

Judge Advisor Manual

Revision History	
Revision	Description
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Overview

Roles Covered: Judge Advisor

Job Description

The Judge Advisor trains, directs, and supervises Judges throughout the event. Judge Advisors oversee the judging processes and procedures to make sure they are in accordance with *FIRST* Tech Challenge judging guidelines.

Requirements	
Technical	Medium
Physical	Medium to High
Administrative	Medium to High
Communication	High
Pre-event Training	High

If a Judge Advisor has an affiliation with a team attending the event, they must disclose the affiliation to the Event Director, Judge Advisor Assistant (JAA), and Judges at the event. For more details, please refer to the [Managing Conflicts of Interest](#) section in this document.

Time Commitment

The Judge Advisor should expect to spend 10-12 hours at a full day event. Approximately 6-15 hours of pre-event training and planning is required.

Below is a breakdown of the time commitment for a Judge Advisor:

- About 8 hours of training before the event for the Judge Advisor role including encouraged participation in monthly *FIRST* Judge Advisor discussion calls.
- About 8 hours of planning for the event.
- About 2 hours training the Judging team.
- At least one full day for the event, about 12 hours.

Larger events could span multiple days. Be sure to check with your Volunteer Coordinator or Event Director for more information about the hours needed for the role.

Attire

- Comfortable closed-toe, closed-heel shoes, much of the day will involve moving between the pit area, arena, and the deliberation room.
- ANSI Z87.1 or regional equivalent certified safety glasses are required in team pits and competition areas.
- As one of the event leaders, comfortable professional wear is encouraged.
- Judges Advisors should not wear team affiliated clothing, jewelry, team colors, or team created branding at the event.
- If team swag or giveaways are present and a Judge accepts the gifts from one team, then the Judge must be willing to accept pins and other branding items from all teams. If the Judge wears one of the items from a team, they must wear all of the items handed out by the team.

Training and Certification

Read and complete all tasks listed in the [Pre-Event Training](#) section.

Any volunteer who applies to a role will be able to get into the Learning Management System (LMS) using the 'FIRST Training' button. Roles with the training required will appear in the 'roles missing certification' area.

If you have applied for a role but have not received access to the training, please email training@firstinspires.org. A separate confirmation of the role assignment will come later when you are assigned to a role. If you have not received a confirmation email, but believe you should have, please contact the Volunteer Coordinator using the Event Dashboard where you applied for the role.

Judge Advisors should speak to the Volunteer Coordinator or Event Director to find out what additional requirements, such as meetings before the event or run-throughs of the space before the event are required. The approximate training time is 3-4 hours.

Roles and Responsibilities

FIRST is fun for all. The most important role for a volunteer is to provide a safe, fun, and welcoming environment for all *FIRST* participants. When executing the duties of your role, always make decisions with the team experience in mind. Ask for help from event leadership if you feel your required duties conflict with the best team experience.

Judge Advisor Responsibilities

The Judge Advisor's responsibilities are closely aligned with the judging process.

From a team perspective, the Judge Advisor is responsible for ensuring that all *FIRST* Tech Challenge teams have a high-quality judging experience. Every team should feel like they were treated fairly and given the opportunity to show the Judges their accomplishments. The key to a high-quality experience is planning well for the event.

From a volunteer perspective, the primary role of a Judge Advisor is to facilitate Judge deliberations and decision-making after all the team interviews have been completed for the day. The Judge Advisor does not take part in the interviews and does not select teams for awards.

The following is a list of additional responsibilities assigned to the Judge Advisor:

- The Judge Advisor should not bring any outside knowledge of any team to the Judges, unless it occurred at the event, as this can influence their final decisions.
- Collaborates with the Judges to help guide them in selecting the teams that best fit the award criteria.
- Keeps the group of Judges moving forward with award decisions. The Judge Advisor ensures decisions are made on time, and that scripts are written when needed by the Event Director.

Other responsibilities may vary from region to region.

Prerequisites for Judge Advisors

- Must be at least 23 years old, and at least 3 years removed from participating as a student member of a *FIRST* Tech Challenge team.
- It is best if a Judge Advisor has some judging experience with one of the *FIRST* Programs.
- A person with strong facilitation skills and a thorough understanding of the judging and Judge Advisor role could be an excellent candidate for this role.

