User Manual

January 2021

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Tornelo

1.1. What is Tornelo

1.1.1. Mission

Tornelo was founded in 2008 with the mission to help organizations run better chess tournaments. The words Tournament and ELO (ratings) were combined to form Tornelo.

We support organizers and arbiters to fully control each step through the Full Lifecycle of an event; planning to completion. We are an event management system and game server all-in-one.

1.1.2. Who can use it

We have a vision of a world where anyone can run a high-quality chess event. And we provide the tools to make that happen. We provide the most beautiful and easy to use software which will allow teachers, coaches, club administrators and arbiters to efficiently run events, anywhere in the world.

Organizations

An organization is any entity that curates a community of chess players. This entity ‘owns’ one or many tournaments. It may be a school running in-school events, a coach running events for their own students, a club, an association, a federation - anyone with a ‘brand’ of some sort!

We help organizations to efficiently provide tournament experiences to their community.

Arbiters

These are the managers of chess tournaments. The individuals who need to manage the operations of an event. We provide the tools to make the life of an arbiter easier!

Players

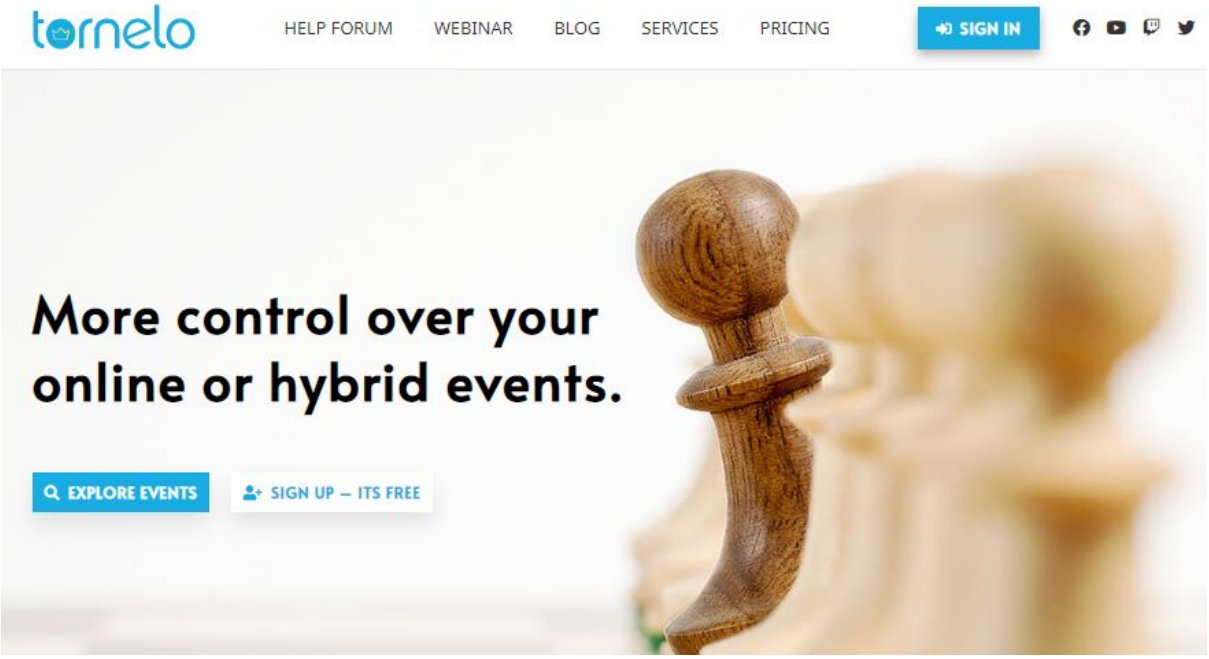
Anyone who plays in a chess tournament will interact with Tornelo as a way of managing their chess-playing profile.

1.2. Web Interface

Tornelo is a web based tournament management tool, playing platform and pairing program. Everything from creating an event, through adding players, running tournaments to viewing games is done online. We support online, hybrid or on-site events.

1.2.1. Homepage

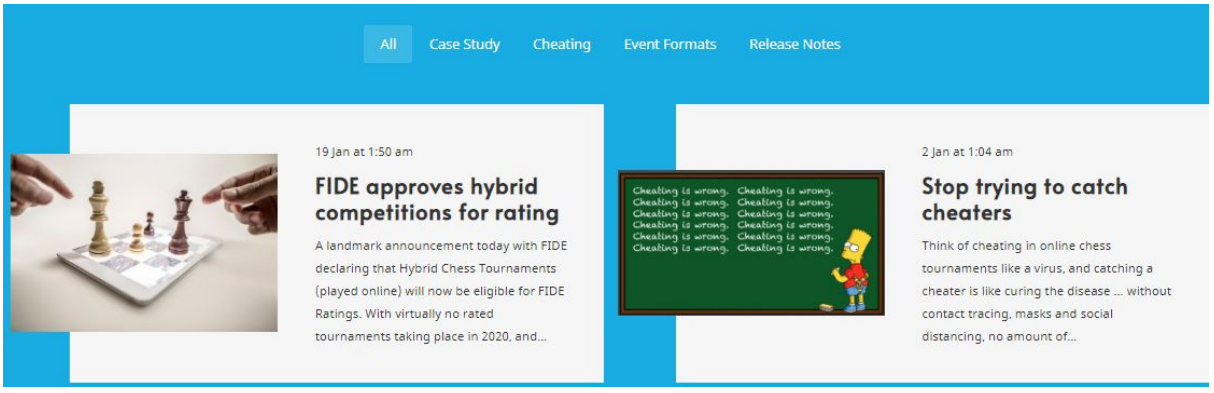
Go to www.tornelo.com to get to the Tornelo homepage. The homepage is constantly evolving but generally you can find the basic information about Tornelo and important upcoming events, as well as many useful links and ideas.



At the top you can choose from several Tornelo pages:

- **Help Forum**: where you can create an account and discuss various topics connected to Tornelo

- **Blog**: where you can read interesting articles about running tournaments or find out more about newly released features



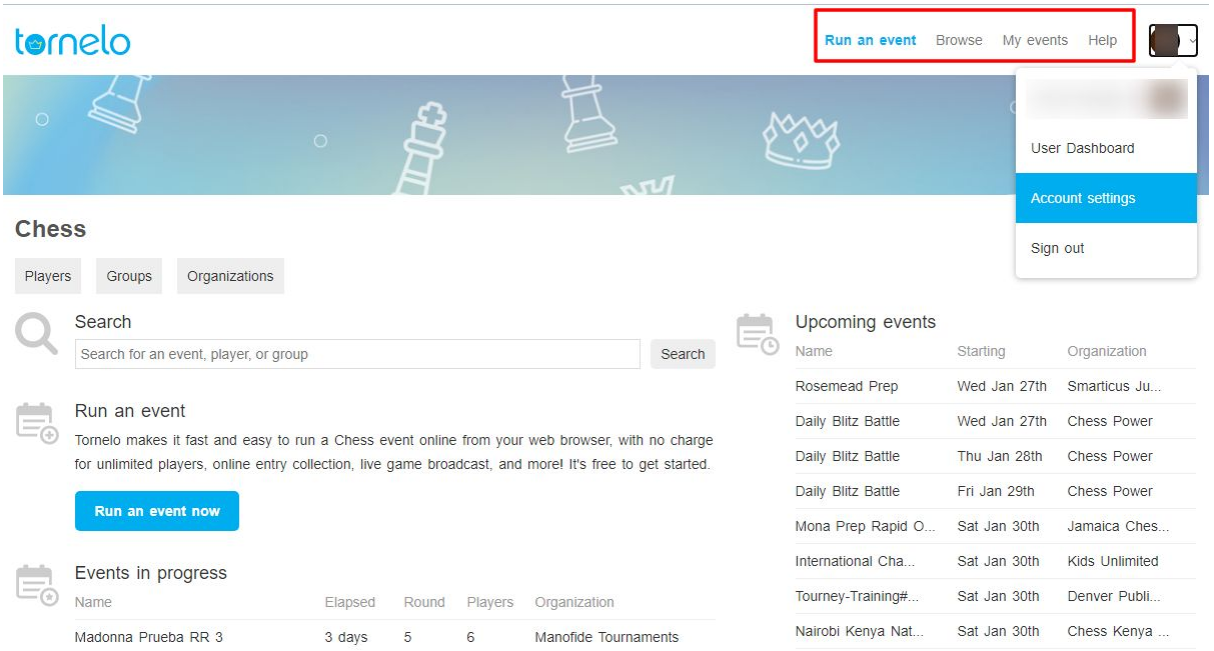
- **Services** and **Pricing**: All Tornelo features are free, but here you can find out what more can Tornelo offer to your events (see more here)

You can also continue to Tornelo social media pages by clicking at the appropriate icon in the top right corner of the screen. The YouTube channel contains recordings of all our webinars and video manuals.

By clicking on **Explore events** you will be redirected to https://tornelo.com/chess. You can also continue by Clicking on Sign in, which will either redirect you to the same place or prompt you to either sign in or create an account (see more here in case of any issue).

1.2.2. Navigation and links

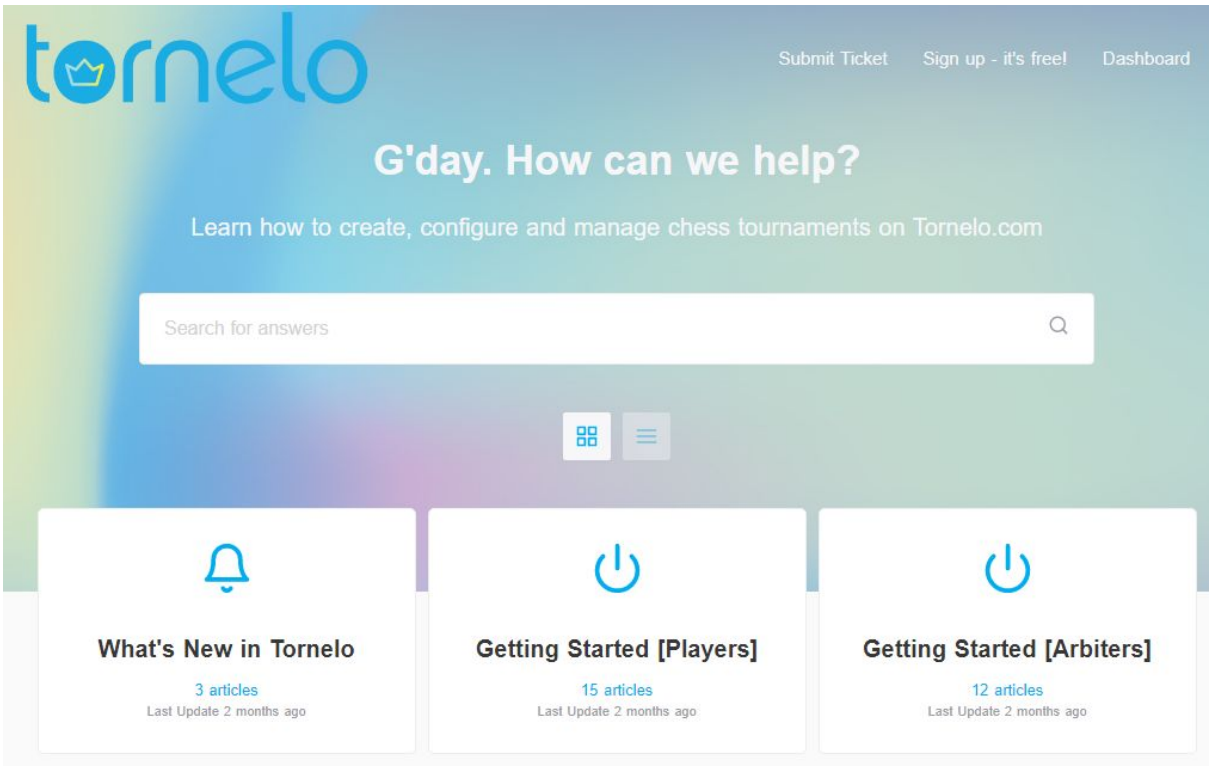
Our application supports multiple communities. Everything chess happens in tornelo.com/chess. At the Browse page you have several options of actions:



At the top line you can choose between:

- **Run an event** - see more here
- **Browse** - current page (see more below)
- **My events** - where you can display lists of all events you
    - Entered and are about to play
    - Are Managing
    - Played in the past
    - Organized in the past

- **Help** - redirects you to the help center, where you can read through Tornelo help files one by one or type any any query and find list of articles referring to it



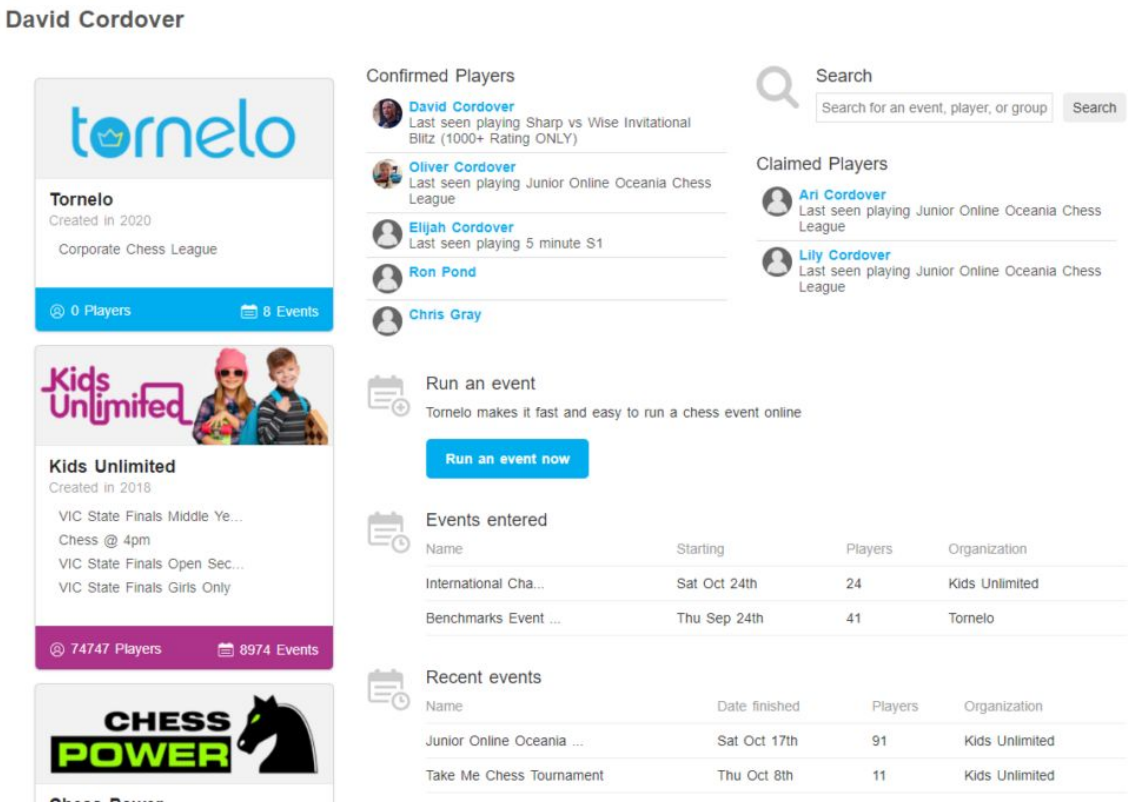
If you don't have an account yet you can also find the link to help center here or at the bottom of the Tornelo Homepage:

By clicking at the profile picture in the top right corner of the page you will open the list of options displayed above.

- **Player** (or players) **you own**: will take you to the Player's profile

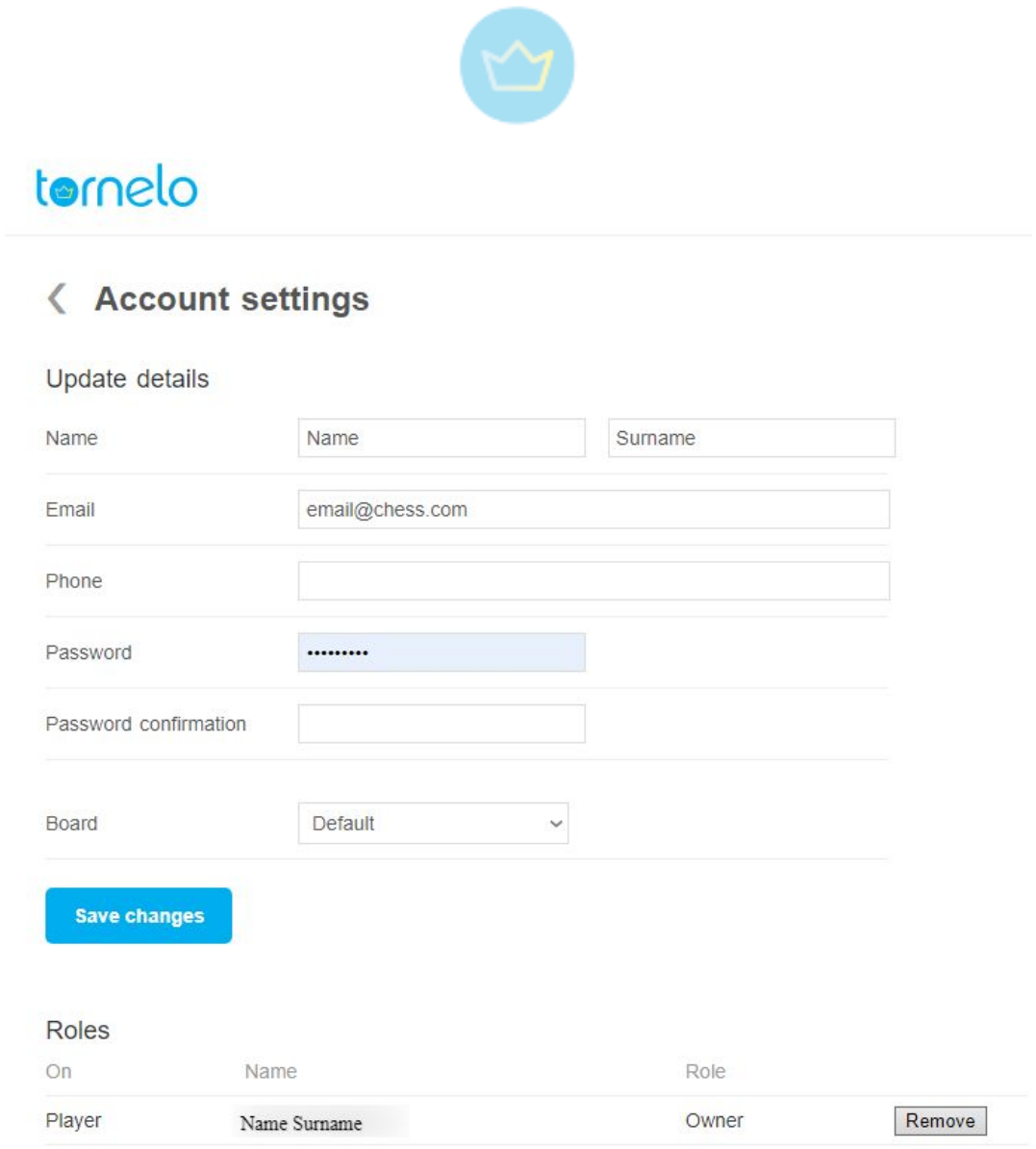
Here you can see the rating progress, results, tournament entered, games played, groups the player is a member of, and so on.

- **User Dashboard**: Personalised board which provides a quick overview of Players you own, as well as Organisations you belong to, or manage. For players there are shortcuts to events they are playing in and their most recent results.



You can also access the Dashboard by clicking on the Tornelo logo in the top left corner.

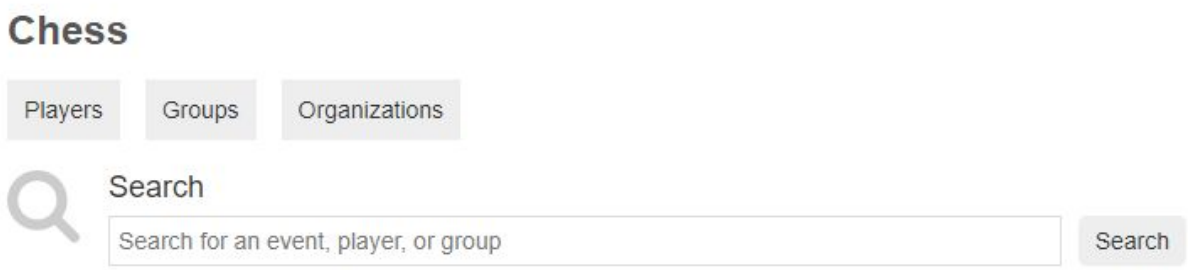
- **Account settings**: where you can change or add your personal information, review all your assigned roles or change the default board color!



- **Sign out**: Which will sign out from your account and redirect you to the Homepage

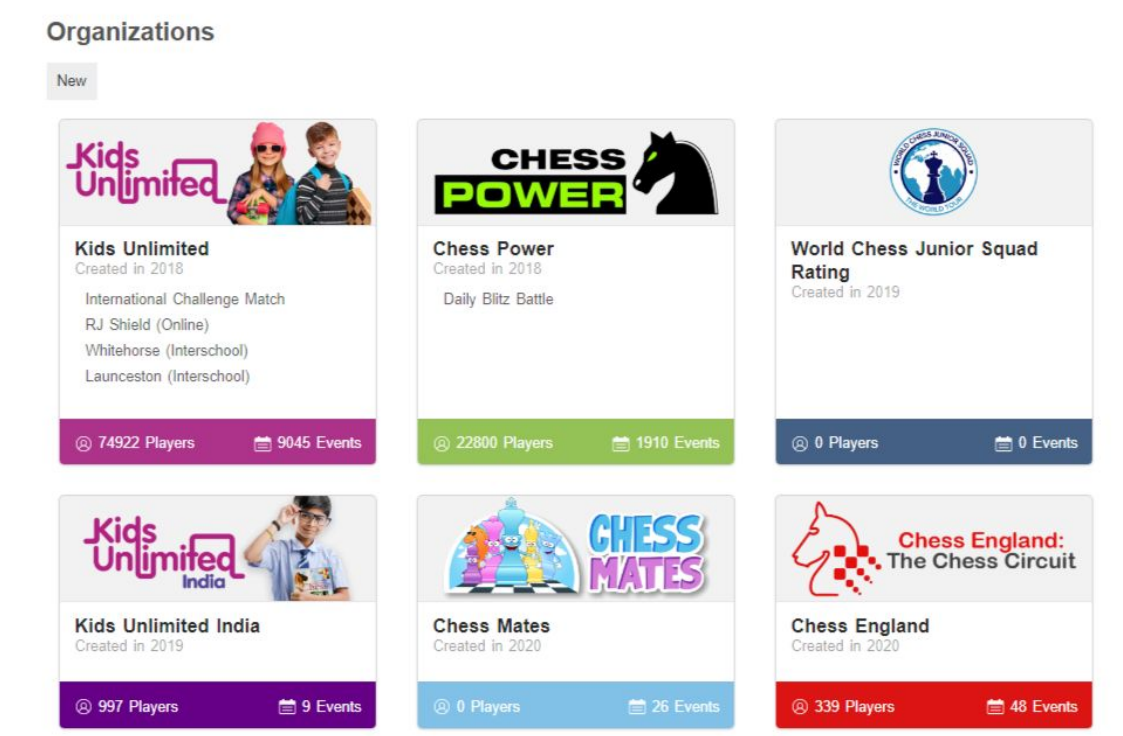
1.2.3. Searching options

At the **Browse** page you can overview all the current or upcoming events or furthermore browse through players, groups and organizations or look up specific information.



Clicking on Players and Groups will take you to the list of all Players with Tornelo profile and all groups (teams/federations/schools/etc.) created on Tornelo.

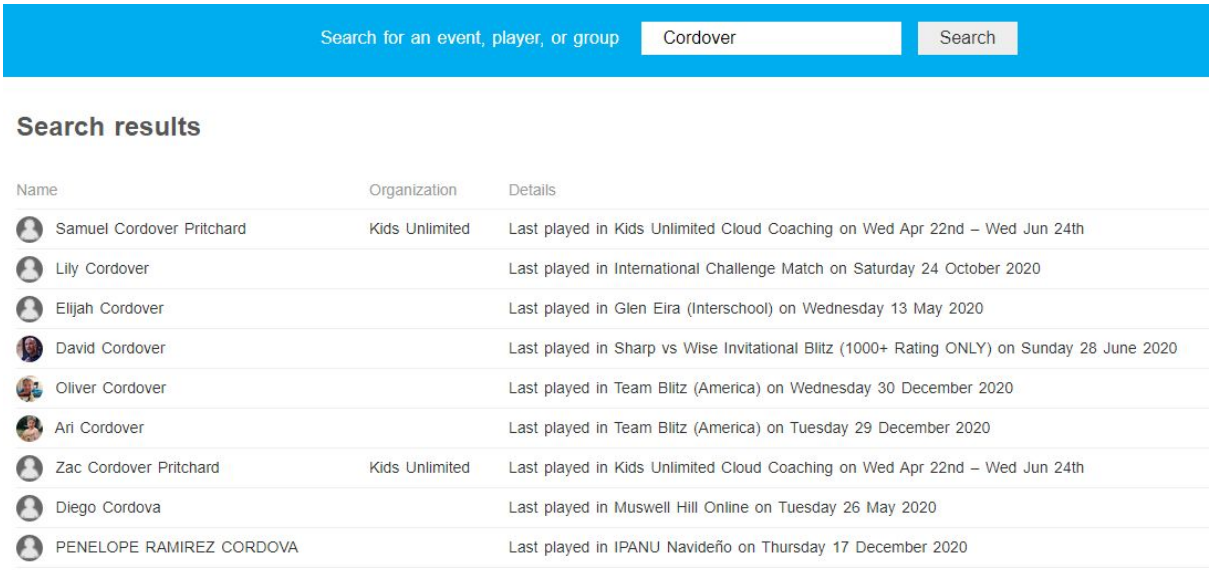
By clicking on Organizations you will access the list of all verified organizations.



Choosing any one of them will take you to their personalised page.

All this information is possible to view page by page.

In case you are searching for a specific player, group or event, it is easier to type your query in the Search box and hit **Search**.



Organizations

2.1. Creating an organization

Tornelo is a Platform for Organisations and Arbiters to form communities of chess players.

2.1.1. Registering

Create your organization on Tornelo to give yourself a brand presence. It is free and easy to register an organization.

2.1.2. Customization

You can set your own color scheme, logo and contact details. We want your community members to identify with your organization. Consistent visual branding helps this. Make sure your contact information is visible so your customers can find you easily.

2.1.3. Verification

There are some aspects of Tornelo in which the entire community interacts and relies on one another. You are also permitted to display information to the members of the community, and even to trigger emails to users. All this requires trust - and trust starts with the verification process.

Once your organization is verified as a trusted and genuine organisation, there is a chain of trust where organization Administrators can assign trust status to other Administrators or Organisers, who in turn can appoint Arbiters and event managers to interact with players.

2.1.4. Browsing organizations

Users have the ability to browse organizations. Tornelo can ‘feature’ certain Organizations who will then appear at the top of the browse list. Please contact us if you wish to be a featured Organization.

2.2. Managing an organization

2.2.1. Roles and responsibilities

Tornelo is operating on principle of delegated responsibility. It all starts with approval of the Organization (see here). From that moment the organization may further on delegate responsibility to Administrators, Organizers and Managers at their own discretion and invite Users to their events. Every role higher in the list also inherits privileges of the ones below.

Understanding Roles

Administrator

This is the owner of a Organisation - has full access to all tournaments created by the organisation. That is:

- Update the branding of the Organisation and configuration
- Submit events for rating, unrate events
- Full access over all Organisation tournaments
- Setup and manage payments
- Owns players created in Events without a User account
- Assign roles to other users for the organisation and its events

Organizer

This user has delegated access to create rated tournaments within an Organisation.

- Create new rated events
- Assign event managers to new events
- Submit any event for Rating

Manager (arbiter)

These users are the tournament arbiters. They have full access to the pairing program.

- Use the pairing program to run an event
- Submit an event for ratings
- Update entry details for players in the event

Users (Player owners)

These users may be the captains, parents of a player, or a player themselves. The player owner has edit access, but still cannot view private information such as birthday.

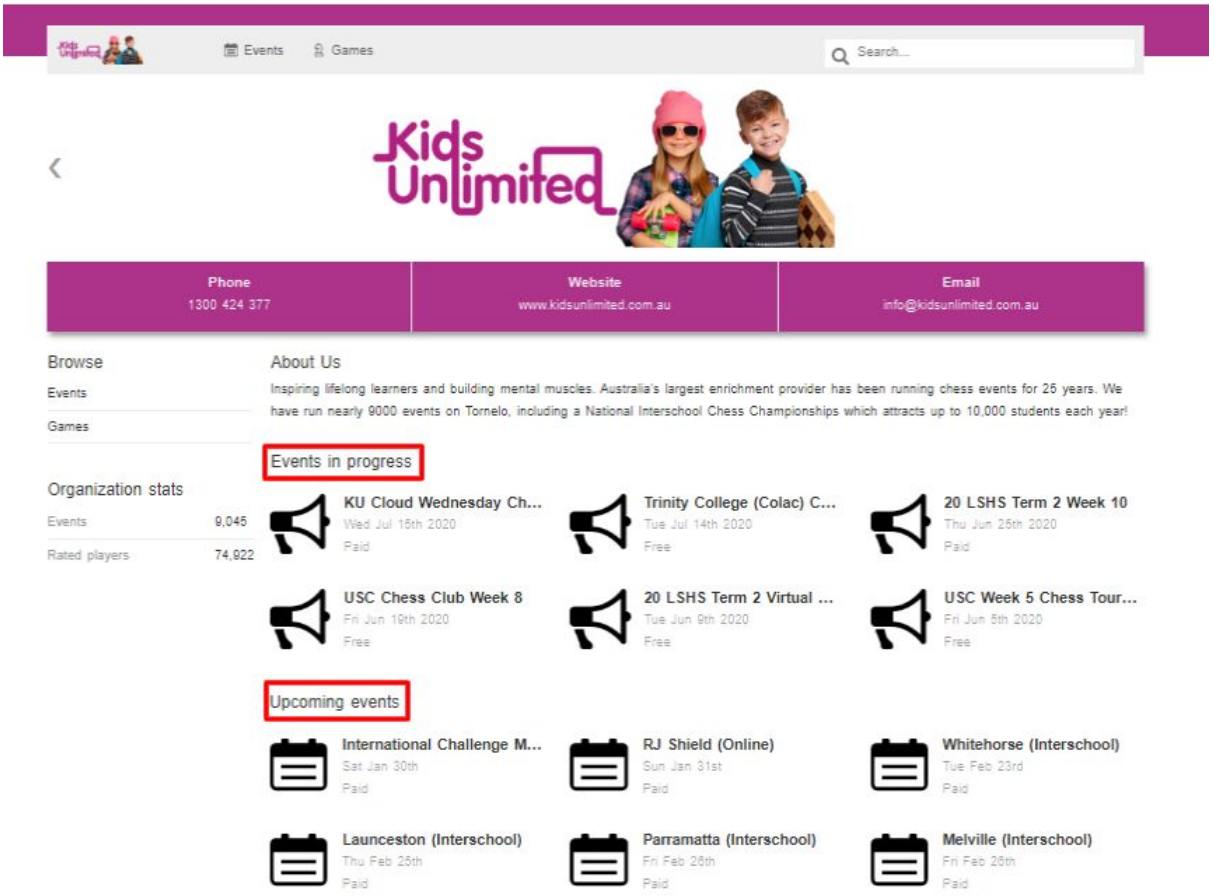
It is possible for a public user to claim an existing player profile when entering an event. The owner of that profile must provide permission before the claim is validated.

