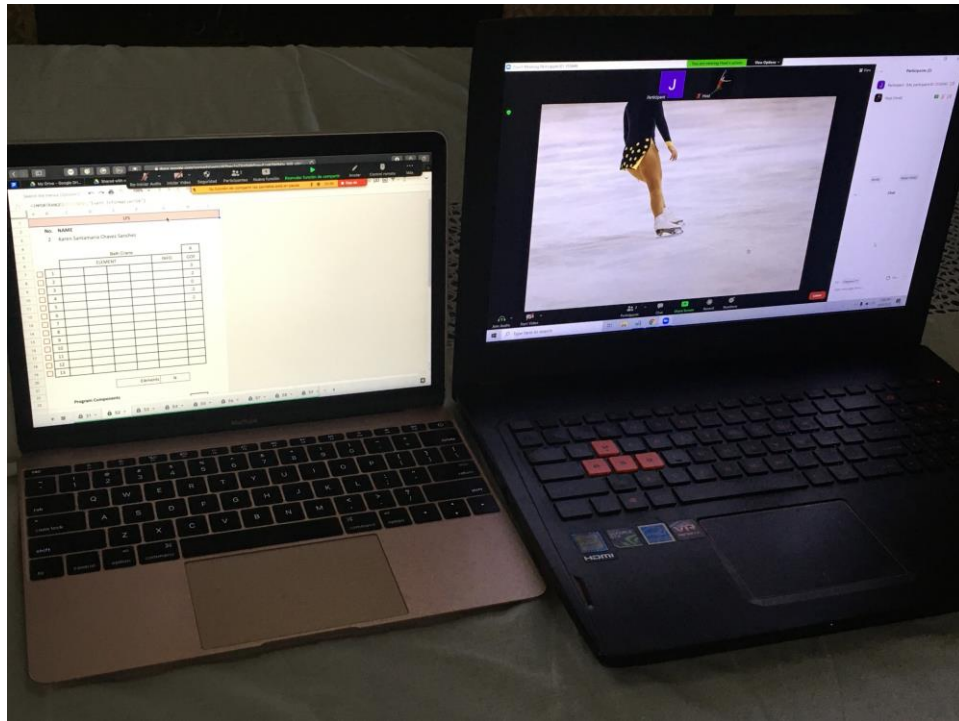
You can use one device for each app you need to run. For better management, we recommend using a computer for the Score Spreadsheet.

B. Using a split-screen on a computer:
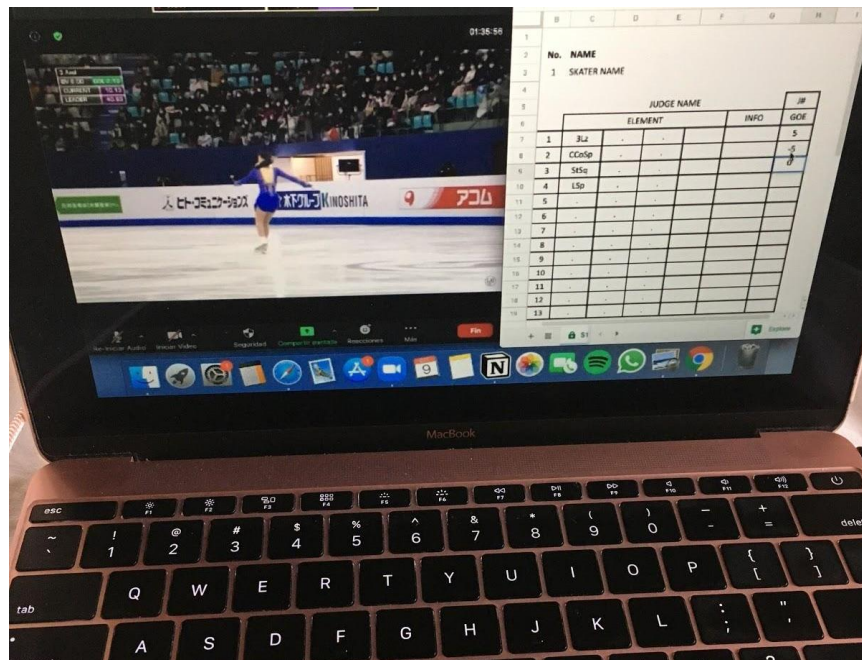
You can use only one computer and run both apps at the same time using a split-screen.

