

Scorekeeper Manual

Revision History	
Revision	Description
V26-27.1	Initial 2026-27 Season Release

Overview	2
Job Description.....	2
Minimum Age Requirement	2
Time Commitment	2
Attire	2
Training and Certification	2
Roles and Responsibilities	3
Core Responsibilities.....	3
Prerequisites for a Scorekeeper	3
Reporting Structure	3
Before the Event	4
Scorekeeper	4
Pre-Event Training	4
Event Day	5
Report Time	5
During the Event	5
Volunteer Interaction.....	6
End of the Day.....	6
Team Interaction and Support.....	6
Conflict of Interest.....	7
Emergencies	8
Safety	10
Important Tools	11
Public Schedule	11
Registered Teams List	11
Volunteer Roster	12
Event Layout/Map	12
Judging Schedule.....	13
Match Schedule.....	13
Pit Map.....	14
Useful Links and Information	16
On-Call Support Numbers	16
Pre-Event Support.....	16
Program Resources.....	16
Feedback.....	16

Overview

Roles Covered: [Scorekeeper](#)

Job Description

The Scorekeeper helps the flow of the event, provides information and match scores to the teams and to the audience through the audience displays.

The FTA or the Technical Director (if staffed) is the person responsible for making sure the scoring system is set up correctly (including displays and user tablets for other volunteers) and that match scores are entered accurately. This volunteer should work closely with the [FIRST Technical Advisor](#) (FTA), [Technical Director](#) (TD) (if staffed), and [Head Referee](#). Additional Scorekeepers may be needed for events with more than one field.

Minimum Age Requirement: 21 years of age or older.

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

Time Commitment

Scorekeeper should expect to spend 10-12 hours at a full day event and 5-6 hours at a League Meet. Approximately 3-4 hours of pre-event training and planning is required.

Attire

- Comfortable closed-toe, closed-heel shoes, are required in the competition area
- Much of the day will involve sitting. Consider a light jacket if you get chilled easily.
- ANSI Z87.1 or regional equivalent certified safety glasses are required in team pits and competition areas.

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 on the FIRST Dashboard. 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 customerservice@firstinspires.org. A separate confirmation of the role assignment will come later.

All volunteers are expected to read and comply with the [Volunteer Handbook](#).

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.

Core Responsibilities

The Scorekeeper role is responsible for the use of features within the event management software, FTC Live.

The Scorekeeper is responsible for:

- Smooth flow of match play and keeping the pace of the event.
- Print scripts and reports from the scoring system, as needed.
- Manage scoring system displays.
- Manage volunteer user tablets.
- Post match scores to audience displays.
- Make sure awards have been entered in FTC Live prior to publishing the event.
- Publish the event data.