- Register in events
- Play in online tournaments
- Update Player Profile
- Spectate events and browse Community pages

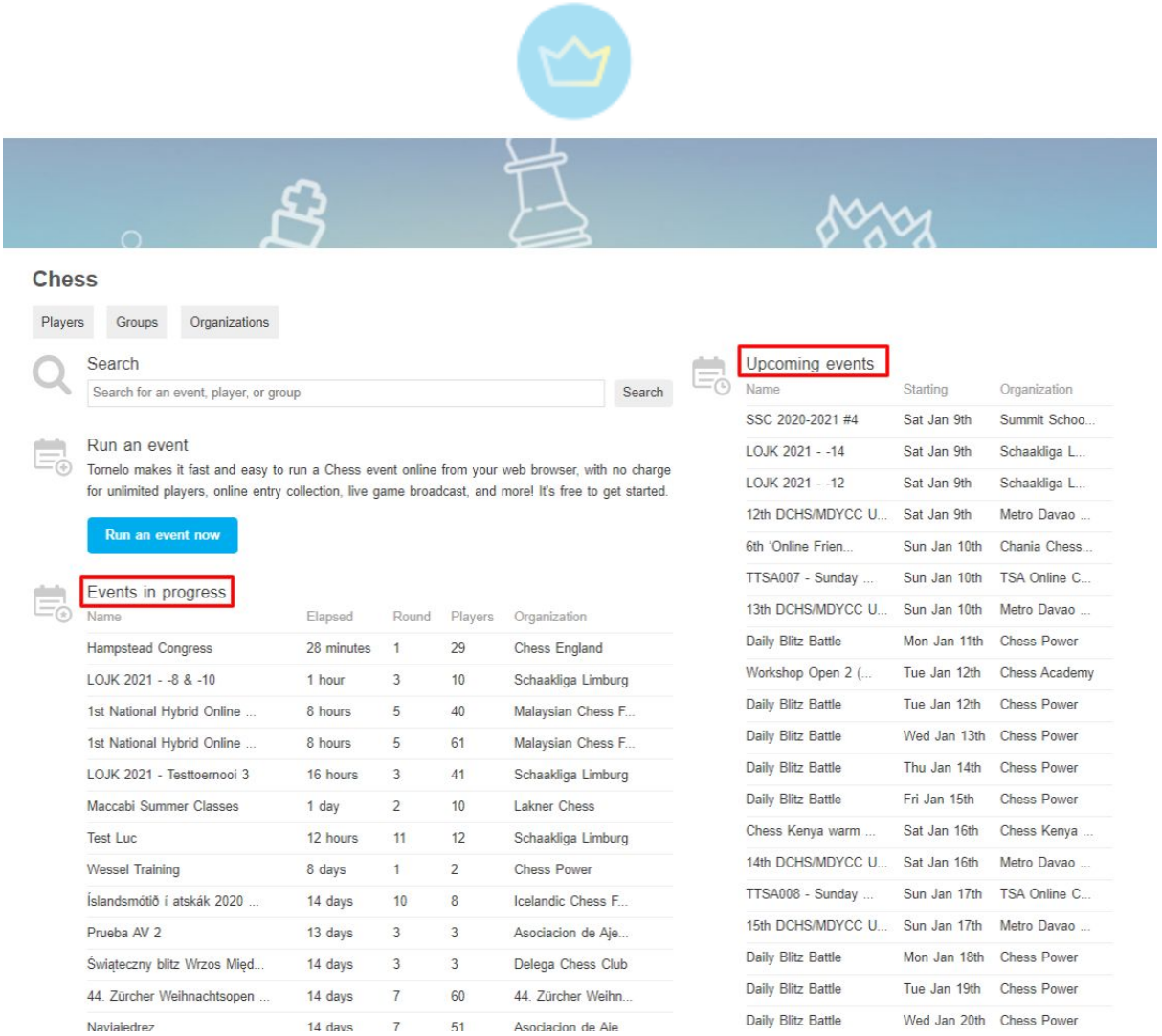
Assigning Roles

2.2.2. Event calendar

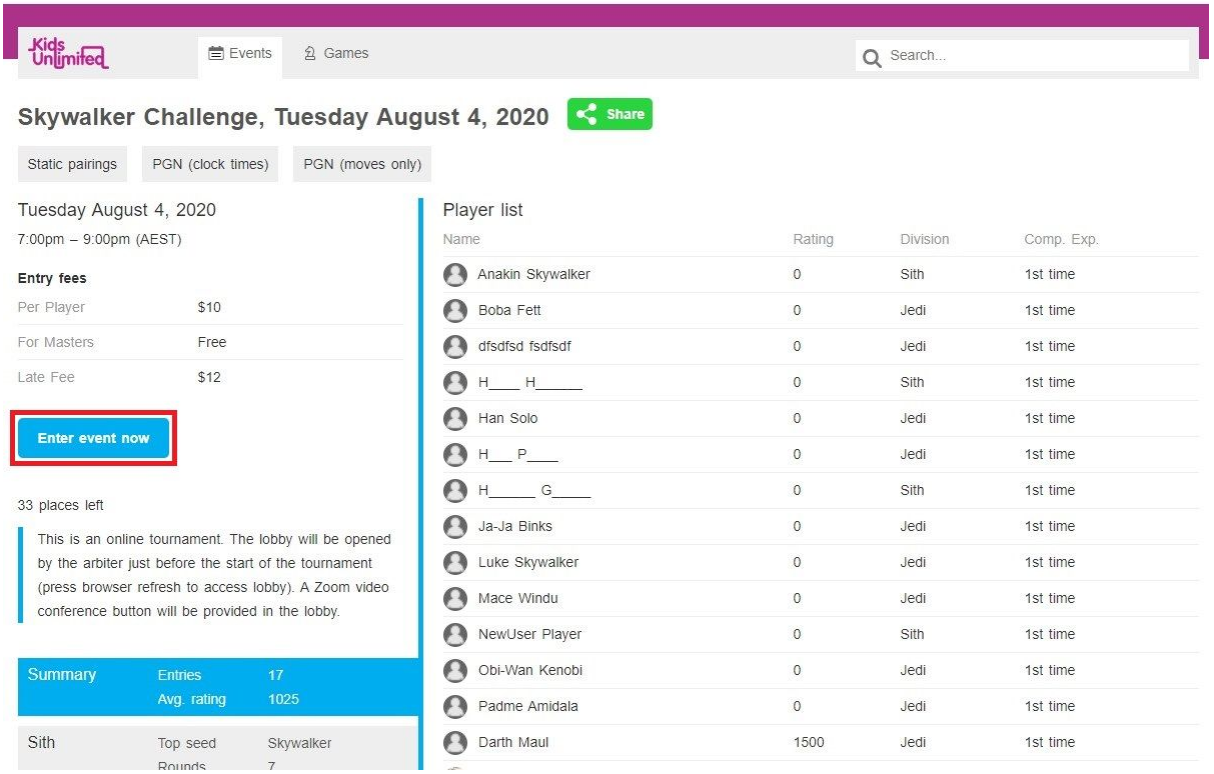
All events scheduled by the organization will be added to the Organization page. All finished events will be archived there as well. Everybody visiting the page will be able to navigate between them, review results and games or enter them.



All public events will be also displayed in the list on the main page https://tornelo.com/chess, where all users can find them and browse them. This is advisable for open events, where anyone can enter. In case you prefer to only enroll players based on an invitation, you can also make your event private (see more here) and it will not appear in the list.



The easiest way to inform players about your upcoming events is of course send them a direct link to the event page.



See more about how to create an event here.

2.2.3. Collecting entry fees

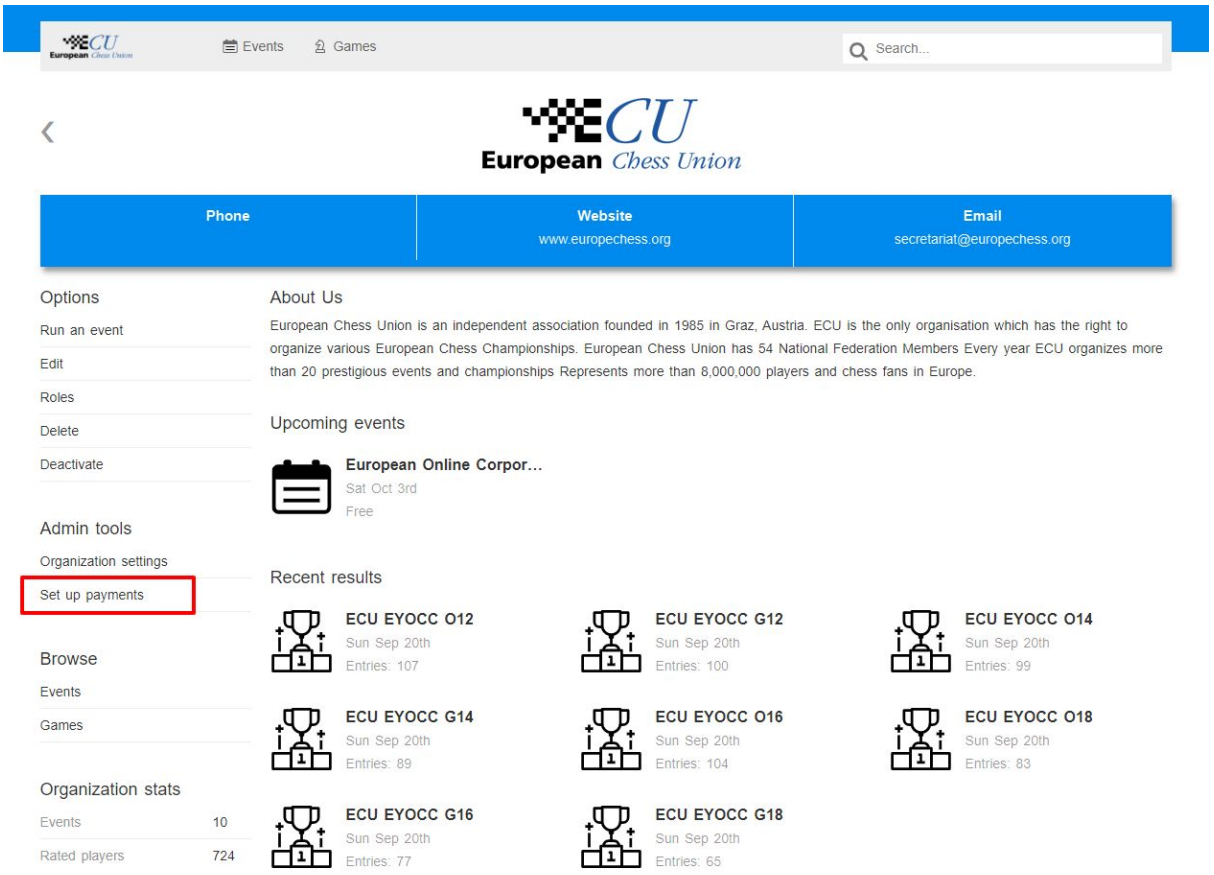
Setting an entry fee for players

- *Why and how*
- *Process of payment for players*
- *What is Stripe*

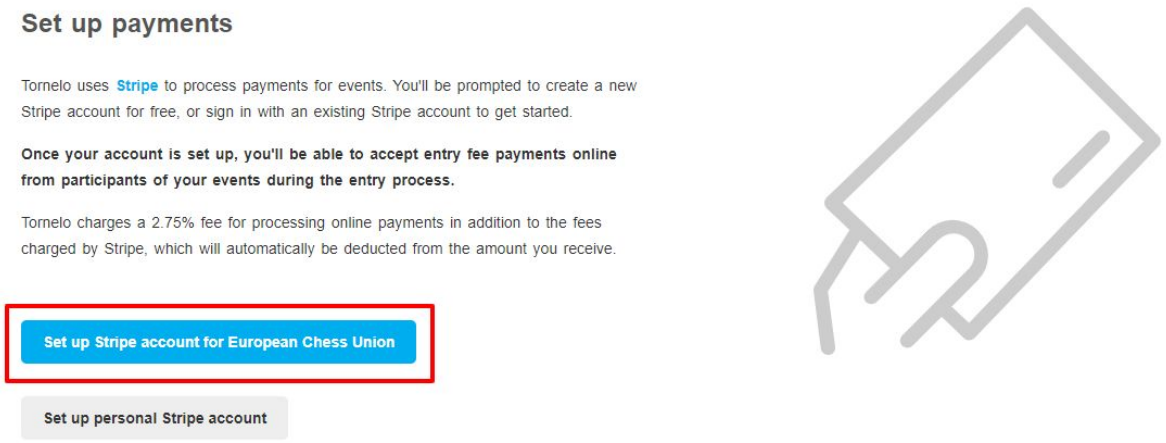
Set up your Stripe Integration

Only administrators of their Organization can set up Tornelo to accept payments.

Sign in to Tornelo and navigate to your Organization homepage eg. https://tornelo.com/chess/orgs/your-organization

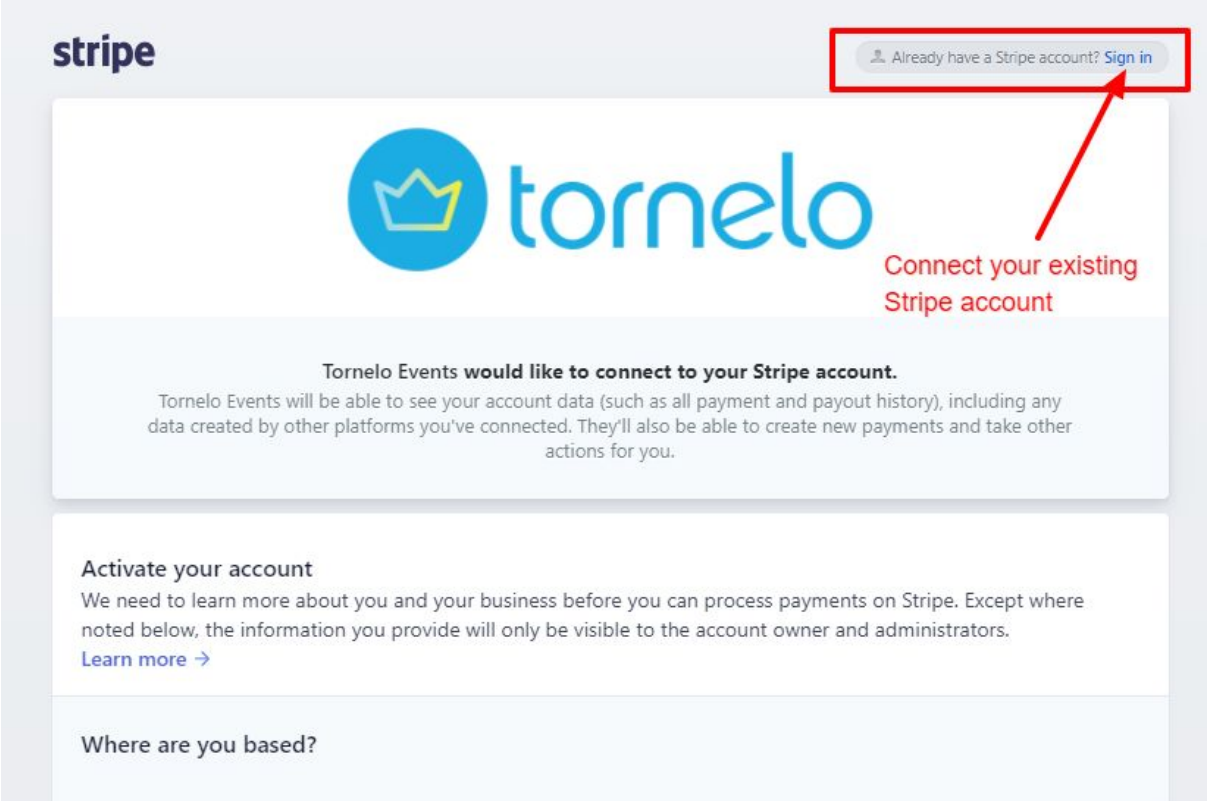


Click **Set up payments**:



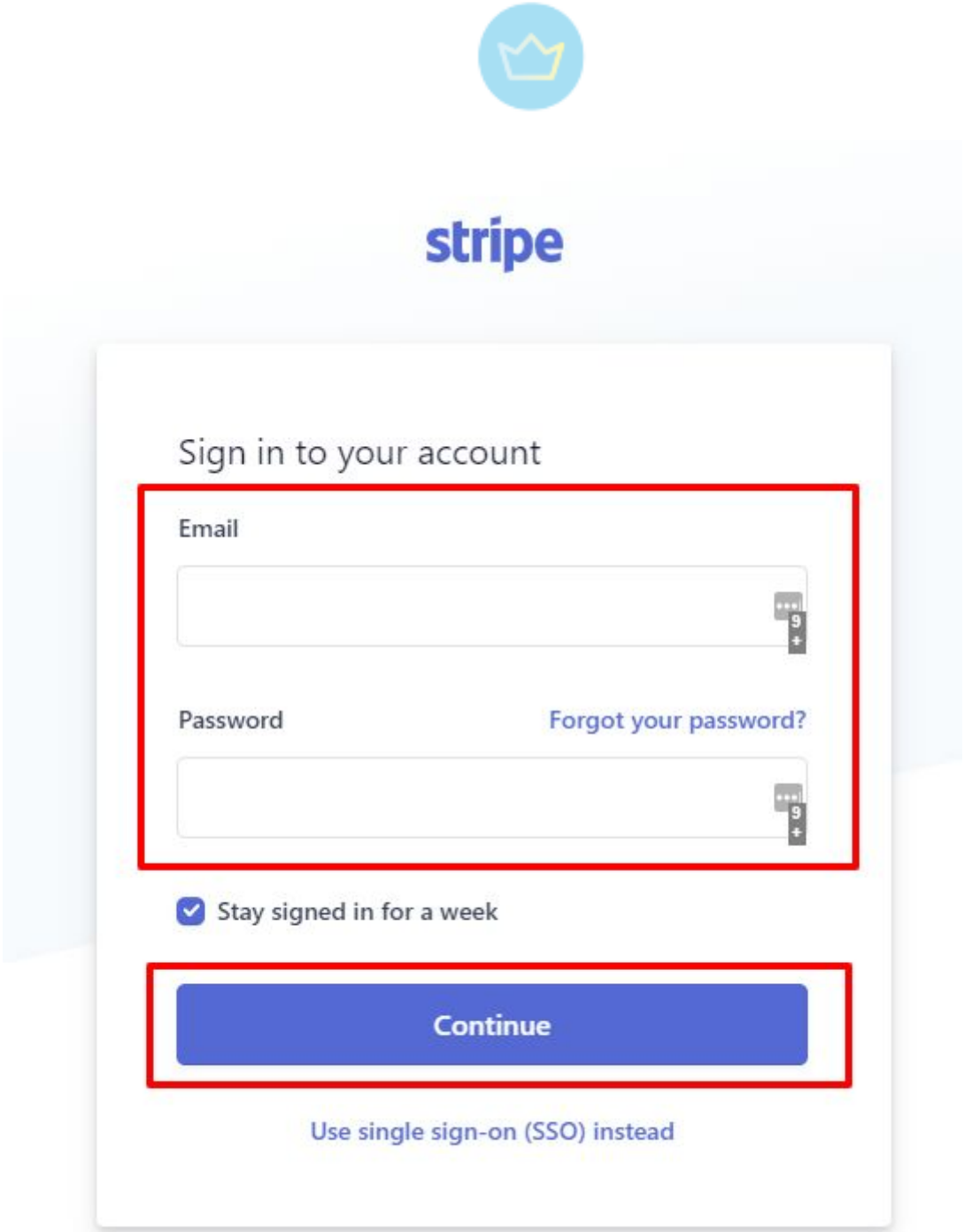
Click Set up Stripe account for Organization Name.

This will direct you out of the Tornelo site to a Stripe Connect page. From here you can set



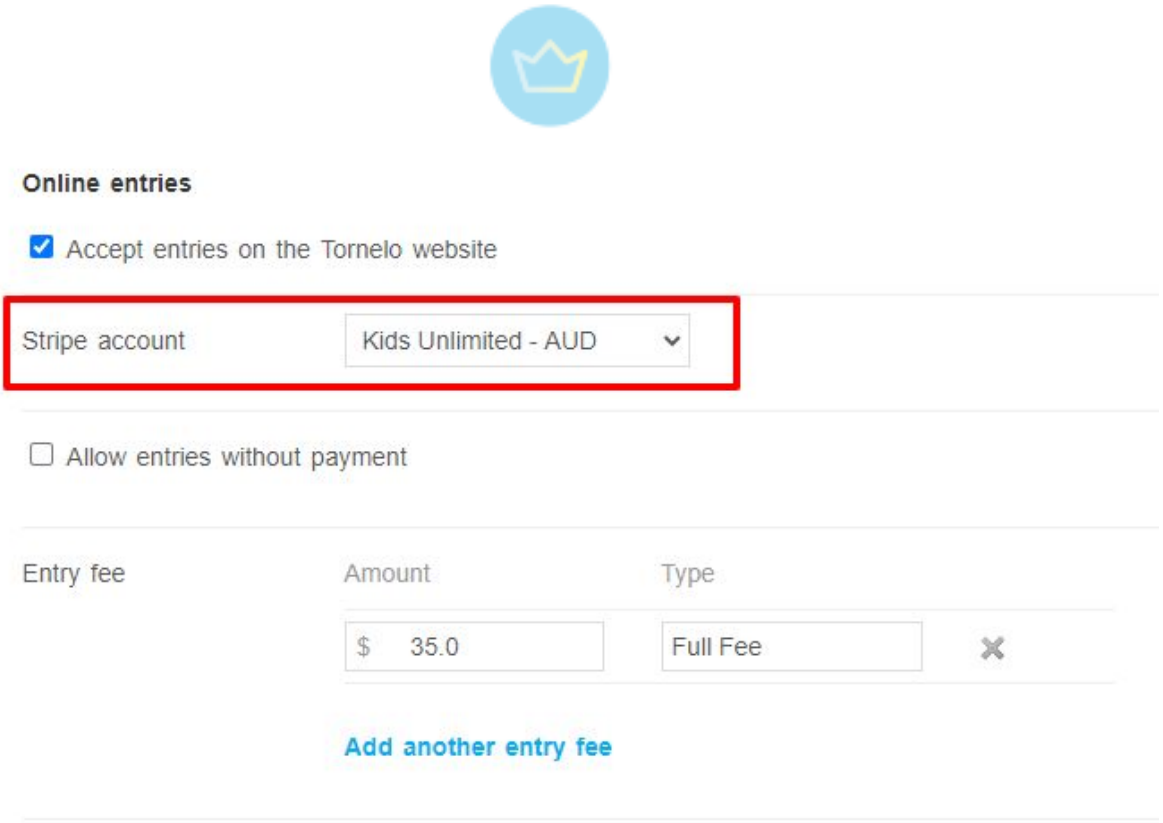
up your new Stripe account, or **Sign in** to Stripe and link an existing account.

Click **Sign in** on the top corner and you'll be prompted to enter your email and password.



Follow the Stripe process and authorise Tornelo.

Once your Stripe account is linked there will be an option in every tournament under **Online entries** to select this account and charge an entry fee for your tournaments. Users can then pay their entry fees during registration.



2.2.4. Tornelo Services

- *What can Tornelo offer to organizations*
- https://home.tornelo.com/services/

Events

3.1. Starting an event

3.1.1. Becoming a manager (arbiter)

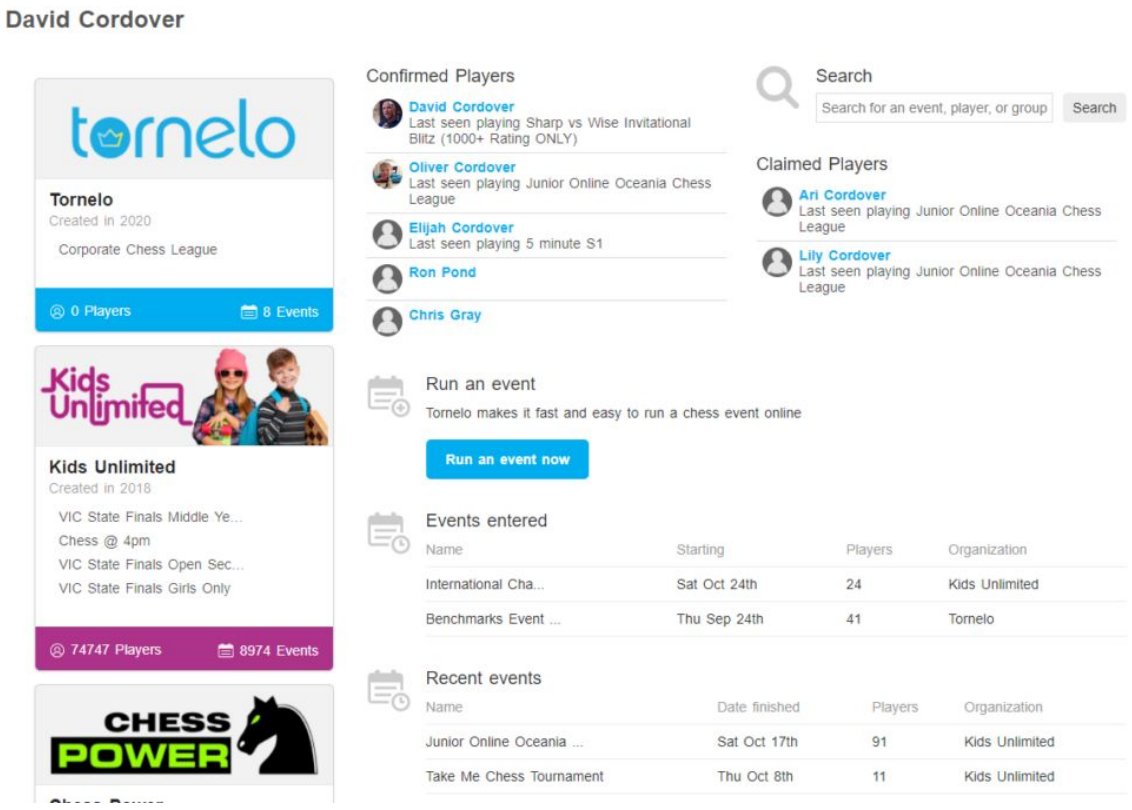
Anyone with permission over an event can assign additional managers - this means all Organization admins, or the managers of the event.

All managers have the same level of access permissions. Each arbiter has full access to the event; read, write, edit and destroy.

3.1.2. Navigation and dashboard

Arbiter's Dashboard

Clicking on the Tornelo logo in the top left corner (when signed in) will take any user to their Personalised Dashboard. This dashboard provides a quick overview of Players you own, as well as Organisations you belong to, or manage. For players there are shortcuts to events they are playing in and their most recent results.

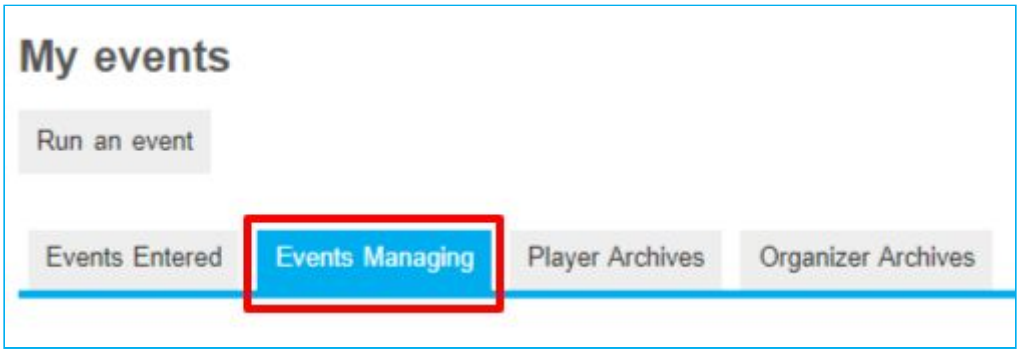


After clicking on any displayed Organizations you get an overview of all the upcoming events, events in progress and completed ones.

However, maybe the most important for arbiters is to see the list of events they are currently managing.

Click on “My events” in the top right corner of the screen:

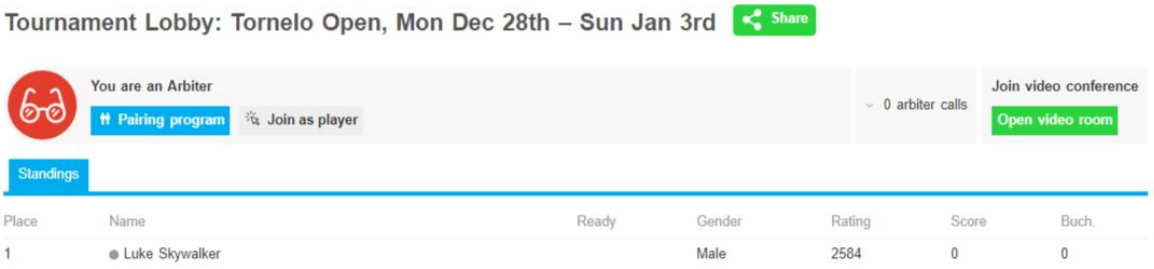
This takes you to an overview of all the events you Entered, Played or Organized but mainly those, where you act as an arbiter - “Events Managing”:



There you see the full list of these events and you can jump to any of them by simply clicking on the relevant line.

Arbiter’s navigation around a tournament

1. The Tournament Lobby



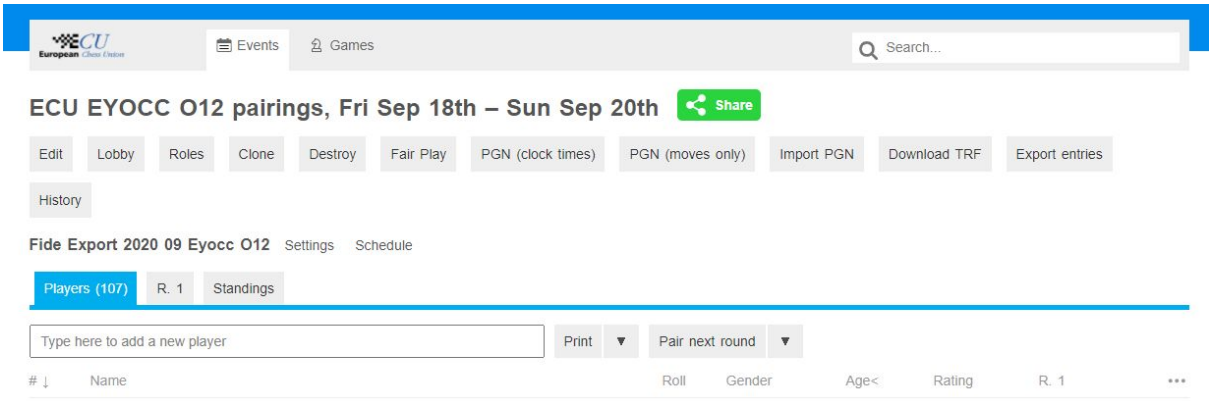
This is the LIVE version of the event. It is the page from which players and spectators get automatic updates. All results are immediately pushed onto this page and you do not need to reload the page to see new information.

The top part of the window is called a message bar and it gives both you and the players information about the current state of the process. Be familiar with all the options which may appear there so you can be prepared and help players as well - see here.

We are slowly moving features out of the Pairing program and into the Lobby, eventually the Pairing program will become obsolete.

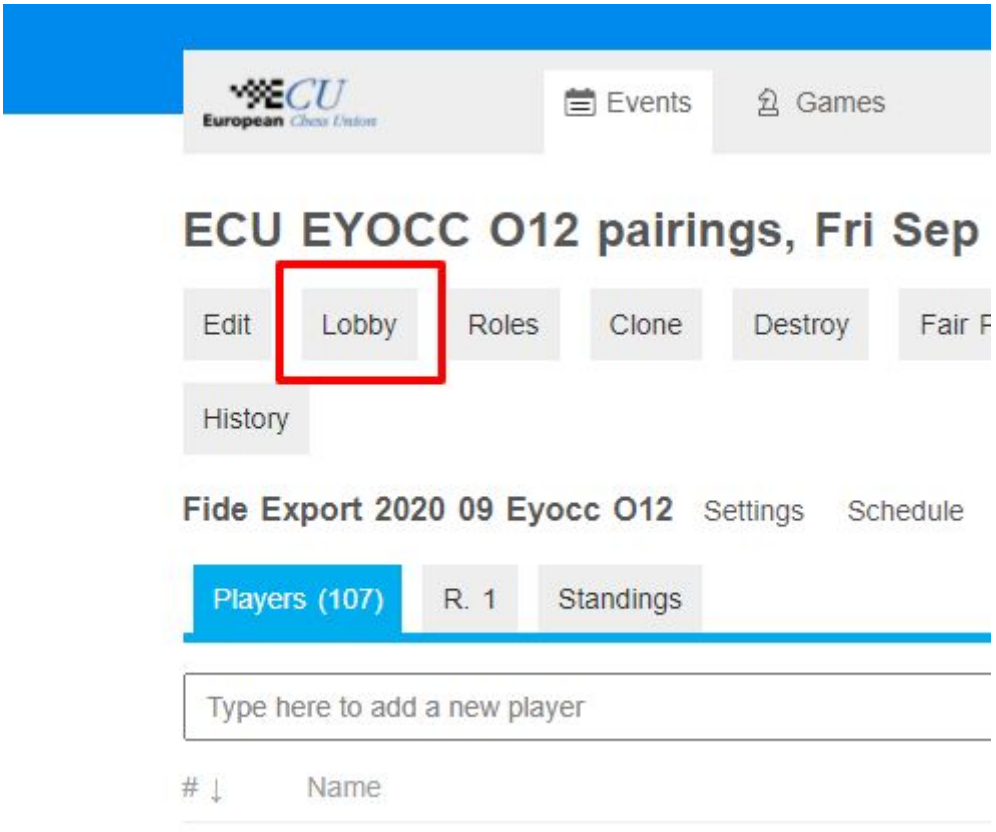
Click the blue Pairing program button if you want to make changes to the event.

2. The Pairing Program



This is the workstation for the arbiter, a place to make changes to the event. These changes are pushed automatically to the Lobby, but if you want to see new results or changes made by collaborating arbiters, then you must Reload (F5 on the keyboard) in order to pull the data into the page.

To visit the Lobby click the button.



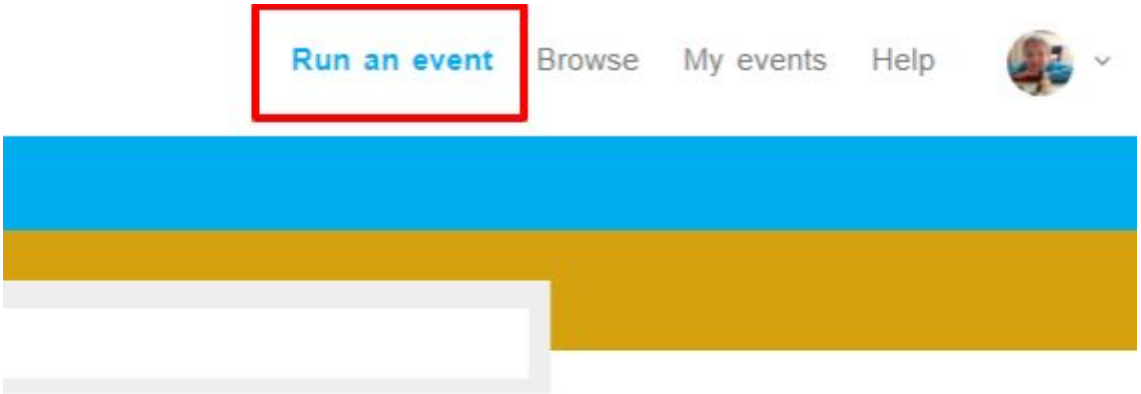
I usually recommend having both windows open at the same time during the event.

Over time we are migrating features from the Pairing Program to the Lobby. Eventually all features will be Live in the Lobby and the pairing program will become obsolete and get removed.

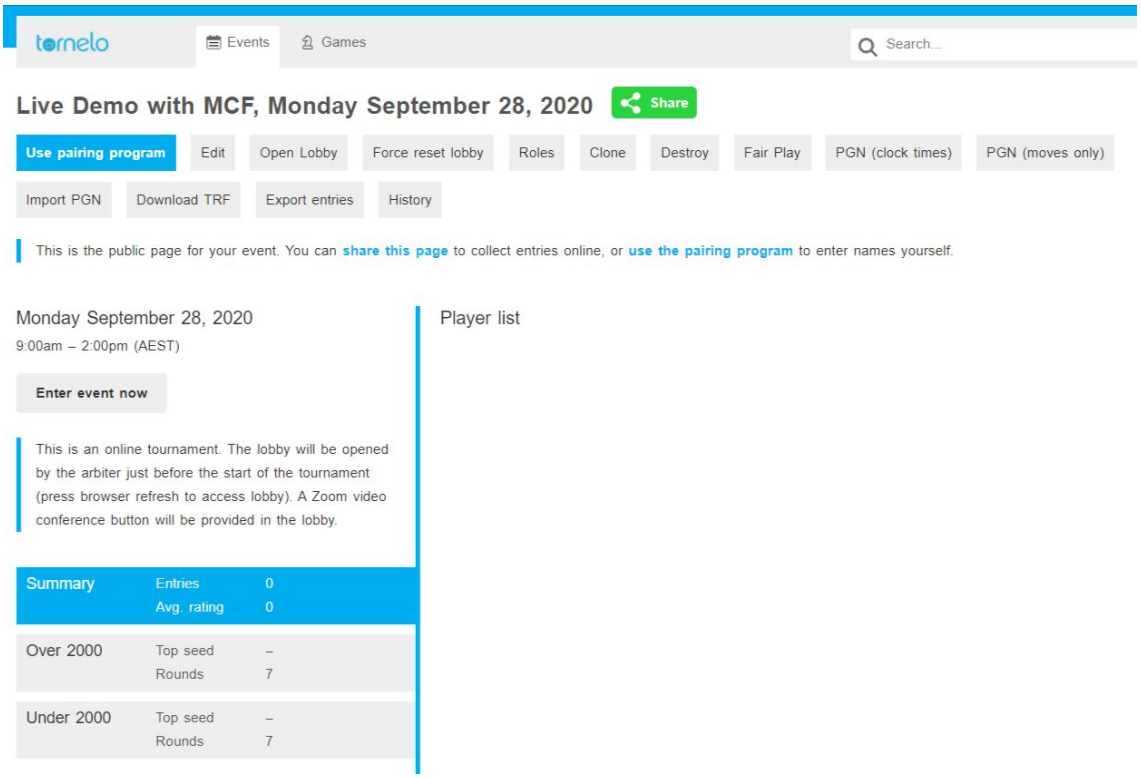
3.1.3. Run an event

Running our first event

First Sign-in to Tornelo with your email and password.



