Field Supervisor Manual

Revision History	
Revision	**Description**
V25-26.1	Initial 2025-26 Season Release

Overview

Job Description

Field Supervisors help supervise the setup and maintenance of the fields throughout the event with the FIRST Technical Advisor (FTA). They work closely with the FTA and other event staff to ensure matches stay on time, the field is maintained, and safety is upheld. Field Supervisors lead Field Reset volunteers, help manage match transitions, and often support both setup and teardown of the field.

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

Time Commitment

A Field Supervisor should expect to spend 10-12 hours at a full day event and 5-6 hours at a league meet. Approximately 6-10 hours of pre-event training and planning is required.

Attire

- Comfortable closed-toe, closed-heel shoes, much of the day will involve standing and walking.
- 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.

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. For more help, you can read more about how to access your training.

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.

Field Supervisors should speak to the FIRST Technical Advisor to learn about additional requirements, such as meetings before the event or run-throughs of the space before the event.

All Volunteers are expected to read and comply with the Volunteer Handbook.

Roles and Responsibilities

> *FIRST* **is fun for all.** The most important role of a volunteer is to provide a safe, fun and welcoming environment to 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.

Core Responsibilities

The Field Supervisor assists the FTA with managing the arena. In particular:

- Together with the FTA, ensure *FIRST* Tech Challenge events **provide an exceptional team experience** where participants feel safe and supported.
- Assist the FTA by **supervising the assembly, disassembly, and maintenance** of competition and practice fields according to standards set by *FIRST*.
- Assist the FTA in providing **leadership over all field operations** and volunteers, including match queuing and field reset.
- Observe and **adjust the pace of match play** to align with the event schedule.
- Guide all event staff, volunteers, and participants in the arena towards **safe locations and behavior** that does not interrupt field operations.
- **Mediate and de-escalate conflicts** that may arise between participants, volunteers, and staff.
- Serve as a model for Gracious Professionalism®.

Core Skills

Anyone with good communication and organizational skills can serve as a Field Supervisor. However, highly successful Field Supervisors develop the following skills:

- **Empathetic and clear communication** with volunteers and participants of all ages.
- **Leadership and decision-making skills** to lead volunteers and teams, as needed.
- **Well-paced energy** throughout the day as they do a lot of walking around the arena, conversing with teams and volunteers, and helping with event load-in and load-out.
- **Cheerleading** of teams and fellow volunteers.

## Prerequisites for Field Supervisor

To serve as a Field Supervisor:

- Minimum age: 18 years old (must be post-high school or equivalent)
  - Exceptions may be granted by event Volunteer Coordinators after review and approval by the local Program Delivery Partner
- Either *FIRST* or related field experience preferred.

Reporting Structure

Field Supervisors report to the FTA (for single-division events) or a Division FTA (for multi-division events). They assist the FTA in leading Field Reset volunteers and supervise the Lead Queuer.

In practice, the Field Supervisor will:

- Assist the FTA with as-needed tasks.
- Empower Field Reset volunteers and the Lead Queuer to support the efficient flow of matches by observing and adjusting processes within guidelines set by *FIRST*.
- Support all field staff with managing stress, maintaining safety, and staying hydrated.
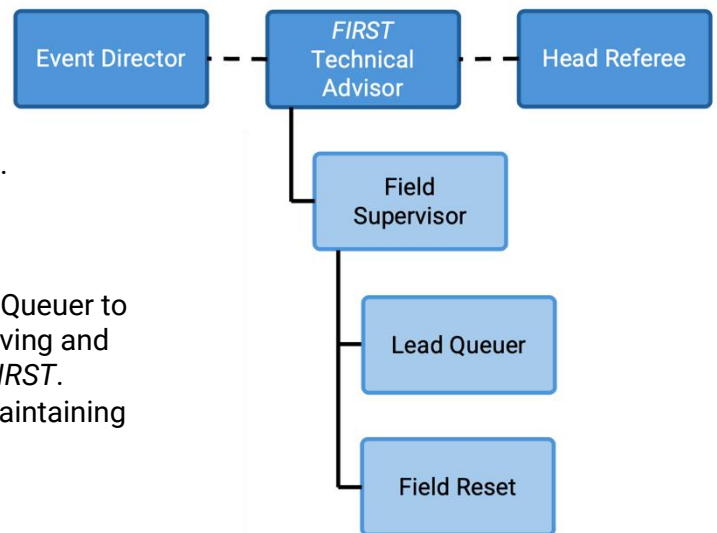
Before the Event