C. Using a computer with an external monitor:

You can connect an external monitor to your computer and use the extended screen to manage both apps at the same time.

- **Technical Panel:**

You will use Zoom to watch the skating and WhatsApp for the TP audio call. It is recommended to use one computer for the Zoom Meeting and your smartphone for the WhatsApp call with headphones.

You must use headphones connected to your WhatsApp call and mute the volume on Zoom so that it doesn't create an echo.

- **Video Operators:**

You will have to work on a Computer to be able to record your screen when the skater performs and save the video file to share immediately on Zoom.

General recommendations:

- We recommend that you use a **computer**, rather than a tablet or a smartphone, for better management of the different apps involved.

- It is important that your computer only has the **needed apps open** during the event, so we suggest you close any other programs (like email for example) that may be running at the same time.

- Participants should be alone in their rooms to avoid any **background noises**.

- It is very important for participants to have their **real names** on their Zoom profile. Otherwise, the host will not know who they are and whether to admit them to the meeting for security reasons. Participants need to enter the meeting with their own name and own account.

3. Communications Chart

The communications channels must be clear to every participant in order to have a clean and successful event. Add or modify any information according to the specific details of your event.

Due to the fact that participants can't use a radio communication system as we do on real events, communications are the main challenge for this virtual format. We need to keep communication channels open for everyone to be able to receive and give needed information in the back of house and maintain a clean front of house audio and visual for the audience streaming.
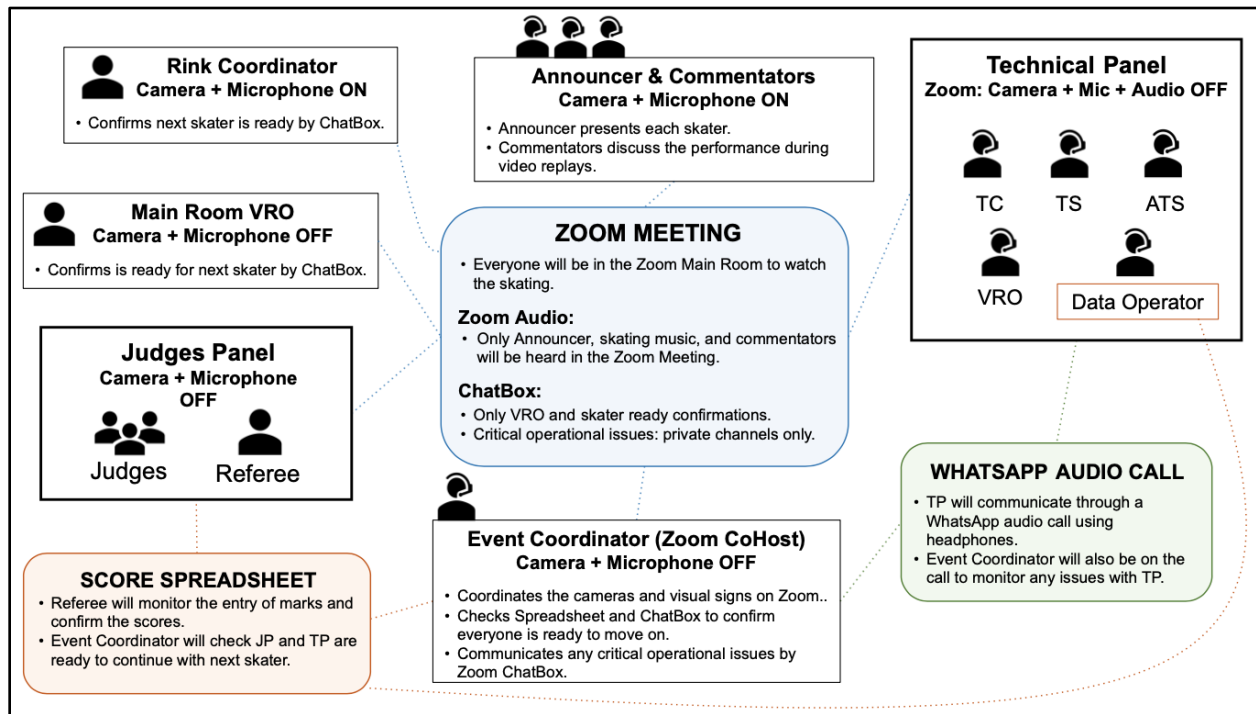
- **Back of House:**
  - Zoom ChatBox
  - TP WhatsApp call
  - Score Spreadsheet signals