Reporting Structure

The Judge Advisor is a key volunteer at an event and reports to the Event Director.

The Judges and the Judge Advisor Assistant report to the Judge Advisor.

Modeling Gracious Professionalism

As a Judge Advisor, you serve in a visible role at an event. You will guide Judges in a process that will allow them to celebrate teams and listen to their stories, challenges, and accomplishments that took place throughout the season. Many students see judging interviews as a stressful time, publicly speaking to new people in an unfamiliar environment. Judges are there to put the team at ease by taking notes and asking questions that will allow teams to demonstrate how they have grown throughout the season. It is important for Judge Advisors to help Judges understand the impact that Judges can have on students through their interactions.

The only time that a Judge Advisor should be commenting about a team is during the deliberation processes.

While Judges can only recognize a limited number of teams at an event, Judge Advisors play a key role in ensuring that every team has the opportunity to share their story. They also ensure that all Judges are actively involved in the deliberation process and that every voice is heard in the judging room. You should make sure to keep a professional demeanor in working with the entire Judge crew. Judges are expected to maintain a light-hearted and friendly demeanor both in the interview room and around the pits, helping to ensure positive and respectful interactions with everyone they encounter.

The Judge Advisor must never disclose information that they learned about a team, discussions, or deliberations to anyone during or after an event.

Philosophy of Judging

Judged awards celebrate teams for their activities outside of the robot game, including their outreach activities, their robot design, and their creativity, while the robot competition (on-field) awards are earned by teams based on their ability to play the game. Please review [Section 6: Awards](#) of the Competition Manual to learn more about the award categories.

It is important that both Judges and students have a positive judging experience. The awards are a method *FIRST* uses to inspire and to recognize students for their achievements, help them celebrate their successes, and to cheer them on in their journey through the *FIRST* programs.

No interview is done, or decision is made, by a single Judge. A Judge must never interview a team by themselves; this is done using pairs or trios! Judges need to work well with others to make award decisions under strict deadlines, which can be tough! Judges look for teams who are a strong candidate for each award.

Before the Event

Judge Advisors should regularly check their email for any pre-event communications from the Event Director or Volunteer Coordinator, which may include details on the following items:

- Details about the event: venue-specific details (where to report), when to report, etc.
- Attending meetings or completing commitments not already outlined in this manual.
- Key reminders or clarifications on any items listed in the Pre-Event Training section.

This section outlines key tasks to complete before the event; however, Judge Advisors should consult the *FIRST* Tech Challenge [Judging Process Guide](#) for an expanded explanation of the items below.

Prior to an event, Judges Advisors should complete the following actions:

- Meet with the Event Director and perform the following:
 - Build or gather both a [Public Schedule](#) and Structured Interview schedule.
 - Confirm who is recruiting volunteers to serve as Judges and the JAA (if applicable). This may vary from region to region and in some cases is the Judge Advisor.
 - Obtain a list of Judges and their contact information from the Event Director or Volunteer Coordinator for the event as early as possible.
 - Determine the role that Judges will play in Opening and Award Ceremonies, the timeline for each event, and where they will be seated/standing.
 - Establish the deadline for submitting award decisions and scripts and identify who should be provided with these items and how they should be provided (on paper, added to scoring system, or some other way).
 - Determine if any additional pre-event training or meetings will take place with the Judges.
 - Confirm who is bringing printed judging materials, supplies for judging, and other equipment needed to complete the deliberations (i.e., TV, projector, computer, etc.).

- Confirm the location of the Structured Interview rooms and any venue-specific requirements around moving furniture.
- Communicate with the Judges in advance.
- Select 2 questions from the [Judging Question Bank](#) as a baseline for all interviews.
- Update the [Judge Advisor Presentation](#) to include your event's logistics (like schedule) and the questions that were selected for the Structured Interview.

Pre-Event Training

Judge Advisors must complete the required reading in this section and are required to pass a certification test prior to serving in this role.