FIRST Tech Challenge competitions squeeze a lot of activity typically into a single day. One of the keys to running a smooth and successful event is for teams and volunteers to show up prepared. Teams spend countless hours preparing for competition day, and we ask our volunteers to prepare too. It is important that prior to the event, the Field Supervisor reviews the `Pre-Event Training` resources listed in the checklist below.

Pre-Event Training

Field Supervisors 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:

Field Supervisor Pre-Event Training List	
Requirement	**Resource**
Required	Welcome to FIRST
Required	Field Supervisor Manual (this document)
Required	Competition Manual, specifically: • Section 8 — Game Overview • Section 9 — ARENA • Section 10 — Game Details • Section 13 – Tournament • Section 14 — League Play Tournaments (if applicable)
Required	Field Operations Guide, which contains training and advice for managing the fields and related volunteers
Required	Event Field Setup Guide, for event-day setup instructions

Field Supervisor Pre-Event Training List	
Required	Field Reset Guide
Encouraged	Competition Manual, specifically: • Section 5 — Event Rules • Section 11 — Game Rules
Encouraged	Event Management System Guide
Encouraged	Complete Strategies for Inspiring Success for All modules.
Informational	Initial Field Element Assembly Guide, with instructions for initial field construction that may help with field repair
Informational	Watch the game animation video for an overview of the game
Required	Complete the Field Supervisor Certification Test in the *FIRST* Learning System (For volunteers outside of North America without a *FIRST* Dashboard Account use the PDF to self-certify)

Pre-Event Preparation Work

Prior to every event, the Field Supervisor should check in with the FTA regarding event planning and setup. Familiarity with overall event layout and arena diagrams will help expedite the setup process.

Event Setup

Competition setup generally occurs on the day before the event. Setting up the arena, testing the wireless environment, and testing the FTC-Live scoring system normally takes 2–3 hours for single-field events, 3–4 hours for a two-field event, and anywhere from half to a full day for larger events. See the Field Operations Guide for more information about set up of the arena. Seasonal instructions for setting up the field can be found in the Event Field Setup Guide.

The Field Supervisor is responsible for setting up the arena as described in diagrams provided by the FTA and Event Director. This includes:

- Competition field(s)
- Practice field(s)
- Scorekeeper's table
- Queuing tables
- Crowd control stations (if applicable)
- Oversee the installation of the sound, video, and lighting systems

At some events where the Technical Director role is staffed, scoring-related setup may be led by that individual. The Field Supervisor will work with the FTA and a team of volunteers to set up and test the competition field(s) and the practice field(s).

Initial Field Assembly

The Field Supervisor should check with the FTA regarding initial field construction. In general, this process should begin before the first event of the season. Verification of newly constructed fields should occur one week or more prior to an event. This guards against cases where field components are damaged or missing. See the Field Consistency and Field Tolerance sections of the Field Operations Guide for more information.