Click **Run an event.**



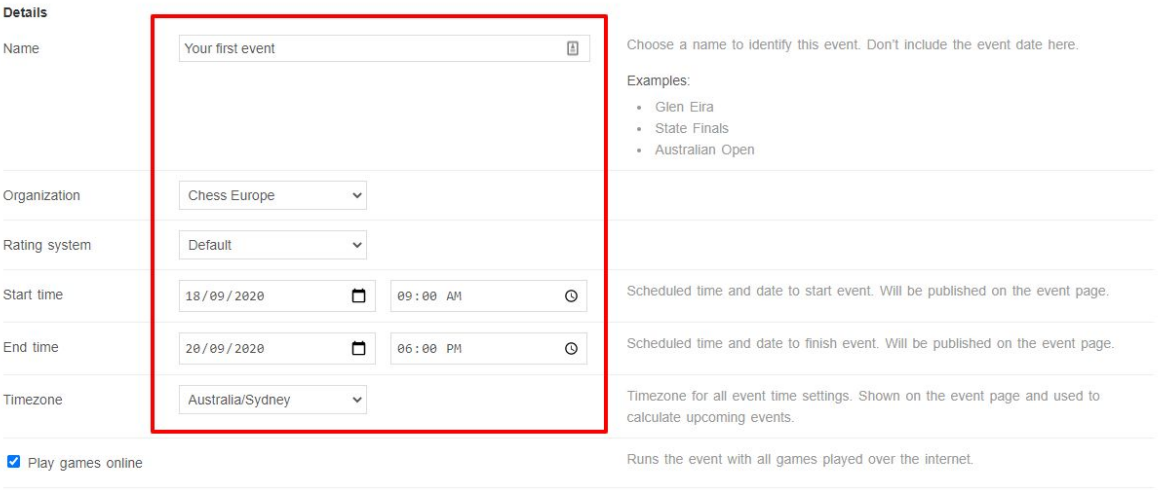
Create your event, add an event name and customise your tournament settings.

3.1.4. Settings options

Event Details

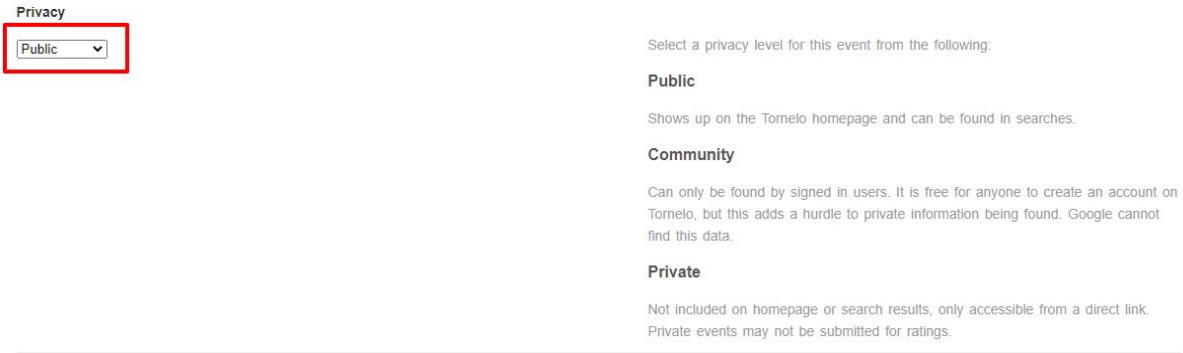
This section is for basic tournament information. Complete fields as required.

By default the event will enable online games (suitable for Hybrid or Online events). If you are playing an over-the-board event with no Hybrid players, please uncheck this box.



Privacy

Select the appropriate privacy settings for your event. See more about this option in the section below.



Online play

Tornelo makes it easy for participants to navigate to your Video Conference (essential during all online or hybrid chess tournaments) by allowing arbiters to include the link in the event settings.

First is your default Conference integration link. You can link to any platform (eg. Zoom, Jitsi, Meets, Teams or other).

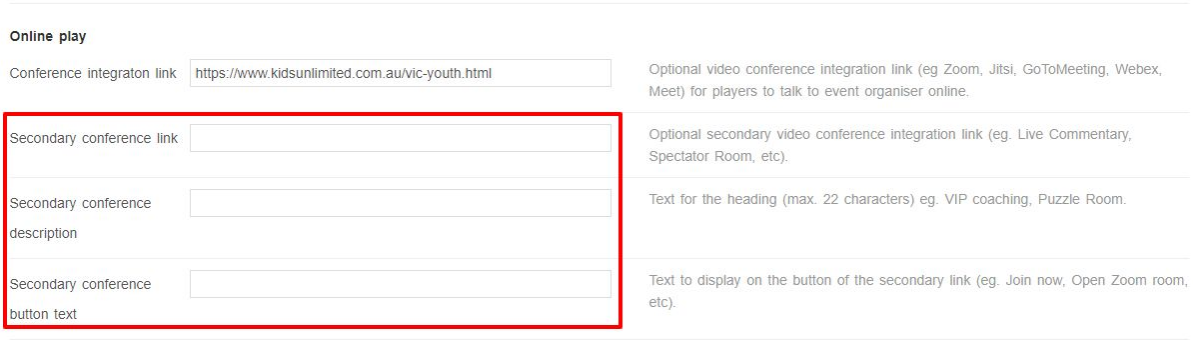
That way you just provide players a single link to the Lobby, everyone can navigate from there and it is possible to change it at any time.

For more advanced use of Video conference links and learning about the interaction between the Default link and the Division links, please view Advanced conference integration in Division Conference links.

A second link (and a customisable description and button text) provides you with the ability to direct players to 2 different locations - and because the navigation is all within Tornelo your customers won't get lost. One link means there is no confusion!

Here are some ideas from our users, how have they used this feature:

- Link to Twitch or other live streaming service
- Link to Practice event on Tornelo
- Link to a second Video Conference room (e.g. for post-game commentary or live coaching)
- A VIP Lounge (access only by paying a VIP price entry fee)
- Promote and link to your website or next event

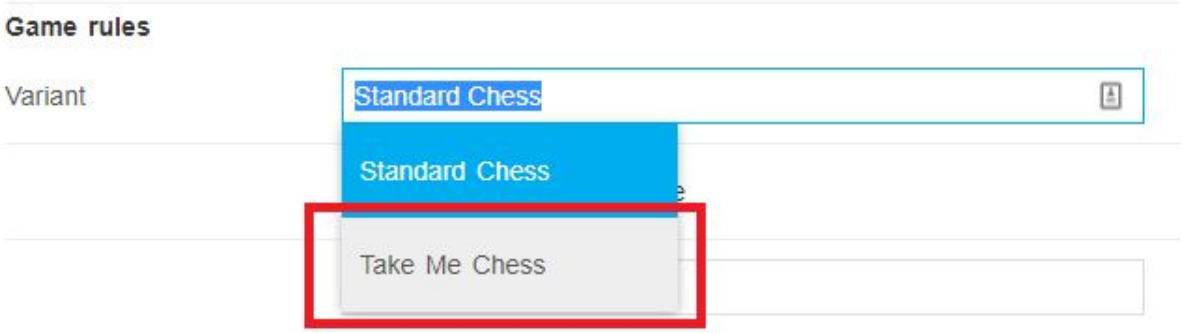


Game rules

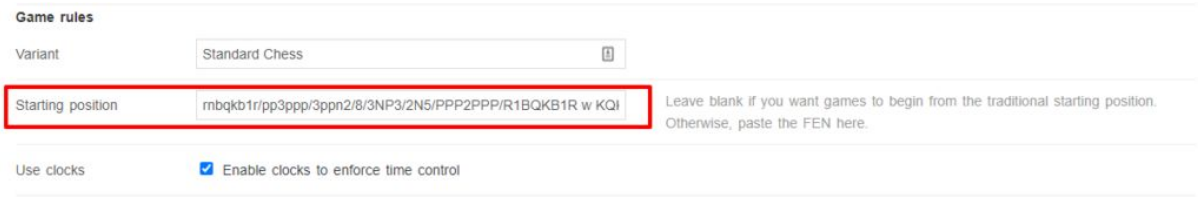
The first option is **Variant** of chess. For traditional events this option is always pre-set to “Standard Chess”.

However, there is a Take-me Chess option implemented (also known as losers chess or anti-chess) as a chess variant.

We also offer Anything Goes as a variant, where chess rules are not enforced at all.

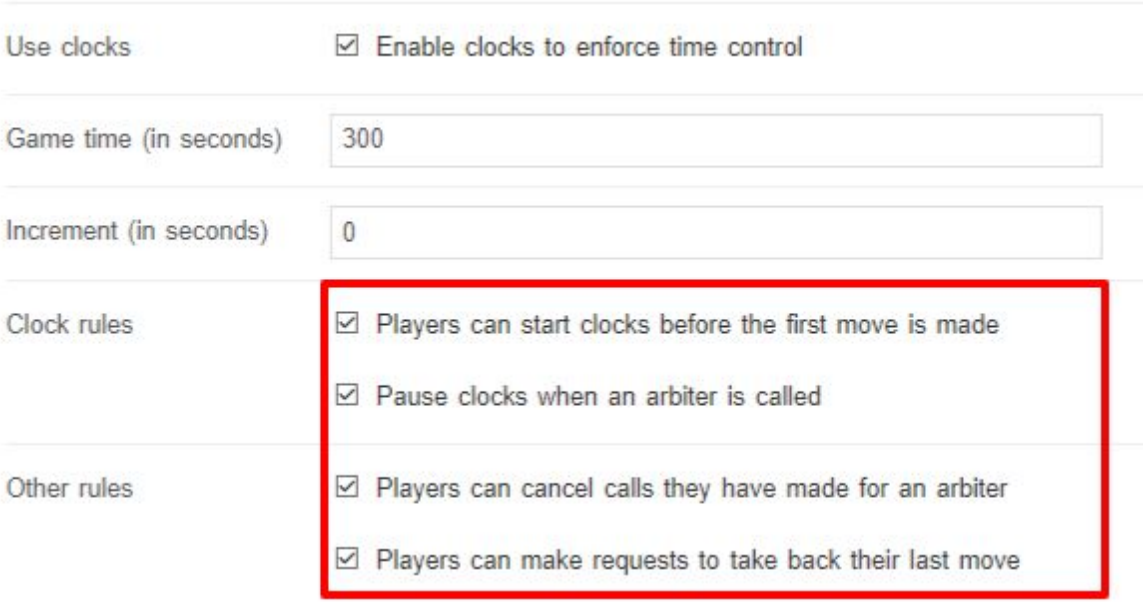


It is also possible to choose a different **Starting position** for all the games, by filling in a FEN code. This can be useful for thematic tournaments, for practicing certain positions, for Chess960 or for recreating a game. Once you have entered the FEN string and saved, all new games created will use that starting position.



Make sure to have the option **Enable clocks to eforce time control** checked, if you want to play with clocks. Enter your clock times (and increment) in seconds, in the example below 300 seconds = 5 minutes.

If players can start clocks before the first move, they do not need to wait for an opponent to sit down at the board in order to start their clocks. Turning this option off enforces the rule that **both** players must be connected to an online game before they may start the game. If one player is not connected even after a while, the arbiter can start the game.



In internet chess, it can happen that a player's mouse slips and they end up doing a different move than they intended to do. For these cases it is possible to check the option **Players can make requests to take back their last move**. If enabled, the players will have an extra button available and it allows them to send a request to take the unintended move back. The opponent can then agree or disagree and the game continues. In case an arbiter is called, he is able to take back as many moves as needed and overrun any decision.
The online platform provides the option to perfectly monitor the number of moves which gives us an opportunity to make some **draw** related rules automatic. The minimum number of moves (such as 30) before a draw offer is legal (Sofia rules) can be set and is counted per Player. White will always have the first option to make a draw offer. In case there are no limitations, the option is preset to 1.

Draw can also be declared automatically after a chosen number of repetitions or moves being made without a pawn or capture. In accordance with the Laws of chess the default option is 5 and 75. But it can also be set to 3 and 50, or any other number.

Minimum moves to offer draw	1
Draw by repetition	☑ Automatically declare a draw on repetition of position
Repetition limit	5
Draw by move limit	☑ Automatically declare a draw after too many moves without a pawn move or capture (fifty-move rule)
Move limit	75
Insufficient material	☑ Automatically declare a draw when both players have insufficient material to checkmate

Tornelo can automatically declare a draw in positions where neither player has mating material. FIDE Laws of chess are often incorrectly implemented on online platforms to facilitate a 'hands-off' player experience. We have implemented in such a way that players may need to call the arbiter to have a draw declared (just as in over-the-board chess).

This is based on the idea of Dead Position 5.2.2 *The game is drawn when a position has arisen in which neither player can checkmate the opponent's king with any series of legal moves. The game is said to end in a 'dead position*'.

However, insufficient material is not the only condition for a dead position. There are positions where the pieces on the board would be sufficient to mate if arranged otherwise. We cannot provide automatic draw declaration for these positions and players must call the arbiter for a ruling.

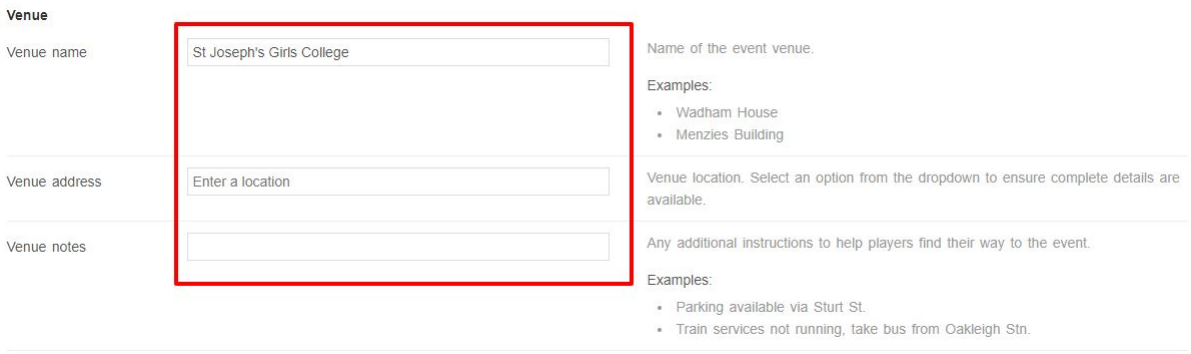
The following table shows the situations where the server will declare an automatic draw. All other situations must be decided by an Arbiter.

White / Black Material	Lone King	King and B (w-squares)	King and B (b-squares)	King and N
Lone King	Forced Draw	Forced Draw	Forced Draw	Forced Draw
King and B (w-squares)	Forced Draw	Forced Draw		
King and B (b-squares)	Forced Draw		Forced Draw	
King and N	Forced Draw			

Where either player has one, or many, bishops of the same color.

Venue

This information is displayed on an upcoming event page with a Google Map.



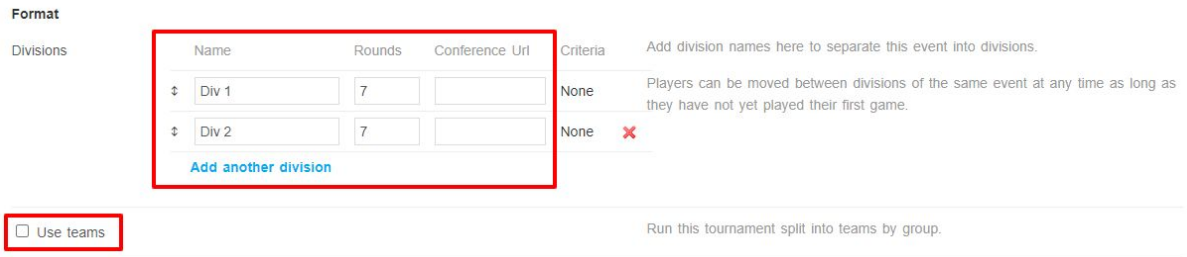
Format

Here you create your event format. Number, name and order of divisions, and expected number of rounds per division.

To add divisions click the blue **Add another division text**. Click the red **x** to remove a division (can only be removed if there are no players already entered in this division).

You can add a private conference URL here, this will **only** be available to players who are registered for that division. Players in the Division then won't see the Default conference.

In case of a special Tornelo format for playing team events, check **Use teams**.



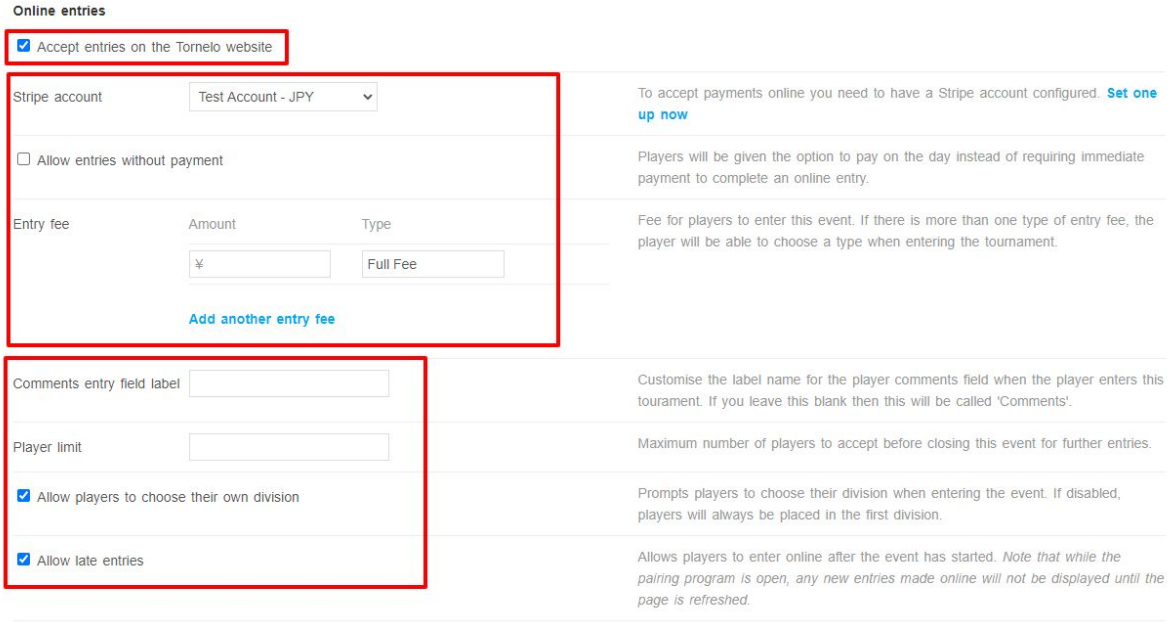
Online entries

Check the box Accept entries on the Tornelo website to reveal a range of entry options. To learn more about Stripe account and other settings go here.

Learn more about financial aspects of your events:

- Collecting payments
- Allowing entries without immediate payment
- Multiple entry fees

The Comments entry field label allows you to add a single custom question onto every entry form. You could ask "What is your USCF ID?" or "Do you require lunch?" or "Please tell us your favourite opening".



Allowing late entries will let players enter your event at any time. If late entries are disallowed then once the 1st round pairings are done no new players will be able to enter.

3.1.5. Privacy options

Tornelo has many powerful features to allow users to choose their level of privacy.

Event privacy

There are multiple privacy options available for your events:

1. Public

Shows up on the Tornelo homepage and can be found in Google searches.

2. Community

Can only be found by signed in users. It is free for anyone to create an account on Tornelo, but this adds a hurdle to private information being found. Google cannot find this data.

3. Private

Not included on the homepage or search results, only accessible from a direct link.

User controlled privacy

Event organisers please note, if you create a player in your event, their default privacy setting will be the same as that of your event. Eg. A Private event will create all Private players.

Private players can ONLY self-register for an event. They will not show up on any searches.

1. Public

A public profile can be found by searching Tornelo archives. This means any person, or Google, may find the information.

Your Player Information will show up in Leaderboards, Upcoming Event player lists and in Event Archives. Any event organiser may add your name to an Event.

2. Community

Player Name will be Obscured (e.g. Henry Lee will be shown as H____ L__) unless viewed by a member of that person's Community (i.e. User of Tornelo). It is free for anyone to create an account on Tornelo, but this adds a hurdle to private information being found. Google cannot find this data.

Your Player Information will show up for logged-in-Users in Leaderboards, Upcoming Event player lists and in Event Archives. Any event organiser may add your name to an Event.

3. Private

Player Name will be Obscured (e.g. Henry Lee will be shown as H____ L__) unless specific permission has been given. Eg. if you have entered an event, the organiser and arbiter will receive and view your Player Information. The organiser may share that information with other event managers.

Due to the requirement for identity verification within a tournament, all Players in the same Event are provided explicit permission to view Player Information for all players in the event.

Your name will NOT show up in Leaderboards, Upcoming Event player lists or in Event Archives. An event organiser may NOT add your name to an Event. You must self-register for all events.

Birthday

Birthday is stored as a separate field and used with Year of Birth to calculate a player's age for categorization purposes. We won't show a player's birthday or exact age to anyone. Ages are displayed as "Age: Under X", for example: in the year 2020 all players born in 2010 will be displayed as 10 (i.e. "Age: Under 10").

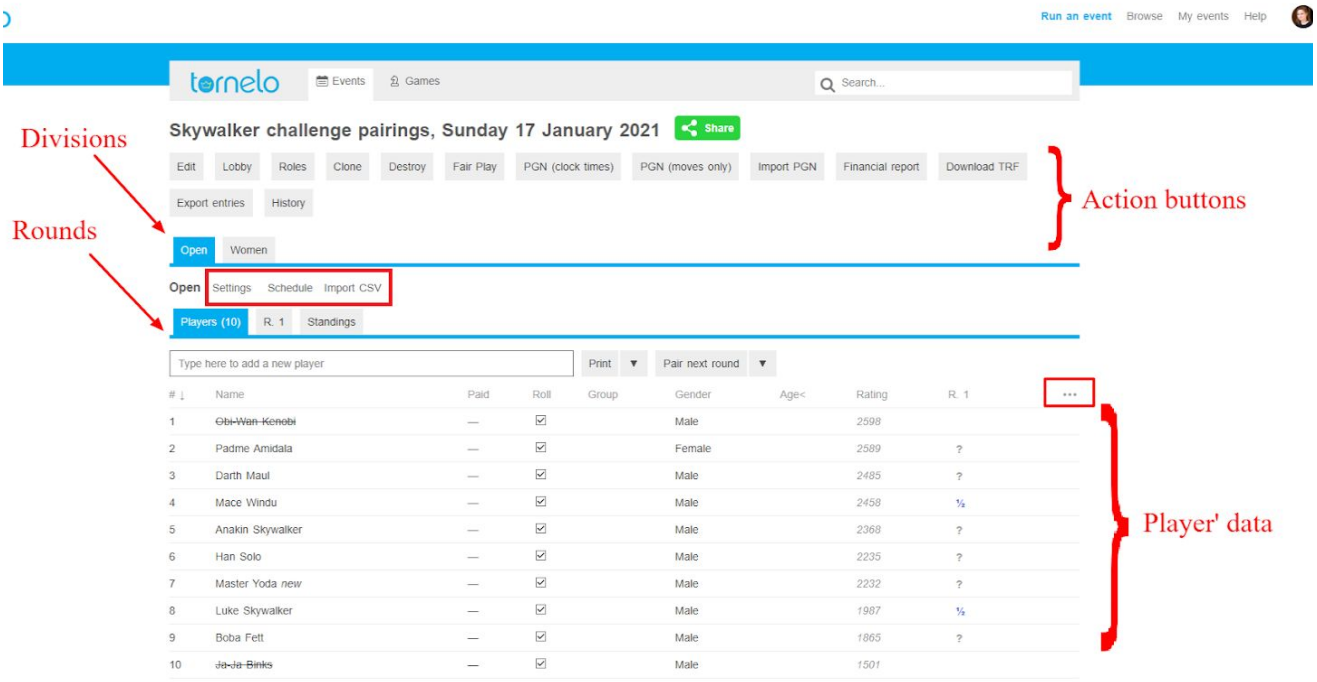
3.1.6. Inviting arbiters

3.1.7. Pairing program interface

Arbiter manages events from two main places: Lobby and Pairing program. It is advisable to have both pages open in different tabs in one's browser.

Nevertheless, an arbiter can easily switch between one another. In the Lobby message bar just click on the Pairing program button.

This action gives you an alternative view of the tournament. From the Pairing program you are able to change event settings, manage players, see fair play reports and many other essential functions.



All the player's data can be found in the bottom part of the window. After clicking on the three dots (...) at the right top corner you can choose which columns to see. By clicking on any player you can change their information, withdraw them or move them to a different division.

Different tabs can navigate you from Player's information to different rounds - to view games, change pairings, monitor connection and so on. All the way to Standing.

In the picture above see the options in the red rectangle above tabs. Under **Settings** we can change the pairing options (see more here), tie-breaks (see here), point system, etc. These can be different for every division. Click on **Import CSV** on the left, if you want to import player's data from CSV (see more here).

Above we have another tab options, these can help to navigate between divisions, if there is more than one.

At the top we have several important action buttons:

- **Edit**: enables us to change Event settings (see here)
- **Lobby**: navigates to Lobby
- **Roles**: list of people managing event, possibility to add another (see here)
- **Clone**: Creates copy of the event (see here)
- **Destroy**: Deletes the event (see here)
- **Fair Play**: navigates to Fair Play report (see here)
- **PGN**: downloads pgn files - with or without clock times
- **Import PGN**: enables importing pairing or board numbers from the Swiss Manager or a different program (see here)
- **Financial report**: invoices and payments (see here)
- **Download TRF**: downloads FIDE Tournament Report File (see here)
- **Export entries**: downloads CSV file with player's information (see here)
- **History**: records of event editing (see here)

From the Pairing program the arbiter of course also handles creating and publishing all pairings (see more here).

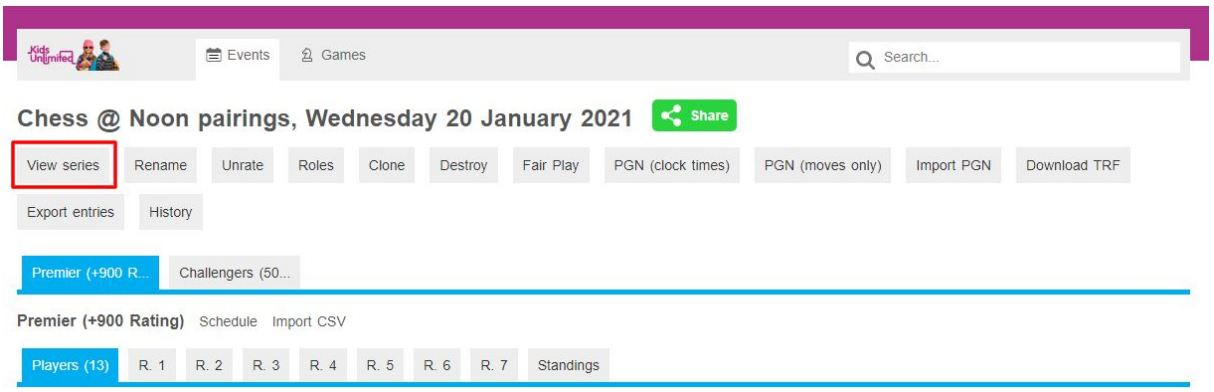
3.1.8. Event series

For tournaments with tradition Tornelo offers an overview of all the individual events in one series. All tournaments with the exact same name will be linked in an event series.

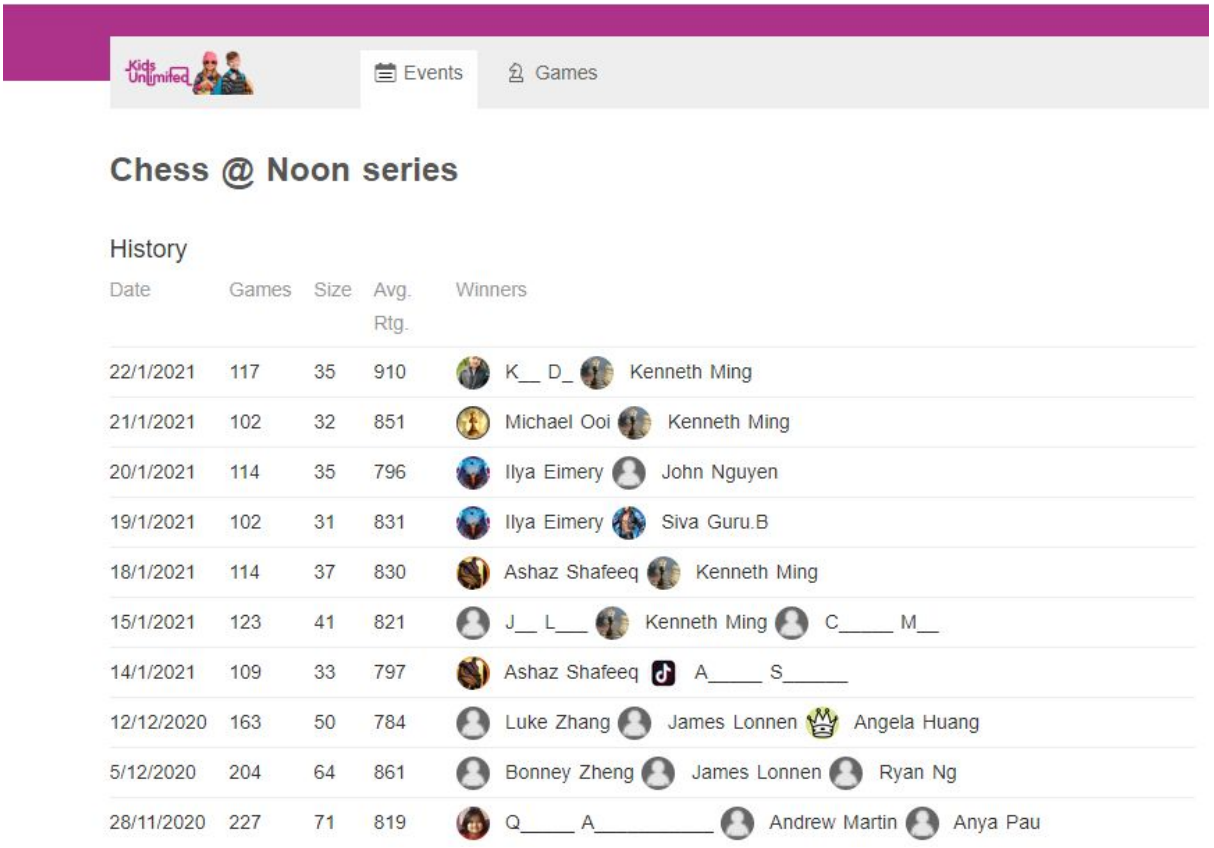
The URL for public events shows /events/name-of-the-tournament. In case there is another tournament with the same name, two dashes (--) and serial number will appear after the name:

tornelo.com/chess/orgs/ku/events/chess-noon--58/pairings

In that case you will be able to find an additional button in your pairing program **View series**.



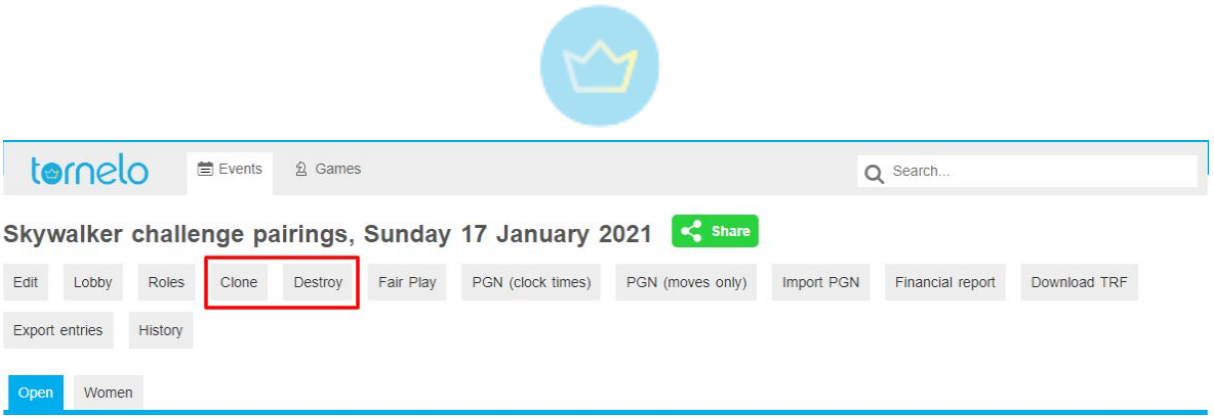
Clicking the button will take you to the overview of all the events in the series.



For every tournament there is a date, number of played games, number of players, average rating of the tournament and names of the winners. Choosing any line will navigate you to the event page with full results.

3.1.9. Cloning or deleting an event

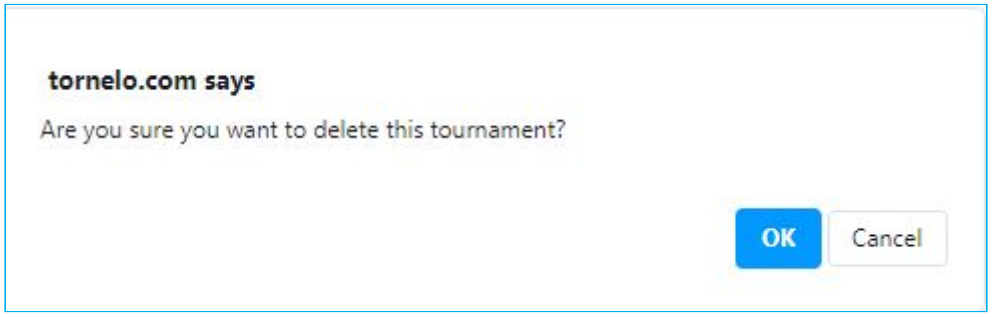
In the Pairing program, there are two action buttons: Clone and Destroy. These can copy or delete the current event respectively.