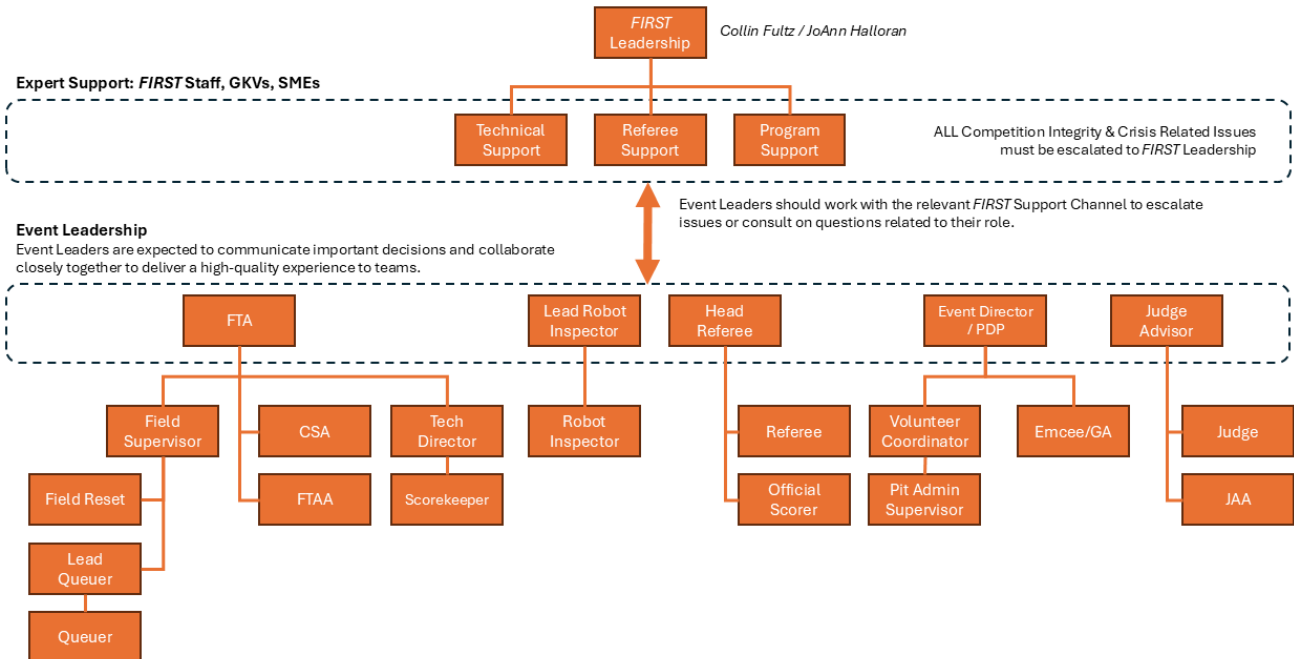
Prerequisites for a Scorekeeper

Prior experience as a Scorekeeper is encouraged. *FIRST* experience is encouraged. *FIRST* training course completion is required.

Reporting Structure

The Scorekeeper reports to the [Technical Director](#) when that role is filled for an event. If that role is not filled for an event then report to the FTA and make sure to discuss the event schedule with the Event Director.

FTC 2026-2027 Decision Authority Matrix



Before the Event

Scorekeeper

Meet with the Technical Director (if staffed) or FTA to go over the event day plan. The Event Director/FTA/Technical Director may also want to meet with the Scorekeepers for larger events to go over set up, event schedules and timing.

Pre-Event Training

Scorekeeper 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:

Scorekeeper Pre-event Training List	
Requirement	Resource
Required	Welcome to FIRST
Required	The Volunteer Manual - Scorekeeper (this document)
Required	FTC-Live Setup Manual

Scorekeeper Pre-event Training List	
Required	The Competition Manual – specifically: • Section 3: Competition Eligibility and Inspection (I) • Section 8: Game Overview • Section 9: ARENA • Section 13: Tournament (T) • Section 14: League Play Tournaments (L) (if applicable)
Required	Watch the game animation video for a general understanding of the game.
Encouraged	Field Operations Guide gives an overview of field staff operations and FTC-Live.
Encouraged	Pit Map Builder lives in FTC Scoring and FTC Live and you help may be requested by the event team to build the pit map for the event.
Encouraged	FTC Scoring Judge and Judges Advisor Guide so you can assist the JA with entering awards
Encouraged	Complete Strategies for Inspiring Success for All modules .
Encouraged	Attend the Scorekeeper/Scoring System Volunteer Calls
Required	Complete the Scorekeeper Certification Test in the <i>FIRST</i> Learning System; click on “ FIRST Training ” in the left navigation “ Quick Links ” section to access this training. (For volunteers outside of North America without a <i>FIRST</i> Dashboard Account use the PDF to self-certify)

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 arriving as soon as the event opens will be required.

When you arrive onsite check-in with the Volunteer Coordinator and report to the FTA or Technical Director (if staffed).

During the Event

The Scorekeeper controls the Match Control page and all its options (example: Video Switch and Alliance Selection) during the event. The duties, workflow, and how to use the system during the event are explained in the [FTC-Live Setup Guide](#).