Resources for training and certification:

Judge Advisor Pre-event Training List	
Requirement	Resource
Required	Welcome to FIRST
Required	The Judge Advisor Volunteer Manual (this document)
Required	The <i>FIRST</i> Tech Challenge Judging Process Guide
Required	The Competition Manual – specifically: • Section 6: Awards (A) • Section 8: Game Overview • Section 13: Tournament (T) (For Typical Playoff Timing) • Section 16: Glossary
Required	Team Updates - Combined Team Updates are posted weekly. These releases occur on Thursdays at 1 PM Eastern. Judge Advisors are required to read the team updates and encouraged to sign up for the Team Update notification emails to help stay up to date.
Required	Complete the <i>FIRST</i> Data Protection and Privacy Training
Required	Review the Judging Question Bank
Required	Review the Quick Start - Judging Document
Required	Review the Outreach Terms and Definitions
Required	Read and comply with the Volunteer Handbook
Required	Review and complete the Conflict of Interest Form as required
Required	Review the Judge Advisor Presentation
Required	Review the FTC Scoring Judge and Judge Advisor Guide

Judge Advisor Pre-event Training List	
Encouraged	Volunteer Q&A System - The Q&A serves as a space for these volunteers to ask questions and receive official answers from <i>FIRST</i> Staff and our Global Key volunteers about the Competition Manual and its expected implementation. To access the Q&A volunteers must have an active FIRST Dashboard account, have applied to volunteer in the specific role for the current season and have a signed consent and release form.
Encouraged	Complete Strategies for Inspiring Success for All modules
Encouraged	Attend the monthly Volunteer Calls
Encouraged	Review the Competition Manual – specifically: • Section 8: Game Overview Or watch the game animation video for a general understanding of the game.
Required	Complete the Judge Advisor Certification Test in the <i>FIRST</i> Learning System (For volunteers outside of North America without a <i>FIRST</i> Dashboard Account use the PDF to self-certify)

Event Day

This section outlines key details that take place during an event; however, Judge Advisors must consult the *FIRST* Tech Challenge [Judging Process Guide](#) for an expanded explanation of the items below.

The exact details surrounding your event may vary depending on the format of judging established by you and the Event Director. The formats for judging are traditional judging (in-person), virtual judging (online-only), or a hybrid judging format (partly virtual and partly in-person).

This section will focus on the traditional judging process, but best practices and other important details may apply to any of the judging formats.

Report Time

The Event Director or Volunteer Coordinator will confirm the time you should arrive typically via email the week before the event. In most cases, Judge Advisors should arrive at the earliest time volunteers are told to report.

When you arrive onsite check-in with the volunteer check-in table, or Volunteer Coordinator and Event Director.

Set-up

Before heading to your judging deliberation room, meet with the Event Director to confirm some key details noted below:

Day of Event Logistics
Review the event schedule for the day and note any changes from prior discussions.
Discuss queuing path and plan for Structured Interviews – this conversation should include the Lead Queuer.
Discuss the following – See Section 6: Awards (A) of the Competition Manual for more details: • Are there other event/region-specific awards being given out? • Are there teams who are not eligible for certain award considerations? ○ Opted out of judging ○ Outside of their own region ○ Previously won the Inspire Award at a Qualifying or League Tournament (if they are attending multiple Tournaments)
Learn if the event is awarding a Judge's Choice award
Confirm the timing for playoff matches, specifically when the award results and scripts are due in FTC Scoring.

After checking in with the Event Director, and confirming the details in the table above, report to your judging deliberation room to prepare for the event.

Next Responsibility

Once your Judges have arrived at the deliberation room, you will conduct a judging briefing using your version of the [Judge Advisor Presentation](#), which includes the expectations of the day. This presentation should be sufficient to help Judges understand the flow of judging, but Judge Advisors should be prepared to answer questions while presenting the slides.

The remainder of the process is explained in the *FIRST* Tech Challenge [Judging Process Guide](#).

Team Interaction and Support

When interacting with teams please always consider the team's perspective. The teams have put significant time and effort into preparing for this event and may be feeling very stressed about everything working out as they have planned. **Today is a very big deal for the team and we are here to help!**

While it is our job to help guide the teams to a successful event, it is their responsibility to follow the rules and be on time for scheduled activities. If exceptions must be made for teams, please work with the Event Director to coordinate them.

