

CHIP TOURNAMENT
USER GUIDE
Version 2.0

This guide covers Chip Tournament 2.0. Your installed build may differ from examples shown here. Find your version and build on the About page.

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1. INTRODUCTION

Chip Tournament helps a tournament director run a pool chip tournament. It manages the player roster, table assignments, waiting queue, chips, match results, and tournament history. Optional features include a public Viewer, text notifications, cumulative Series standings, and reports.

A chip represents another opportunity to remain in the tournament. A normal match loss removes one chip. A player with no chips remaining is eliminated. The last remaining player wins.

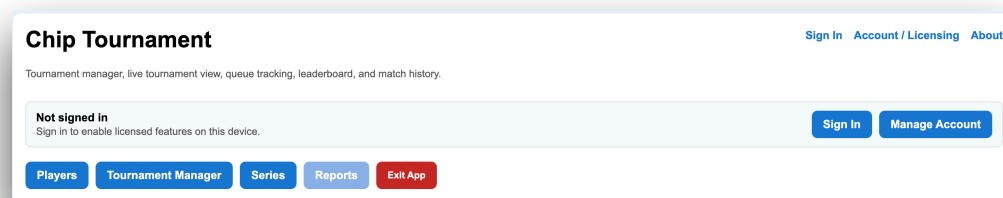
A roster is the list of players entered in one tournament. The queue is the ordered list waiting for a table. A Series groups separate tournaments so participating players can earn points across multiple events.

The application runs on your computer and opens its controls in your web browser. The browser is your operating screen; your tournament data is stored locally. The public Viewer is a separate, read-only online view for players and spectators.

Use this guide in order for your first event, or use the contents to find a specific task. The Viewer and SMS notifications are helpful tools, but they do not replace communicating directly with players. Continue announcing table assignments and confirming match results at the tournament.

2. QUICK START

1. Install and launch Chip Tournament. Leave the application running while using its browser screen.
2. Select Sign In. If needed, choose Create Account, register, then sign in.



Sign In

Connect this device to your Chip Tournament licensing account.

Email

Password

Show

Sign In

New to Chip Tournament?

Create Account

3. Open Account / Licensing and confirm your Basic or Pro access. A Tournament Pass is another option for one event; see section 6.
4. Open Players. Enter each player's details and Default Chips, then select Save Player. Check names and chip counts before proceeding.

Add Player

First Name

Last Name (optional)

Phone

Skill Level

League

Default Chips

Active

Save Player

5. Open Tournament Manager. Set Start Date/Time, select or add the TD Name, set Max Tables Available, and optionally enter Notes.

6. Select Create Tournament Setup.

Tournament Setup

Start Date/Time
09/28/2026, 10:50 PM

TD Name
-- Select TD -- + Add

Series
No Series

Max Tables Available
8

Notes

Flow

1. Create the setup tournament
2. Add players to the setup roster
3. Complete the auction if needed
4. Start tournament play

Table Rules

2-4 players = 1 table
5-8 players = 2 tables
9+ players = as many tables as possible while leaving at least 4 players in queue

Create Tournament Setup Save Setup Changes Start Tournament Play Delete Setup

Setup tournament is ready. Add players, then start play.

7. Find each entrant in Available Players and select Add to Roster. Enter at least two players. Check the roster and projected table/queue counts.

Setup Roster

View Roster (Columns) Refresh Players Clear Roster

Total Players: 0 Projected Starting Tables: 0 Projected Queue at Start: 0

The roster now belongs to the setup tournament. Create the setup first, then add or remove players.

Available Players

Type to filter. Arrow keys move through matches. Enter adds the highlighted player.

Select Player

Select Player

Add to Roster Edit Player

Enter adds. Click Edit Player to update name, phone, chips, or other player info.

(roster is empty)

Remove

8. If using a pass, apply it to this setup. If using Series, verify the assignment and each player's participation. Complete any auction entries.

Auction

Current setup tournament: ID 88
Players: 0
Auction total: \$0.00
Bidders still owing: 0

Open Auction Page

9. If using Viewer or SMS, prepare those before starting. For texts, players must consent by replying YES to their invitations. Start notifications are automatic for eligible recipients; see section 21.

Jack				3	No	EditDelete	SMS invitation: Not invited Opt-in: Pending	Invite SMS
------	--	--	--	---	----	-----------------------	---	-----------------------

10. Select Start Tournament Play. Read the assigned tables and queue.

Create Tournament SetupSave Setup ChangesStart Tournament Play

Delete Setup

Setup tournament is ready. You can save changes, go to auction, or start play.
Player added to setup roster.

Tournament Pass

Your current plan already includes Public Viewer and SMS.

Total Players: 4Projected Starting Tables: 1Projected Queue at Start: 2

The roster now belongs to the setup tournament. Create the setup first, then add or remove players.

Available Players

Type to filter. Arrow keys move through matches. Enter adds the highlighted player.

Select Player

Select Player

Add to RosterEdit Player

Enter adds. Click Edit Player to update name, phone, chips, or other player info.

Jack

Chips: 3

Paid

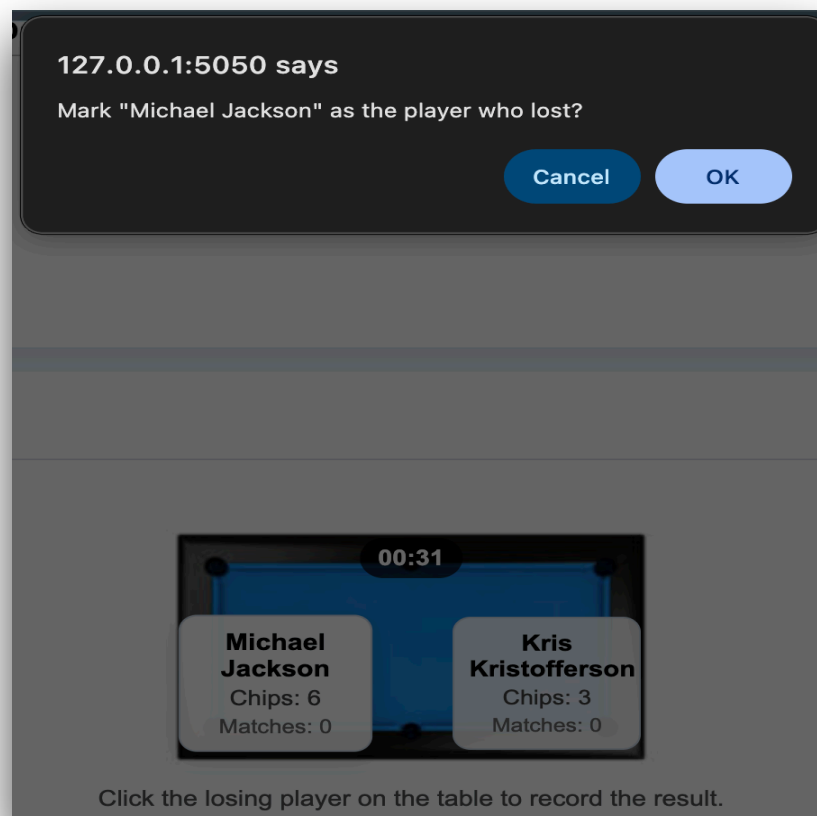
Johnny Cash

Chips: 4

Paid

Remove

11. When a match finishes, click the LOSING player on that table and confirm.
The app deducts a chip and updates the table, queue, and standings.