The most important duties during the event are:

- Print scripts and reports from the scoring system, as needed.
- Verify teams participating and add/edit team profiles per the Event Director prior to running the match software.
- Create the match schedule.
- Manage scoring system displays.
- Manage volunteer user tablets.

- Manage the flow of scoring with the Head Referee and Referees with tablets.
- Post match scores to audience displays.
- Manage flow of alliance selection and display the process on the audience display.
- Create the playoff schedule.
- Present the playoff bracket to the audience as the alliances complete matches.
- Make sure awards have been entered in FTC-Live prior to publishing the event.
- Publish the event data.

Volunteer Interaction

The Scorekeeper interacts and collaborates with many volunteers on event day. The following is an outline of volunteer relationships the Scorekeeper should maintain.

FTA / Technical Director

The FTA (or Technical Director, if staffed) may oversee setting up the FTC Live network and hardware for the event. At the event the FTA may request match data to work with the Head Referee and Field Supervisor. At smaller events, the FTA will be tasked with fulfilling the role of the Field Supervisor.

Field Supervisor

During the event the Scorekeeper needs to communicate to the Field Supervisor about how well the match cycle times adhere to the published schedule. The FTA and/or Field Supervisor may request an adjustment to the cycle times or match schedule.

Head Referee and Referees/Official Scorers

Manage the flow of scoring with the Head Referee, Referees, and Official Scorers with tablets. The Head Referee needs to determine how to cue the next match with the Scorekeeper if not using the Head Referee tablet inputs.

Game Announcer/Emcee

The Game Announcer may require a team list, match schedule, playoff brackets, and award winners for the event to keep notes. All this needs to be pre-planned with the Scorekeeper, Event Director and possibly the FTA.

Judge Advisor

For some events, the Judge Advisor needs to work with the Scorekeeper to enter awards. The options for the Judge Advisor to enter awards are in the [FTC Scoring Judge and Judges Advisor Guide](#).

End of the Day

Once the matches and awards have been entered into FTC Live, the Scorekeeper needs to “Send Results to *FIRST*” once the FTC Live event laptop is connected to the internet. Verify that the results are displayed on FTC Events.

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's our job to help guide the teams to a successful event, it's 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 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	
<u>A</u>sk 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.
<u>B</u>e 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) <u>C</u>lear Explanation	Explain the concern to the team and offer clear examples of the behavior that is concerning.
<u>D</u>iscuss any Questions	Offer the opportunity for students and adults to ask clarifying questions
<u>E</u>xplain 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 Program Delivery Partner.

Volunteers should not provide feedback about team behavior to the Judges. Concerns about team behavior should be handled through the normal escalation channels as described in Section 1 of the Competition Manual. 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.

Teams may only be completely disqualified from awards consideration for very rare egregious actions and only with approval from FIRST HQ. The Event Director and/or JA should call the on-call number to discuss the issue.

Conflict 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 any potential conflicts to the rest of the judging pool. During the Referee meeting, Referees will be asked to declare any potential conflicts to the rest of the referee team. 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 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 specific 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 refereeing 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:

1. A map of all the emergency exits
2. Knowledge of where on-site medical support is located
3. Shelter in place plans in the case of severe weather
4. 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:

1. Call 911 if there is any question whether the injured person/persons require urgent medical attention.
2. Respond to the scene immediately. Bring a clipboard, pen, or a electronic device to complete the incident report on the [FIRST Reporting Portal](#).
3. 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](#).



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

help.firstinspires.org/s/contactsupport

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

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End of the Day

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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 competition areas and in the pit when robots are active or situations require the use of safety glasses (using high speed drills, etc.). 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 Competition Manual, but the Event Directors may add additional restrictions which must be published before the event based on limitations set by the venue.