If you feel there is an issue with an individual or several individuals from a team that warrants specific intervention beyond just a kind reminder, please ensure the correct stakeholders for the team are aware. Here is a generally acceptable process when working with a student or team who you need to change their behavior:

The ABCs of Managing Team Behaviors	
Ask for an Adult	Do not directly reprimand a student one-on-one without an adult from their team present. Ask the student to bring an adult who is responsible for the team to meet you, before moving forward with any discussion about the concerns at hand.
Be aware of the Environment	Is the environment conducive for the feedback you are about to give? Is it loud in the area where you are? Are there other teams around that may hear the reprimand? Moving the conversation to a quieter, more private space as needed can be helpful.
(Offer a) Clear Explanation	Explain the concern to the team and offer clear examples of the behavior that is concerning.
Discuss any Questions	Offer the opportunity for students and adults to ask clarifying questions
Explain Next Steps	Outline with the students and adults what the next steps are if the issue is not corrected. Certain behaviors may include the risk of yellow cards

Note: the only person at an event who can give an official warning or issue a yellow/red card is the Head Referee. Please refer these more severe issues to the Head Referee and notify the Event Director or the Program Delivery Partner.

Be cautious about passing on any negative feedback about any teams directly to the Judges. It is not possible to know all the contributing factors around such a complaint or observation. Judge Advisors must follow the protocol listed in the [Team Interaction and Support](#) section of this document. If there are issues which are repeated or egregious follow the process for [Reporting Other Issues or Concerns](#) and inform the Event Director or the Program Delivery Partner. The Judge Advisor should seek feedback from the Event Director to determine if there is any relevant information to provide the Judges for their evaluation process.

Teams may only be disqualified from award consideration for very rare egregious actions and only with approval from FIRST HQ. The Event Director and/or JA should call the [on-call support](#) number to discuss the issue.

Managing Conflicts of Interest

Conflict of Interest – a conflict between the private interests and the official responsibilities of a person in a position of trust.

All listed volunteer roles will be asked to disclose any potential Conflicts of Interest, and to complete the [Conflict of Interest and Disclosure form](#). During the Judges meeting, Judges will be asked to declare conflicts of interest to the rest of the judging pool. Some scenarios of conflict of interests:

- A coach/mentor volunteers as a judge or a referee.
- A parent/relative of a team member volunteers as a judge or a referee.
- A recent alum (student or adult) of a team competing at the event volunteers as a judge or a referee.
- A sponsor of a team competing at the event volunteers as a judge or referee.

Having a Conflict of Interest, or even the perception of a Conflict of Interest can affect a team's experience, even if decisions that were made throughout the day were not biased in any way. The perception of potential favoritism is enough to discourage a team, coach, or mentor, and take away from their overall experience at an event. Knowing what a Conflict of Interest is, and how to avoid being in a position that could be a conflict will ensure all teams feel they have been evaluated fairly.

All volunteers at an event have a responsibility to act in the best interest of the event which means to treat all teams fairly and equitably.

Volunteers should use prior *FIRST* experience to help inform their decisions but should not use prior knowledge or perception of any team to inform their decisions either good or bad. Every team, at every event, deserves a fresh blank slate with all volunteers.

A volunteer who does not disclose their conflict of interest can compromise the integrity of *FIRST* Tech Challenge events. In judging, this could cause teams affiliated with the volunteer with a Conflict of Interest to be removed from consideration for awards.

Conflict of Interest, in some cases, can be quite easy to see. In other cases, it may be less obvious, and it may be difficult to decide what constitutes a true Conflict of Interest. In some cases, the bias may be apparent, while other times a Conflict of Interest may be perceived by a team or a coach. It is best to keep the following in mind when volunteering:

- Be open and forthcoming about any conflicts you may have with a team competing at the event.
- If there is a known Conflict of Interest, avoid making decisions about a team that would change the outcome of the day, such as speaking for or against a team in judge deliberations, or holding some teams to a different standard than others.
- Remove yourself from any situation that could be perceived as a Conflict of Interest.

Emergencies

The Program Delivery Partner, Event Director and the event site host organization are responsible for having safety and security plans in place for each event. Included in the plan should be topics such as:

- A map of all the emergency exits
- Knowledge of where on-site medical support is located
- Shelter in place plans in the case of severe weather
- Evacuation plans

Youth Protection Reporting

Issues that are non-medical but are of concern to a participant/participants should also be reported. Anything that happens during an event that made a youth volunteer, team member or spectator feel uncomfortable or threatened should be addressed.