12. Continue until one player remains. Check the final result before leaving
Live Tournament or posting Series results.



13. Review Tournament History from Home. For a Series event, review and post
its results separately. Download a complete backup after the event.

TIP:

Practice with a small event before using the application in a busy room.
Check both the table number and losing player's name before confirming.

3. INSTALLATION AND FIRST LAUNCH

3.1 Install the application

On macOS, open the supplied disk image, copy ChipTournament to Applications, and launch the installed application. If the download arrived as a ZIP, extract it first. Use the package appropriate for your Mac; the current macOS package targets Apple silicon.

On Windows, run the supplied Chip Tournament installer and follow its prompts. A desktop shortcut is optional. Launch from the installed shortcut or Start menu entry. The installer targets 64-bit Windows 10 or later.

Use the release supplied by your distributor. If your operating system rejects it, confirm that you have the intended release with support rather than changing security settings blindly.

3.2 What opens

Chip Tournament starts its local application and opens your default browser. Home shows navigation, license status, Import / Export, and Tournament History. A new local installation with no previous data has no player list or tournament history to work from.

If you already used Chip Tournament under the same computer user profile, your existing local data may appear. Signing into a different licensing account does not create a separate tournament library.

You can prepare player records before purchasing a plan. Creating and starting a tournament require signed-in, eligible access. An account alone is not a paid license, and Basic is not a free tier.

If the browser does not open, keep the application running and open the local address it reports. The usual address is <http://127.0.0.1:5050>. That address operates this computer's app; it is not the public Viewer link.

3.3 Prepare before event day

Sign in, validate your license while online, add players, and check chip counts. If using texts, collect requests for optional notifications and send invitations early enough for players to reply. Make a backup of any existing data before an upgrade or import.

4. FINDING YOUR WAY AROUND

Home provides these main areas:

- Players: the permanent player list, editing, SMS invitation status, activation/deactivation, and duplicate merging.
- Tournament Manager: tournament setup, roster, Quick Add Player, pass

application, Viewer preparation, and access to Auction.

- Series: Series creation, scoring settings, standings, and event review.
- Reports: printable previews and PDF/CSV downloads when entitled.
- Account / Licensing: account, plan, license refresh, subscription management, pass purchase, and SMS credits.
- About: version/build, the existing in-app guide, and support bundles.
- Import / Export: portable data exports and imports, plus complete backups.
- Tournament History: open a tournament to see details and recorded results.
- Exit App: stop the application itself.

When a tournament is active, return links such as Return to Live View or Return to Live Tournament take you back to it. Navigating to another page does not cancel the tournament.

Live Tournament has Live and Auction tabs. The Live tab contains Tables, Queue, Viewer, Late Add Player, Player Admin, Leaderboard, and Match History.

5. ACCOUNT, LICENSING, AND PLANS

5.1 Create an account and sign in

1. Select Sign In from Home or Account / Licensing.
2. For a new account, select Create Account. Enter an email, password, and matching confirmation. The password must be 8-128 characters.
3. After creating the account, sign in with that email and password.
4. Open Account & Licensing and check Account Email and Current Plan.
5. Use Validate / Refresh License while online if the displayed access needs updating.

Show/Hide beside password fields controls whether the password is visible on screen. Avoid showing it where spectators can read it.

5.2 Plan and feature reference

The following describes ordinary customer plans with valid access. Pro Monthly and Pro Annual have the same application features; their billing frequency differs.

Feature	Basic	Pro	Tournament Pass
Local tournaments	Yes	Yes	Assigned event
Tables, queue, live standings	Yes	Yes	Assigned event
Auction tracking	Yes	Yes	Assigned event
Public Viewer and QR codes	No	Yes	Assigned event
SMS sending capability	No	Yes	Assigned event
Series	No	Yes	No
Reports and PDF/CSV reports	No	Yes	No
Player/tournament JSON export	No	Yes	No
Import JSON, including restore	No	Yes	No
Export Complete Backup	Available regardless of plan		

A pass does not turn the whole account into Pro. SMS also requires credits, recipient consent, and working online services. Buying credits does not

unlock SMS under Basic.

Tournament History and the ordinary live leaderboard are not the same as the separately licensed Reports area. A locked Reports button does not mean that your local history has been deleted.

Special access issued directly by the publisher may display a different plan label. Use the access shown for your account; those arrangements are not ordinary products in the matrix above.

5.3 Purchase or manage a subscription

When recurring purchases are available, Account & Licensing offers Basic Monthly, Basic Annual, Pro Monthly, and Pro Annual purchase buttons. Checkout opens online. Complete payment and return to the application. Allow the purchase to synchronize; opening checkout alone grants nothing.

For an existing subscription, use Manage Subscription. This opens the online customer portal for plan, billing-frequency, payment-method, and cancellation changes. On return, allow the app to refresh, or select Validate / Refresh License. A delayed refresh does not by itself mean that a billing change failed. Do not purchase repeatedly to force an update.

If several subscriptions are detected, Manage Subscriptions may be shown. Resolve the existing subscriptions before buying another recurring plan. Use checkout for current prices rather than relying on a price in a guide.

5.4 Access Through is different from Snapshot Expires

The Subscription area can show the paid plan, billing frequency, status, and Access Through date. If cancellation is scheduled, the screen explains that access remains through the current paid period.

License Status also shows Known Plan, Snapshot Expires, and the most recent checks. The snapshot is the local copy used to check access, including when internet is unavailable. Its expiry is NOT your subscription's expiry. An annual subscription can have a much earlier snapshot-refresh date.

Refresh the license online before traveling to an offline venue. Do not assume cached access lasts indefinitely. See section 29 for an event that is already running when connectivity or license status changes.

5.5 Sign out and local data

Home has Sign Out; Account & Licensing has Logout. Follow any confirmation shown for an active protected tournament. Signing out does not erase the computer's player list or history and does not cancel a paid subscription.

A protected tournament cannot be taken over by a different licensing account before it is completed or canceled. Signing back into the same account is allowed. Avoid switching accounts during an event.

6. USING A TOURNAMENT PASS

A Tournament Pass provides access for one selected tournament, including its Viewer/QR and SMS capability. It does not include Series, Reports, or global Import / Export. SMS credits remain separate.

To use a pass:

1. Sign in and open Account & Licensing.
2. Purchase a Tournament Pass and allow the purchase to synchronize.
3. Open Tournament Manager and create the tournament setup.
4. Find the Tournament Pass card. When an unused pass is available, select Use Tournament Pass for This Tournament.
5. Read and confirm the assignment warning. Internet is needed to apply it.
6. Check that the card confirms the pass for this event, then continue preparing the roster and optional online features.

WARNING:

An assigned pass cannot be moved to a different tournament in this version. Deleting its setup or canceling its event does not automatically return it. Check the event before applying the pass.

An unused pass can allow setup creation, but you must apply it before starting if you have no qualifying Basic or Pro access. Merely owning an unused pass does not globally enable Viewer or SMS.

The pass is used for that event through completion and is not reusable for the next event. If purchase synchronization is pending, refresh the license and check the card rather than buying another pass immediately.

7. MANAGING PLAYERS

7.1 Add a permanent player

1. Open Players from Home.
2. Enter First Name. Last Name is optional.
3. Enter Phone if the player may request SMS. Verify the number with them.
4. Optionally enter Skill Level and select League: Fargo, APA, or NAPA.
5. Set Default Chips. New forms suggest 3. Choose the intended chip count yourself; skill and league do not automatically calculate it.
6. Leave Active set to Yes for someone who should be selectable for events.
7. Select Save Player.