Cloning events is useful, when you plan to use the same settings for multiple events. It will navigate you straight to the settings of the new event, where you can change just the name, dates or as many options, as you wish.

Only the **Event options** will be copied, the **Settings** for every division needs to be set again manually, nor any player's data will be transferred this way. To do so, use CSV export/import procedure (see here).

Clicking on **Destroy** will bring confirmation message, asking whether you are sure to delete the event forever. After clicking OK, it will disappear and you won't be able to go back to it again. You cannot destroy an event with pairings.



3.1.10. Pairing options

The most common format of online events is an Individual Swiss Tournament, for that purpose, Tornelo is using standard pairing engine JaVaFo 2.2, same as most major pairing programs. Individual Round Robin Tournaments are also possible.

There are many ways how to handle a team event. One is using a special Tornelo engine option for an Individual Swiss Teams Tournament and second one is using an import from another pairing program such as Swiss Manager for olympiad-format team events.

Running an Individual Event

1. Enter players
2. Click Start now

Running an Individual Swiss Teams Event

Tornelo runs what we call an "Individual Swiss Teams Tournament". This event format is ideal for schools and youth events because it:

- Is Highly Flexible
- Encourages Participation

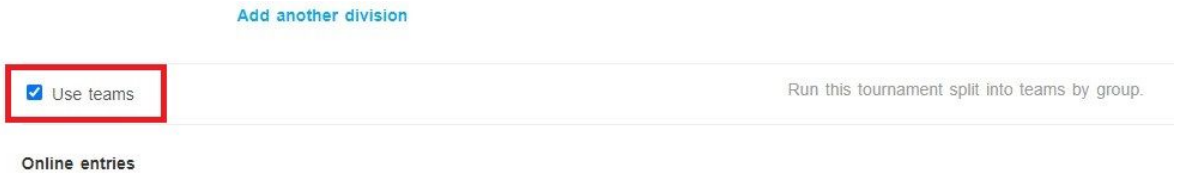
Teams Tournament Format

All players take part in an individual Swiss event but with a pairing rule that prohibits players from the same TEAM playing against one another. The algorithm is weighted rather than absolute to allow pairings even if no options are possible where all players play against non-team mates. Generally you will find that only players on a score of 0 points will be paired against team-mates.

All normal Swiss Pairing principles apply:

- Always play against a different opponent
- Play someone as close to your score as possible
- Alternate and balance colours

Setting up a Teams Tournament
In the settings options (see here) check the box **Use Teams** and the event will be set up as a Teams Tournament. This can be toggled on and off at any time during an event.



What is a Group?

If, during an event, a player is Representing someone other than just themselves, they are said to be representing a Group. A team is a collection of players representing the same Group in a Team Event.

A "Group" is a temporary linkage for players during an event. During one event a player may represent Club A, the next week School B, the next Team C.

Think about it like a #tag for players!

Each player may be associated with multiple groups, these are the groups you have represented in the past. Players can select what Group they wish to represent during the entry process for each event. Either choose an existing one from a list or create a new one.

The only way arbiters can add a Group is to

1. Go to https://tornelo.com/chess/groups
2. Click New
3. Create your new group

Once the group is created you can add players in your events to this group.

A group page is a listing of players who are all of the following:

a) Active players (ie, entered an event within the last 18 months)
b) Rated players (ie, played more than 20 rated games)
c) Have played in a rated event while representing that group

If a Group Page is blank then no players yet meet all 3 of the above criteria.

What is a Team?

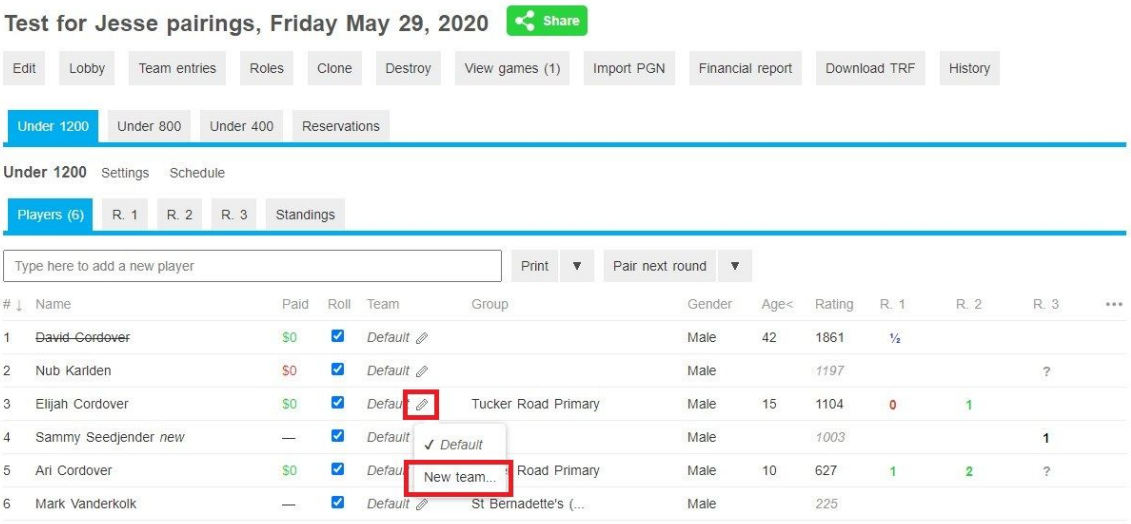
Teams are automatically formed by having players represent the same GROUP. A Group may be a school, a club, a league team etc.

Players select the Group which they represent during entry into a Teams Tournament.

Event Organisers may change the Group that any player Represents from the Player Entry Details card at any time.

You can split Representatives of a Group into smaller teams if required. These team names can be given any name you like (A, B, C etc or Blue, Green, Red etc). A Team is a subset of a Group - it is possible to have 3 teams, from different Groups all called "Blue".

A player without a Group cannot be in a Team.



The TEAM NAME is displayed as a concatenation of GROUP NAME - TEAM NAME, eg. Tucker Road Primary - A

Pairings are barred from TEAMS, not from Groups. A player from Team A in a Group may play against a player from Team B in the same group.

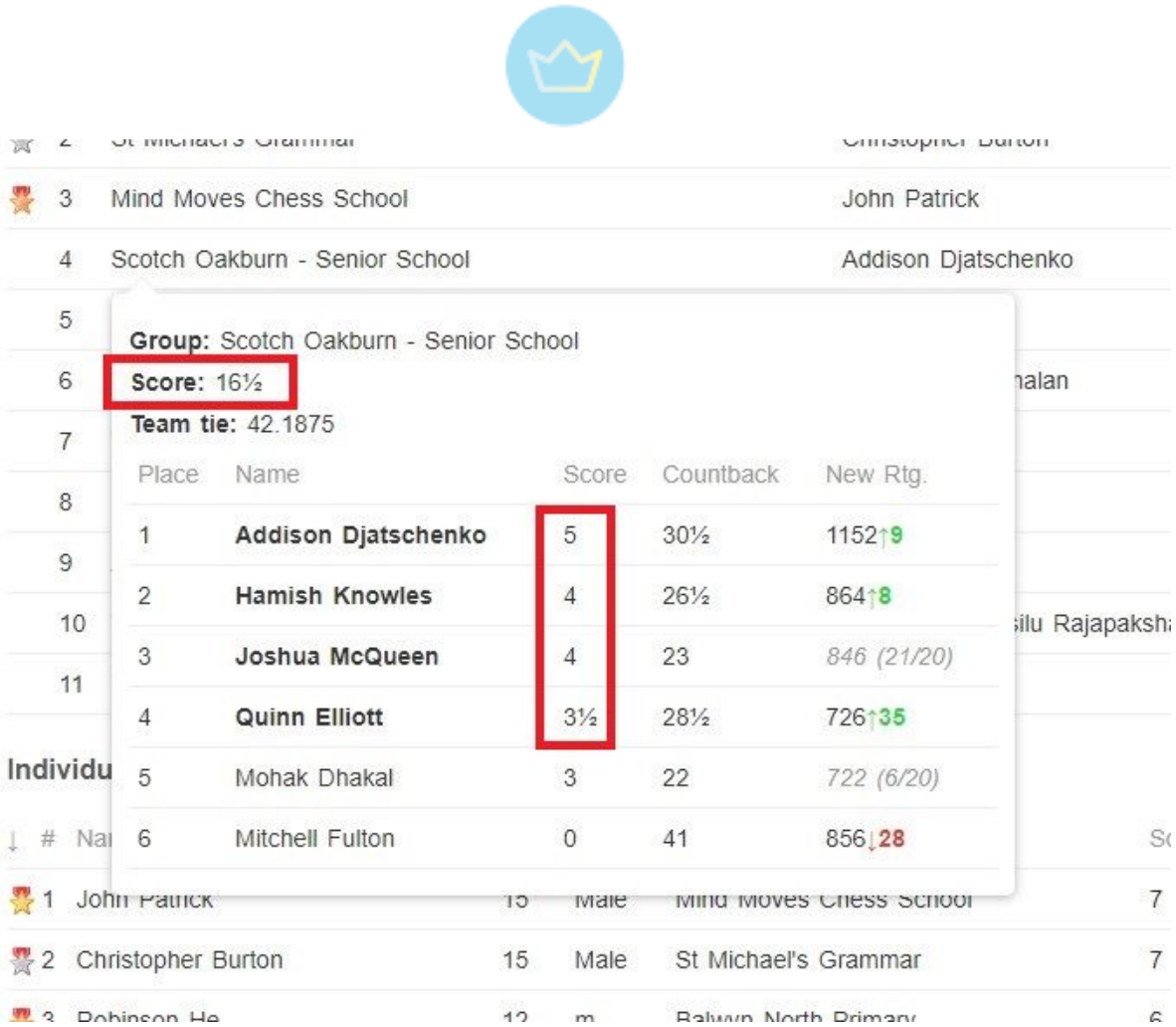
Managing a Team Event

There is no difference in the way you manage a Team Event or an Individual Event. Entering results, doing pairings and playing games all work exactly the same way.

Calculating Team Results

The results are automatically calculated and displayed on the Standings.

Team Standings are ranked first by the **TEAM SCORE**. Team Score is the SUM of the Top 4 scores in that team.



The scores of players after the Top 4 are discarded.

- This encourages participation because a less experienced player can still be part of a team, without anyone feeling that player is "dragging the team down".
- It is flexible because you can have a team with 4 or 40 players and the larger team has no advantage (only in case of breaking ties).
- It eliminates the need for "selections" because the best performing players on the day will have their scores counted.

Other team events

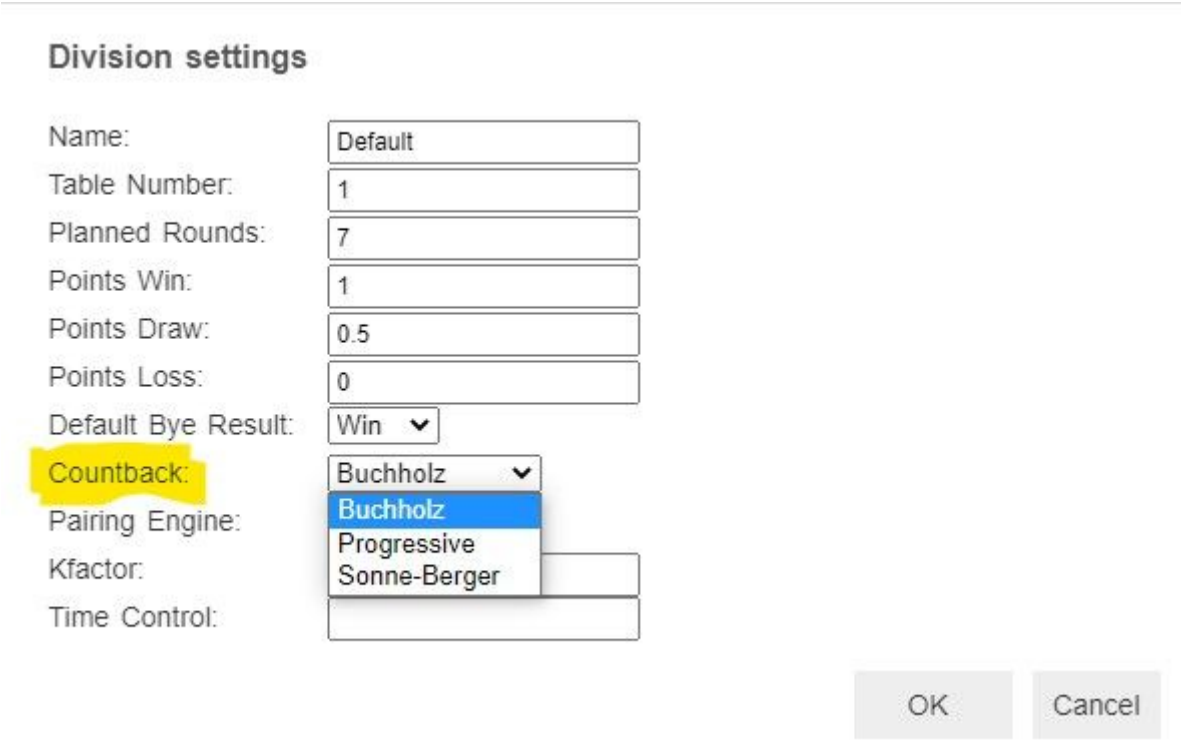
Until Tornelo can support the native pairing of Olympiad-style team matches, most organisers are importing pairings via a blank PGN headers file.

PGN Import Board Numbers for Team Events

You can import any blank PGN file and the Board Numbers will be imported into Tornelo. We use the standard 3 digit board number format - round.match.board eg. 1.2.3

3.1.11. Tie-Breaks

The default Tiebreak can be set in the Division Settings - Countback.



Tiebreak changes will only apply to results in the Pairing Program, players in a Tournament Lobby will only see the default countback which is Buchholz.

Individual Tiebreaks

Buchholz

Players are rewarded with a better tiebreak by playing harder opponents. Calculation method is SUM of Opponent's scores. Players who receive a BYE get 0 points towards their Buchholz score

E.g. **MyPlayer** Pairing Card looks like this:

Round 1 opponent Tom Thumb, scored 2 points
Round 2 opponent Hagrid Horrible, scored 2.5 points
Round 3 opponent James Yi-Wei, scored 1 point
Round 4 opponent BYE

MyPlayer Buchholz score would be 2 + 2.5 + 1 + 0 = 5.5.

Progressive

Players are rewarded with a better tiebreak by performing well in the early rounds. Calculation method is SUM of Player scores after each round.

E.g. **MyPlayer** results were: win, loss, win, draw

MyPlayer progressive scores are 1, 1, 2, 2.5 and their progressive tie-break score is 6.5

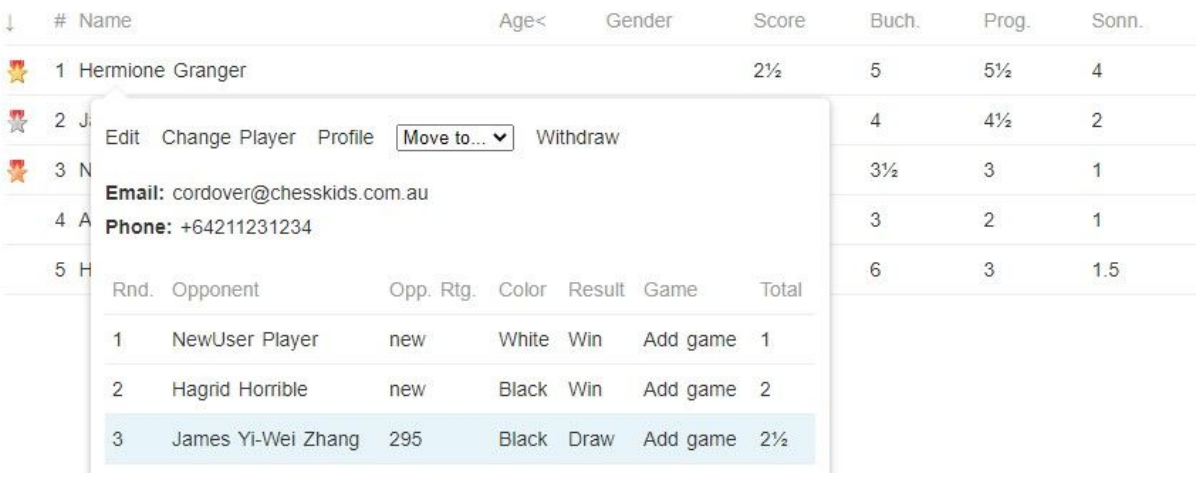
Sonneborn-Berger

Players are rewarded with a better tiebreak by defeating higher scoring players. Calculation method is the SUM of Defeated Opponents' Scores plus the SUM of Half of Drawn Opponents' Scores. Losses and BYE's do not impact this tie-break calculation.

E.g. **MyPlayer** Pairing Card looks like this:

Round 1 win against opponent Tom Thumb, scored 2 points
Round 2 draw against opponent Hagrid Horrible, scored 2.5 points
Round 3 loss against opponent James Yi-Wei, scored 1 point
Round 4 opponent BYE

MyPlayer Sonneborn-Berger score would be 2 + 1.25 + 0 + 0 = 3.25



#	Name	Age<	Gender	Score	Buch.	Prog.	Sonn.
1	Hermione Granger			2½	5	5½	4
2	J				4	4½	2
3	N				3½	3	1
4	A				3	2	1
5	H				6	3	1.5

Edit Change Player Profile Move to... Withdraw

Email: cordover@chesskids.com.au
Phone: +64211231234

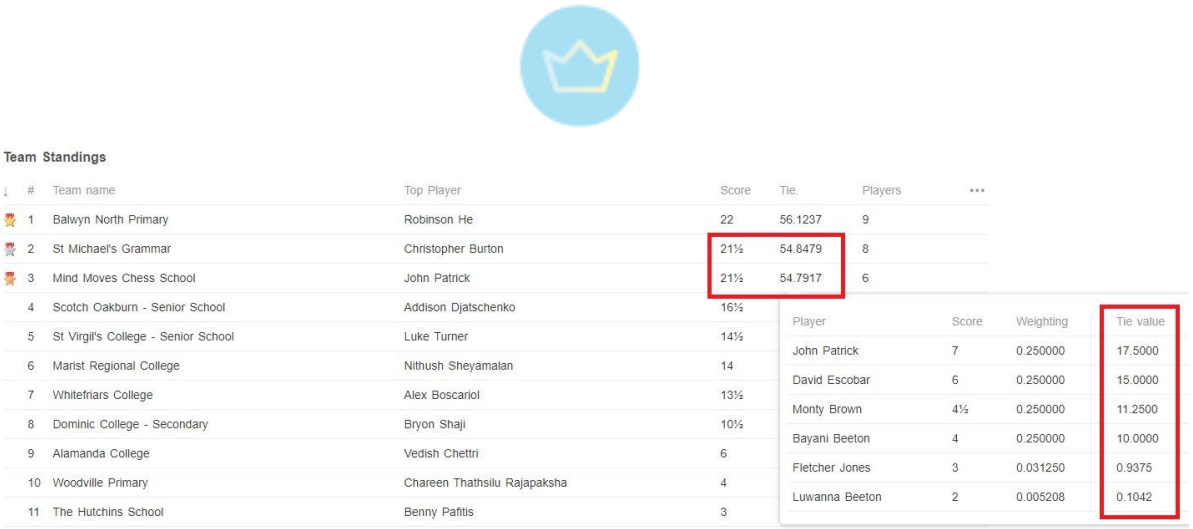
Rnd.	Opponent	Opp. Rtg.	Color	Result	Game	Total
1	NewUser Player	new	White	Win	Add game	1
2	Hagrid Horrible	new	Black	Win	Add game	2
3	James Yi-Wei Zhang	295	Black	Draw	Add game	2½

In a **Round-Robin** event every player has the same Buchholz (sum of opponent's scores) because they have played the same opponents.

Organisers should use the Sonneborn-Berger method for breaking ties in a Round Robin.

Team Tiebreak

When team scores (sum of Top 4 individual scores) are equal then a Tiebreak applies



Team Standings

#	Team name	Top Player	Score	Tie	Players
1	Balwyn North Primary	Robinson He	22	56.1237	9
2	St Michael's Grammar	Christopher Burton	21½	54.8479	8
3	Mind Moves Chess School	John Patrick	21½	54.7917	6
4	Scotch Oakburn - Senior School	Addison Djatschenko	16½		
5	St Virgil's College - Senior School	Luke Turner	14½		
6	Marist Regional College	Nithush Sheyamalan	14		
7	Whitefriars College	Alex Boscariol	13½		
8	Dominic College - Secondary	Bryon Shaji	10½		
9	Alamanda College	Vedish Chettri	6		
10	Woodville Primary	Chareen Thathsilu Rajapaksha	4		
11	The Hutchins School	Benny Pafitis	3		

Player	Score	Weighting	Tie value
John Patrick	7	0.250000	17.5000
David Escobar	6	0.250000	15.0000
Monty Brown	4½	0.250000	11.2500
Bayani Beeton	4	0.250000	10.0000
Fletcher Jones	3	0.031250	0.9375
Luwanna Beeton	2	0.005208	0.1042

The Tiebreak is a logarithmic system which gives weight to players closer to the top. Effectively if Team Scores are tied based on the Top 4 players, it will compare the Top 5 players to break the tie. If the 5th ranked players on each team have the same individual scores then it will compare the 6th best player, and so on down until the tie is broken.

This provides a small advantage to the larger team. If two teams have exactly the same performance, the larger team will always win, assuming that their additional player scores at least 0.5 points.

If teams are tied all the way and have the same number of players then we calculate based on Individual player Bucholz (sum of opponent's scores) in the same way; first the Top 4 players, then Top 5 etc.

3.1.12. Importing/export TRF or CSV file

It is possible to import whole lists of players and other information using import functions. The import is only available to verified organizations (see here).

Import TRF file

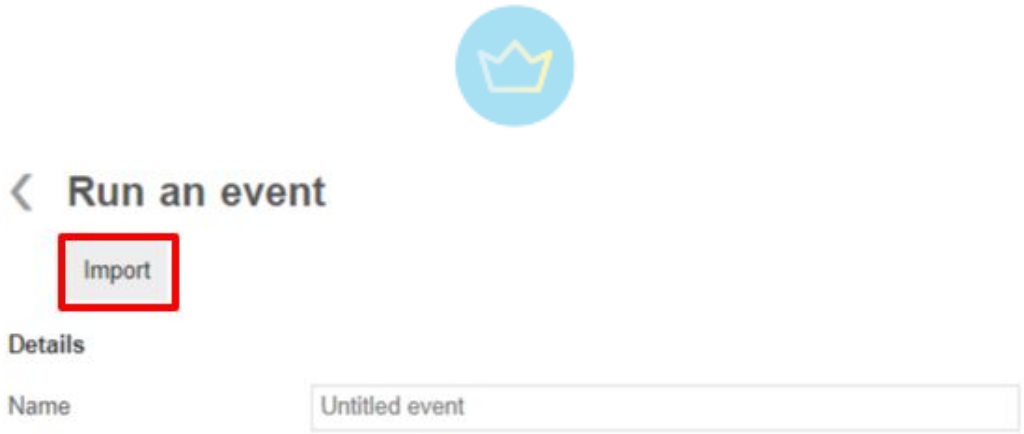
Should you need to move or archive your tournament online, it is possible to import an existing **TRF file** into Tornelo.

Requirements

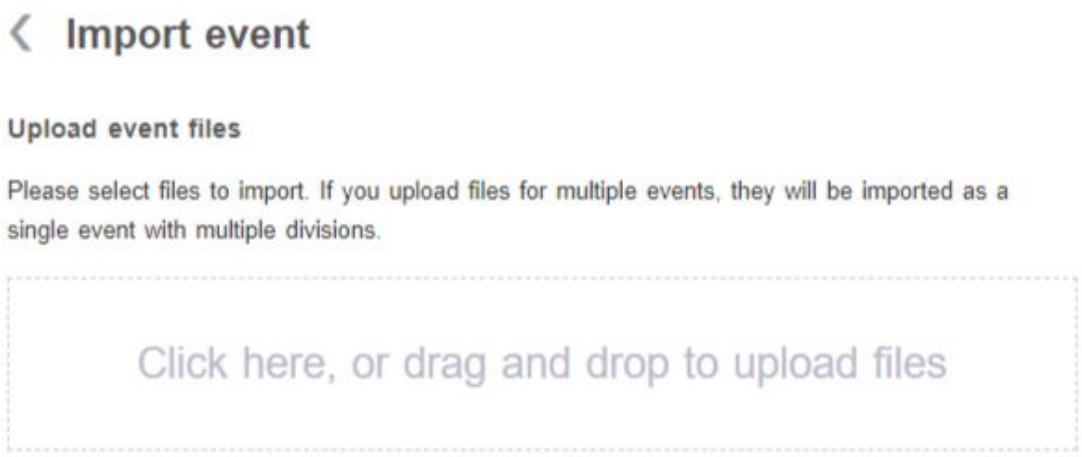
TRF stands for FIDE Tournament Report File. Supported file formats are single text files in .TRF or .TRFx format, in case of Swiss Perfect it requires both the .TRN and .SCO file for each event. See documentation here for more information about TRF files.

Import procedure

For import simply click on **Run an event** in the top right corner of the page and instead of filling in the event details click on the **Import** button at the top.



This action takes you to the following page, where you can drop the file:

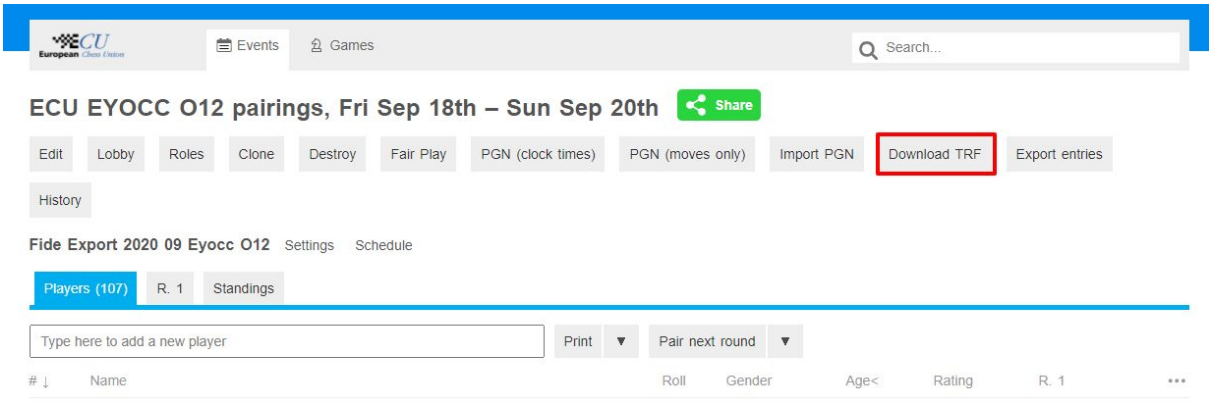


The import feature is available only to verified organizations (see here).

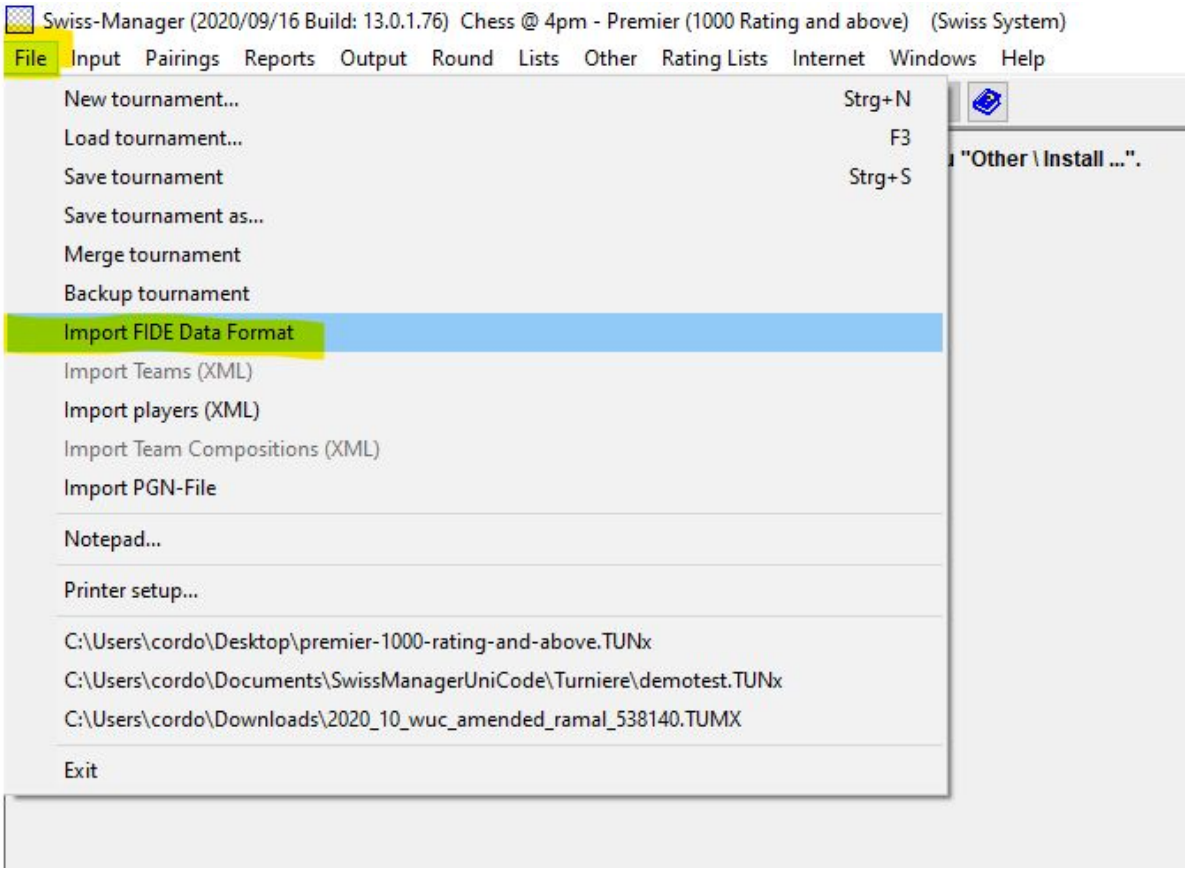
Export procedure

The reversed procedure is also possible.

Export TRF from Tornelo by clicking **Download TRF** on the pairings page and use it for other pairing programs.

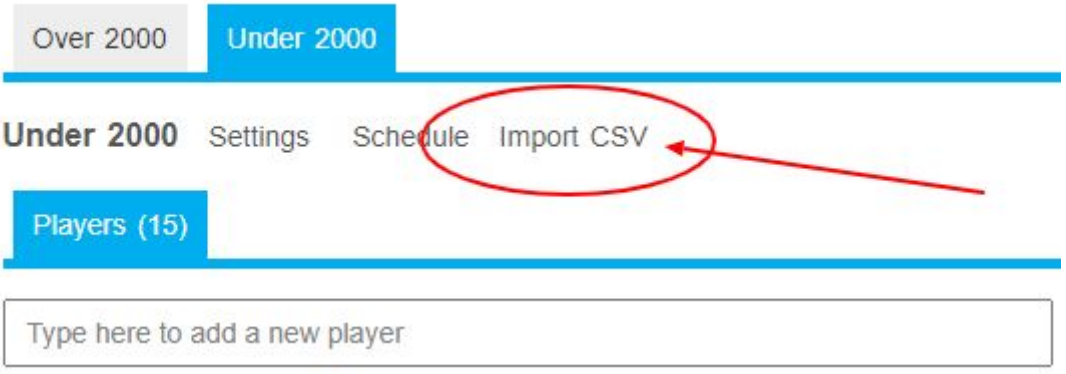


In case of Swiss Manager - open the program and Click File, select **Import FIDE Data Format**.



Import CSV file

You can import a CSV file (comma-separated values) into any event or division by clicking the Import CSV link in the division menu.



Requirements

Your CSV file must include a header row with column names. Supported column names for import are:

- First name (required)
- Last name (required)
- Email
- Group name
- Tornelo ID
- FIDE ID
- Gender
- Year of birth
- Rating
- Federation
- Title
- Other ID[1]

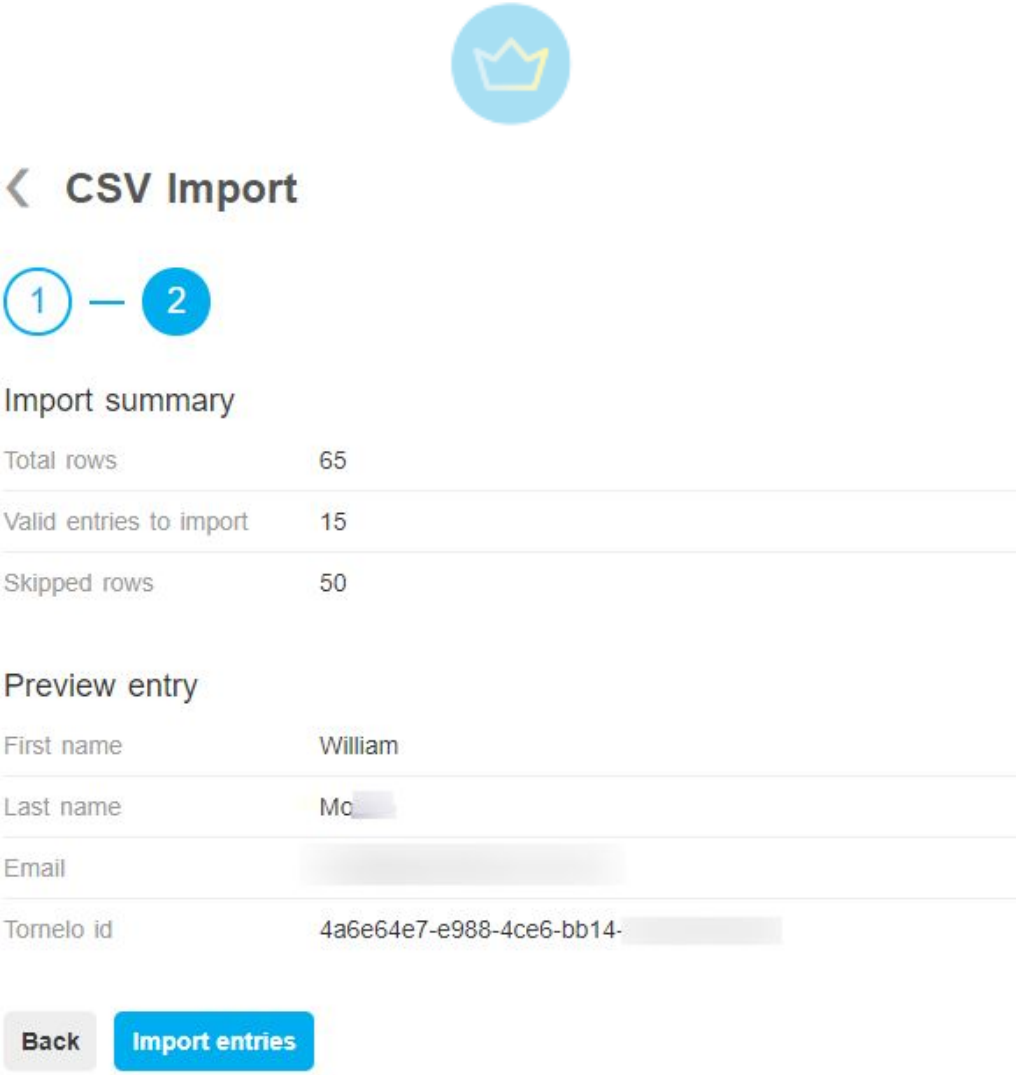
Including an email address will either link the existing user to the player, or create a new user account and send an email to that player inviting them to create their password for Tornelo. Title (means FIDE Titles, e.g. GM), Gender (Female/Male) and other fields should use the standard TRF formatting.