As appropriate and if you feel safe doing to, speak directly with the offending party and try to quickly and calmly defuse the immediate issue. Call the Event Director and/or the Program Delivery Partner and inform them of the issue and seek assistance as needed with any immediate remediation of the issue.



www.firstinspires.org/report

Ensure all issues are reported in a timely manner using the [FIRST Reporting Portal](#). Youth Protection Concerns encompasses a wide variety of one-time or ongoing issues such as suspected abuse, bullying, harassment, discrimination, questionable behavior, or violation to the *FIRST* Code of Conduct.

Reporting Other Issues or Concerns

Feedback received from event participants about issues such as game play, rule changes, awards, and event management (other than medical/safety issues) are considered program related concerns and not youth protection issues and should be shared with *FIRST* via customerservice@firstinspires.org or by [contacting support](#).



help.firstinspires.org/s/contactsupport

Please note that match results and award results are final and we will not review match videos.

Safety

An important priority for all volunteers is to observe their event areas to help promote a safe and orderly space for all the participants. It is likely that various volunteers and event participants will bring concerns to your attention, but you should also be proactive in identifying areas of concern.

Prioritize working with the teams to help identify and correct potential safety issues in the area. Please review the section about [Team Interaction and Support](#).

Safety Glasses and Closed Toe Shoes

All volunteers, teams, coach/mentors, and spectators are required to have safety glasses and wear closed toe shoes while in the pit and competition areas. It is important to watch out for anyone entering these areas without proper Personal Protective Equipment (PPE) and to ask them to put on proper PPE before entering. Some events will have volunteers staffed at the pit entrance with spare safety glasses to pass out. Other events may not have spares to provide.

End of the Day

After all Judging is completed, the Judge Advisor (and any volunteers assigned to help) should ensure that the structured interview rooms are cleared and re-set per venue instructions and that the judging

deliberation room is cleared, supplies are collected, and any judging papers are collected and disposed of off-site.

The Judge Advisor should also check in with the Event Director before leaving to confirm that this has been done satisfactorily.

After the Event

The Judge Advisor should send a thank you to each Judge and ask for their feedback. The Judge Advisor should communicate Judges' feedback and their own feedback to the Event Director to help improve the event going forward.

Judge Advisors are also encouraged to join the monthly in-season volunteer Judge Advisor calls that *FIRST* hosts to provide feedback about the judging process.

Important Tools

Public Schedule

The Program Delivery Partner or the Event Director should publish the public schedule of events before the event. This schedule will have a high-level overview of all the activities for the event. It is important that everyone at the event does their best to stay true to the public schedule so that teams and volunteers who have planned their day around these times have a good experience.

Time	Agenda
7:15 am	Doors Open for Staff & Key Volunteers
7:30 am	Judges and Inspectors Report
8:00 am	Doors Open for Teams
8:30 am	Judging & Inspection Commences
10:15 am	Team Check-in Hard Deadline (Check the Competition Manual)
10:30 am	Match schedule is generated and distributed to teams. (Check the Competition Manual) <i>Note to Scorekeeper: 6 Matches total (Check the Competition Manual)</i>
10:40 am	Drivers' Meeting with Head Referee & Opening Ceremony
11:00 am	Qualification Matches 1 - 8 <i>Note to Scorekeeper: 7-minute cycle-time</i>
12:00 pm	Lunch
12:45 pm	Qualification Matches 9 - 45 <i>Note to Scorekeeper: 5-minute cycle-times</i>
3:50 pm	Qualification Matches Projected End
4:00 pm	Alliance Selection
4:20 pm	Double Elimination Rounds 1 - 4
5:10 pm	Award Ceremonies Start & Double Eliminations Round 5
6:20 pm	Projected End of Event
7:00 pm	Doors Close
<i>Occasionally things that happen out of the event's control may impact the schedule. In these cases, work closely with the Event Director to understand the updated agenda.</i>	

Figure 1: Example Schedule for a 30 Team Event

Registered Teams List

The Program Delivery Partner may provide a list of teams registered for the event, or the Scorekeeper can export a report of all the registered teams for the event. Sometimes this list may change the day of the event based on which teams show up. The Scorekeeper report will have the most accurate information about who is competing at an event. Notes that teams may be competing only in the judging portion of the event and not have a robot present.