Skill Level, when supplied, cannot be negative. Default Chips cannot be negative. For ordinary play, assign at least one chip to each entrant. Phone and SMS enrollment are optional; neither is required to participate. When provided, the phone must be a 10-digit U.S. number; an optional leading 1 or +1 and common spacing/parentheses are accepted. Extensions and other country codes are not accepted by the current phone field.

7.2 Search, select, and edit

Search the Player List by name, phone, skill, or league. Clear removes the search filter. Down Arrow moves into filtered results; Enter opens the selected record for editing. You can also use Edit in the player's actions.

The list is presented in name order. It is not a drag-and-drop ranking list. Use Refresh to reload it, and Refresh SMS Status for current consent status.

To edit, select the player, change the needed fields, and select Update Player. Cancel Edit leaves the editing form. Check possible duplicate warnings before saving a name or phone change.

Changes to a player's name can appear in ordinary tournament history that refers to that player. Existing tournament chip counts are separate from the permanent Default Chips setting. Posted Series results retain their recorded historical names and scoring values.

7.3 Deactivate or delete

Set Active to No and save to keep the record but remove it from future entry selection. This does not withdraw someone from an already-running event; use Player Admin for that.

Delete asks for confirmation. A player with tournament history cannot be deleted through this control; mark that player inactive instead. Preserve history rather than trying to remove it to get around the restriction.

7.4 Resolve duplicate warnings

Similar names or matching contact information can produce a duplicate warning. Review the candidates carefully. You can load an existing player for editing, cancel, or explicitly proceed with a separate record when it really is a different person. Do not create another record merely because you cannot immediately find the first one.

Quick Add offers a different duplicate choice: Use this player or Create new player anyway. These are the use-existing and create-anyway choices described in section 8.

7.5 Merge Players

Use Merge Players when two permanent records represent the same person.

1. Create a complete backup first.
2. Select the duplicate as Source Player.
3. Select the record to keep as Target Player.
4. Select Preview Merge and inspect the proposed changes and any conflicts.
5. If the preview allows it and the choice is correct, select Merge Players and confirm.

The source is deactivated and its supported tournament references are associated with the target. The target's identity is the one you keep; this is not a form for choosing every field from both records. Posted

Series snapshots are not rewritten, although standings can consolidate activity under the retained player's identity.

Merging is blocked while a live tournament is in progress and where the records have conflicting appearances in the same tournament.

WARNING:

A merge cannot be automatically undone. Review Source and Target before confirming, and retain the backup.

7.6 SMS indicators

Each player's actions show two distinct states:

- SMS invitation: Not invited, Invited, or Failed.
- Opt-in: Pending, Opted in, or Opted out.

Invited does not mean Opted in. Select Invite SMS to open the consent confirmation for a saved player. See section 21 for the complete process. Changing a phone number is a reason to check consent again; consent for one number must not be assumed to apply to another.

8. QUICK ADD PLAYER

Quick Add Player is in Tournament Manager. It saves a permanent player and, when a setup exists, also attempts to add that player to the setup roster. Without a setup, it saves the player for later selection.

1. Enter First Name, optional Last Name, Phone, Skill Level, League, and Default Chips as appropriate.
2. If the player requested optional texts, select Send SMS Invitation.
3. The label becomes SMS Invitation Requested and a Cancel action appears. This records your intention; it has NOT sent a message or opted anyone in.
4. Select Cancel beside the invitation state if you no longer want that follow-up. You can still save the player.
5. Select Add Player.
6. If a duplicate is found, inspect it. Choose Use this player for that person, Create new player anyway for a genuinely separate player, or Cancel.
7. After the saved or existing player is resolved, the SMS confirmation opens if you requested it. Confirm the player's request and select Send Invitation, or cancel that optional step.
8. Read the player, roster, and SMS results separately.

The use-existing choice refers to the saved player's contact information. Check it before sending an invitation; the newly typed details do not replace that record merely because you selected it.

Clear resets ordinary Quick Add fields and invitation intent. After a successful add, the form is prepared for another player. Canceling or failing the optional invitation does not remove the saved player.

If the player was saved but a follow-up failed, check the Player List and

roster before trying again. Do not create another permanent record to repeat an invitation. Use Invite SMS on the existing record when appropriate.

For the special Quick Add screen opened from Late Add, see section 16; its Clear/Cancel behavior returns you to Live and may retain a saved player.

9. CREATING A TOURNAMENT

1. Open Tournament Manager.
2. Set Start Date/Time for the event.
3. Select TD Name. TD means tournament director. Use + Add to add a director if needed. The director's table preference can be remembered for later.
4. Set Max Tables Available to the physical tables available at the start. The setup form offers 1 through 8 and initially shows 4.
5. Enter optional Notes to identify the event or record information.
6. If using Pro Series, select the intended Series when its selector is available. Do not assume dates automatically enroll an event in a Series.
7. Select Create Tournament Setup.

There is no separate tournament-name field in this setup form. Events are identified using their ID, start date/time, director, and notes. There is also no tournament-wide starting-chip or configurable match-timer field. Starting chips come from each player's Default Chips when entered.

Only one current setup and one running-event workflow are supported. If a setup or active tournament already exists, use it or finish/delete it as appropriate rather than trying to create another live event alongside it.

Use Save Setup Changes for changes to the setup fields. Delete Setup removes the unstarted event after confirmation. Review any pass warning before deleting. The permanent players remain available for other events.

Viewer normally starts enabled for newly created setups with eligible global Viewer access. Check the Viewer card; select Disable Viewer before starting if you do not want public updates.

10. BUILDING AND CHECKING THE ROSTER

1. Create the setup first.
2. In Available Players, type to filter the active player list.
3. Select a player and choose Add to Roster. Arrow keys move through matches; Enter adds the highlighted player.
4. Repeat for each entrant. Use Quick Add Player for someone not yet saved.
5. Review Total Players, Projected Starting Tables, and Projected Queue at Start.

To remove an entrant before play, select them in Setup Roster and select Remove, or press Delete on the highlighted roster entry. Clear Roster removes the setup's entries. These actions do not delete permanent players. Check any auction information before removing and re-adding an entrant.

Paid on the roster is a registration/payment marker. It is separate from auction bidder payment status and does not control seating eligibility.

For a Series setup, use the Series checkboxes to decide whose event counts toward that Series. A person may play the tournament without participating in the Series. View Roster (Columns) opens a clean roster view in another tab, including chips and Series badges where applicable.

Roster display order does not set the draw. Initial seating and queue order are randomized when play starts. There is no manual seeding or roster-reordering control for choosing the first matches.

10.1 Check starting chips before entry

The tournament receives a copy of Default Chips when the player is added. Editing the permanent default later does not automatically change the already-entered tournament chips. The setup list can display the updated default even though that tournament's stored chips have not changed.

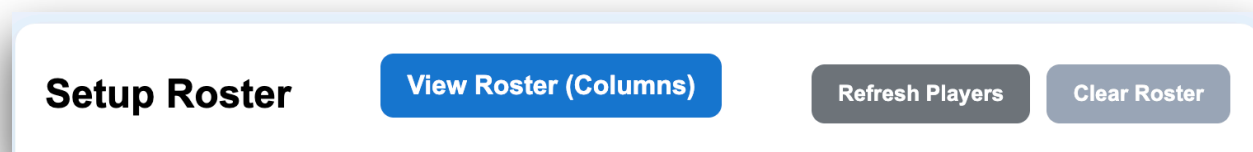
Set defaults before adding players. If correcting a setup entry, remove and re-add it, then verify the tournament roster view and restore any participation/payment details as needed. During play, use Player Admin to correct Current Chips instead.