Required Event Day Equipment and Document List

- ANSI Z87.1 or regional equivalent certified safety glasses are required.
- Closed-toe, closed-heel shoes that will not damage the playing field are required.
- Hardcopy or electronic copy of the Field Supervisor Manual (this document)
- Hardcopy or electronic copy of the Field Operations Guide

The Field Supervisor should coordinate with the FTA to ensure the following items are available with the help of the Event Director or local Program Delivery Partner:

☐ Flashlight	☐ Pliers	☐ Cordless drill
☐ Tape measure	☐ Diagonal cutting pliers	☐ All-purpose drill bit set
☐ Multi-meter	☐ Utility knife	☐ Safety glasses or side shields
☐ Hex key set (English)	☐ Gaffer's tape	☐ Rubber bands
☐ Adjustable wrench	☐ Duct tape	☐ Scissors
☐ Phillips screwdriver	☐ Cable ties (zip ties) – various sizes	☐ 5/32 hex drill bit
☐ Slotted screwdriver	☐ Assortment of fasteners	☐ Phillips and slotted drill bits

Field Supervisor Topics for Emphasis

The following are important topics the Field Supervisor needs to be aware of prior to event day.

Practice Matches

Practice matches (defined in Section 13.5 of the Competition Manual) are an optional part of an event. The FTA should work with the Event Director to determine whether and when to schedule practice matches. More information is available in the Practice Matches sections of the Tournament Guide, FTC-Live Setup Guide, and Field Operations Guide.

Unified Inspection

For the 2025–2026 season, processes previously known as *Robot Inspection* and *Field Inspection* have been combined into a single, unified inspection process. Events are encouraged to use practice matches as a way for teams to validate on-field operation and practice the match flow.

Robot Sensor Calibration

Events may specify a window of time for teams to calibrate their robot's sensors on the competition field(s) under competition lighting conditions. The FTA should work with the Event Director to determine whether and when to schedule this opportunity. See the Sensor Calibration section of the Field Operations Guide for more information about sensor calibration.

OpMode Initialization

Teams participating in a match are required to initialize an OpMode (even if it is their TeleOp program) as part of their pre-match setup. Teams with version 11.0 or above of the FTC Driver Station app have an enhanced indicator of match readiness under certain conditions. See Section 11 – Game Rules of the Competition Manual and the Pre-Match Setup section of the Field Operations Guide.

Event Day

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 the Field Supervisor should arrive immediately when the doors open and volunteer check-in begins. When you arrive onsite, check-in with the Volunteer Coordinator and FTA.

Set-up

After checking in, the Field Supervisor should head directly to the arena. In collaboration with the FTA, the Field Supervisor should perform a final check to ensure the arena is ready for volunteers and teams:

- Check for any safety hazards (make sure cables are taped down, queuing pathways are clear)
- Check the fields to make sure:
    - Field elements are set up correctly and to the proper specs
    - Field tape lines are correctly placed and not peeling
    - The field(s) are set up to start the first match of the day

Event Day for the Field Supervisor

The following is an overview of the Field Supervisor's focus on event day:

- Check in with the FTA regularly and advise them on important decisions.
- Oversee practice matches and robot sensor calibration as described in the Practice Matches and Sensor Calibration sections of the Field Operations Guide.
- Attend opening ceremonies and be prepared to start the first match immediately afterwards.
- Lead field operations and related volunteers during qualification matches and playoff rounds as described in the Field Operations Guide. This includes:
    - Overseeing queuing and field reset processes,
    - Remaining schedule-aware (see `Schedule Mindset`), and
    - Acting as a delegate for the FTA when necessary.
- Write down observations about successes and issues faced during the event and share these with the FTA to include in post-event reports.

Providing a safe and exceptional team experience is the highest priority, and an efficient flow of matches is one measure of this experience.

Schedule Mindset

A valued measure of event quality is starting and finishing on time. Field Supervisors are well-positioned to ensure a smooth and successful event. For a deeper discussion of this topic and strategies the Field Supervisor can use for success, see the Schedule Mindset section of the Field Operations Guide.

Volunteer Interaction

As a volunteer leader, the Field Supervisor interacts and collaborates with many volunteers on event day. The following is an outline of key volunteer relationships the Field Supervisor should maintain.

FTA

Field operations represent a portion of the FTA's responsibilities on event day, and the Field Supervisor is critical in sharing the leadership of field operations and related volunteers. Field Supervisors should feel empowered to manage the flow of matches and maintain the fields.