Test Event Teams							
Number	Team Number	Name	Affiliation	City	State	Country	Rookie Year
1	1	Team Unlimited	PTC & FTC1 Team Unlimited 4-H Club	Sharon	MA	USA	2007
2	7	Tactical Sheep	TechBrick Education/DoD STEM&TechBrick Education	Aberdeen Proving Ground	MD	USA	2007
3	16	bigskyrobotics		missoula	MT	USA	2007
4	18	Techno Chix	Girl Scouts Heart of the Hudson	Port Chester	NY	USA	2007
5	22	100 Scholars	100 Black Men of Atlanta/Georgia Power/Johnson Research and Development/NCR/Lockheed Martin & 100 Black Men of Atlanta, Inc.	Atlanta	GA	USA	2007
6	25	Rock N' Roll Robots	Girl Scouts of Greater Los Angeles/NASA&Girl Scouts	Pasadena	CA	USA	2007
7	99990	Off-Season Demo Team	Off-Season Demo Team				1992
8	99991	Off-Season Demo Team	Off-Season Demo Team				1992
9	99992	Off-Season Demo Team	Off-Season Demo Team				1992
10	99993	Off-Season Demo Team	Off-Season Demo Team				1992
11	99994	Off-Season Demo Team	Off-Season Demo Team				1992
12	99995	Off-Season Demo Team	Off-Season Demo Team				1992
13	99996	Off-Season Demo Team	Off-Season Demo Team				1992

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Figure 2: Competing Team Report

Volunteer Roster

The Volunteer Coordinator or the Program Delivery Partner will have access to a list of applied and assigned volunteers for the event.

Event Layout/Map

The Program Delivery Partner and Event Director should publish a map of the venue before the event. In some cases, details on the map might not be available until the day of the event.

The Event Layout / Map should detail the following:

- Load-In Path
- Parking for Personal Vehicles and Busses
- Team Check-in
- Volunteer Check-in
- Competition Area
- Pit Area (May include the [Pit Map](#))
- Judging Room Locations (if applicable)
- Safety Details as available (Emergency Exits, AED, Shelter in Place Locations)