At least two players are required to start. The application does not state a general maximum roster size. More entrants do not guarantee more tables; the player/queue rules in section 12 also apply.

11. STARTING TOURNAMENT PLAY

Before starting, check:

- Every entrant is on the roster once, with the intended chip count. You can click on the View Roster to see everyone and their chip count.



- The physical table count is correct.
- Any pass is applied to this event.
- Series assignment and participation are correct.
- Auction entries are recorded if needed.
- Viewer and SMS preparations match what you want to offer.

Select Start Tournament Play. The application saves the live start, randomizes the draw, assigns two players to each starting table, and places

the remaining entrants in the queue. Match timers start for seated pairs.

If Viewer is enabled but not ready, a Preparing public viewer progress message may appear. This wait is bounded: on timeout, the tournament starts without the public Viewer link being included in its start notification. A ready link can be shared separately later.

Eligible tournament-start texts and initial table-assignment texts are queued automatically. There is no separate per-start “send or do not send” SMS choice in this workflow. Invitations and recipient opt-in must be handled beforehand. Disabling Viewer is not an SMS-off switch.

Online publication or text delivery can fail without undoing the local start. Read the local tables and queue rather than repeatedly pressing Start because an online feature is delayed.

Starting a new tournament still requires eligible license/pass access. An offline computer without valid saved access may be unable to start a new event even though an already-running tournament remains usable.

12. TABLES, QUEUE, CHIPS, AND TIMERS

12.1 Starting table rules

The app limits the initial table count to the maximum you entered and the number allowed by the active-player rules:

- 2-4 players: 1 table.
- 5-8 players: up to 2 tables.
- 9 or more: as many pairs as possible while leaving at least 4 in the queue.

For example, 12 players and 4 available tables begin with 4 tables and a queue of 4. With only 2 available tables, the same roster starts on 2 tables with 8 waiting.

12.2 Normal match movement

The winner normally stays at the table. The loser loses one chip:

- With chips remaining, the loser joins the end of the queue.
- At zero chips, the loser is eliminated and receives a finishing place.
- The next queued player takes the vacant seat.

The winner does not gain a chip. With only two players left, the same pair can play again until one runs out of chips. There is no special final-match reset or extra final-round chip award.

As eliminations reduce the number of tables allowed, the table where the result was recorded may close. Its surviving player goes back to the queue; other tables continue their matches. Follow the new screen assignments instead of assuming the winner always remains seated after a table closes.

12.3 Reading the screen

Each table shows its number, both players, their chips, matches played, and elapsed match time. The queue shows waiting order. Leaderboard and Match History update as results are recorded. Match History records the completed match, its winner/loser, duration, and chip information.

12.4 Timers

Timers measure elapsed time, not a countdown to an automatic loss. They change warning appearance at 15 minutes and again at 20 minutes. Recording a result starts the timer for the next seated match.

There are no operator pause/resume or timer-limit settings for matches in the current Live controls. Leaving the page or closing a browser tab does not pause elapsed time. Resume Viewer is unrelated to match timers.

13. RECORDING A MATCH RESULT

1. Find the correct table in Live Tournament.
2. Confirm who lost the match.
3. Click that LOSING player's name/seat on the table image.
4. Read the confirmation naming the losing player and confirm it.
5. Check the refreshed chips, table assignment, queue, and Match History.
6. Announce the next assignment in the room, even if SMS is enabled.

Example: Alex has 3 chips and loses to Jordan. Click Alex, not Jordan. Alex drops to 2 chips and normally goes to the back of the queue. Jordan keeps the same chips. The first waiting player comes to Jordan's table.

The app handles the chip deduction, elimination when appropriate, match history, queue movement, new match timer, and leaderboard. Viewer updates are attempted when enabled. A newly assigned player may receive an assignment text; the winner already staying at the table is not texted again merely because the next opponent arrives.

Wait for the result to finish saving before entering another. If a response is lost or the screen reports that a save succeeded but refresh failed, reload/check Match History before repeating the action.

14. UNDO LAST MATCH

Use Undo Last Match to correct the most recently recorded match, not to choose any historical result. Confirm the undo prompt.

Undo restores the recorded before-match chip counts, reverses the relevant elimination, removes that match result, and reseats the original pair on its table. A replacement player displaced from that table is returned to the front of the queue. The restored match starts a fresh timer; the old elapsed timer is not resumed.

Undo is not a general “undo everything” feature. It does not revert player name edits, auction changes, all administrative actions, or texts already sent to phones. Tell affected players about corrected assignments directly. An off-table withdrawal does not create a match for this control to undo.

After an automatic final-match completion, Undo Last Match may remain available to reopen the current tournament and correct that final result. Any Pending Review Series event is removed until the corrected completion. This is not available after results have been posted to Series, after cancellation, or as a general reopening tool for manually closed history.

Check the final result before leaving the completed Live screen or starting another tournament. Do not rely on reopening old events later.

15. PLAYER ADMIN AND WITHDRAWAL

15.1 Correct an active player's name or chips

1. In Live Tournament, find Player Admin.
2. Choose Select Active Player.
3. Edit First Name, optional Last Name, or Current Chips.
4. Select Save Player Changes.
5. Review any duplicate-name warning and check the updated live display.

Current Chips must be a whole number of at least 1. This field changes the current event's chips, not the permanent default. Name changes update the saved player's name. After using Player Admin, check the permanent player's Skill Level and League in Players and restore them if they were cleared. This is not a control for arbitrarily changing a player between queued, seated, and eliminated states.

15.2 Withdraw a player

1. Select the active player in Player Admin.
2. Select Withdraw Player.
3. Read the warning and confirm the correct person.
4. Check the table and queue before announcing the replacement assignment.

Withdrawal eliminates the player with zero chips. A seated player's withdrawal is recorded as a withdrawal result against the opponent; the vacated seat is refilled or its table closes under the normal rules. A waiting player is removed from the queue and eliminated without a played match. Do not treat withdrawal as a temporary pause in participation.

Setting Active to No in the permanent Player List is a different action; it does not perform this live withdrawal.

16. LATE ADD PLAYER

Late Add is available only for the current active tournament during the first five minutes of its actual live start and while it has no completed match. The displayed note explains when it is unavailable. It is not based on how recently you opened the page.

16.1 Add an existing player

1. Open Late Add Player in Live Tournament.
2. Choose an active saved player who is not already in the event.
3. Select Add Player.
4. Confirm the player appears at the end of the queue.

The player enters with their saved Default Chips. Existing matches are not reshuffled, and Late Add does not automatically open another table.

16.2 Add someone new

1. In the Active Player selector, choose + Add New Player...
2. Complete the Quick Add form opened for this live tournament.
3. Optionally select Send SMS Invitation to record invitation intent.
4. Select Add Player and resolve any duplicate with Use this player or Create new player anyway.
5. Read the enrollment result and handle the optional SMS confirmation.
6. Return to Live and check the queue.

The permanent player is saved before live enrollment is attempted. If the five-minute window closes, a match finishes, or another enrollment condition changes while you fill in the form, the player can be saved successfully but not added to the event.

Use Retry tournament enrollment when offered; it uses the saved player and checks the intended event instead of creating another record. If eligibility has ended, the saved player remains available for a future tournament. Clear/Cancel from this Late Add form returns to Live; it does not delete a player already saved. Retrying enrollment does not automatically repeat an invitation that was canceled, failed, or had an uncertain response.