Import procedure

After your file is prepared, upload it to the website.

Check the preview:

[1]**ACF ID** (Australia), **USCF ID** (USA), **ECF ID** (England), **CSA ID** (South Africa), **CHESSCOM ID**, **LICHESS ID**, use only one at a time.



Click **Import entries**.

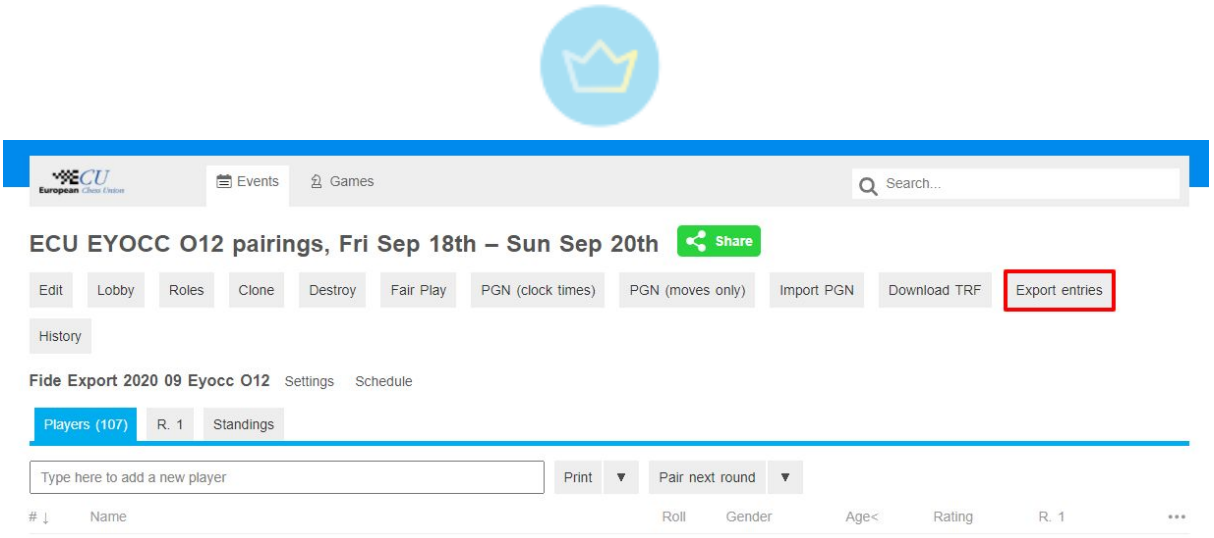
The import will ignore duplicate names, so you can re-import the same list as an update at a later date. You can always add more players with another import or add more information by importing a file with an additional column. The new information will be added without losing those already imported.

Export procedure

It is also possible to export all player's information in a CSV file and work with it further in a spreadsheet editor such as Excel.

This can be useful in case of player's self registration, when you need to manage or update any details or collect contact emails and send players information and announcements.

In the pairings program click on the **Export entries** button and the CSV file will be downloaded.



3.1.13. Inviting players

Player information is added by the person who enters the player.

We always recommend that Players self-register. There is one Source of Truth for all information and it is always most efficient to get the information directly from the Source of Truth. In this case the Player is that Source and knows and owns all their private information. They may choose what information they want to share.

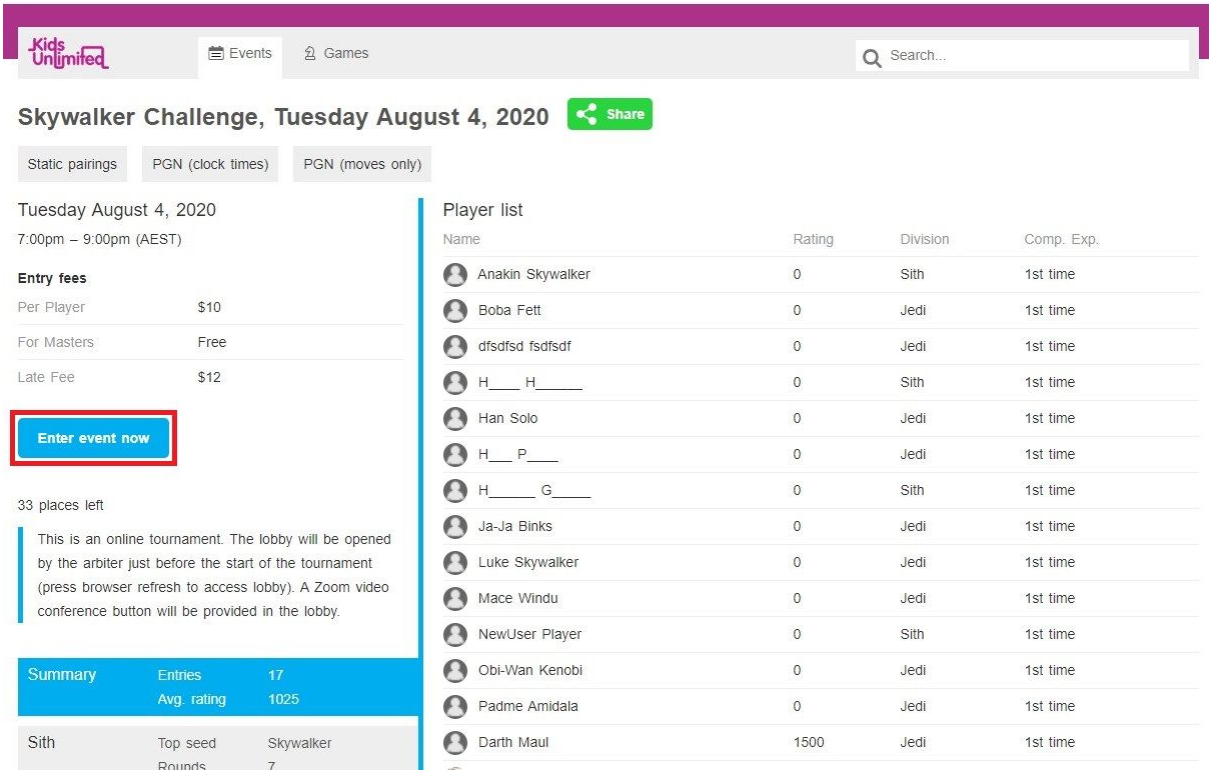
If an arbiter enters a player, then the arbiter must add the player information. We recommend taking the information from the Source of Truth (player directly).

During an event, the Arbiter may update this information or add details in the Pairing Program. The arbiter should get this information directly from the player in order to minimise mistakes.

Read also this subchapter to understand the process from the player's side and find out more about the relationship between User and Player.

Self registration

After creating an event, the event page will appear on Tornelo website:



If the event is public, players can find it just by browsing events, after entering tornelo: https://tornelo.com/chess. However, it may be more effective to provide them a link to the event page, same as in case of private events. The link can be sent by email or posted on your own website. The link will be similar to this one: https://tornelo.com/chess/orgs/org_name/events/event_name.

Players then can register themselves by clicking the button **Enter event now** and following the appropriate procedure.

Doing so creates an event entry - details for an entry in a particular event. The entry includes a name, email address, phone number, and other optional details such as year of birth or estimated rating. The entry can also optionally have a player profile attached.

Any user can associate their account with any player profile when entering an event online, but that association is considered "unconfirmed", and this user will not be able to update player profile details, and will be permitted to play only in events that were entered online while signed in with the same user account.

As an arbiter, when you submit an event for ratings, the users associated with any entries for unconfirmed players become confirmed and gain full access to the profile.

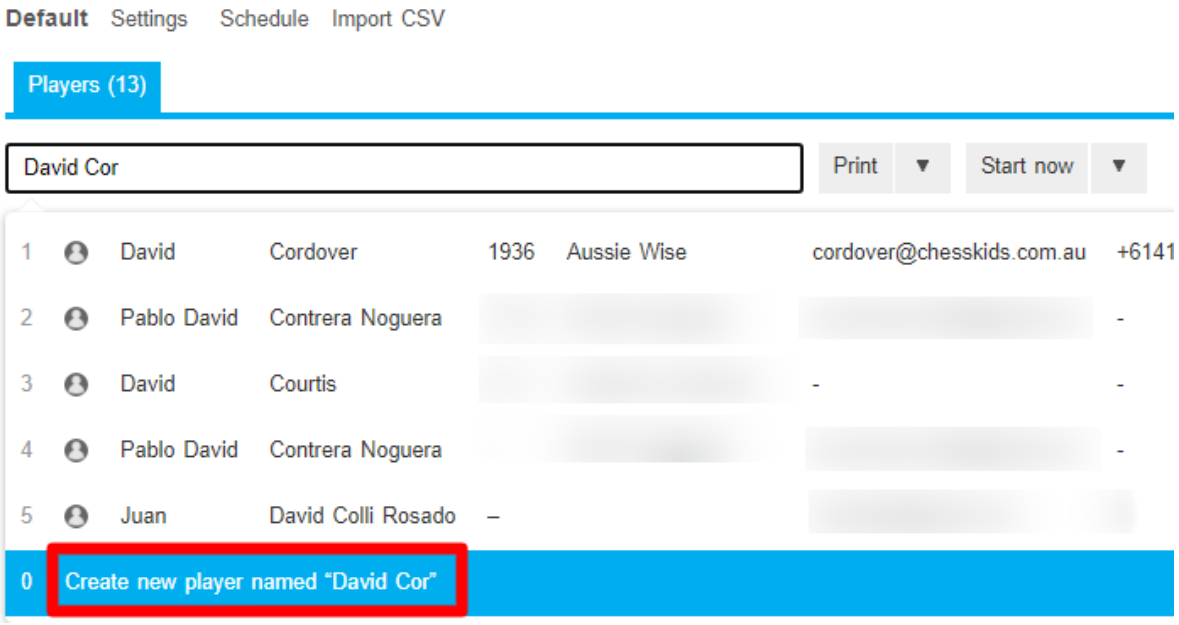
Adding players manually

In the Pairing program players can be always added manually.

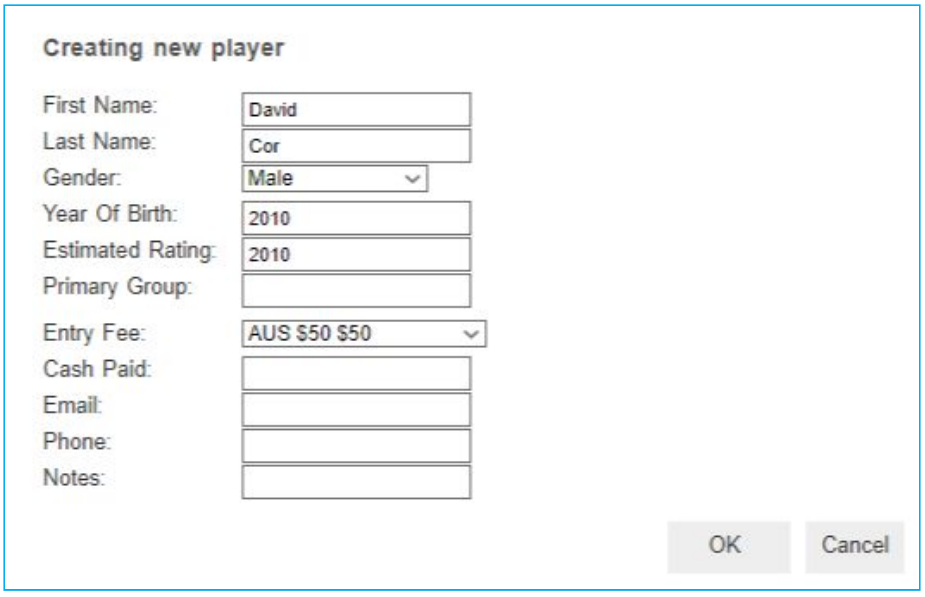
Find the field at the top of the list of registered players and start typing the name.

Tornelo will immediately give suggestions of existing players. When you spot the one you are looking for in the list, just click on the name. A players card will appear and after clicking OK, the player will be added to the list.

In case the player doesn't have a profile on Tornelo yet, the Arbiter can create the profile by clicking **Create new player named "x"** at the bottom of the list.



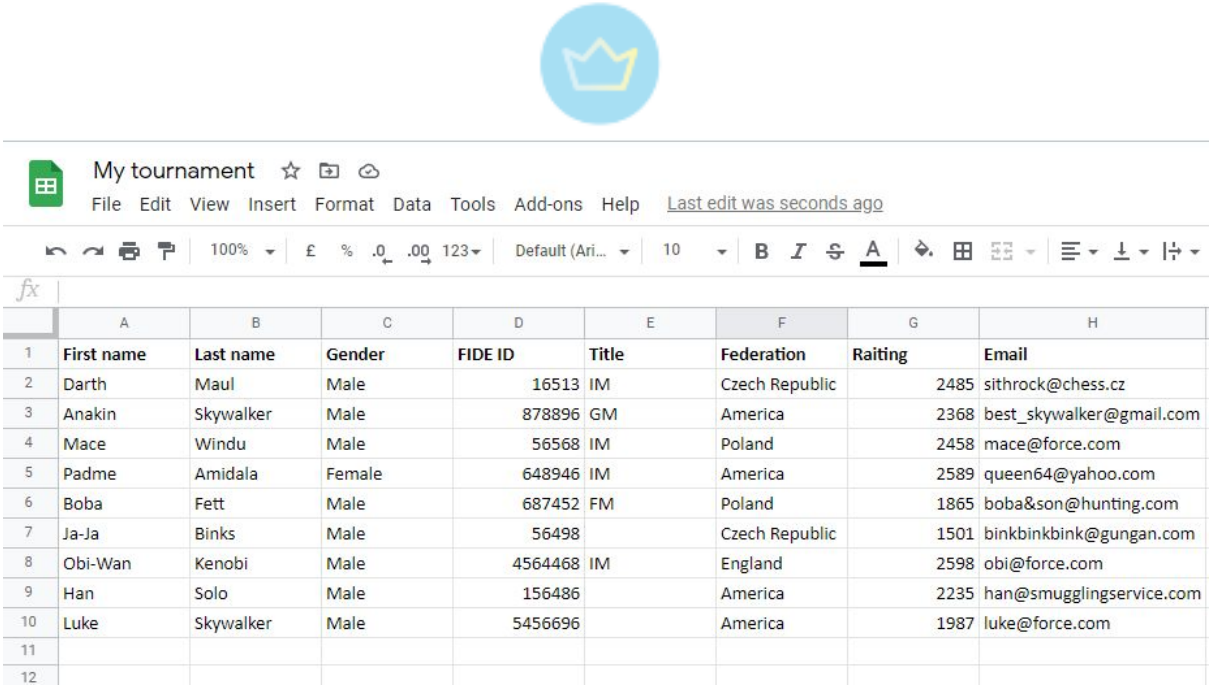
The players card will appear, this time with the name only and it is up to you to add any details. Note that the Email field on the players card is only contact information, filling in their email address will not serve to send invitations to players, that can only be done via CSV import (see below).



Importing players

Players can be imported from a CSV or TRF file, see the explanation here. The import is only available to verified organizations (see here).

The CSV file is particularly useful if you need to update all information from the OTB chess such as FIDE ID and real rating. If you need to update all genders or birth years for special prizes and so on. All the data will then depend on your correct import. The file can be prepared in any spreadsheet editor (later saved in .csv format) and look for example like this:



My tournament

File Edit View Insert Format Data Tools Add-ons Help Last edit was seconds ago

	A	B	C	D	E	F	G	H
1	First name	Last name	Gender	FIDE ID	Title	Federation	Raiting	Email
2	Darth	Maul	Male	16513	IM	Czech Republic	2485	sithrock@chess.cz
3	Anakin	Skywalker	Male	878896	GM	America	2368	best_skywalker@gmail.com
4	Mace	Windu	Male	56568	IM	Poland	2458	mace@force.com
5	Padme	Amidala	Female	648946	IM	America	2589	queen64@yahoo.com
6	Boba	Fett	Male	687452	FM	Poland	1865	boba&son@hunting.com
7	Ja-Ja	Binks	Male	56498		Czech Republic	1501	binkbinkbink@gungan.com
8	Obi-Wan	Kenobi	Male	4564468	IM	England	2598	obi@force.com
9	Han	Solo	Male	156486		America	2235	han@smugglingservice.com
10	Luke	Skywalker	Male	5456696		America	1987	luke@force.com
11								
12								

When a Name is Imported to Tornelo there is a question - Is PlayerName a second individual with the same name as PlayerName - or is it the same individual as has played previously? With no data other than a Name in the import file we have to assume that it is a second individual and PlayerName will be created as a second profile. This isn't a major issue because if that profile is linked to the Same Email as well then eventually both PlayerName profiles will belong to the same user, and can be merged together (see here).

If the import file has additional data in a form of ID (Tornelo ID, FIDE ID or a Other ID - currently supporting USA, Australia, South Africa, England and chesscom and lichess) then it is possible to use that unique ID to match the record on Tornelo rather than the ambiguos (non-unique) Name.

Note that Organisers can minimise the number of duplicate players being created by:

- Encouraging players to self-register (see here)
- Using a FIDE-ID or other unique Federation ID
- Exporting a Player list from a previous event to find the Tornelo ID for each player and importing with Tornelo ID (see part Export procedure in here)
- Manual entry of player and select existing player from a list (see here)

Columns

The list is required to contain **First name** and **Last name**. Possible columns which can be used include: **Federation**, **Rating**, **Title**, **Year of birth**, **Gender**, **FIDE ID**, **Tornelo ID** or **Group name** (for team competitions) and **Email** and some other unique IDs (**ACF ID** (Australia), **USCF ID** (USA), **ECF ID** (England), **CSA ID** (South Africa), **CHESSCOM ID**, **LICHESS ID)**. Including an email address will either link the existing user to the player, or create a new user account and send an email to that player inviting them to create their password for Tornelo.

It is possible to only use some columns and put them in any order. If after the first import you realize you are missing some data, you can always create a new file with names and the

appropriate column and add this to the existing information to your event on Tornelo. The empty or missing columns will never overwrite anything.

The Gender is usually Female/Male, see more about Group name here and note that age displayed on Tornelo is actually Age group, and not Age.

Partly for privacy reasons and partly that Age Group is widely used for categorising players. The Age group is calculated as the CURRENT YEAR minus YEAR OF BIRTH. E.g. For a player born in 2010 during the year 2020: 2020 - 2010 = Under 10.

During the entire 2020 calendar year, players born in 2010 will be able to participate in Under 10 age divisions, regardless of if they were born on Jan 1 and are actually 10 years old, or born on Dec 31 and are 9 years of age.

Ownership

A player profile is OWNED by the person who created it. Because this profile contains private information (name) and a rating, we must be careful which user is allowed to take ownership of any existing profile.

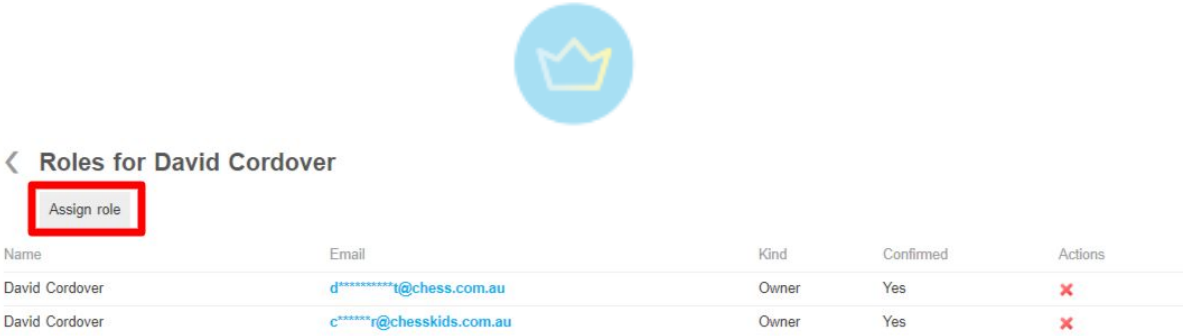
The transfer of Ownership has 2 steps.

- INVITE (existing owner action)
- ACCEPT (new owner must take responsibility)

As such, Organization Admins may invite Users to take ownership over Player Profiles. If they can see the Roles then they are the OWNER for that player - all information visible was at some point known to them. See more about the Player and User relationship here.

1. Go to the Player Profile
2. Click ROLES

3. Click ASSIGN ROLE



4. Enter the email address of the user (name is optional)

The User would then:

1. Sign-in to Tornelo
2. See a notification icon
3. Accept the invitation to own the player

In case any User would like to CLAIM a Players profile, for example if the original email address is not accessible anymore and they can't sign in, the arbiter has to check the User is valid for said Player and contact Tornelo support help@tornelo.com with the request for update. Such as:

I am submitting a claim over PLAYER X. The user has been checked and is a valid user for this player.
PLAYER BEING CLAIMED: (include URL to player)
EMAIL ADDRESS: (include email address of the user)

Should you find out about such a case just before the start of the event, use the Token procedure (see here).

Note that Organisations can still update player information (e.g. a name) after the ownership is transferred to the player, but this would be done via an update to the name in a Tournament, and the Entry Details would then update the Player Profile only after the event is submitted for ratings, thus providing an audit trail.

3.1.14. Merging profiles

Sometimes a second Player profile will be created for a player and the two Profiles need to be merged together.

You can only Merge profiles if you have permissions (ownership) over BOTH players.

1. Go to the Player profile page (of the profile you want to get rid of)
2. Click Merge
3. Enter the name of the player that you want to Merge into
4. Select name from the list
5. Click Merge now

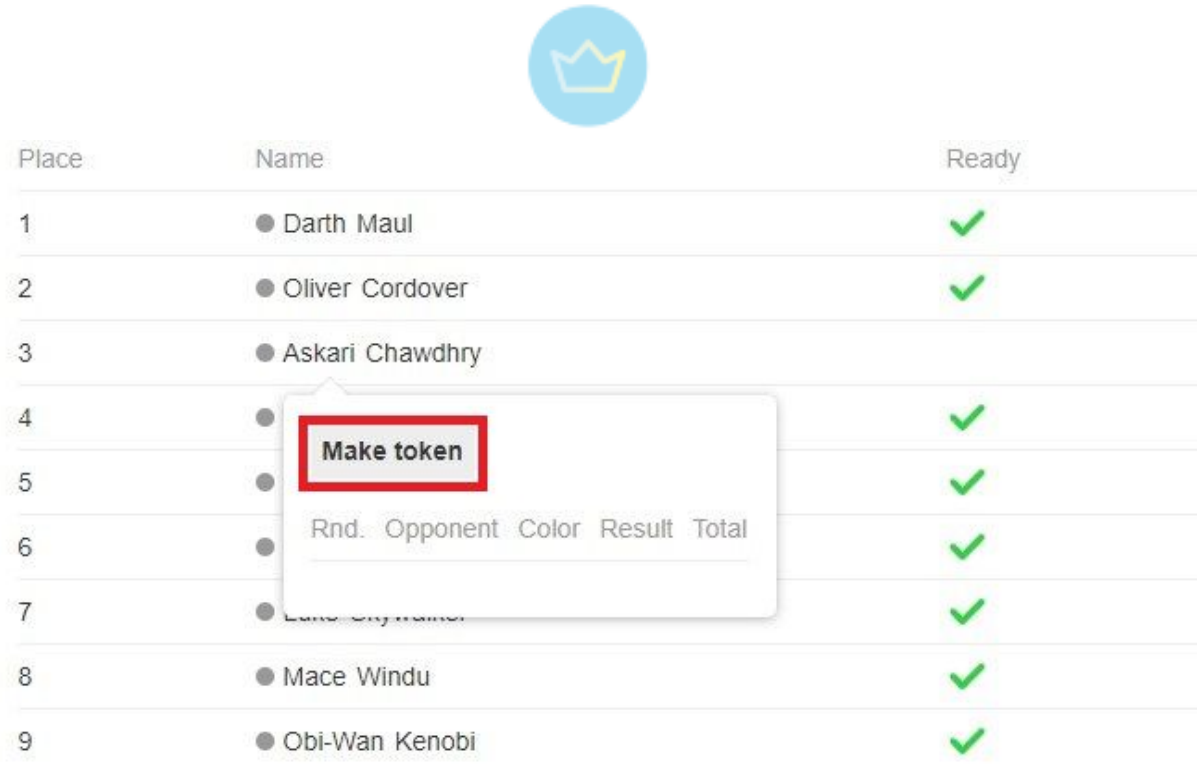
If you do not have proper permissions over both players please contact us (help@tornelo.com) and send the links to both players so we can verify they are the same player and merge them together.

3.1.15. Token procedure

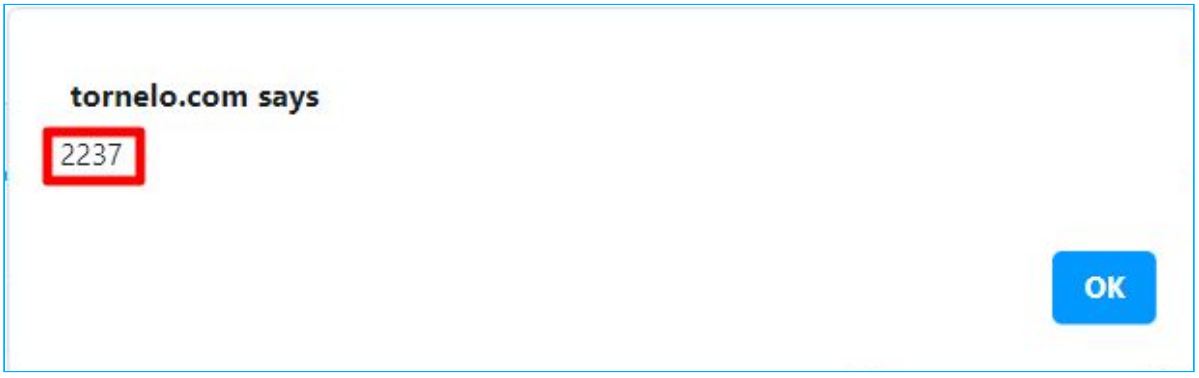
Before the start of the event players often login with a new email address and do not have permission to play. However, there is a simple solution, because arbiters can provide a Token (One Time Pin) to the player.

Please note, there is no way for you to help a player Sign in to Tornelo. We try to make it as obvious as possible that a player is not signed in, but a token will only work with a user that is signed in.

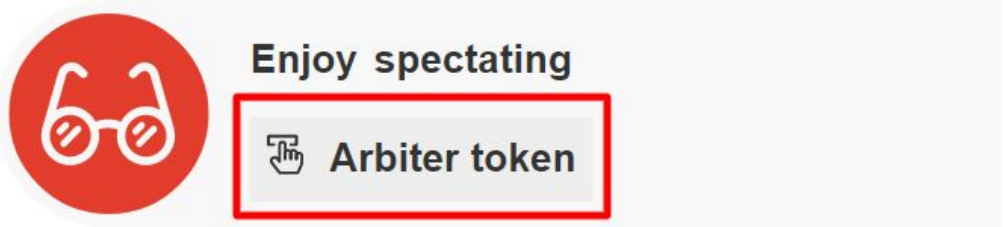
1. Click on the player in the Lobby and select **Make token**.



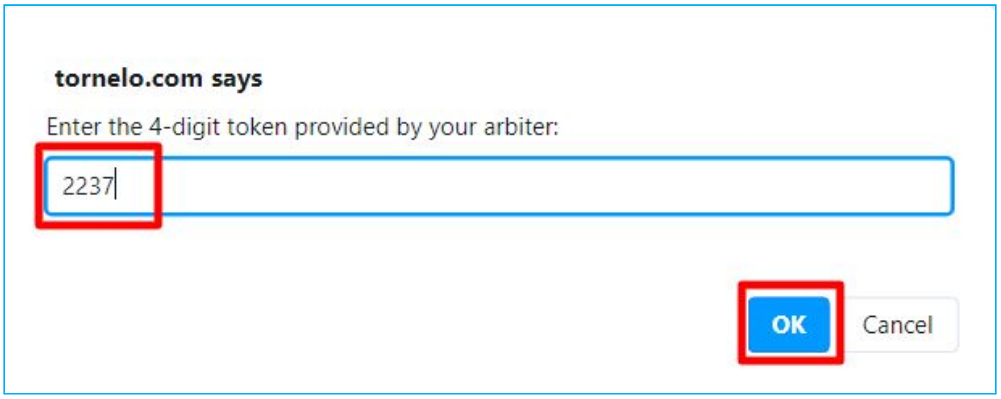
2. Tornelo will display a temporary Token (4-digit number)



3. The Arbiter provides this Token to the Player in a secure manner.
4. The Player must be Logged In (but it doesn't matter what account they have used).
5. The Player should click **Arbiter token**



6. The player enters the correct Token and is granted permission to play in the event with whichever account they have used to sign-in.



7. At the end of the event, Tornelo will link the email (user account) and the player so (as long as they login with the same email address) they can play without a Token in future events.

3.1.16. Integrating a video conference

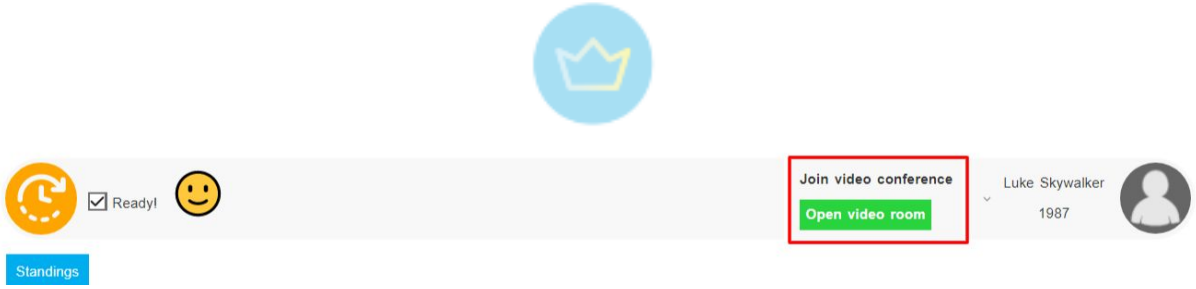
In all official events players are required to join a video conference, where they are under the supervision of the arbiter. This is highly advisable for all tournaments.

It is a very useful tool which gives an arbiter the opportunity to communicate with players via microphone and chat. It is possible to make important announcements for the whole group and also to contact individual players.

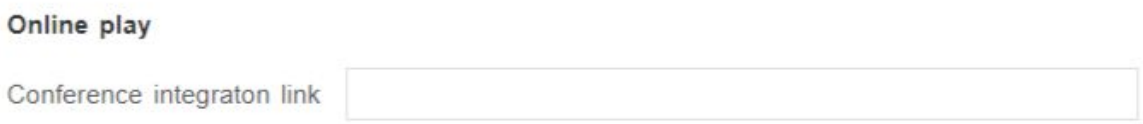
For team competitions it can boost the team spirit, if players can see each other on the same call as they are playing together. In all events it also takes away the anonymity, players can see other players, their friends and opponents and it creates a feeling closer to the OTB event. Once players can see and interact with each other it makes them realize there is a real person on the other end of the board and this all promotes a healthy environment, which we all strive for. Using breakout rooms can also help splitting players into smaller more manageable groups or give a possibility to talk to them individually.

Fair Play principles of the FIDE Online Chess Regulations also require players to have their cameras on during their games, so they can be supervised by arbiters (no electronic devices in the room, no additional people, player is not leaving, or acting suspiciously, etc). They are also required to have their microphones or and share their screens. For that reason Zoom conference is usually used, as it is currently the only known tool, which allows multiple participants to share their screen.

On Tornelo it is possible to integrate a Join video conference button to the message bar. The players don’t need any more information, everything is available in the Lobby, after they sign in.



The arbiter only needs to add the link in **Edit** event (see more here).



It is also possible to add a second button, should you need to split players in two groups (or redirect them anywhere else).

Conference Link Privacy

In case of multiple divisions, it is possible to add a different link to each division in the event settings under **Format** in the **Conference Url** column.

The Division Conference URL is only visible for players who are Signed-in and entered as players into that Division.

This provides a privacy option where spectators cannot access the Conference link.

In case both primary and secondary conference link is being used, the Primary Conference will be replaced with the **Conference Url** and the secondary link will be the same for all players or spectators.

3.1.17. Broadcasting options

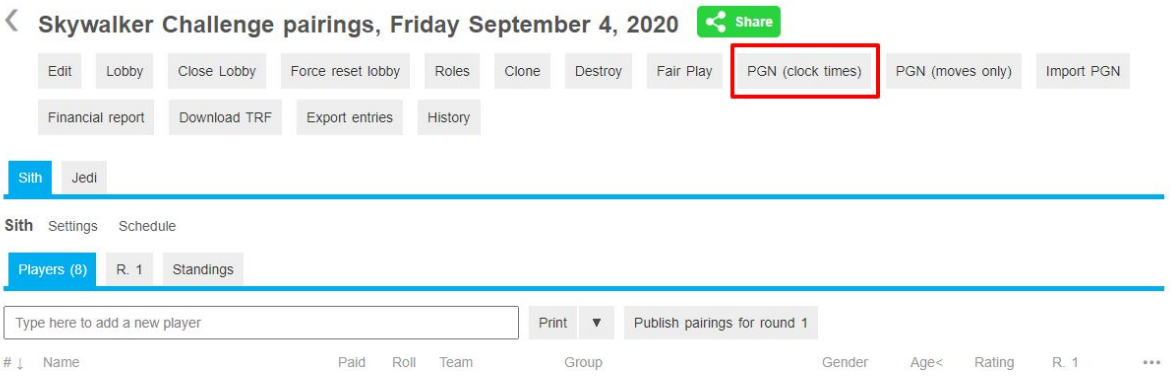
There are many sites which broadcast games from a live PGN file.