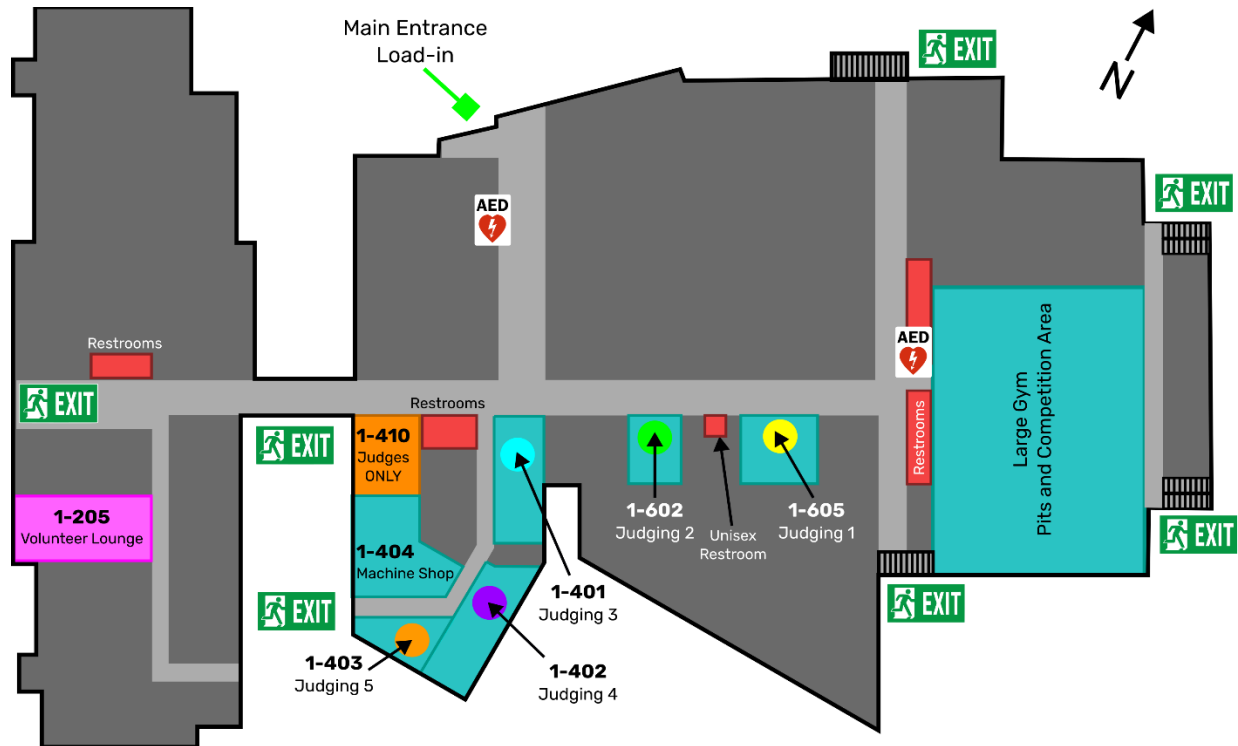


Figure 3: Example Event Map

Judging Schedule

	Panel 1 Room 1605	Panel 2 Room 1602	Panel 3 Room 1401	Panel 4 Room 1402	Panel 5 Room 1403
08:30 AM –	22077 Marcus Minions	8204 Blue Machine	—	27534 RoboChargers - Yellow	25783 Tech Titans
08:50 AM –	13542 RoboChargers - Blue	21171 ITKAN Robotics - M12	27532 RoboChargers - Orange	23344 Technical Turbulence	27536 RoboChargers - Gold
09:10 AM –	26300 Anomaly	27533 RoboChargers - Purple	20482 Wylie E. Robote	12430 Dub East	26693 Triad Robotics
09:30 AM –	23434 Cristo Rey Dallas Robotics	7172 Technical Difficulties	18871 RoboChargers - Green	18227 Area 52	19991 Chuckieheads
09:50 AM –	26542 Apex Genesis	13537 RoboChargers - Red	19564 ITKAN Robotics - MAS	19990 Marcus de-TECH-tives	13552 RoboChargers - Pink
10:10 AM –	27531 RoboChargers - Cyan	24563 Flower Mound Firewall	26722 Tech Support	27535 RoboChargers - Silver	20483 Wall East

Figure 4: Example Judging Schedule

Match Schedule

The match list will be generated on the day of the event after the teams have been confirmed. This schedule will list which teams will play in which alliance (Red or Blue) and it will also list a match start time. Some events will have more than one competition field. Some events will have more than one division, in which case each division will have its own schedule.

Sample Event Schedule

Total Number of Teams Competing: Teams:11

Total Matches per Team: Matches Per Team:5

ALLIANCE Red or Blue

Total Number of MATCHES: Matches:14

Start	Match	Field	Red 1	Red 2	Blue 1	Blue 2
8:00 AM	Qualification 9	1	12758	11536	12494	11282
8:07 AM	Qualification 10	2	12329	12622	8089	12789*
8:14 AM	Qualification 11	1	7135	7078	11780	12758

Planned MATCH Start Time

MATCH Type

Field Assignment

SURROGATE MATCH Indicator

Figure 5: Example Match Schedule

Pit Map

Pit maps are typically provided by either the Event Director or by the Scorekeeper. Having a map of where each team is in the pit is key, as teams, parents or Queuers might need to find. Below are two sample pit maps. Pit Maps created in FTC Scoring will appear on the [FTC-Events](#) page.