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 - 3 Note to Scorekeeper: 7-minute cycle-times
12:00 pm	Lunch
12:45 pm	Qualification Matches 9 - 45 Note to Scorekeeper: <u>5-minute</u> 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)

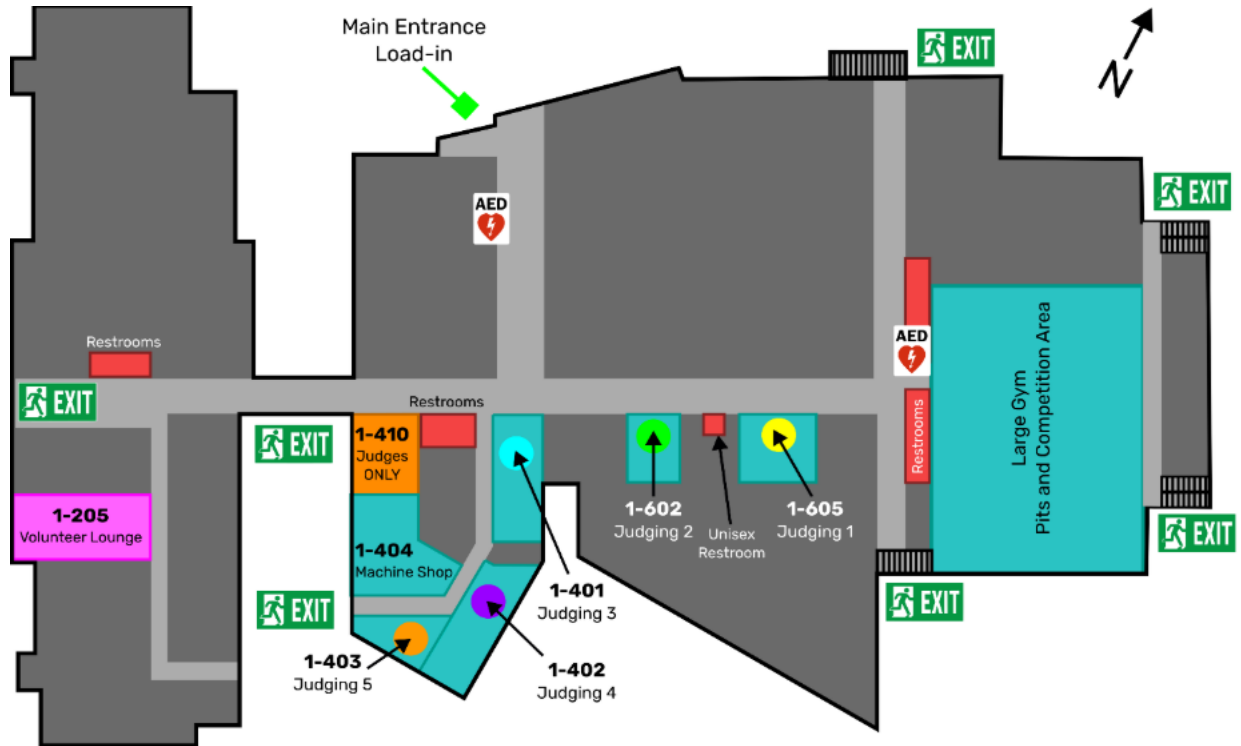


Figure 3: Example Event Map

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 and/or more than one division and each division will have its own schedule.

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

Annotations: Total Number of Teams Competing (11), Total Matches per Team (5), ALLIANCE Red or Blue (Blue 1, Blue 2), Total Number of MATCHES (14), Planned MATCH Start Time (8:00 AM), MATCH Type (Qualification), Field Assignment (1, 2), 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.](#)