A live PGN file is a PGN file with an incomplete game that gets updated each time a move is made.

All Tornelo events with online games generate a Live PGN file, which means you have lots of options for your spectators:

- Allow spectators to watch games live on Tornelo (share the link to the Lobby)
- Share your event through a broadcast service
- Download the PGN file and use it however you like

From the Pairing Program:



Right click on the PGN (clock times) button and select **Copy link address**.

You will get a link that looks something like this...

https://tornelo.com/chess/orgs/myorganisation/events/mytournamentname/games.pgn?with_clock=true

This link will contain all the games in your event. Simply share that or paste it into your broadcast software and your games will be updated in real-time.

Advanced Users

Some broadcast platforms are used to dealing with single games and cannot manage Large Events with many hundreds of games. You can broadcast fewer games by filtering out most games and only providing games from a certain round number.

To filter games by ROUND number you can add the following text to the URL:

&from_round_number=2

A sample link would look like this:

https://tornelo.com/chess/orgs/myorganisation/events/mytournamentname/games.pgn?with_clock=true**&from_round_number=2**

This will now download only games from Round 2. You can change the round number to download games from any one round.

To filter games by DIVISION you can also add the following text to the URL:

&from_division=DivisionName

A sample link would look like this:

https://tornelo.com/chess/orgs/myorganisation/events/mytournamentname/games.pgn?with_clock=true**&from_division=DivisionName**

This will now download only games from Division. You can modify the division name to download games from any one division.

These two parameters can be combined:

A sample link would look like this:

https://tornelo.com/chess/orgs/myorganisation/events/mytournamentname/games.pgn?with_clock=true**&from_round_number=2&from_division=DivisionName**

This will download only games from Division in Round 2.

3.1.18. Informing players

The players are informed about the course of the event by the Lobby message bar, see all the options here.

Before the start of the event the player may receive an invitation email from Tornelo to join the event in case of CSV import (see here). After the end of the event, they may receive a Tornelo email with information about ratings (see here).

Tornelo also provides a reminder email about upcoming events 3 days before the scheduled start time.

It is highly recommended to invite all players to join the video conference (see more here), Tornelo has the option to add a button to the Lobby message bar, which will take players directly there. This can be very useful for building a healthy environment as well as communication and fair play. Most video conference tools have a chat function, which can be useful and is not disruptive. Before and after the round the arbiter can use a microphone to talk to the players.

The players are asked to provide a contact email address upon entry. It is possible to use these addresses and send email with important information to players. Using the **Export**

entries button (see more here) you can download a CSV file with the email addresses of all registered players.

For big events it also proves to be helpful to build a WhatsApp or a messenger group, where you can invite players, captains, parents as well as other arbiters. Such a channel is very time saving and makes it easier for you to get in touch with everybody in case of both important announcements and individual issues.

3.2. Managing an event

3.2.1. Checking presence of players

Before the event

Arbiters often like to know whether it is possible to check in advance if a player is linked correctly and will be able to play. An arbiter can get some ideas if there "might" be a problem, but has no way of knowing which user account (ie. email address) the player will use on the day of the event, or which user is already in control of the player displayed. Only the player themselves may truly verify if their player profile is linked correctly.

Arbiter Process

1. Go to your event
2. Click Export Entries
3. Look in the column headed '**Player Org Owner**'

When a Player Profile is controlled by a user (i.e. an email address) then we say that the user "owns" that player profile. This will be reflected with a blank field in the export. If your organisation is listed as the Owner then one reason for this might be that the Player Profile is not yet owned.

As an **Organisation Admin** you may:

1. Click through to the Player Profile
2. Click ROLES
3. Assign a role by adding an email address

Tornelo will send the new user an email, inviting them to take "ownership" over the Player Profile. Assuming you get the email address correct, this will give the player permission to play.

We recommend organizations to schedule 1 or 2 practice events before any major event.

Players' Process

Players should ALL be recommended to check that they are able to play before any online event.

They do this by:

1. Going to the Event page (Tournament Lobby must be open)
2. Placing a GREEN TICK in the box on the message bar

If a player sees the message "Enjoy spectating" then that means they cannot play and should contact the arbiter to update their email address.

Click here to view a workflow for players.

We recommend ALL players to become familiar with the platform by taking part in 1 or 2 practice events before any major event.

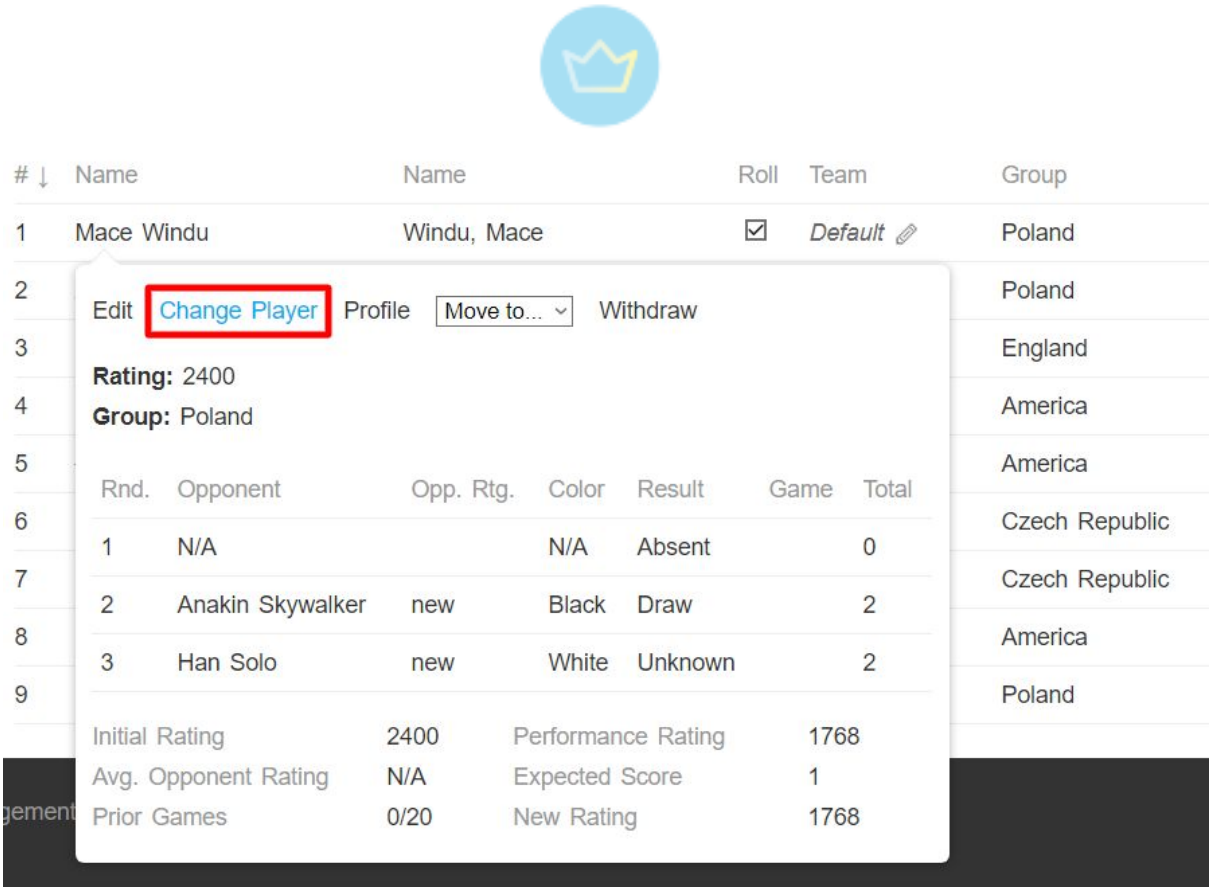
In case of a mistake

What do you do when you find a profile entered in your event, but it seems they are another player with the same name?

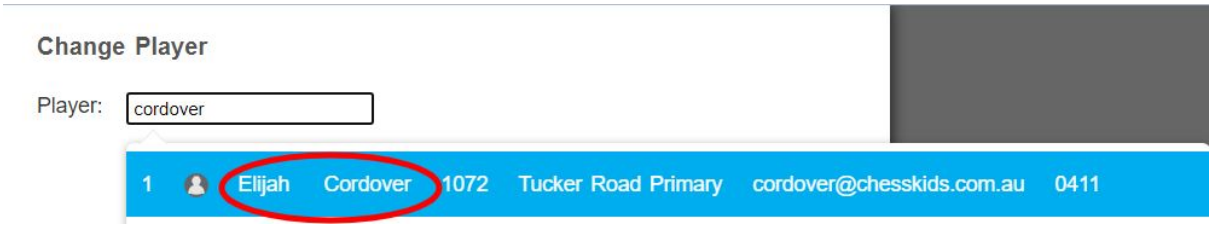
This is possible when an arbiter enters a player into an event by typing a name and selecting it from a list. We do encourage self-entry to events which makes this incorrect selection a lot less likely to happen.

To fix this:

1. Unrate the event (if finished)
2. Click the player's name in the Pairing program
3. Click **Change player**



4. Enter the name and select from the search list the CORRECT player name



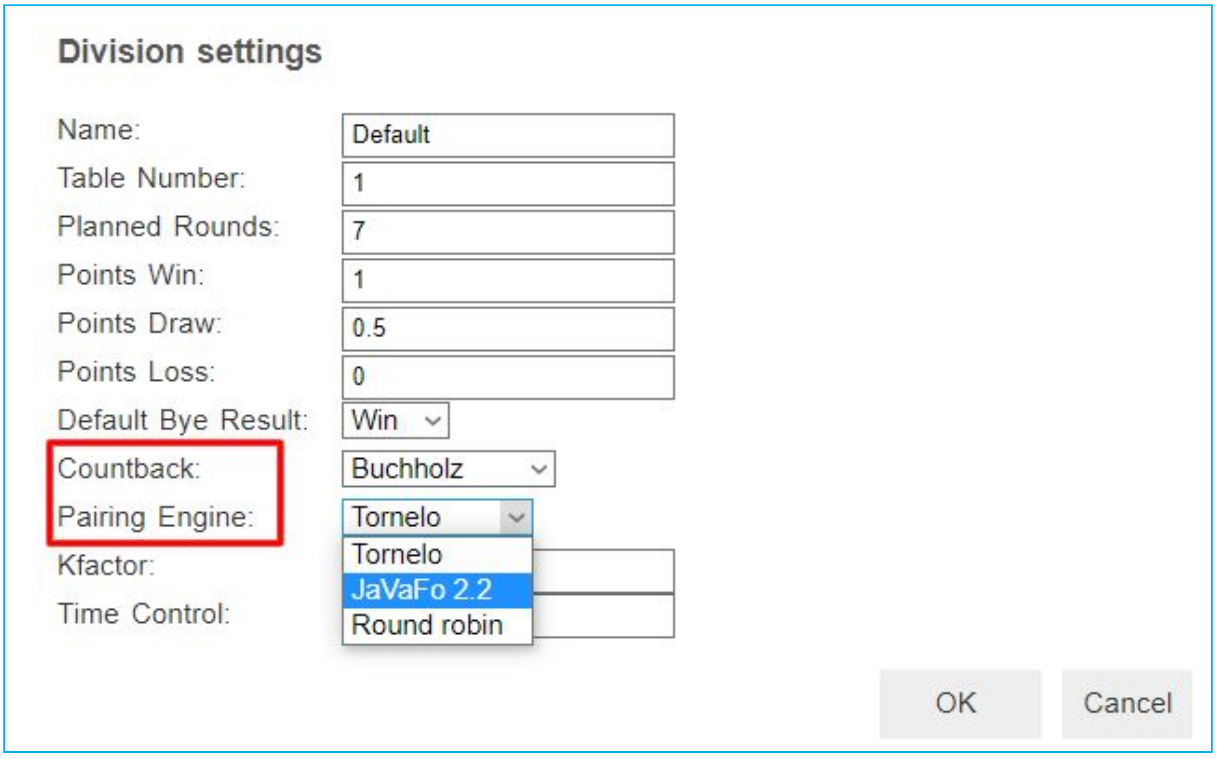
5. Submit for ratings again (if finished)

3.2.2. Creating pairings

With Tornelo built in pairing mechanisms it is possible to run an individual swiss or round robin event or individual swiss teams event (see more here). The classical olympiad/league format team competitions pairings needs to be imported from another pairing system (see here). All available tie-breaks are described here.

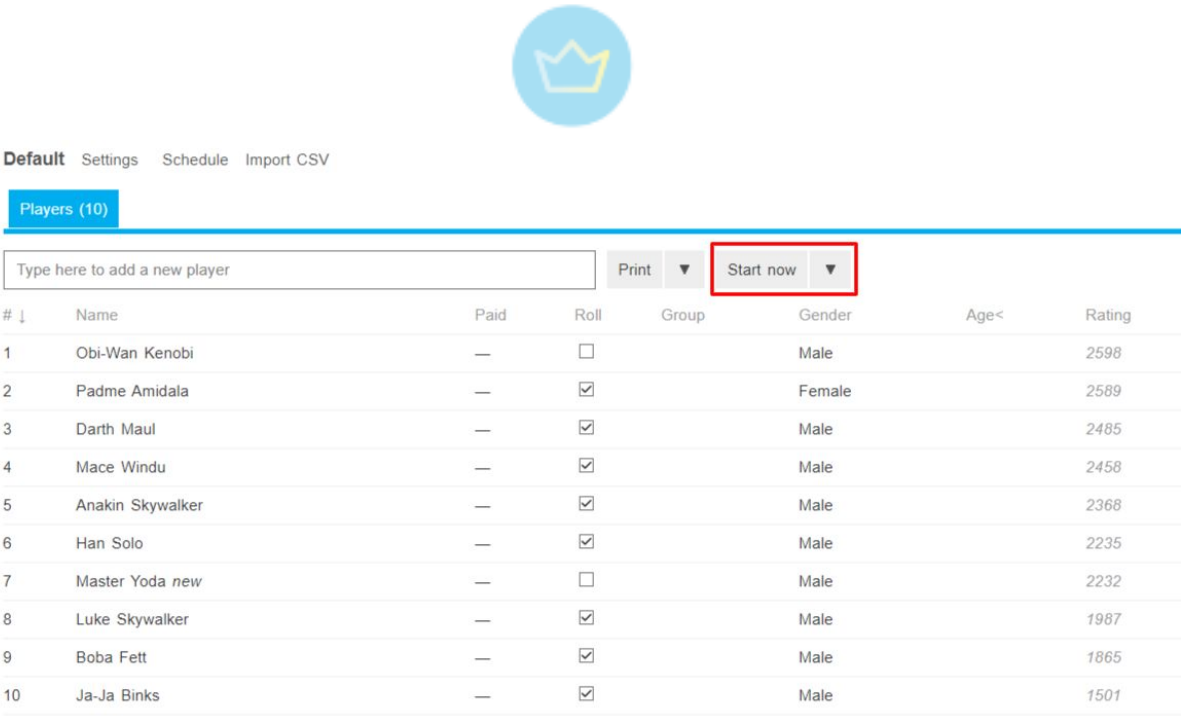
To set the pairing options click on Settings in the Pairing program.

The following window will open. Here you can choose your tie-breaks under **Countback** and Pairing Engine. Use **Tornelo** for the Individual team events, **Round robin** for individual round robin and **JaVaFo 2.2** for the individual swiss events.

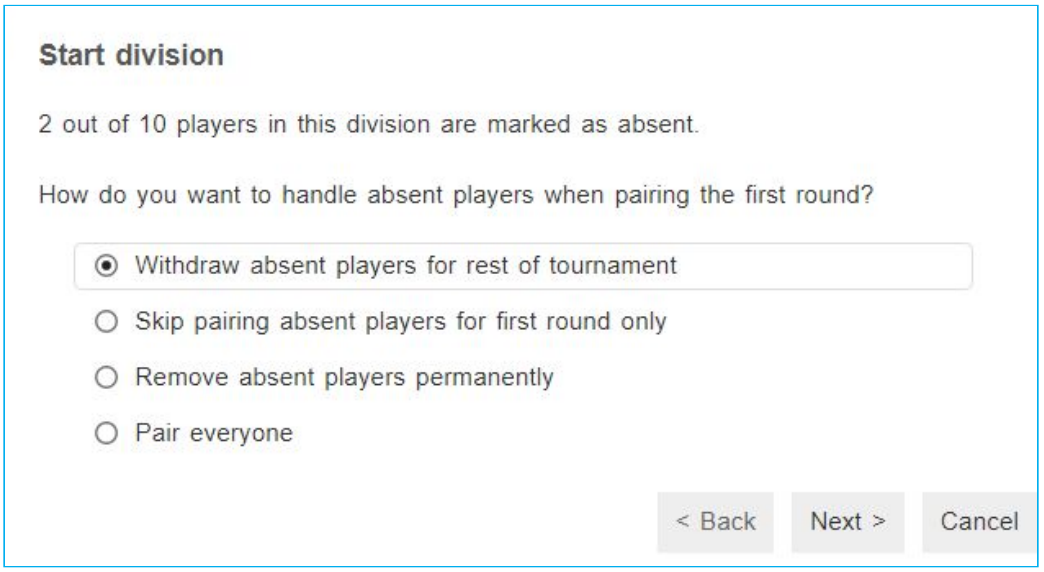


In case you are using a non-standard point system here you can also make any desired changes. The number of **Planned Rounds** is taken from the Event settings. Filling in **Time Control** in this window is optional. Make these settings individually for each division on the tournament.

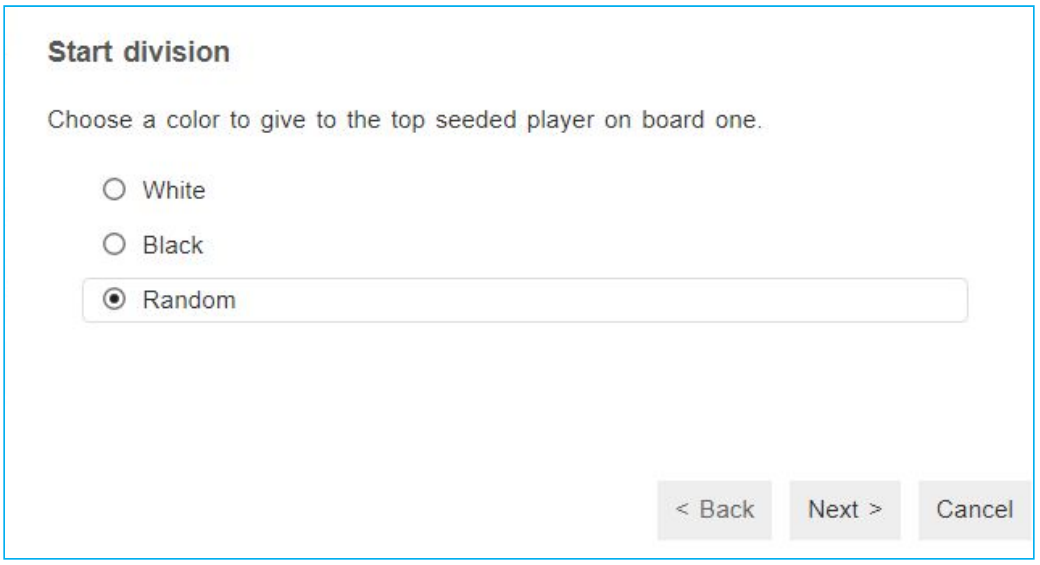
Once all players are entered or the registration ends and it is time to start, always remember to refresh the pairing program before taking any other action. You can see the tick in a Roll column next to every player who is ready to play. Then simply click **Start now**. Alternatively it is possible to click the arrow next to Start now button and continue to make a Manual pairings.



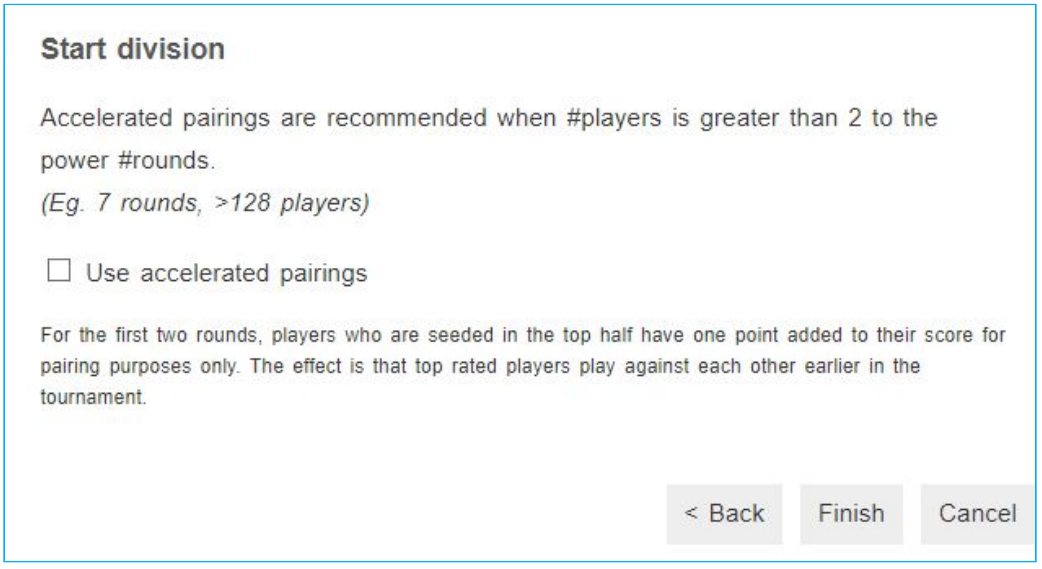
New window for the division will pop-up asking what should be done with players who were not checked to play (if there are any). The options are self-explanatory and depend on the decision of the arbiter. After choosing one, click **Next**.



Second question concerns the color of the top seeded player. In case there was drawing of lots, choose the appropriate color, or select Random color, which is the most common option.

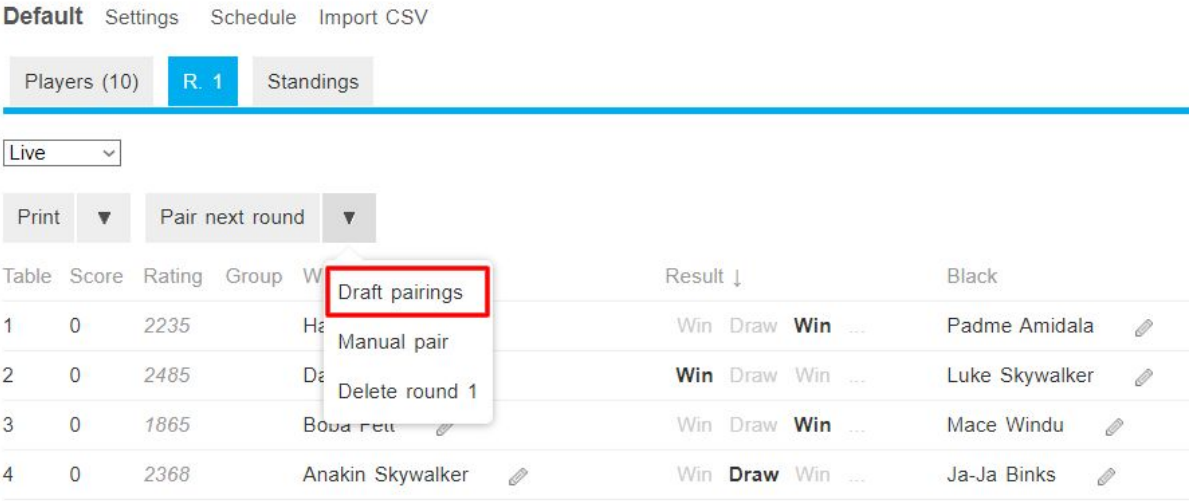


If you wish to use Accelerated pairings, you can do so by checking the box at the last window.

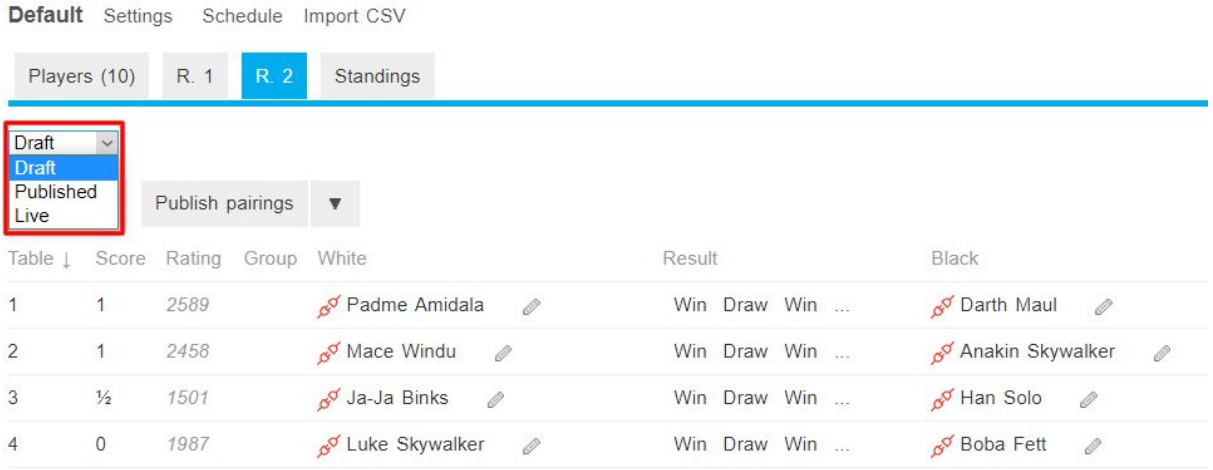


If not, leave it empty and click **Finish**. First round will then be paired, published and made live. The players will immediately see the **Play now** button. In the case of Round robin, all the rounds will be paired and published.

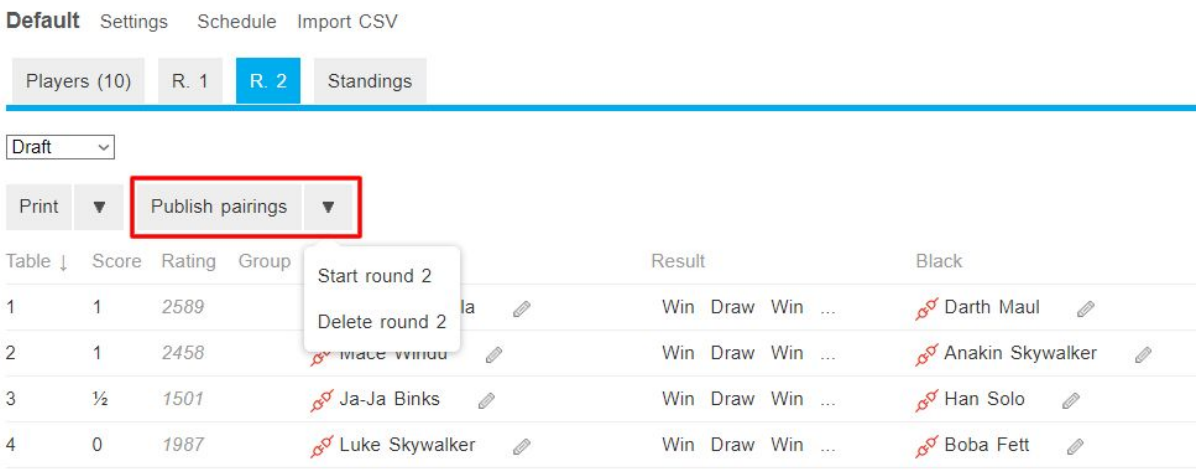
After the end of the round (or during, there is no limitation) you can prepare pairings for the next round. Clicking the button **Pair next round** will again pair the round and make it immediately live. If you do not wish to start right away, you can click the arrow next to the button and make **Draft pairings**. In case the pairings need to be changed or adjusted, there are several ways to do so, see more here.



This can be later changed in the window in the top left corner to **Published** or **Live**. Or by clicking the button **Publish pairings**. In case of published pairings, players and spectators will be able to see R2 tab and all the listed pairings, but they can't join the game yet.



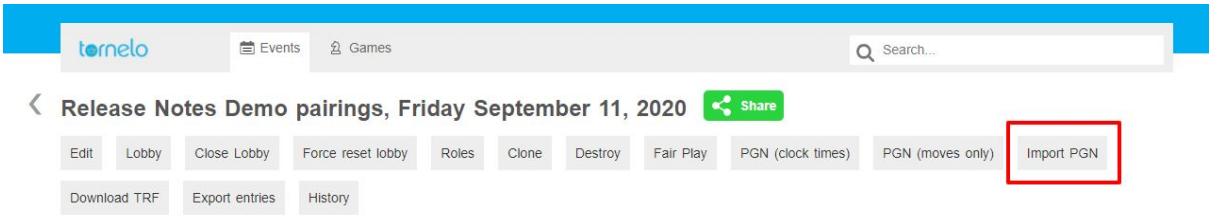
The round can also be deleted by clicking on the arrow next to Publish pairings and **Delete round**.



3.2.3. Importing pgn file

Tournament arbiters import PGN files for one of two reasons:

- To create pairings (with or without games)
- To add games to existing pairings



Adding pairings

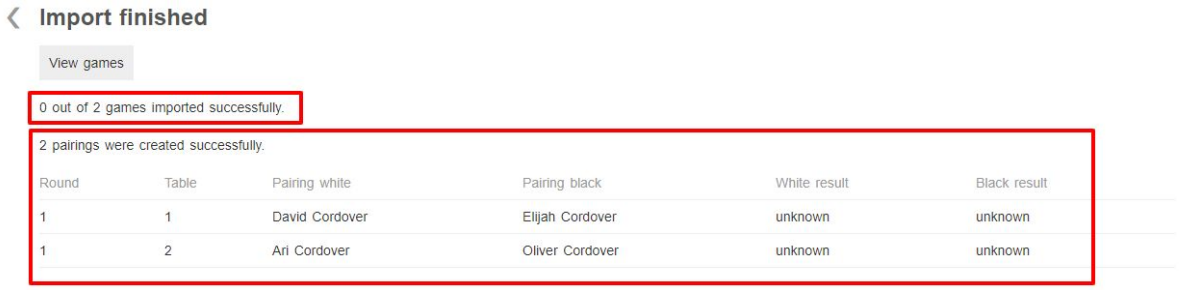
Please make sure that the Player Names in the PGN file are an exact match to the Player Names in Tornelo.

Tornelo can manage to accommodate some minor imperfections in the names, but generally having an exact match is preferred.

Many desktop pairing programs can export a PGN Headers file, essentially a blank PGN file with just the **names of players**, but no moves or results. You can import such a file into Tornelo to create pairings.

Tornelo will use the board numbers as specified in the PGN file.

Tornelo stores chess games with comments, the commentator field provides an 'author' for any comments which are included in the game.



You can see in this example that no games matched existing pairings, so no games were imported.

Two new pairings were found and created. The PGN game headers provide **round numbers, board numbers and player names**.

The round can now be played online using Tornelo's online game server.

Board Numbers for Team Events

A PGN File stores the board numbers for Team Events as [Round “1.1.1”]. Tornelo recognises these to mean **Round.Match.Board**. In individual Events it is [Round “1.1”].

Therefore will import PGN headers to create pairings and display board numbers accordingly. E.g:

Table ↓	Score	Rating
1.1	0	*2500*
1.2		
1.3		
1.4		
2.1		
2.2		
2.3		
2.4		
3.1		
3.2		
3.3		
3.4		
4.1		
4.2		

One trick used to add line-breaks in a Teams event (visual display only) is to import an extra board which won't be used for the event. For example 1.1.5 - this will insert the result with BYE v. BYE and act as a visual break on the page, making it even easier to see which teams are playing against one another.

Creating blank pairings List

Some organisers prefer to manually enter the pairings.

In this case you can import a PGN file with no names and it will create a 'skeleton' pairing with all the match/table numbers in place. You can then simply edit each pairing.

Here is a template blank file which will import blank pairings for 9 matches with 5 boards on each (you can use 4 and have a line-break).

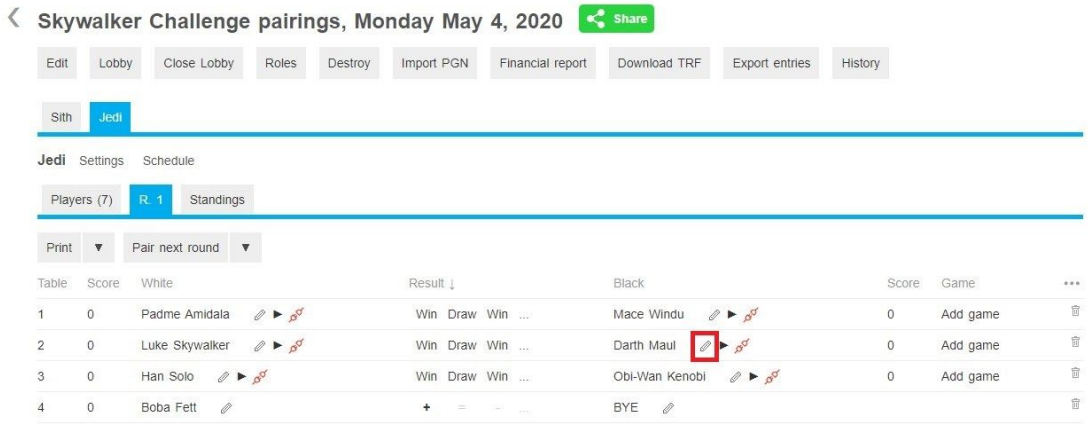
3.2.4. Changes in pairings

An arbiter is able to amend pairings at any time in the tournament. If you do not wish to repair the entire round, you can edit just the pairings you need updated.