16.3 Series and SMS after Late Add

For an associated Series, the new entrant receives that Series' default participation setting. Confirm the participation during Pending Review before posting; Late Add has no separate participation choice.

Late entrants are not sent a retroactive tournament-start text. An invitation is a separate consent request. After confirmed opt-in, with SMS access and credits available, future valid table assignments can generate texts.

17. ADDING TABLES

Use Add Table(s) in Live Tournament when another physical table becomes available and the player/queue rules permit it.

1. Enter how many tables you want to add.
2. Select Add Table(s) and confirm.
3. Read the new table assignments and direct those players to the tables.

Each added table needs two waiting players. The app also checks the maximum number of live tables allowed for the remaining players. It may add fewer than requested. It uses queued players in order and leaves existing matches in place. Newly seated pairs receive new match timers and can generate assignment texts for both incoming players.

The live control uses current player/queue eligibility; it is not a promise that the original setup maximum is a permanent live cap. Only add tables you actually have available.

When insufficient queued players or rule capacity remain, the control is disabled or the action is refused. There is no corresponding manual Remove Table control. Tables reduce automatically as described in section 12.

18. FINISHING A TOURNAMENT AND REVIEWING HISTORY

18.1 Normal completion

When only one player remains after results are recorded, the tournament completes automatically. Live shows the winner celebration and a Tournament Completed notice. Closing the celebration does not erase the result.

1. Verify the final losing player, winner, and chip counts.
2. If the final result is wrong and Undo Last Match is available, correct it before proceeding.
3. Return Home and open the event in Tournament History.
4. Review Final Standings and Match History.
5. For a Series event, review and post Series results separately.
6. Export a complete backup.

A final Viewer publication is attempted if Viewer is enabled. It may be delayed by internet failure; keep the app available to finish online work when practical. Local completion does not depend on successful publication. An event using a Tournament Pass has used that pass; completion does not make it available for another event.

18.2 Complete Tournament

Complete Tournament is an explicit early/manual finish where allowed. It accepts the current standings as final and cannot generally be changed back to active play. It is not a pause button.

For Series events with participating players, the app requires a trustworthy final result, including one winner and complete finishing positions, before allowing completion. An event with no Series participants does not produce participant points. Follow the availability of the control and its warning.

TIP:

Use normal final-match completion for a fully played event. Use cancellation, not completion, when abandoning an event without an official result.

18.3 Tournament History and deletion

Home lists each tournament's ID, start/end, TD, status, and notes. Open a row for Tournament Details, final standings, match history, and any Series review link. Canceled events remain distinguishable from completed events.

Delete Tournament is shown only when deletion is allowed. It permanently removes that tournament's standings, matches, queue, table assignments, and auction entries. Active events and posted Series history have deletion safeguards. Back up first; deletion has no undo.

19. CANCELING A TOURNAMENT

Use Cancel Tournament for the current active event when it must be abandoned without recording an official winner or Series result.

1. Open Live Tournament.
2. Select Cancel Tournament.
3. Read the confirmation, including any Tournament Pass warning.
4. Confirm only if you intend to end the event permanently.

The current cancellation dialog does not ask for a written reason. Cancellation preserves tournament history, marks the event Canceled, ends live operation, and prevents resuming it. It is not Undo Last Match. Unstarted setups use Delete Setup instead; completed events are not canceled through this active-event control.

Viewer removal is requested. If internet is unavailable, public removal may be delayed even though the local cancellation is complete. A canceled Series event appears as Canceled in its dashboard and contributes no new posted results. An assigned pass is not automatically returned.

WARNING:

Cancellation cannot be undone through the application. Check the selected event and prefer leaving it active if all you need is to navigate away.

20. PUBLIC VIEWER AND QR CODES

20.1 What it does

Viewer shares the latest published tournament state with spectators online. It shows table assignments and timers, the queue, and players with chips and match counts, including the end-of-event state. It is read-only; people opening the public link cannot record results or edit your roster.

Pro provides Viewer and QR access. A valid applied Tournament Pass provides those features for its selected event. Spectators use the shared link in a browser; they do not operate the director's local application.

20.2 Enable and share

1. Check the Viewer card in Tournament Manager or Live Tournament.
2. Select Enable Viewer if it is disabled and access is available.
3. Wait for the Viewer to become ready.
4. In Live, use Open Viewer to inspect it and Copy Viewer Link to share it.
5. Display the small QR image or select Show Large QR Code for scanning.

Share the public Viewer link, not the local 127.0.0.1 address. Viewers need internet access. Anyone with the public link can see its published event information; share it with that expectation.

20.3 Status and manual recovery

Syncing Viewer... means the latest information is being prepared/published. Viewer paused — connection issue means the online updates need attention. The local Tables and Queue remain the director's operating record.

When a paused/failed Viewer offers Resume Viewer, select it after checking your connection. This requests a fresh synchronization. It does not pause or resume tournament matches. The current screen uses Resume Viewer for this recovery action; there is no separate always-visible Sync Now button.

Wait for readiness and check Open Viewer. Repeatedly refreshing the public page cannot upload changes from an offline director's computer.

20.4 Disable, complete, or cancel

Disable Viewer stops automatic public updates while local play continues. An update already being sent may still finish. Do not use this action as a guarantee that previously published information immediately disappears.

Completion attempts to publish the final state. Cancellation requests unpublishing. Both online outcomes can be delayed by connectivity. Keep announcing assignments locally if Viewer is unavailable or stale.

21. SMS INVITATIONS AND TOURNAMENT NOTIFICATIONS

21.1 Requirements and consent

Text notifications are optional. Players do not have to accept texts to register or play. Sending requires Pro or valid pass access for the event, available SMS credits, a valid phone number, and online services.

To invite a saved player:

1. Open Players and verify the player's phone number.
2. Select Invite SMS.
3. Read Send SMS Invitation. Confirm the player requested optional tournament notifications by checking the confirmation box.
4. Select Send Invitation.
5. Ask the player to reply YES to that invitation from their phone.
6. Use Refresh SMS Status and confirm Opted in before relying on messages.

Quick Add's Send SMS Invitation records intent first; its confirmation and send happen after the player is saved or selected. See section 8.

The director's checkbox, saving a phone number, sending an invitation, and the Invited indicator do NOT opt the player in. The player's YES response is the consent that enables tournament notifications.

21.2 YES, STOP, START, and HELP

- YES accepts an invitation.
- STOP opts out of further messages.
- START resubscribes after an opt-out.
- HELP requests messaging assistance.

An opted-out player must resubscribe from their phone. The director cannot override STOP by sending another invitation. Consent and delivery status can take time to refresh on the local screen.

21.3 Tournament-start messages

Starting play automatically queues notifications for eligible recipients. A ready public Viewer link is included when available at the time of start. If Viewer is disabled, unavailable, or times out, the start notification can omit that link. Making Viewer ready later does not retroactively change a start message already prepared.

There is no current per-start send/skip SMS confirmation or tournament-wide SMS switch in the setup form. Disabling Viewer does not disable SMS.

21.4 Table-assignment messages

Newly seated players can receive a text identifying the table and opponent. At the initial draw and when a new table opens, both players are incoming. After an ordinary loss, the incoming replacement can be notified; the winner already at that table is not sent another assignment merely for staying there. Administrative changes may also create a new assignment.

Late Add itself places the player in the queue and does not send an old start message. Future assignments are eligible once consent/access/credits requirements are satisfied.