- **Front of House:**
  - Visual signs with graphics
  - Announcer and Commentators on Zoom Audio

➔ **Important:** In order not to saturate the chatbox, only send messages related to the operations of the event:
  - Ready confirmations
  - Any issue that may arise related to the efficient operation of the event

4.   Checklist

Before the event starts, everyone needs to check they have all the tools they need to perform their roles. Having a checklist to go over at the beginning of the meeting is a good way to make sure all the participants are ready and avoid delays during the event. Modify the Checklist according to your event's procedure for each role.

These checklists will help every participant to make sure they have everything they need to perform their tasks before the event starts. The Event Director will go over these checklists at the beginning of the event meeting.

- **Judges and Referee**
  - ❏ Zoom Meeting: Main Room and ChatBox open at all times.
  - ❏ Score Spreadsheet: corresponding document for each Judge.
  - ❏ Event Schedule / Starting Order
  - ❏ Event Director contact number saved in their phones to inform her/him of any disconnection problems.

- **Technical Panel**
  - ❏ Zoom Meeting: Main Room and TP Breakout Room, ChatBox open at all times.
  - ❏ WhatsApp audio call: using headphones.
  - ❏ Event Director contact number saved in their phones to inform her/him of any disconnection problems.

- **Data Operator**
  - ❏ Zoom Meeting: Main Room and TP Breakout Room, ChatBox open at all times.
  - ❏ Score Spreadsheet: document for Data Entry.
  - ❏ TP WhatsApp audio call: using headphones.
  - ❏ Event Director contact number saved in their phones to inform her/him of any disconnection problems.

- **Video Replay Operators**
  - ❏ Zoom Meeting: Main Room and assigned Breakout Room, ChatBox open at all times.
  - ❏ Screen recording programs
  - ❏ Event Director contact number saved in their phones to inform her/him of any disconnection problems.

5. General Procedure

The general procedure of the event includes a step-by-step explanation of what will happen during the event. Modify the procedure according to your event's options.

7

The Virtual Event has a particular procedure that every participant needs to get familiar with. The following is a general description of the event's procedure.

1. All participants should access the Zoom meeting 60 minutes before the event starts. This time will be used for Officials Pre-Event Meetings, for setting up the Breakout Rooms, WhatsApp call, and any other settings needed, to answer any questions the participants may have and to check that everyone has every tool they need to perform their role on the event.

2. Opening: Event introduction and participant's presentation:
➔ Commentators will introduce the event and Officials.
➔ All cameras will be turned OFF and the Co-host will share his/her screen to show introduction slides.

3. The Co-host will share the introduction picture of the first skater while commentators share some information about them or the programs they will perform.

4. The Co-host will check everyone is ready to start while sharing the skater's picture:
    a) Judging Panel ready
    b) Technical panel ready
    c) Video ready
    d) Skater ready

➔ The Co-host will check the Online Scoring System to read the Officials' ready signs.
➔ The Rink Coordinator will confirm the skater is ready by a message on the Zoom ChatBox.
➔ The Video Operators will confirm they are ready to record by a message on the Zoom Chatbox.

5. Once the Co-host receives all the confirmations, he/she will stop sharing the picture on the screen and that will be the sign for the announcer to call the skater.

6. The Announcer will call the skater:

➔ The rink coordinator will let the skater know that he/she can start.
➔ The Co-host will spotlight the correct camera so that everyone can see the skater on the big screen.

7. The Video Operators will record the skater using any video software and it'll be saved on their computers to show later during reviews by sharing their screens.

8. The Technical Panel will be able to call the elements live: they will communicate through a WhatsApp audio call and muted on Zoom. Data Input Operator will enter the elements on the Online Scoring System.