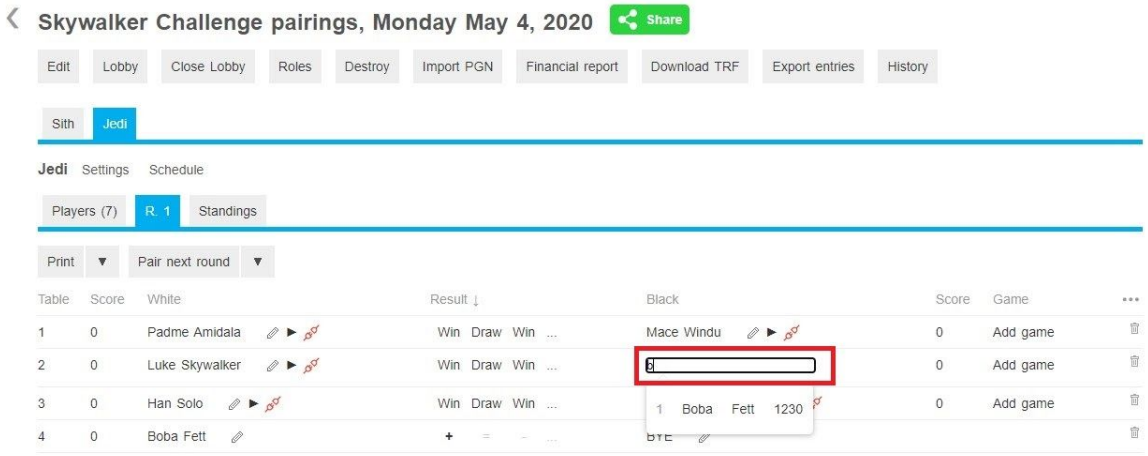
Adjusting pairings

1. In the image below Darth Maul is actually absent and we want to move Boba Fett into Black on Board 2.

2. Click the little Pencil icon next to the player you wish to remove.

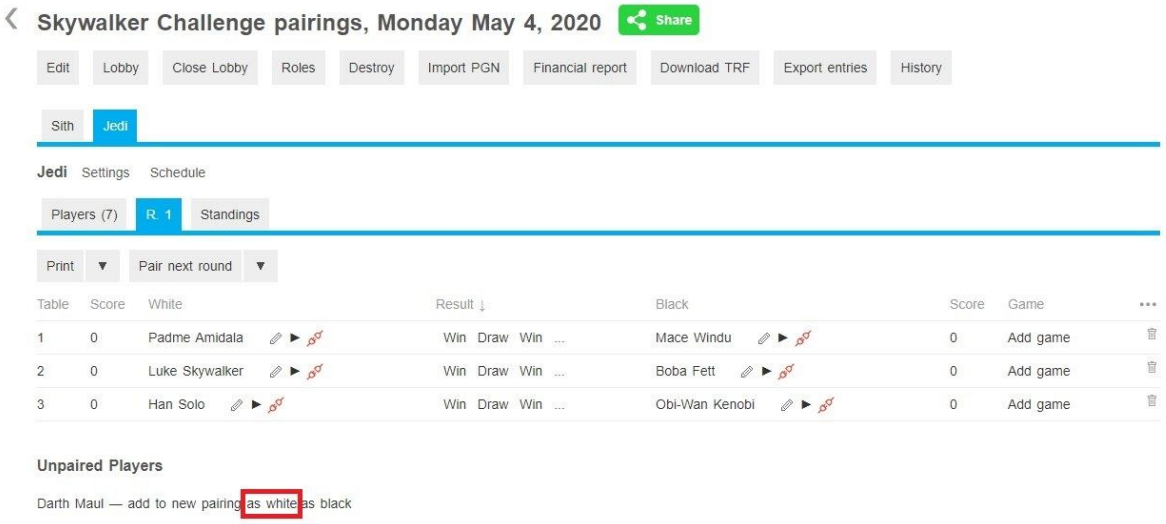


3. Type a partial name and then select the name of the player you wish to play in this slot.

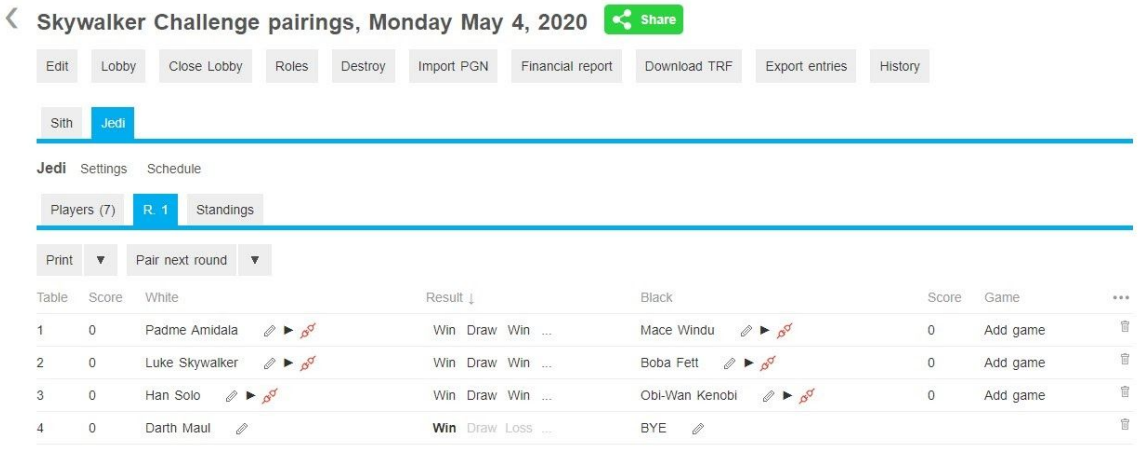


4. This will move the player you selected into the slot and remove the player who was previously there.

5. If you wish that removed player to have a Bye, click the words **As white** to add that player to the pairings in the left column.



6. Pairings are ready to go.

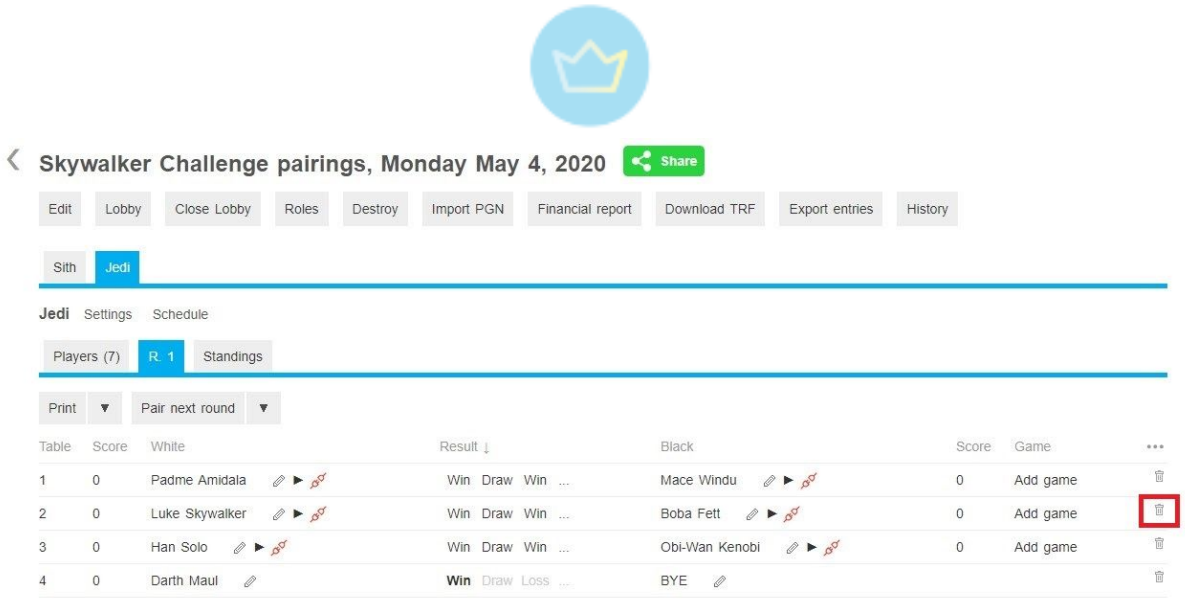


Alternative Method

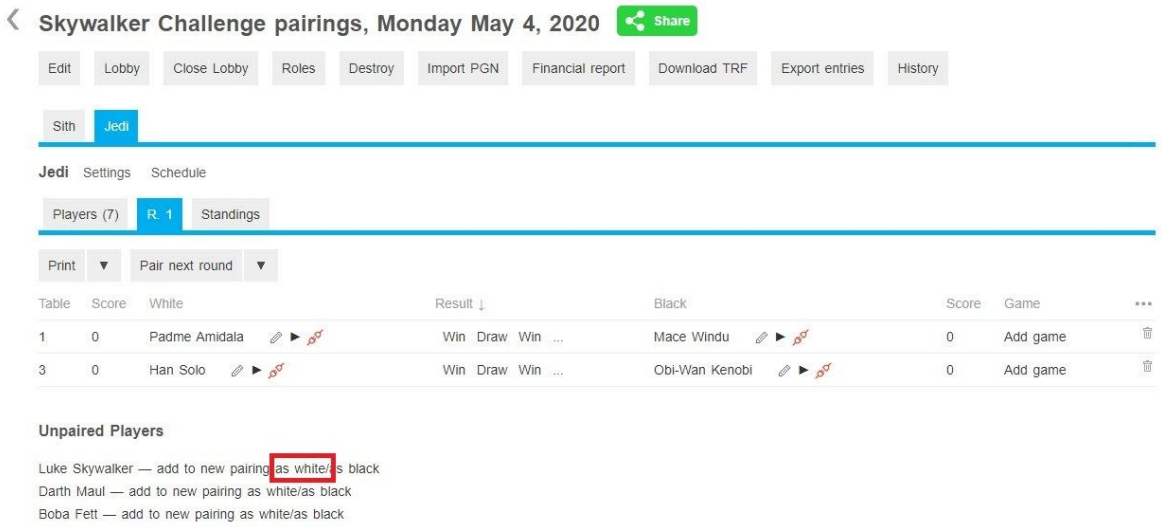
An alternative method can be used which involves deleting the pairings on a board number, then recreating pairings.

1. Click the trash-can icon next to a pairing that you wish to remove, click OK from the pop-up.

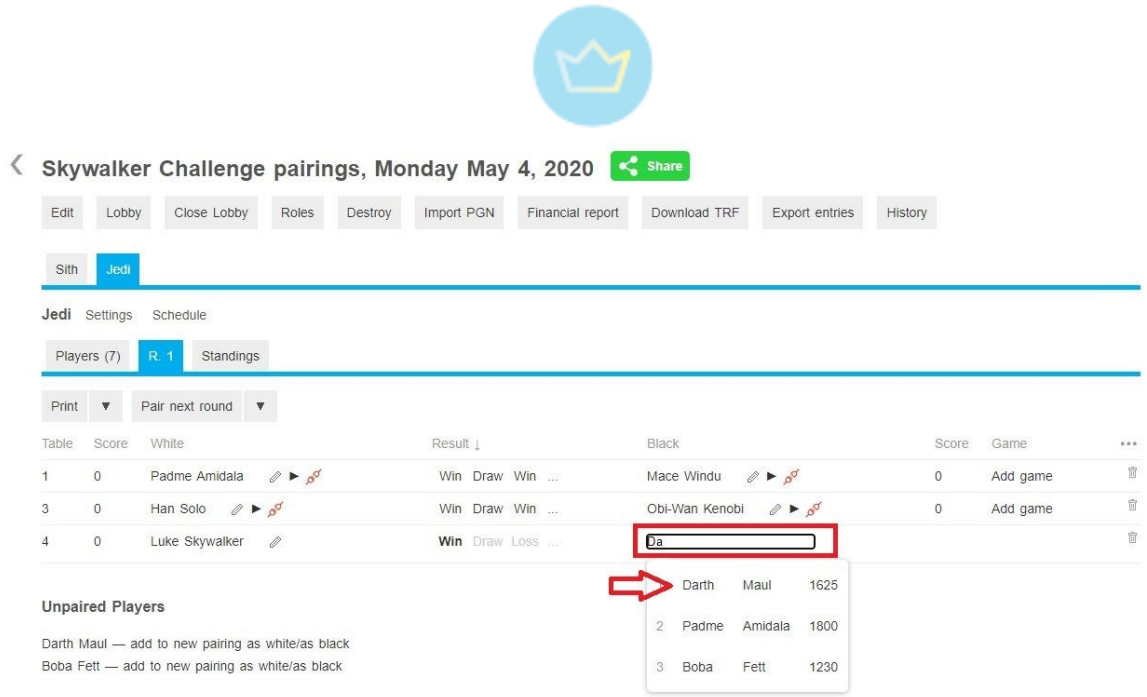
2. Repeat for any board pairings you wish to remove.



3. Click the words **As white** for the player you wish to add back into the pairings on a new board.



4. Click the little Pencil icon next to the Bye you wish to replace.



5. If you wish the Unpaired player to have a Bye, click the words **As white** to add that player to the pairings in the left column.

Please Note, there is no way to control the Board Number of the pairing. Once a board number has been deleted, it will not return. Each new pairing line added will be 1+ the bottom board number displayed.

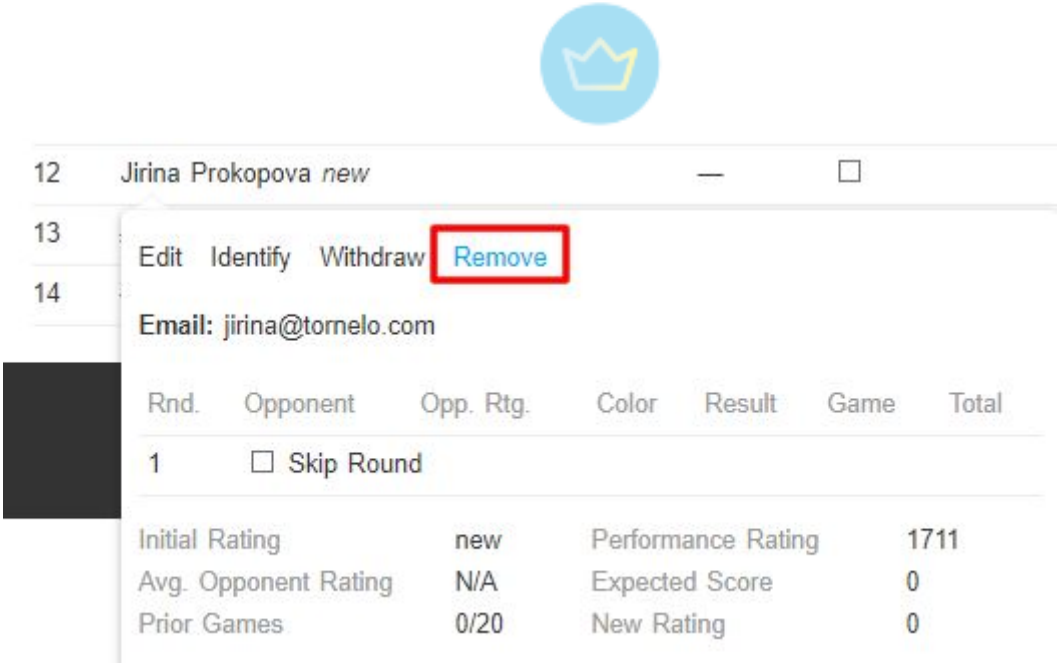
3.2.5. Adding and excluding players

Adding players

On Tornelo the process of adding players just before the start or even during an event is completely the same as inviting players in advance. See the part about Adding players manually and CSV import in the subchapter here.

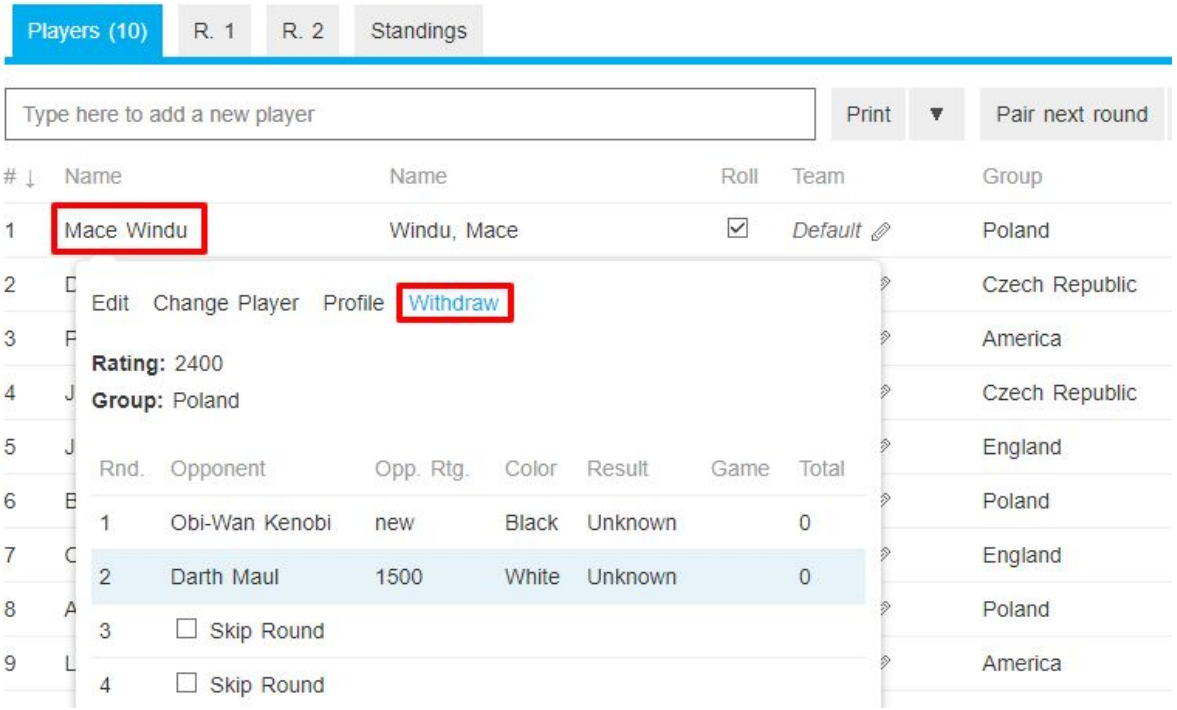
Excluding players

In case a player entered the event by mistake and needs to be deleted, it is possible to Remove them. By clicking on a player's name in the Pairing program and selecting **Remove**. The player will disappear from the list.



If a player participated but you want them to miss the rest of the event it is possible to **Withdraw** the player.

You can do it simply by clicking on a player's name in the Pairing program and selecting **Withdraw**.



The player's name then will be crossed out. That way you know the player will not be paired to any following rounds. It is also possible Unwithdraw the player following the same procedure, in case the situation changes.

# ↓	Name	Name	Roll	Team	Group
1	~~Mace Windu~~	~~Windu, Mace~~	☑	*Default*	Poland
2	Darth Maul	Maul, Darth	☑	*Default*	Czech Republic

If the intent is only to Skip one or more rounds, Tornelo provides a Roll Call function for arbiters in the Pairing Program. This can be applied to the Event or Round-by-Round.

Before the Event Starts

Arbiters usually need to confirm the players who are actually present before pairing Round 1. The Roll column has check-marks indicating players who are present and ready to play.

In online events this column can be updated by the player from the Tournament Lobby by checking "Ready".

Skywalker Challenge pairings, Tuesday August 4, 2020 Share

Edit | Lobby | Roles | Clone | Destroy | Fair Play | PGN (clock times) | PGN (moves only) | Import PGN | Financial report | Download TRF | Export entries | History

Sith | Jedi

Sith Settings Schedule

Players (5)

Type here to add a new player | Print | Start now

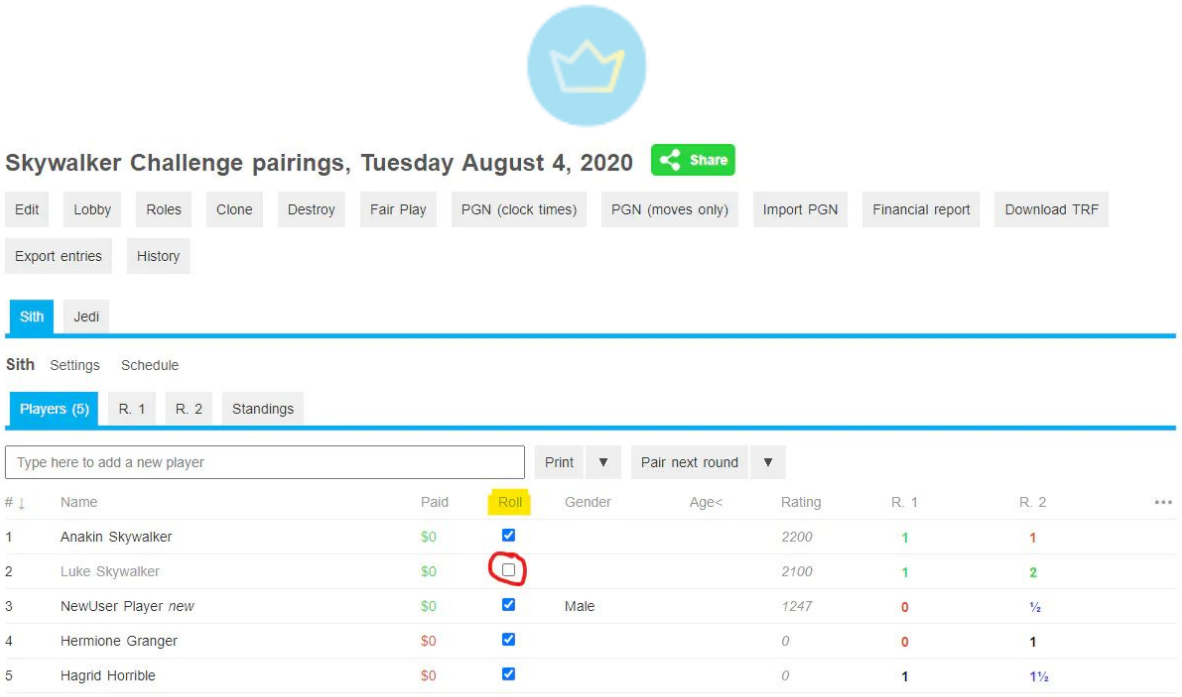
# ↓	Name	Paid	Roll	Gender	Age<	Rating
1	Anakin Skywalker	$0	☐			*2200*
2	Luke Skywalker	$0	☑			*2100*
3	NewUser Player *new*	$0	☐	Male		*1247*
4	Hermione Granger	$0	☐			*0*
5	Hagrid Horrible	$0	☐			*0*

When you pair Round 1 you'll be asked some questions about what you want to do with the players who are not present.

During an Event

The image below shows the state of an event before Round 3 is paired.

To have a player skip the next round, uncheck the box in the Roll column. Only players who are checked as present will be paired for the next round.



In online events this column can be updated by the player from the Tournament Lobby.

1. Mark everyone Absent for a round

By default, all players are marked "present" for the next round. You will uncheck a box to mark them absent.

Depending on the situation, you may prefer to reverse the process. Start with all players Absent, then mark those present who attend. This can be particularly useful in events which span multiple days. The default of Absent is more realistic when players have been away from the boards for a week.

Hold **SHIFT and Left Click** the mouse on the roll checkbox for Player 1 on your list. This will toggle the state of that box (absent to present, or present to absent) and will copy that state to ALL players in the division.

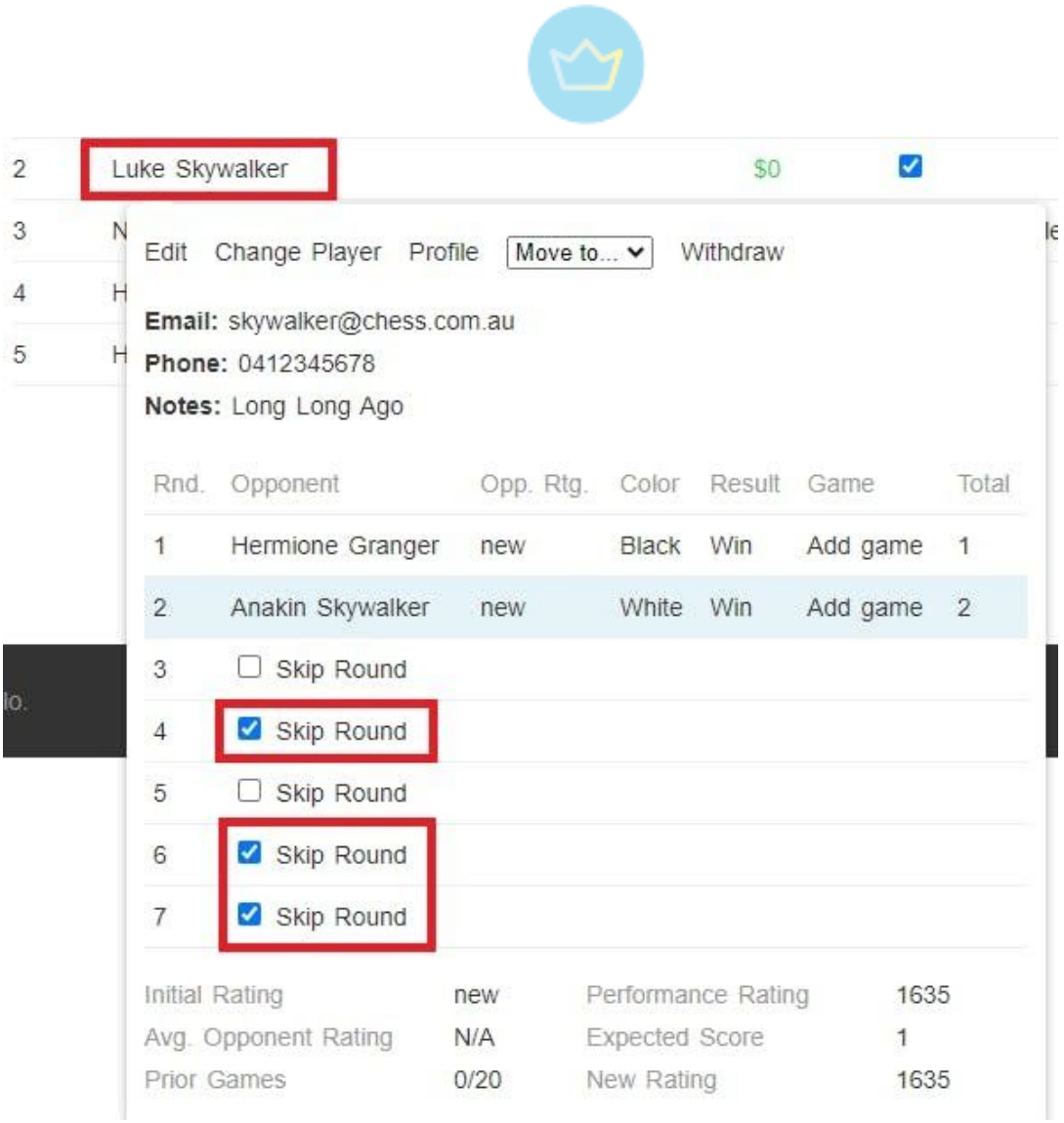
In online events this column can be updated by the player from the Tournament Lobby.

2. Known absences in advance

Players may tell you in advance that they need to skip rounds 4. 6 and 7. It is impossible to remember that when you are running an event with hundreds of players!

You can mark players as absent for future rounds from the Pairing Program.

- Click a Player Name and a Pairing Card pops up. Future rounds have a checkbox labeled Skip Round.
- Check the box and the player will be automatically marked as Absent for that round and left out of the pairings.



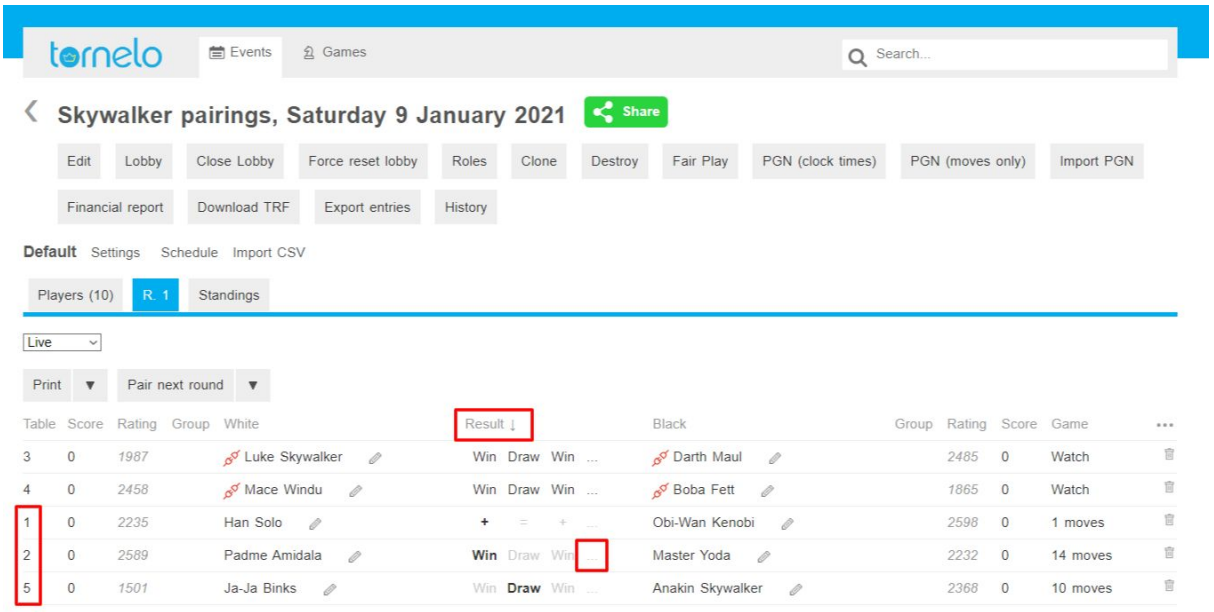
In online events all this information can be updated by the player from the Tournament Lobby.

3.2.6. Collecting results

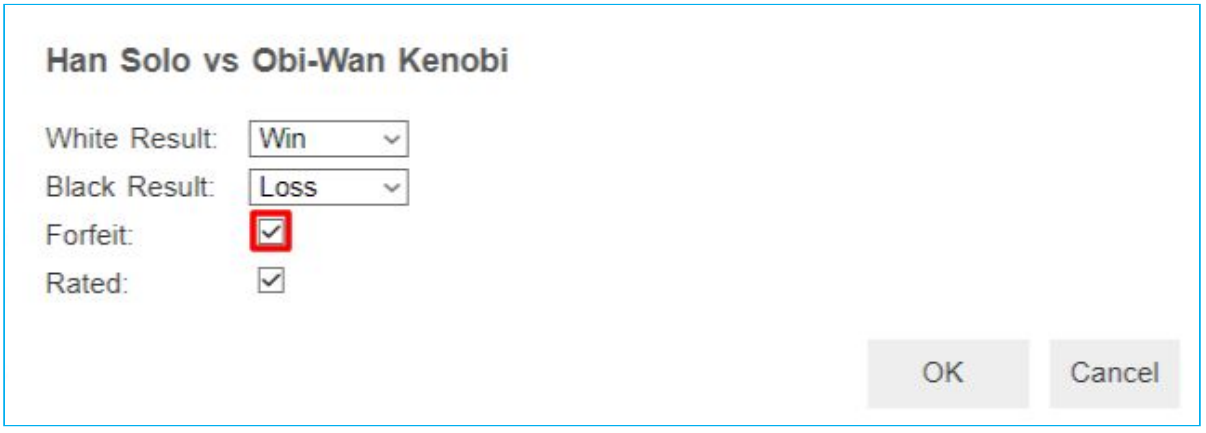
All results in online tournaments on Tornelo are recorded automatically and the process generally doesn't require any assistance from the arbiter.

Once the game is finished, it is moved down, so the list always starts with games in progress. In other words the list is by default sorted by the **Result** (see a little arrow next to the column headings). Nevertheless, the list can be sorted by any column, including the board number. To do so simply click on the **Table** headings and it will resort itself.

In case the result is wrong or needs to be changed for any reason, the arbiter can click on the three little dots next to the result record and make the appropriate change.

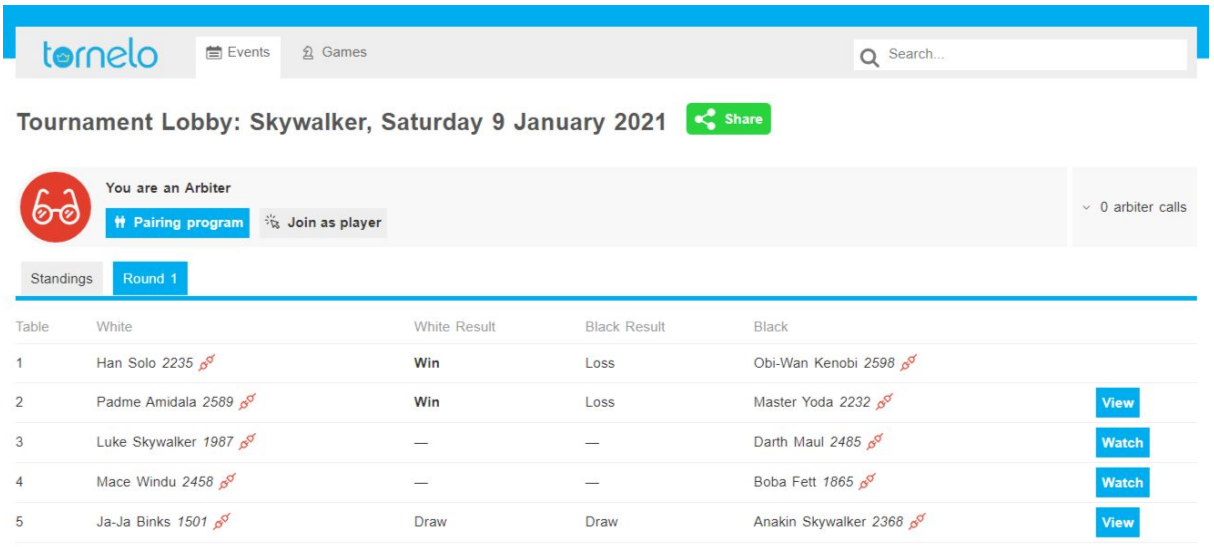


This is necessary in case of forfeits. In the example above, Obi-Wan didn't make it to the game (one move by white only). The box **Forfeit** needs to be checked (the arbiter also decides whether the game will be Rated or not).



That way the pairing program shows the + sign instead of the word Win.