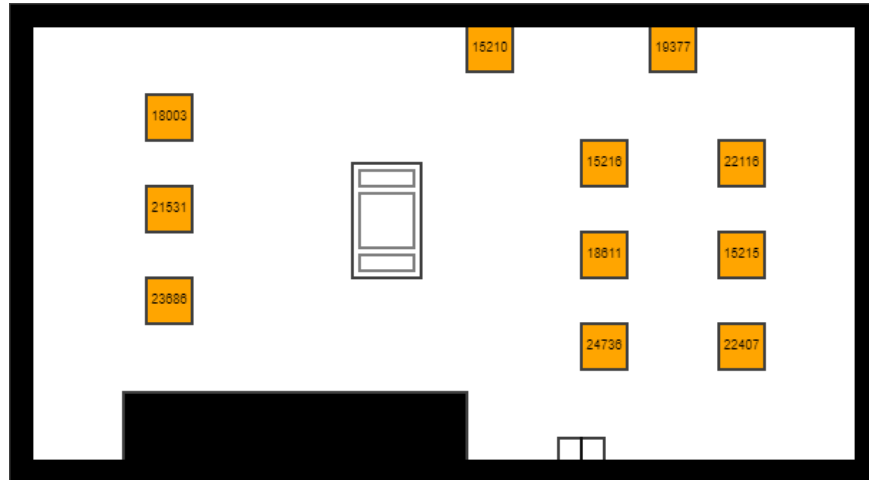


Figure 6: Example Pit Map for a small 12-team Qualifier Event

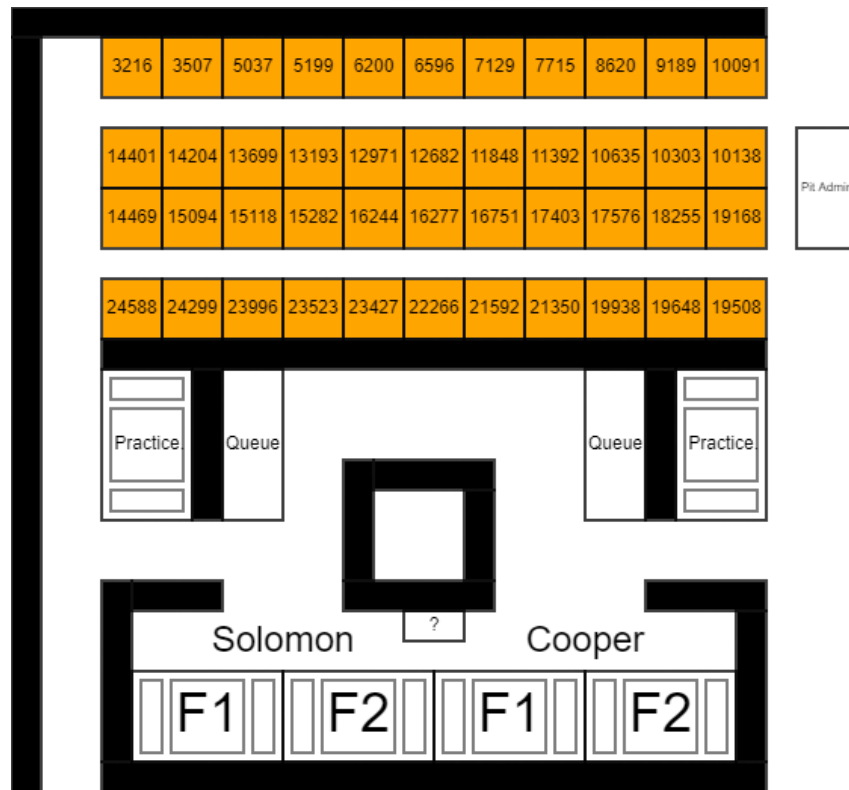


Figure 7: Example Pit Map for a Typical Regional Championship Event

Useful Links and Information

On-Call Support Numbers

On-Call Support

These numbers are for volunteer support only. Teams should not use these numbers to call about rulings or technical assistance.

Administrative, Judge, Referee and Non-Technical Issues: (603)206-2412

Scoring System (FTC Live) or other Technical Issues: (603)206-2450
Call or use the **built-in chat feature on FTC Live** available for events with internet access

Pre-Event Support



Mon – Fri 8:30am – 5:00pm Eastern Time (UTC-4 or UTC-5)

[Contact Support](#) including live chat or email customerservice@firstinspires.org

Program Resources



[FIRST Tech Challenge Website](#)



[Event Search](#)



[Game and Season Resources](#)



[FIRST Tech Challenge Blog](#)



[Volunteer Resources](#)



[Team Email Blasts](#)

Feedback

We strive to create support materials that are the best they can be. If you have feedback about this manual, please email customerservice@firstinspires.org or by [contacting support](#). Thank you!