21.5 Delays and failures

A saved tournament action is separate from text delivery. Missing consent, no credits, poor internet, or a messaging-service failure can prevent SMS without stopping the match result or queue update.

The app avoids sending some assignments that have become stale or were invalidated by undo. It cannot retract texts already delivered. Do not assume every delayed message will eventually arrive. Announce assignments and corrections in the room and check the current Live screen.

An invitation with an uncertain response should be checked in Players before retrying. Recreating the player is not a remedy for an SMS failure.

22. SMS CREDITS AND PURCHASES

Open Account & Licensing and find SMS Credits, or follow Buy SMS Credits from Tournament Manager or Live Tournament.

The card shows the cached balance and SMS Enabled or SMS Not Enabled. A cached balance can lag behind recent sends or purchases. A pass applies only within its event even if the account-wide indicator does not represent that event's full access.

To buy credits:

1. Sign in.
2. Review the packages and prices currently displayed.
3. Select the desired Buy button and complete online checkout.
4. Return and use Validate / Refresh License if the balance has not updated.

Credits do not expire and remain available after plan changes. Purchasing them does not change your plan. Basic users can buy and retain credits but cannot send until they have suitable Pro or event-pass access.

Active paid Pro Monthly and Pro Annual subscriptions receive 100 SMS credits per monthly entitlement period. Annual billing distributes the recurring credits monthly rather than granting a year's credits at once. Grants are reconciled with the account, so the device may need an online refresh to show them. Unused credits carry forward; current recurring grants do not have a balance cap.

A Tournament Pass does not itself supply the Pro recurring monthly grant. Purchased credits are separate from that recurring benefit.

An outbound invitation or tournament notification accepted for sending uses a credit. The balance does not guarantee phone delivery: a carrier or phone can still prevent receipt. Do not treat the account indicator or a credit deduction as proof that the player read the text.

23. AUCTION TRACKING

Auction records a player auction and bidder payments. It does not change chips, seating, eliminations, Series points, or tournament rules.

Use Go to Auction/Open Auction Page in Tournament Manager, or the Auction tab in Live Tournament.

On the dedicated Auction page:

1. Find the player in Auction Entries.
2. Enter Amount and press Enter to save and move to Winning Bidder.
3. Enter the bidder. Press Enter or forward Tab to save and advance to the next player. Merely clicking elsewhere is not the save action.
4. In Who Owes, mark Paid? for the bidder's total when payment is received.
5. Check Total Auction Amount and the saved entries. Refresh reloads them.

In Live Tournament's Auction tab, the layout instead provides Amount, Winning Bidder, Paid?, and a row Save button. Save the edited row and use Refresh Auction to reload it.

On the dedicated page, payment is tracked by bidder total. A bidder buying several players can appear as one total in Who Owes; review their full total when marking payment. Check the saved payment state after each change.

Roster Paid is separate registration tracking. Do not assume it marks the auction bidder paid, or that an auction payment checks the roster Paid box.

The app tracks amounts and payment status; it does not collect the auction money or automatically distribute payouts. Pro Reports includes Tournament Auction for a printable/exportable record. See section 26.

24. LEAGUE SERIES: SETUP, PARTICIPATION, AND POSTING

24.1 Create a Series

A Series accumulates points from posted results across selected tournaments. It requires Pro access. Basic and Tournament Pass alone do not unlock it.

1. Open Series from Home.
2. Select Create Series.
3. Enter Name, optional Description, Start Date, and End Date.
4. Set Points per Match Played.
5. Optionally use Add Bonus Position to define finishing-position bonuses. Remove deletes an unwanted bonus row.
6. Select Create Series.

A new form starts at 1 point per match and has no finishing bonuses until you add them. These are defaults, not universal tournament rules.

24.2 Associate the event and select participants

Select the Series in Tournament Manager while setting up the event. A tournament belongs to at most one Series. Dates help determine valid assignment choices but do not automatically associate tournaments.

Use each roster player's Series checkbox to opt them into that event's Series participation. They can play the tournament without earning Series points. Participation is decided event by event; there is no attendance penalty for skipping an event.

During play the association is protected from changes. A Late Add receives the Series default participation; review that choice after completion.

24.3 Understand the event states

- Not Started: an associated setup has not begun.
- In Progress: its tournament is active.
- Pending Review: a completed event needs review before contributing points.
- Posted: its results have been accepted into Series standings.
- Canceled: abandoned history; it does not contribute posted points.

The dashboard separates these counts. A completed tournament is not the same as a posted Series event. Canceled events are shown separately and do not inflate the posted-event count.

24.4 Review and post

1. Complete the tournament and verify its final match result.
2. Open its Review Series Results link from Tournament Details or the associated event's dashboard action.
3. Check the Series, participant list, finishing positions, matches played, point value, match points, bonus, and total.
4. Adjust Participating checkboxes if needed while Pending Review.
5. If the Series association itself is wrong, stop and contact support before posting. The completed-event screens do not offer a control to move it to another Series. Verify the assignment during setup.
6. Select Post Series Results when the preview is correct and confirm.
7. Return to standings and check the added event.

The review is not a free-form score editor. Match counts and finishing positions come from tournament results; the point value and bonuses come from Series settings. Correct an available final-match mistake before posting, rather than typing a replacement finish or arbitrary points.

WARNING:

Posted results are locked history. The current application has no user control to reopen posted Series results. You cannot change their participant flags, reassign that event, undo its final match, or edit posted points through ordinary controls. Review carefully before posting.

24.5 Edit or delete a Series

Edit opens the Series information and scoring form. Save Series saves the changes. Scoring changes apply to future postings, not previously posted results. This includes results still awaiting their first posting.

Delete is available only when history rules permit it. Series with posted history show Delete Unavailable. Deleting an allowed Series removes the

association from its tournaments; it is not a command to erase those separate tournaments. Read the confirmation and back up first.

If Pro access changes during an already-protected Series event, the app may allow that event's limited completion/review workflow. This does not grant unrestricted access to create or manage other Series. Follow its access notice and use the same account.

25. SERIES SCORING AND STANDINGS

Points per Match Played awards points for matches played, not only wins. It is a nonnegative whole number. Finishing bonuses assign a nonnegative whole-number award to each configured finishing position. Use each finishing position once; a position must be 1 or greater.

For each participating player:

Match points = matches played x points per match
Event total = match points + configured finishing bonus

Example only: if an organizer chooses 2 points per match and a 5-point second-place bonus, a participant who plays 6 matches and finishes second earns $12 + 5 = 17$ points. Your Series may use different settings.

Finishing positions are the tournament's positions; excluding someone from Series participation does not promote every other participant to a higher tournament finish. A position without a configured bonus adds zero bonus.

Post Series Results preserves the values used at that posting. Changing a Series rule afterward does not recalculate the past.

Open View Standings to see Rank, Player, Tournaments, Match Points, Finishing Bonus, Total Series Points, and Average Points. Only posted results contribute. Players do not need to attend every event; averages are based on their counted appearances.

Standings sort highest first by total points, then events played, then average points.

Equal values share a rank; name order makes tied rows easier to find.

Select a player's name to see their Series event history and point breakdown.

Check the dashboard's Posted and Pending Review counts if standings appear to be missing a recent event.

26. REPORTS

26.1 Open, preview, and export

Reports require Pro access, including report downloads. Basic and a Tournament Pass alone do not unlock Reports. Ordinary Tournament History is separate.