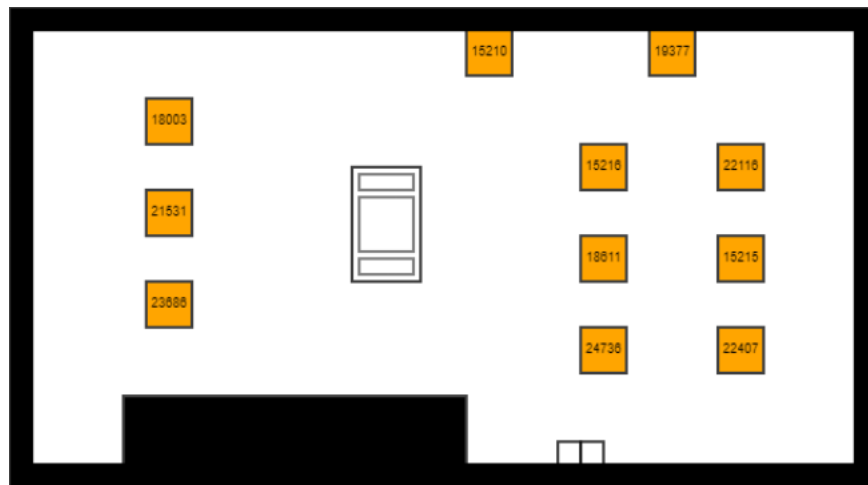


Figure 6: Example Pit Map for a small 11-team Qualifier Event

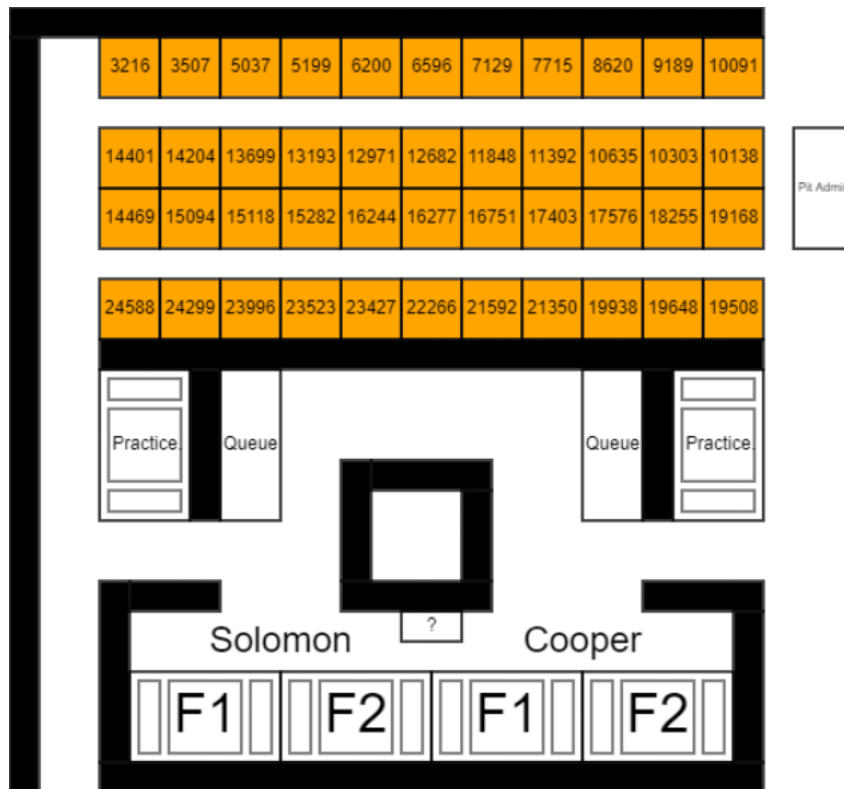


Figure 7: Example Pit Map for a Typical Regional Championship Event

Useful Links and Information

On-Call Support Numbers

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



[Event Search](#)
ftc-events.firstinspires.org



[Game and Season Resources](#)
ftc-resources.firstinspires.org/ftc/game



[FIRST Tech Challenge Blog](#)



[Event Resources](#)
ftc-resources.firstinspires.org/ftc/event



[FIRST Tech Challenge Website](#)
firstinspires.org/robotics/ftc



[Volunteer Resources](#)
ftc-resources.firstinspires.org/ftc/volunteer

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!