By observing the workload and level of stress of the FTA, the Field Supervisor can strike a balance between collaborating with the FTA on non-urgent issues or managing them without the FTA's input. In either case, the Field Supervisor should record information about their experience so that the FTA can effectively track long-term issues and make post-event reports.

Head Referee

FIRST strongly recommends that FTAs and Head Referees follow the **FTA & Head Referee Workflow** outlined in the [Field Operations Guide](). As a delegate of the FTA, the Field Supervisor may step into this workflow throughout the day.

Occasionally the Field Supervisor may have feedback or requests for the Head Referee in the pursuit of efficient match flow. It is recommended that the Field Supervisor discuss this with the FTA rather than approaching the Head Referee directly. Similarly, if the Head Referee has feedback or requests of the Field Supervisor, it is recommended that the Field Supervisor involve the FTA in the discussion.

Emcees and Game Announcers

Occasionally the Field Supervisor may have feedback or requests of Emcees or Game Announcers in the pursuit of efficient match flow. Keeping open and collaborative communication with these volunteers throughout the day is a good strategy for success. While these volunteers may not always be able to accommodate the Field Supervisor's feedback and requests within the guidelines of their role, the Field Supervisor should keep them apprised of how well matches adhere to the published schedule. In case of disagreement, involve the FTA early in the discussion.

End of the Day

Once the event has concluded, the Field Supervisor should assist the FTA with leading the teardown of the arena. This can be a chaotic period, and having a plan for teardown and load-out is important.

Complete a final check-in with the FTA to share notes on successes and issues faced during the event. At the end of the day, walk away from the event knowing you have done your absolute best to be an exemplary role model and provide an exceptional event experience.

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 judging and matches.

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 consult with the FTA.

> **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 more severe issues to the Head Referee and notify the Program Delivery Partner.

Be cautious about passing on any negative feedback about any teams directly to the Judges or Judge Advisor (JA), because it is not possible to know all the contributing factors around such a complaint or observation. If there are issues which are repeated or egregious follow the process for `Reporting Other Issues or Concerns` and inform the Program Delivery Partner. The Judge Advisor may seek feedback from the Event Director to determine if there is any relevant information to provide the Judges for their evaluation process.

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

Teams should have their own safety plans before attending the event. Here are some team-focused recommendations for Preparing to Safely Attend a *FIRST* Event.

Lost Children

FIRST Tech Challenge events can be very hectic, and it can be easy for a child to get lost amongst the shuffle of a busy event. Ensure you have a plan prior to the event in the instance of a lost child.

In some cases, the team roster will list Coach phone numbers which can be used to reunite team members, in some regions they collect "Day-of" cell phone numbers from each team at check in. Coordinate your plan with your Program Delivery Partner.

Code Adam Guidelines (www.missingkids.com/CodeAdam) are also a great resource.

Medical Incident Reporting

Event volunteers are not responsible for diagnosing student injuries, handing out medication, or first aid equipment. You and other event volunteers should refer medical issues and emergencies to a medical professional on site, such as an EMT. If an incident or illness occurs at an event, the Event Director, Pit Administrator, or another trained delegate should do the following:

- Call 911 if there is any question whether the injured person/persons require urgent medical attention.
- Respond to the scene immediately. Bring a clipboard, pen, or electronic device to complete the incident report on the *FIRST Reporting Portal*.
- Complete the incident report for the injured party.

www.firstinspires.org/report

The Event Director or Pit Administration volunteers are responsible for completing incident reports.

Although most incidents will not result in a claim, it is better to act on the side of caution and report them. Should an incident result in a claim after the event, the documents will be on file, complete with witnesses and a written report.

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 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 that 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's 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 for the best ways to work with teams on making changes.

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.

Pit Spaces

Specific rules governing what teams can have and do in their pit space are covered in the game manual, but the Event Directors may add additional restrictions which must be published before the event based on limitations set by the venue.