9. After the skater finishes the performance of all the elements, the Judges will enter the GOE and Program Components in the Online Scoring System and the Technical Panel, Technical Panel VRO and Data Operator will go to the "Technical Panel Breakout Room" to confirm the elements and do reviews if needed. The Technical Panel process will proceed as it normally does. Once the elements are read back by the Data Input Operator and authorized by the Technical Controller, the Technical Panel will go back to the Main Room <u>with cameras and microphones turned off.</u>

➔ **Judges:** Keep a record of your marks on your personal paper notes in case of unforeseen technical problems.

10. The video replay will be in the Main Room and commentators or MC will discuss the skater's performance while the TP comes back from their private room.

➔ The video will be played in regular or slow-motion according to commentators' requests.
➔ After the video review, the Video Replay Operator will stop sharing their screen in order to get ready for the next recording.

11. When results are ready, the Co-host will share his/her screen to show the scores. (Optional: to speed up the event, it is recommended to share the results at the end of each event or post them online when ready.)

12. The Co-host will start sharing his/her screen to show the introduction picture for the next skater.

13. When everyone confirms they are ready to continue, the Co-host will stop sharing the picture on the screen and the announcer will call the next skater.

14. The procedure repeats from task 3 following the event's schedule.

15. After the last skater, the Commentators announce the end of the event.

6. Protocols for each role:

Besides the General Procedure, each role has particular tasks they may need to understand in detail. These protocols include the specific step-by-step instructions for each role. Modify the Protocols according to your event's procedure for each role. We recommend you indicate the version of each document in case of changes during practices and rehearsals, so you can highlight updates in color for everyone to check.

Every role has a particular protocol to perform during the event. These documents explain in detail the step-by-step of each role. Please read them carefully and ask the organizers any questions you may have to get ready for the event.

- **Protocol for Referee**
- **Protocol for Judges**
- **Protocol for TP**
- **Protocol for VRO**

7.Disconnection Protocol

Disconnection from the Internet is a risk that can never be completely mitigated. Having a disconnection protocol will help participants know what to do in case of Internet signal loss and organizers will have a plan for solving this without affecting the event timing. Modify the Disconnection Protocol according to your event's procedure and needs.

Internet and power connections can be interrupted from time to time. In the event that either one of these scenarios occurs, the following procedures should be followed.

Incident	Protocol
Official's video feed is not clear enough to judge (jumpy video)	- Official notifies the Referee through the Zoom ChatBox using a private channel. - If it's only one judge, the Referee will take over their place on the Panel until the issue is solved. - The Referee will decide if the performance should restart according to the number of officials having this trouble.
Skating video is disrupted	- The Event Coordinator will communicate with the Rink Coordinator by phone to have first-hand information about the issue and solving it. - The Event Coordinator will keep the rest of the participants informed about the delay in restoring the video feed through the Zoom ChatBox.
Judge is disconnected	- Judge will inform the Event Coordinator by phone (WhatsApp text or SMS). - Referee will replace the missing Judge until he/she comes back and Data Coordinator will manage the change in the Online Scoring System. - The Event Director will admit the Judge back on Zoom when his/her Internet is restored.
Technical Controller is disconnected	- TC will inform the Event Coordinator by phone (WhatsApp text or SMS). - ATS assumes the role of Technical Controller until connection is re- established. - The Event Director will admit the TC back on Zoom when his/her Internet is restored.
ATS or TS is disconnected	- The Specialist will inform the Event Coordinator by phone (WhatsApp text or SMS). - TC assumes the role of the missing specialist until connection is re- established. - The Event Director will admit the Specialist back on Zoom when his/her Internet is restored.

Referee is disconnected	- Referee will inform the Event Coordinator by phone (WhatsApp text or SMS). - The Event Coordinator assumes the role of Referee until connection is re-established. - The Event Director will admit the Referee back on Zoom when his/her Internet is restored.
VRO is disconnected	- VRO will inform the Event Coordinator by phone (WhatsApp text or SMS). - The substitute VRO takes over (from feedback sessions, TP or main room). - The Event Director will admit the VRO back on Zoom when his/her Internet is restored.
Event Coordinator is disconnected	The Event Director will take over this role until connection is re-established.
Event Director is disconnected	The Event Coordinator will take over this role until connection is re-established.