1. Open Reports from Home, or Series Reports from Series.
2. Choose the player, tournament, Series, or posted event where requested.
3. Select Preview to inspect the report in the browser.
4. Use Export PDF for a printable document or Export CSV for a spreadsheet.

Reports use their prescribed ordering; the selectors and Top N filters are the main selection controls. Do not assume every column is clickable for sorting. CSV exports are report data, not a complete restorable backup.

26.2 Player List

Preview Player List lists saved players, including inactive players, with Default Chips, League, Skill Level, Active, and SMS Opted In. Phone numbers are intentionally omitted from this report. It is presented in player-name order. Preview, PDF, and CSV are available.

26.3 Player Activity

Select a Player. Preview/PDF show that person's completed tournament activity and posted Series activity. Export Tournament History CSV exports the tournament-history portion; it is not the complete multi-section preview. Use it to review participation and results for one person.

26.4 Tournament Results

Select a Completed Tournament. It shows final placements, player names, starting/final chips, and Series participation. It is ordered by finishing place, with name order resolving otherwise equal display positions. Preview, PDF, and CSV are available.

26.5 Top N Finishers

Choose Selected Tournament, Date Range, or All Tournaments. Enter Top Finishers Per Tournament; the form starts at 5. It must be a positive whole number. Only completed tournaments qualify. Date Range uses the event start date and includes both selected end dates.

Preview/PDF group finishing places by tournament. CSV includes the event identification and date along with place and player. Use a date range to summarize the leading finishers across several events.

26.6 Tournament Auction

Choose a tournament with roster data. It lists players, Auction Amount, and Paid, with auction totals. This report can cover setup/active events as well as completed ones when offered in the selector. It is not a full copy of the live bidder-management screen. Preview, PDF, and CSV are available.

26.7 Tournament Summary

Choose a completed tournament. Preview/PDF combine event information, summary metrics, and final standings. CSV exports the report's tabular

standings rather than reproducing the whole page layout. Timing information uses recorded matches; missing or invalid durations are not invented.

26.8 Match History

Choose a completed tournament. It lists completed matches with table, players, winner, loser, start/end, and duration in match order. Preview, PDF, and CSV are available. Use this for an event's detailed result trail.

26.9 All Series Summary

From Series Reports, open All Series Summary. It lists Series names/dates, status, posted and total event counts, participants, and leader/champion. Preview, PDF, and CSV are available, including an empty state if there are no Series yet.

26.10 Series Standings

Select a Series. It exports standings based on posted results: rank, player, events played, match points, bonus points, and total points. Preview, PDF, and CSV are available. Pending Review results are excluded.

26.11 Series Event Results

Select a Posted Series Event. It shows the recorded finish, player, matches, match points, bonus, and total for that posting. Preview, PDF, and CSV use that posted historical record, not a recalculation under today's rules.

26.12 Series Summary

Select a Series for its summary, event breakdown, and standings in the preview/PDF. Export Event Breakdown CSV downloads the event breakdown, not every section of the preview.

NOTE:

Some report downloads contain player names and event history. Share them appropriately. JSON exports and complete backups contain more personal information than the intentionally phone-free Player List report.

27. IMPORTING AND EXPORTING DATA

Import / Export appears on Home and Tournament Manager. Player/tournament exports and Import JSON require Pro. Export Complete Backup is available regardless of plan. A Tournament Pass does not unlock general data import.

27.1 Choose the right export

- Export Players: permanent player information and tournament directors.
- Export Tournaments: tournaments and their supporting roster, player, match, auction, and live table/queue information.
- Export Complete Backup: the broader local collection, including Series and posted Series results. Use this for full protection; see section 28.

These downloads are JSON files intended for Chip Tournament. CSV/PDF report exports are for reading or spreadsheets, not this import workflow.

Player-only and tournament-only exports are not complete Series backups. If preserving Series history or duplicate-merge history matters, use Export Complete Backup.

27.2 Import with a preview

1. Make a new complete backup of the current computer's data.
2. Finish live operations before importing; imports can affect event data.
3. Select Import JSON and choose a Chip Tournament export file.
4. Inspect Import Preview and its counts of players, tournaments, and possible duplicates. The preview alone does not apply the import.
5. Use Skip All Duplicates for the conservative default, or select Review Duplicates to decide individually.
6. For duplicate players, inspect Existing Candidates and choose Update Existing Player, Create New Player Anyway, or Skip This Row.
7. For duplicate tournaments, choose Skip or Overwrite as appropriate.
8. Select Import when the decisions are correct, or Cancel to stop.
9. Read the inserted/updated/skipped results and inspect the imported data.

An ambiguous match is a reason to review the candidate, not to assume that identical names mean the same person. Updating an existing player can change the saved contact information used elsewhere.

WARNING:

Overwrite can replace an existing tournament's related results and live state. Import is not automatically reversible. A backup is your protection; do not import over the event you are currently directing.

The current preview offers Skip All Duplicates and Review Duplicates. There is no need to look for an "Overwrite All" button merely because introductory text mentions overwriting duplicates.

27.3 Accounts do not own separate local libraries

Signing into another licensing account on this same computer/profile does not move, hide, or reset its local players and tournaments. Conversely, signing into the same account on another computer does not automatically bring that local tournament library with it. Use appropriate export/import files to transfer data and revalidate licensing separately.

28. COMPLETE BACKUP, RESTORE, AND DATA SAFETY

28.1 Create a backup

1. Open Home or Tournament Manager.
2. Select Export Complete Backup.

3. Save the downloaded JSON file somewhere you can find again.
4. Keep another copy outside the tournament computer, such as a separate drive or your chosen secure storage.

This export includes local players, directors, tournaments, roster/chip state, match history, auction data, live table/queue state, Series settings, Series events/results, merge history, and portable current-event settings.

It is not an account or billing backup. Do not expect it to transfer a paid subscription, device activation, pass entitlement, SMS credit balance, or pending message delivery. Sign in and refresh access separately on a replacement computer. Recheck Viewer sharing and SMS consent before use.

28.2 Restore through Import JSON

There is no separate Restore button. A complete backup is restored through the same Import JSON preview and decisions described in section 27.

Complete backup EXPORT is always available, but IMPORT/restore through the app requires Pro import access. Having a backup file or Tournament Pass alone does not unlock that control.

The import combines or updates records according to its decisions; it does not erase the entire local library first to make an exact mirror of the backup. Skip can leave newer local records untouched, and Overwrite can replace matched records. Unrelated local records can remain.

The duplicate preview focuses on players and tournaments, not a separate Series-by-Series merge. Complete imports create Series records, and an import can refuse to restore an event over existing Series history. Repeated imports can therefore fail or add extra Series rather than act as a harmless refresh. Keep the original backup and consult support if Series history conflicts; do not delete posted history to force an import.

1. Preserve a fresh backup of whatever is currently on the destination.
2. Ensure no live event is being operated there.
3. Sign in with access that permits Import JSON.
4. Select the complete backup and carefully review duplicate decisions.
5. Apply the import and inspect Players, Tournament History, Series, and any current setup/live state.
6. Confirm online access and sharing before resuming normal use.

If you need an exact earlier-state recovery after a serious mistake, ask support before experimenting with repeated overlapping imports. Do not assume importing an older file automatically undoes every later change.

28.3 Local storage and upgrades

Tournament data is saved separately from the application program, under the current operating-system user profile. Replacing the application for a normal upgrade should preserve that data. Different computer user profiles can have separate player lists and tournament histories.