Common areas where teams need help to stay safe and within the rules:

- No open flames or sparks
- Power tools are generally permitted as long as they are not causing damage to the venue
- Aisles, walkways, and doors should be clear of obstructions
- Teams may set-up practice spaces as long as they are fully within their designated space
- No structure may be taller than 10'

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) *Note to Scorekeeper: 6 Matches total* (Check the Competition Manual)
10:40 am	Drivers' Meeting with Head Referee & Opening Ceremony
11:00 am	Qualification Matches 1 - 8 *Note to Scorekeeper: 7-minute cycle-time*
12:00 pm	Lunch
12:45 pm	Qualification Matches 9 - 45 *Note to Scorekeeper: 5-minute cycle-times*
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
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.	

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)
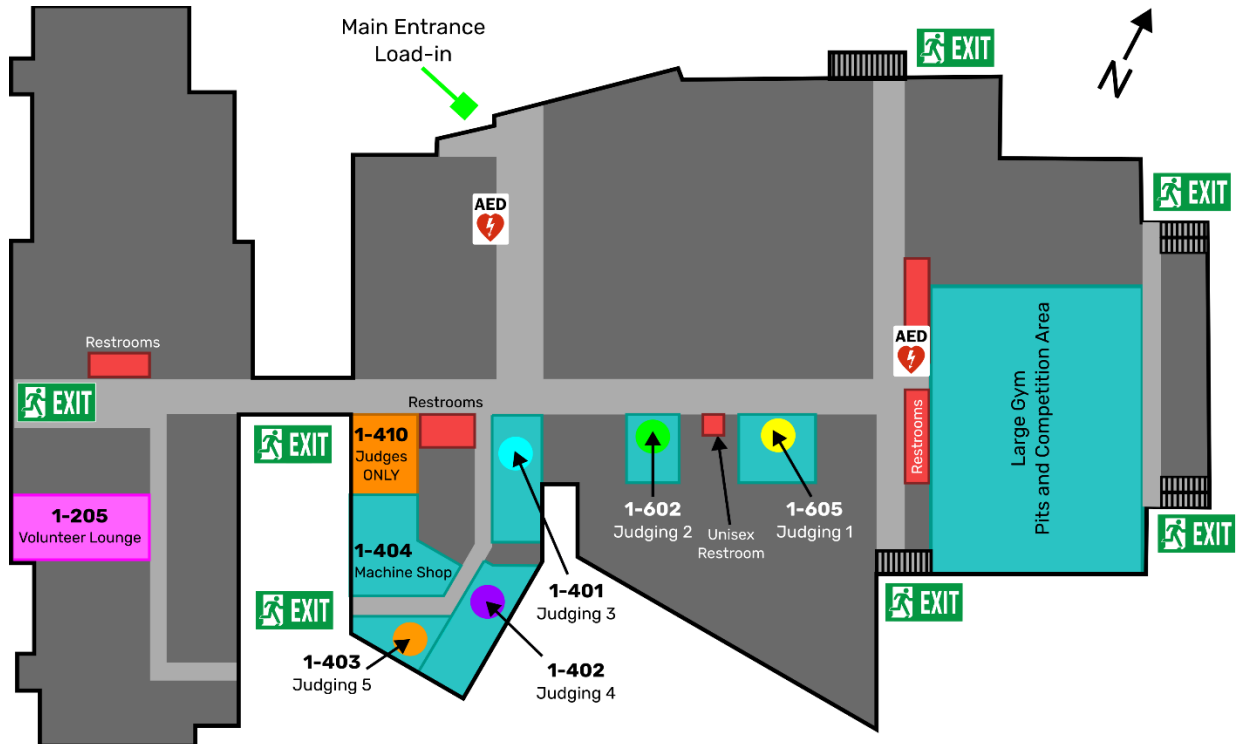- Safety Details as available (Emergency Exits, AED, Shelter in Place Locations)

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 Chuckleheads
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 see Figure 5. 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.

Total Number of Teams Competing   Total Matches per Team   ALLIANCE Red or Blue   Total Number of MATCHES

Sample Event Schedule

Teams:11   Matches Per Team:5   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 in Figure 6 and Figure 7. Pit Maps created in FTC Scoring will appear on the FTC-Events page.
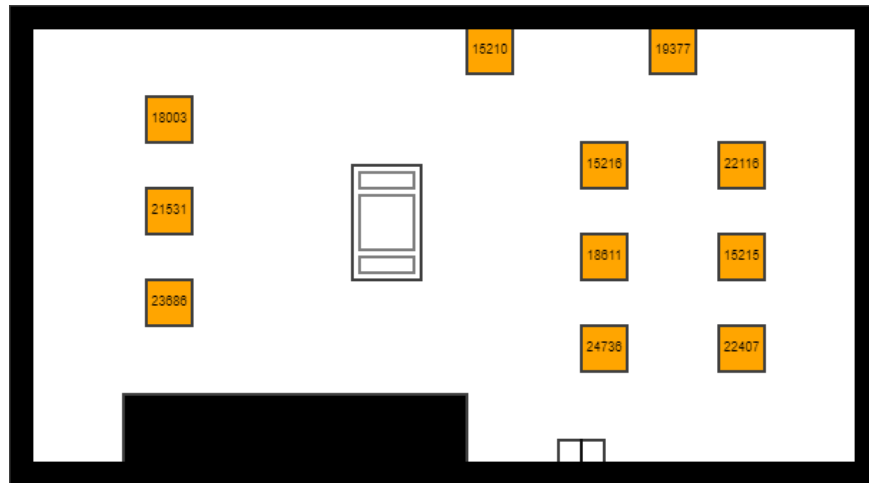

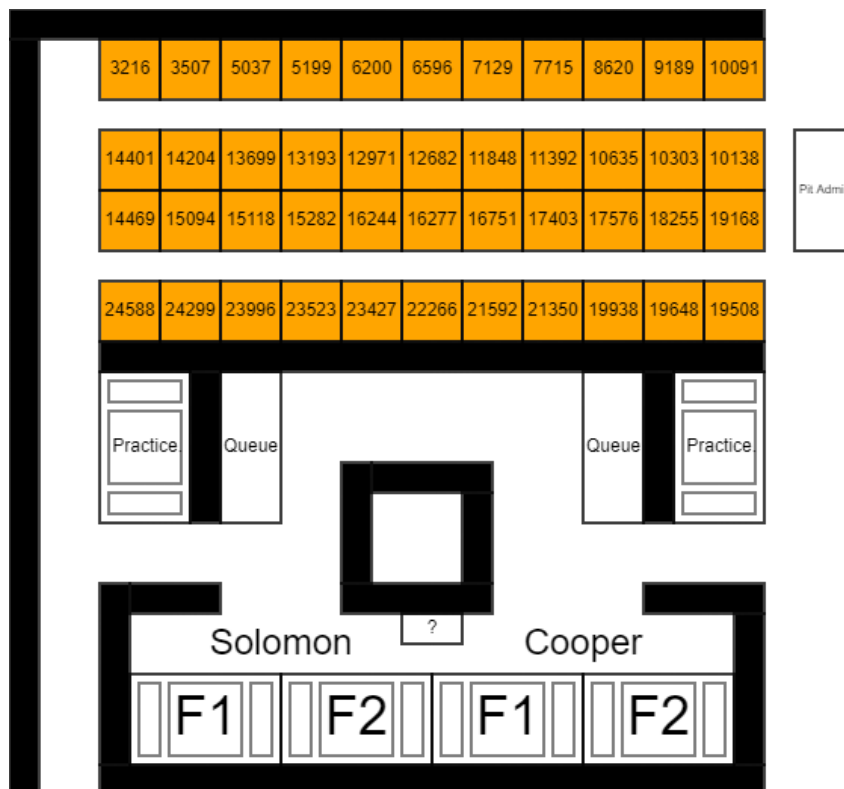*Figure 6: Example Pit Map for a small12-team Qualifier Event*

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!