Back up before upgrades, imports, merges, deleting history, or moving to

another computer. Retain dated copies rather than continually replacing one backup. Do not rely on uninstall/reinstall as a reset or recovery tool, and do not delete application data folders while troubleshooting.

Backups can contain phone numbers and other personal information. Keep them private and distinguish them from the public Viewer or a report.

29. USING CHIP TOURNAMENT WITHOUT INTERNET

Core tournament operation is local. During a running event you can continue recording losses, reading tables/queue, adjusting active players, undoing eligible results, and completing or canceling the event when remote services fail. Local data is not deleted by a Viewer or SMS outage.

Before going offline, sign in and select Validate / Refresh License. Check your access and any event pass while connected. A new installation needs online account/license setup; offline support is not an unlimited substitute for valid licensing.

While offline:

- Direct the event from Live Tournament and announce assignments in person.
- Viewer can show an older state or be unavailable. Use Resume Viewer after connectivity returns when that control is offered.
- SMS may be delayed, skipped, or fail. Do not wait for phones to operate the queue, and do not promise delivery of old assignments later.
- Account creation/sign-in, checkout, pass application, billing management, fresh balance/consent checks, and license reconciliation need internet.
- Existing local data and complete backup export remain useful. Other licensed screens still depend on available saved access.

The app can protect eligible features for an event already started under valid access. A protection notice describes this limited continuity; it does not authorize new events or every Pro feature after access expires. Do not sign out or switch accounts as your first response to an outage.

If starting a new setup is blocked because licensed features are unavailable, restore/refresh access. If you still have local-tournament entitlement, the app may direct you to disable Viewer or remove a Series assignment before starting. Do not cancel an active event merely to repair an online service.

Once internet returns, refresh the license, check SMS balance/status, and resume Viewer as needed. Verify the public page before telling spectators it is current again.

30. CLOSING AND REOPENING THE APPLICATION

Use Exit App from Home or Tournament Manager to stop Chip Tournament. Confirm the exit prompt, then close the browser tab if it stays open. The closing screen tells you when you can close the tab.

Closing a browser tab/window alone does not necessarily stop the local application. Conversely, after Exit App, refreshing an old tab cannot restart it; launch Chip Tournament again.

Exiting is not the same as Complete Tournament or Cancel Tournament. Saved live state remains local so you can return after relaunch using the resume/return-to-live link. Match clocks reflect elapsed time and are not paused by closing the application. Keep the computer awake during play.

Before finishing for the day, confirm results, post any intended Series results, download a backup, and allow online final updates to finish when possible. Exit App does not guarantee that a remote service accepted every pending notification or final Viewer update.

31. VERSION INFORMATION AND SUPPORT

Open About from Home. Its heading shows version and build, for example:

Version 2.0.0 (Build 1)

Support may ask for both because two builds of the same version can differ. Use the values on your installed copy; this guide is not limited to Build 1.

About also offers Create Support Bundle. It downloads recent diagnostic logs and system information for troubleshooting. It does not include your tournament database and is not a tournament backup.

When asking for help, include:

- Version and build, and whether you use macOS or Windows.
- The screen and action involved.
- The exact displayed message, if any.
- Whether local play still works and whether internet is available.
- The event/time involved and whether the action appears in Match History.
- A support bundle if requested.

Do not send passwords or payment details. Share a complete tournament backup only when needed for support and with awareness of its personal information.

32. TROUBLESHOOTING AND EVENT-DAY CHECKLIST

32.1 Viewer is not updating

Check the director computer's internet connection and Viewer card. If it shows a connection issue, select Resume Viewer when offered, wait, then Open Viewer. Continue locally during recovery. Confirm you shared the public event link rather than the computer's local application address.

32.2 A player did not receive a text

Verify the phone number, invitation result, and Opt-in state in Players. Pending means the invitation has not produced confirmed enrollment; ask the player to reply YES. Opted out requires the player to reply START. Refresh SMS Status, check credits and event access, and check internet. Keep using verbal table calls. Do not create a duplicate player or record the match again to trigger a text.

32.3 Credits exist but SMS is not enabled

Credits and permission are different. Basic can retain credits without sending access. Check for Pro or an applied pass on the correct event. Refresh the license after a purchase or plan change. A pass does not grant SMS for a different tournament.

32.4 A Pro feature is unavailable

Check Account Email, Current Plan, and Snapshot Expires, then Validate / Refresh License online. An unused pass does not unlock account-wide Pro features. Reports, Series, and Import JSON are not pass benefits. A snapshot expiry is not evidence that your paid annual subscription ended.

32.5 Late Add is unavailable

It needs the current active event, its first five minutes, and no completed match. The chosen player must be active and not already entered. Eligibility is checked when enrollment occurs, not when you begin typing. If a new player was saved but enrollment failed, keep that record for later instead of recreating it.

32.6 Add Table(s) is unavailable

You need an active event, rule capacity for another table, and two queued players per additional table. Physically opening a table does not override these requirements. The app may add fewer tables than requested.

32.7 The wrong player lost

Use Undo Last Match promptly if this is the latest recorded result and the control is available. Check reseating and announce the correction. Undo cannot retract already-delivered SMS and is unavailable for posted Series history. Do not compensate by recording another fictitious match.

32.8 Wrong or duplicate player record

Search by phone as well as name. In Quick Add, use the existing player when appropriate. Edit an incorrect record. For a real duplicate, back up and Preview Merge outside live play. Do not delete players with history.

32.9 Chips do not match the newly edited default

The tournament copied Default Chips when the player entered. Editing the

permanent default afterward does not update that event's stored chips. Before play, remove/re-add carefully and inspect Roster View. During play, use Player Admin's Current Chips and verify the saved value.

32.10 A saved action returned an error or the page stopped refreshing

Check tables, queue, and Match History before repeating the action. If the app says the action was not saved and to try again, wait briefly and retry. If it says it was saved but refresh failed, reload first. Repeated clicking can create an unintended additional result after the screen catches up.

32.11 Series standings are missing an event

Open the Series dashboard and check Pending Review versus Posted. Complete and review the event, verify participant checkboxes, then post if correct. Canceled events do not add posted points. Posted results cannot be reopened through a current user control; contact support for a posted-data problem.

32.12 Restoring a backup seems unavailable or incomplete

Use Import JSON with Pro access, not a PDF/CSV report. Complete backup export is available even when import is locked. Read duplicate decisions: Skip preserves existing records; Overwrite updates matching ones. Import is a merge/update operation, not a full erase-and-replace restore. Preserve both files and current data before seeking recovery help.

32.13 The browser is open but the app will not respond

If you used Exit App, launch Chip Tournament again. If you only closed the tab, the app may still be running; relaunching can reconnect you to it. Avoid operating the same event from multiple stale tabs. For a repeated startup problem, record the message and contact support.

32.14 Event-day checklist

Before entrants arrive:

- Confirm the correct computer/profile and account.
- Refresh license access online and verify any pass.
- Back up existing data.
- Verify player names, positive starting chips, and physical table capacity.
- Prepare Series and auction details if used.
- Invite only players who requested texts; allow time for YES replies.
- Verify credits, Viewer readiness, and the public link.

During play:

- Announce assignments and confirm losses by name/table.
- Check the local screen after each save.
- Correct mistakes promptly before later results or Series posting.
- Keep running locally if Viewer or SMS fails.

After play:

- Verify final standings and the winner.
- Review and post Series results only when correct.
- Export reports if needed and create a complete backup.

- Check final public updates where possible.
- Use Exit App to close the application.