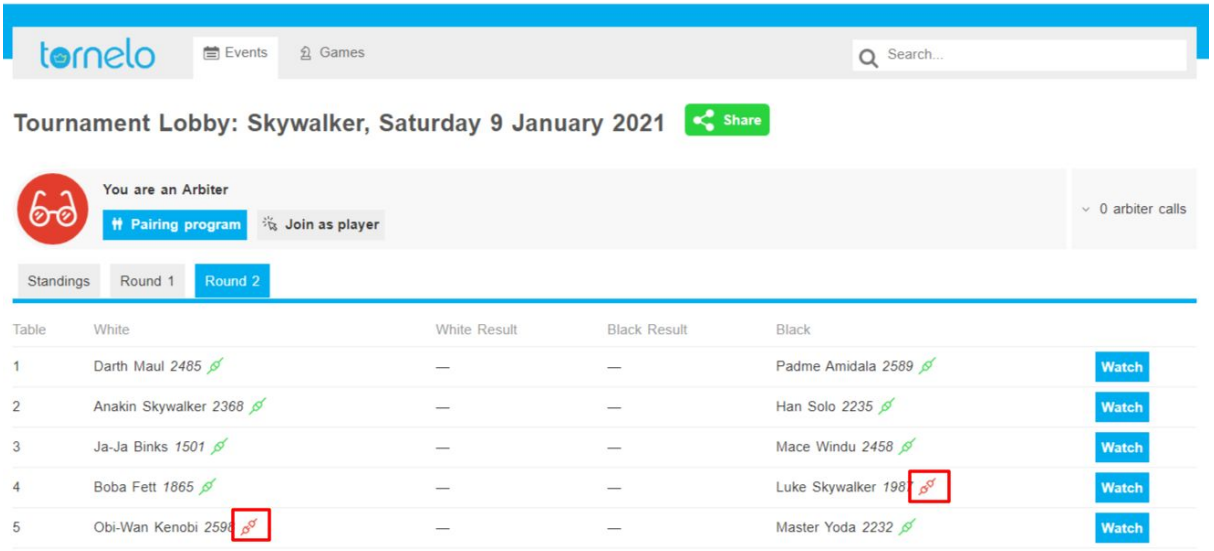
The same list in the Lobby has some differences. The games are listed in order. The default win is not distinguished (be careful when transcripting the results to other program or websites), but the line doesn't show any game, whereas on other lines it is possible to **Watch** the games in progress and **View** the games which are finished.



3.2.7. Monitoring disconnections

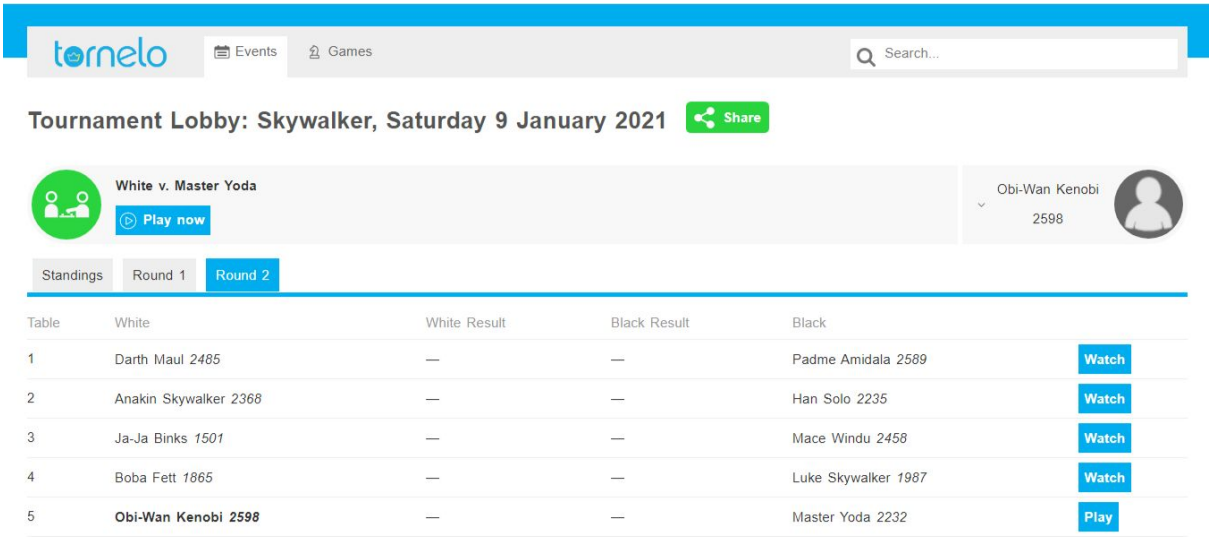
The arbiter always has the possibility to monitor which players are connected to the game and which are not connected by looking at the connection icon.

The red icon means that the player is disconnected (Obi-Wan and Luke) and the red icon means the player is currently connected (all the others). This is visible from both the Lobby and the Pairing program.



In case this is the beginning of the round, it is advisable for the arbiter to investigate whether the missing players are aware that the games are starting and send them a message if possible.

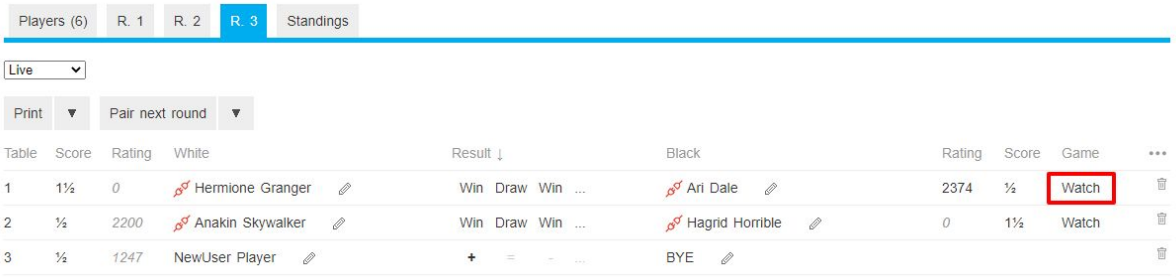
It can also happen that a player disconnects during the game due to their connection problems. The arbiter should be aware of it, if possible offer to help the player and inform the opponent if necessary.
The players and spectators view of the Lobby doesn't contain information about connection. The connection icon is only visible once one enters a game.



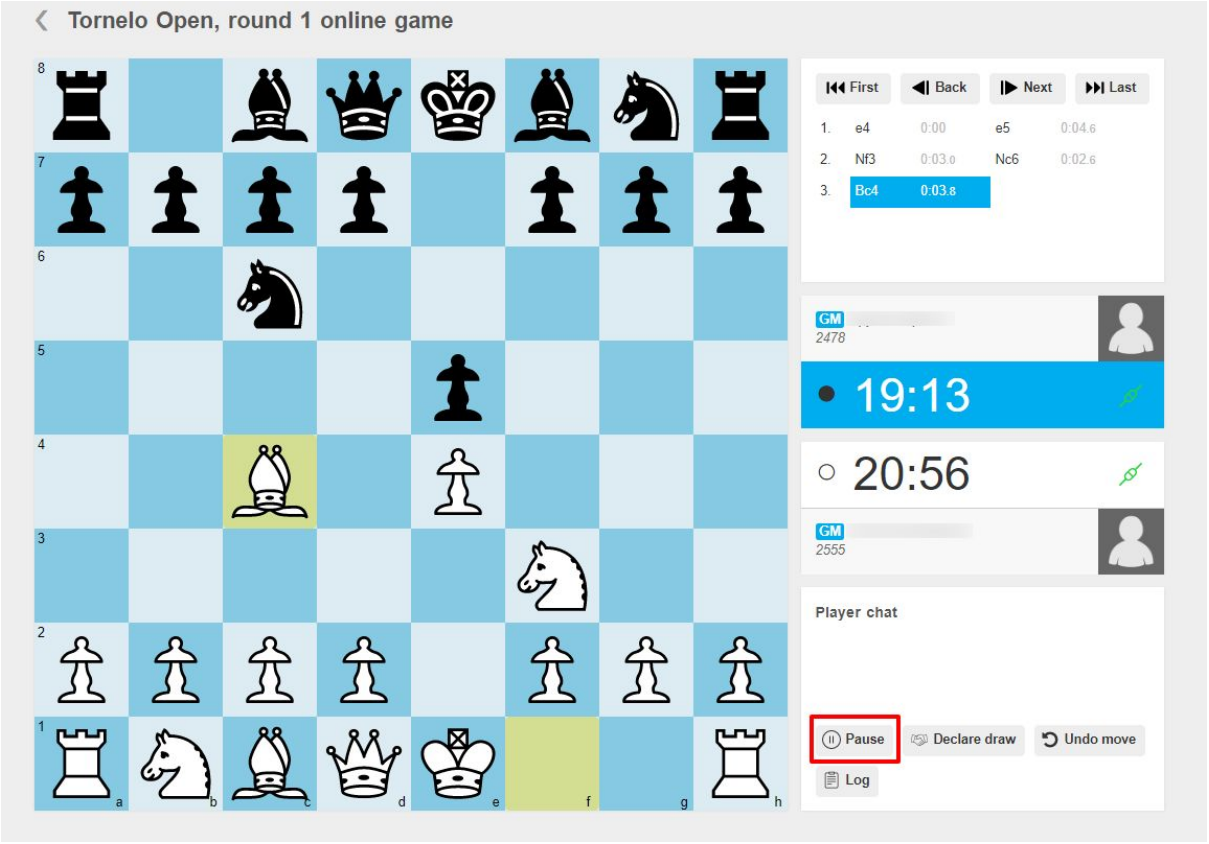
3.2.8. Arbiter intervention and handling arbiter calls

Arbiter Intervention

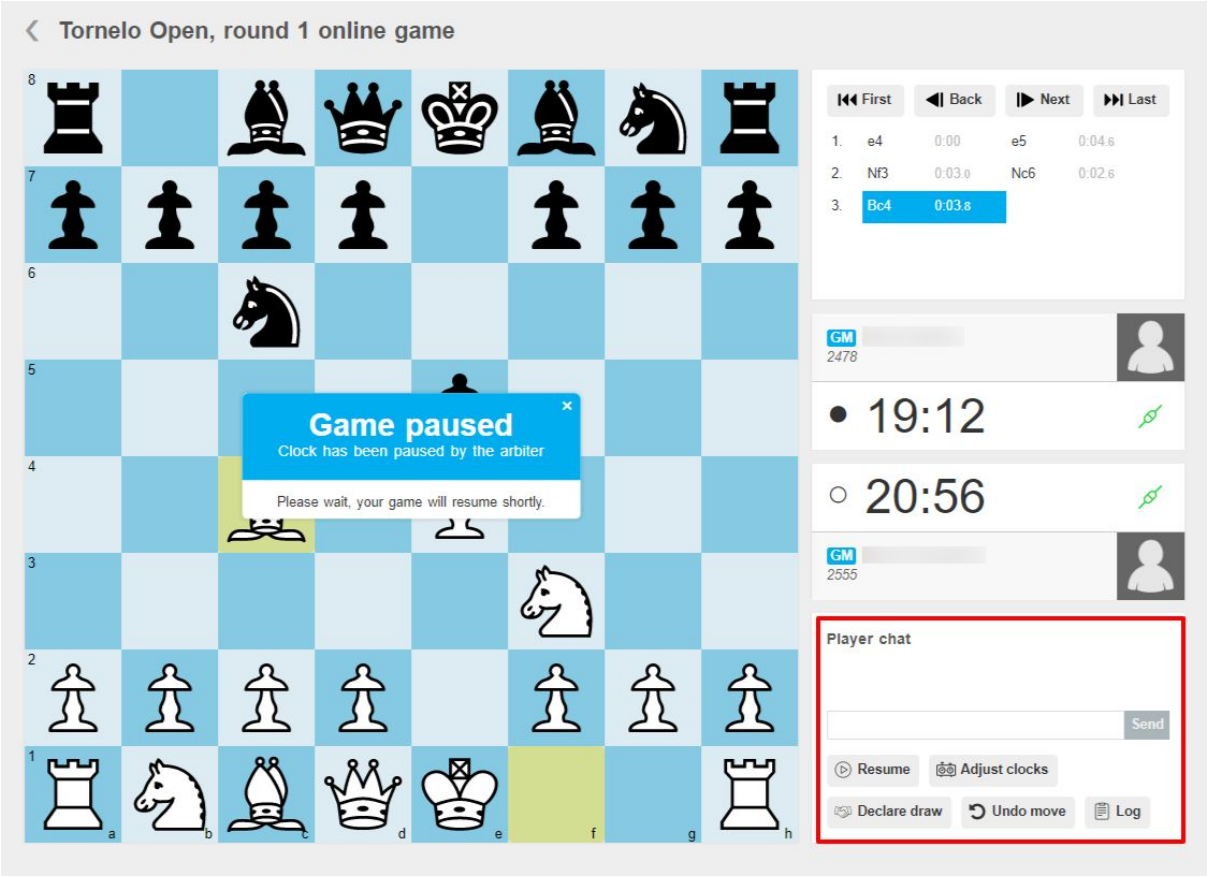
Arbiters need to watch games in progress. From the pairing program they can easily go to any game by clicking the Watch link.



While you are watching you can intervene into the game if necessary. Pause the clocks and then do all the usual actions; adjust the clock, declare a draw, etc.



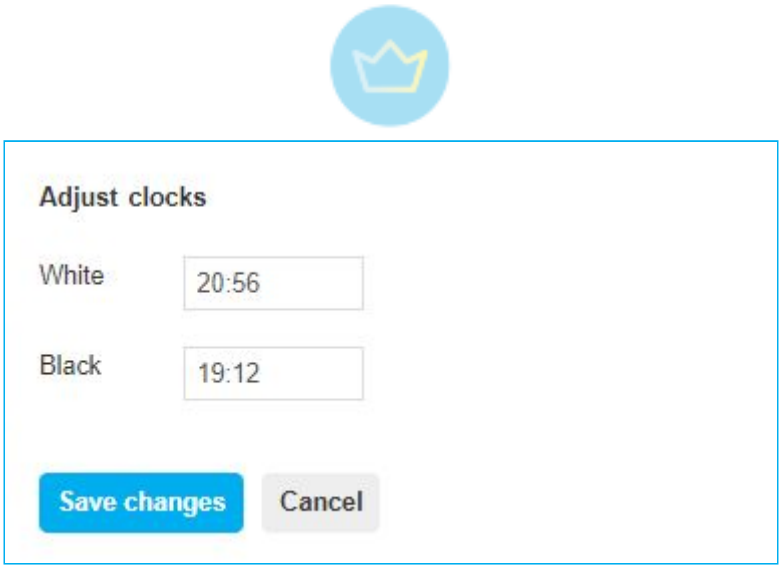
The game is paused after clicking on the **Pause** button.



The arbiter can then contact players using **Player's chat**. The chat is visible for everybody who is watching the game. Which is advisable before any other action, so the players are properly informed. Simply type into the box provided and click **Send**. Take note that only a maximum of 160 characters can be used per message.

The arbiter can **Declare draw** and therefore finish the game. Can **Undo move** or moves by their own decision or upon a request of the players if justified (note that players can also do it themselves with the respective settings - see here).

The arbiter can also **Adjust the clocks**, by clicking on the appropriate button and simply typing the new time in the small pop-up window.



An arbiter can also check the so called **Log**, to see basic information (time, draw offers, arbiter calls) about the course of the game:

After all is resolved, the arbiter can always **Resume** the game.

An arbiter can even impersonate a player.

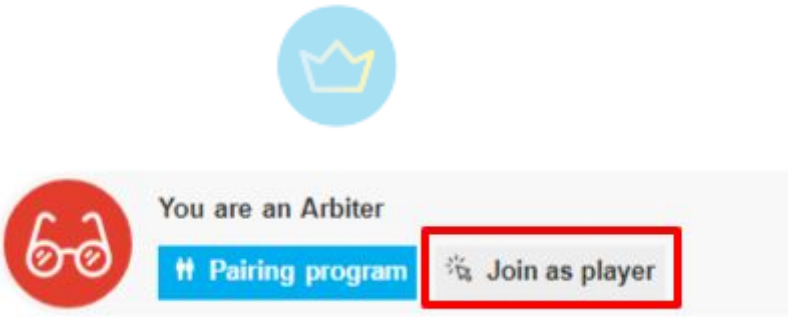
Impersonating a player

An arbiter can connect to a game as a player and even make moves for them.

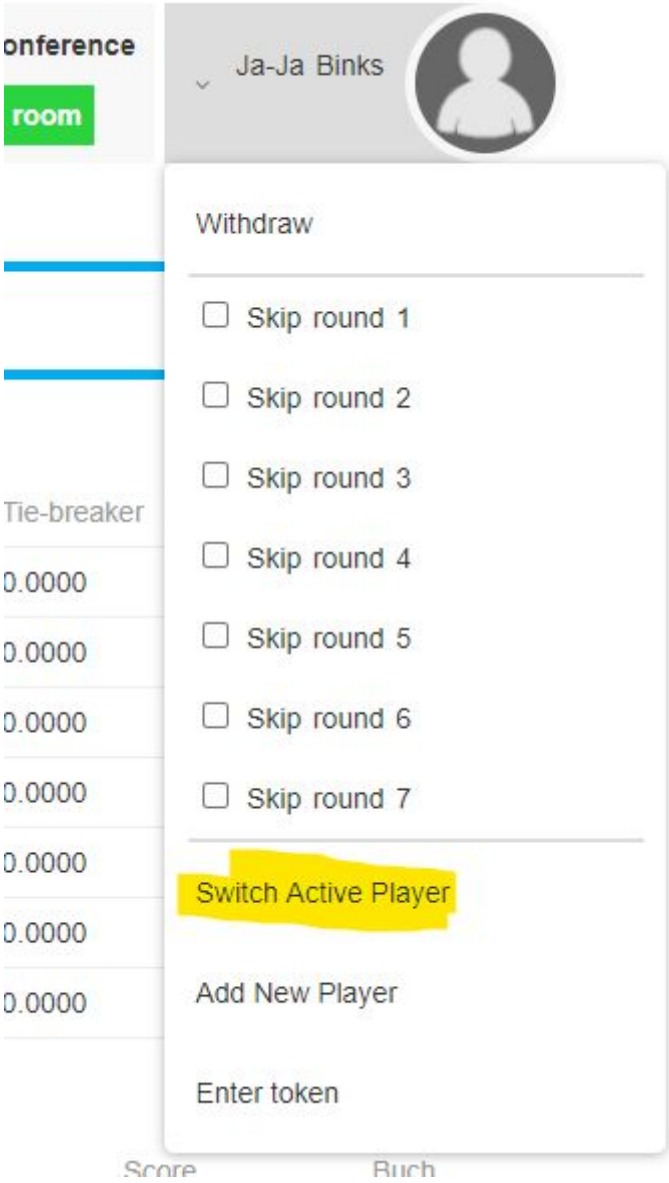
This can be useful in case an arbiter needs to pose as a player for some reason, usually for demonstrative or teaching purposes. Or to actually play - in a scratch or friendly match, which will later be deleted.

The Slower Way (less technical)

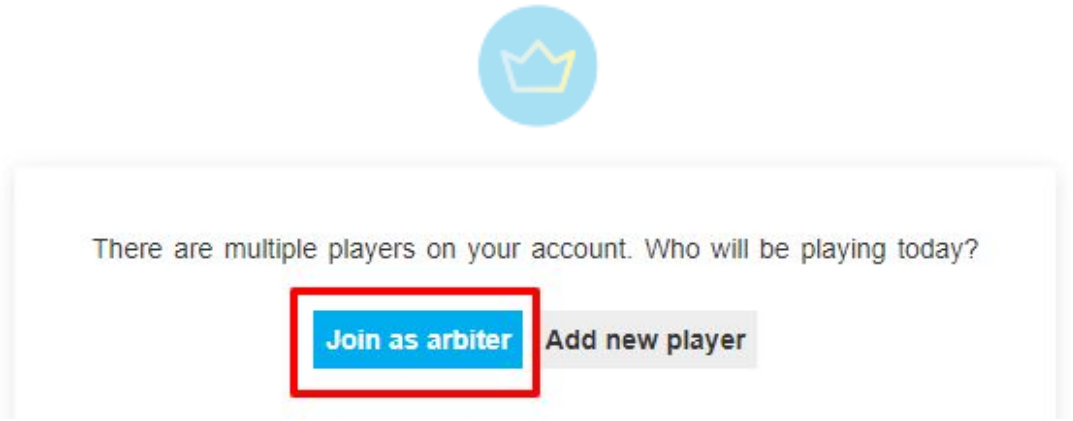
1. Go to the Tournament Lobby



2. Click **Join as a player**
3. From the list select the player you wish to impersonate
4. You can now do whatever that player can do



5. When ready to return as an Arbiter again, click **Switch active player** and J**oin as arbiter**



The Fast Way (more technical)

The game URL (address in the web browser) looks something like this:

tornelo.com/chess/orgs/chess-england/games/b120c5ef-0df1-4bb1-b83b-cfe93a7d3a41/play

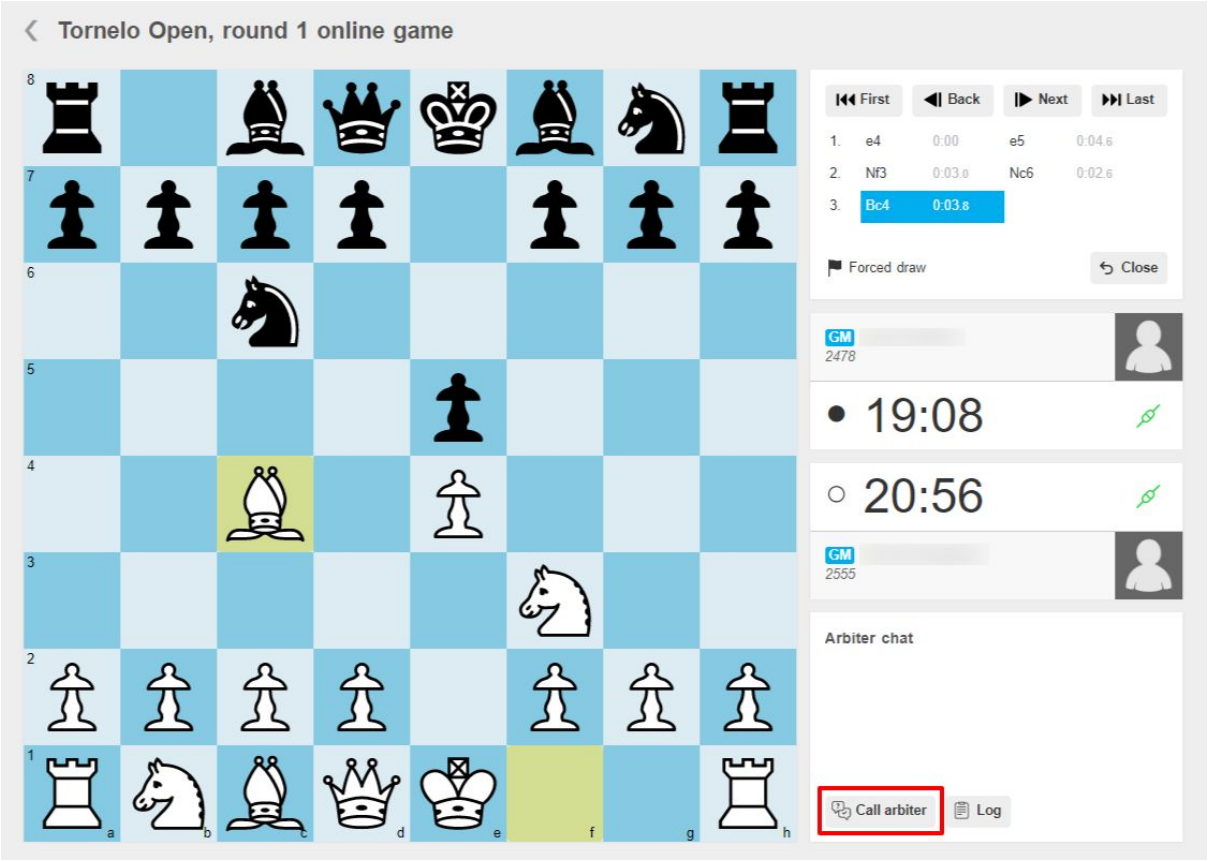
Add the text "**?color=w**" or "**?color=b**" (case sensitive) at the end of the URL and you'll be able to interact with the game as if you were that player! E.g. To play as Black it will look like this:

tornelo.com/chess/orgs/chess-england/games/b120c5ef-0df1-4bb1-b83b-cfe93a7d3a41/play?color=b

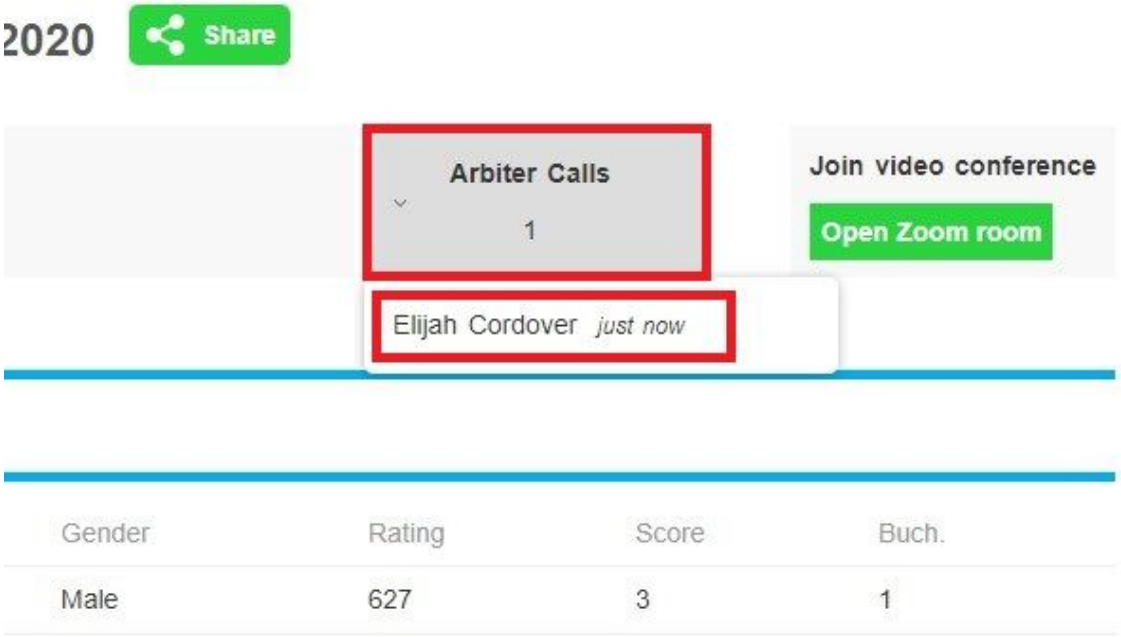
You can also copy and paste the entire link and share that with the player directly if they can't find the Tournament Lobby (not recommended). Only the correctly signed in player will be able to access the game with this link.

Answering Arbiter Calls

All players in a Live Game will have a **Call Arbiter** button. This button notifies the arbiter that attention is required.The Player clicks the button



The arbiter is notified in the Tournament Lobby. The message is accompanied by a sound effect.



Any arbiter may click on the player name and jump into the game to solve the player problems. Arbiter should click the **End call** after the problem is resolved.

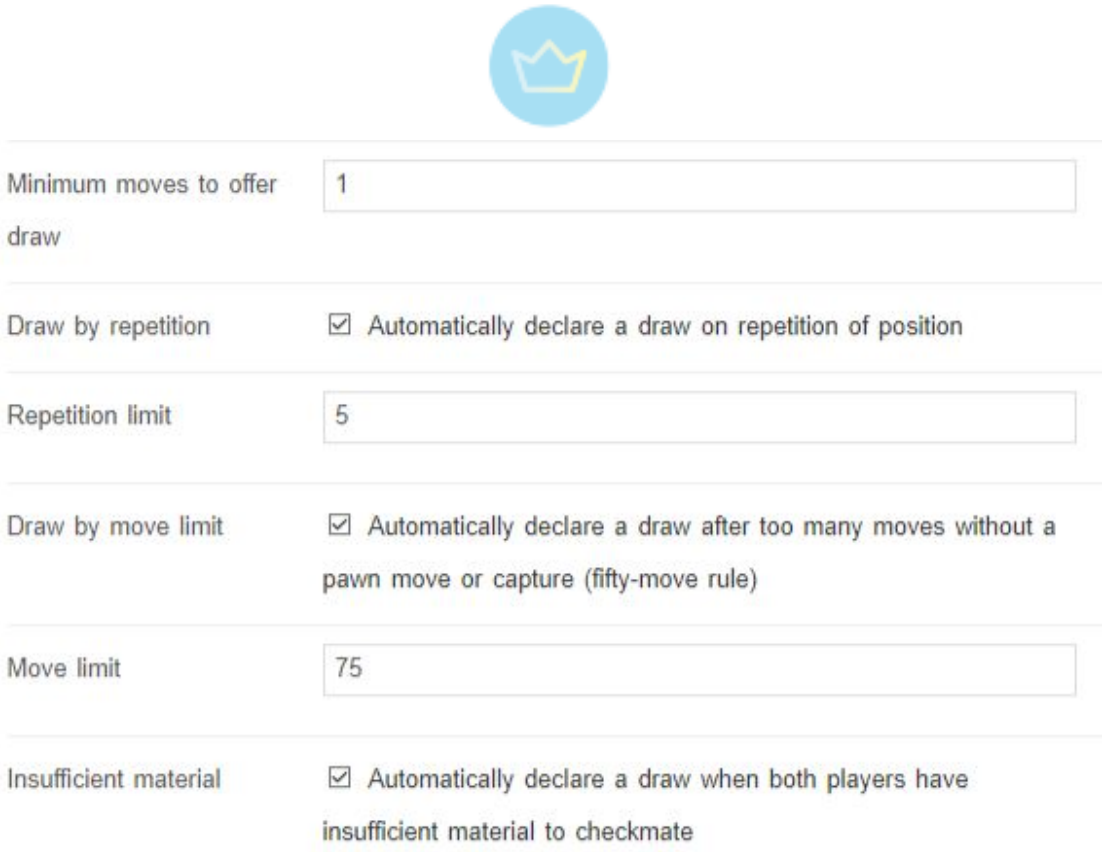
Similarly, players may also **Cancel call** if they are able to resolve the issue before the arbiter arrives and tournament settings allow it (see here).

3.2.9. Checking claims

On Tornelo the arbiter can always stop the clock and intervene if necessary and the player has always the possibility to call the arbiter using the **Call arbiter** button.

While calling the arbiter the player can simply ask a question about regulations or may want to make a claim. Some claims can be the same as OTB and some are specific for online chess. The online platform also allows to automatically decide some situations which need to be in OTB chess carefully checked manually (see more here).

The settings may specify that the draw will be declared automatically after a certain number of repetitions and moves without pawn move or capture. The default setting for this is 5 and 75. But even the FIDE Online Chess Regulations state that “The game is automatically drawn” in case of 3 and 50.



Nevertheless, the organizer may wish to turn off this option. Then the player needs to call the arbiter and make a proper claim, same as in OTB chess. He can use chat to specify which option and which moves is he claiming. The arbiter then can use the arrows to move back in the game and manually check the claim. Then make a decision and either adjust the clock by adding 2 minutes (or 1 depending on the time control) or declare the game drawn - inform players in chat and click on the **Declare draw** button (see more here).

In case of the Dead Position (5.2.2, Laws of Chess), the game will be automatically drawn in case both players lack material to checkmate, if selected. All other occurrences of the dead position need to be claimed properly by the player. This is especially significant if one of the players would lose on time otherwise. After the arbiter is called, he can check if the claim is valid and declare a draw even after the flag has fallen.

Players often stop the clock to inform the arbiter about opponents disconnection. In that case the arbiter should be prepared to respond based on the regulations of the competition and their best judgement.

At all times be aware that the chat is visible for both players as well as spectators following the same game on Tornelo. The chat should never be used for any improper, offensive or otherwise unsportsmanlike behaviour or any kind of accusations. Otherwise the arbiter should take an appropriate action.

3.2.10. Fair Play report

Fair Play Policy and Process

Players online, especially juniors, can be tempted to break the rules by getting assistance from a computer engine. We need to put measures in place to protect the vulnerable members of our community.

Our Fair Play technology is implemented to protect players with exceptional performances from accusations of unfair play.

And, to support vulnerable players who may not have sufficiently well developed self-control mechanisms with early reminders to make better choices in their daily lives and when playing chess on Tornelo.

Analysis of games by a leading chess engine demonstrates a higher move-correlation indicates the more likely it is a person is using engine assistance. The last thing we want is for players to be banned from participating in a sport they clearly enjoy and love. Our goal is to achieve fair play for everybody.

Real Reputations at Stake

We require all players to use their real names and verified genuine identities in order to play on Tornelo. Anyone found to be playing under a pseudonym or false name will be removed from the site. Identity verification is done by the Organizer of your event; Tornelo will never request any identification documents.

Unfair Play is Prohibited

We define this as using any external assistance to gain an unfair advantage over your opponent. Some examples might include computer engine assistance, opening books, endgame tablebases or asking another player for help. This is not an exhaustive list of what we deem Unfair.

Ensuring Fair Play

Our expectation is that all players in an Organizer's community are behaving ethically and treating their opponents fairly at all times.

We always start from a Presumption of Innocence.

Despite our expectations and assumptions, we must have a process in place to identify and penalize players who undermine the enjoyment of community members by obtaining an unfair advantage in some manner. This is our process:

1. Identifying Players to Investigate

We encourage Organizers to investigate players using the following criteria:

1. A Random selection of players in each event (% of players equal to the K-factor for the event. Weighted based player score, where a player with 5 points will be 5x more likely to be selected than a player with 1 point)
2. All players with a Performance Rating >338 above their established rating
3. Players who are anonymously 'reported' by arbiters, players, parents or coaches
4. Any player who defeats a player >338 above their rating
5. The top few players on the Fair Play report

2. Collecting Data

Once a player has been selected for observation you should supervise that player more closely during their games.

3. Drawing Preliminary Conclusions

Our Fair Play report will show each player's Raw Scores for average CentiPawn Loss and Move Match %. You must judge if these performance are outside normal expectations.

Highly suspicious players are still recommended to have their games submitted for analysis to Dr Ken Regan, a renowned statistician and world leading expert at detecting assistance in chess games. This first Screening Test asks the question: "Is this player performing outside "normal" expectations?"

The analysis provides an Outlier Index where 50 is expected for the rating, 51-60 is normal, 60-70 is of concern and 70+ is well outside "normal" expectations.

Our methodology looks at two measures;

- Centi-Pawn Loss (CPL) as a measurement of performance compared to that of a computer engine. A lower CPL means a game more closely matched to that of a computer.
- MoveMatch % (MM%) as a measurement of how often a move matches the first choice of a computer engine. A higher MM% means a game which is more closely matched to that of a computer.

Benchmarks are adjusted in line with individual player ratings.

4. Communication

As soon as games are identified as being Outside the normal range of that player ability, Event Organizers will notify:

1. The Player, and

2. Where the Player is under the age of 18, the Parents and/or School Teachers

These parties will be notified that an investigation is underway and that one (or several) games were flagged as being at a level which is likely to indicate they were played with Computer Assistance.

We realise that people (young players in particular) may occasionally make poor decisions. All players are provided with an Amnesty Period where they will be given an opportunity to either:

1. Admit to having received assistance
2. Deny having received assistance and request further investigation take place

5. Investigation and Consequences

If a first-time offender admits to having received assistance:

1. The player commits to playing future games without assistance, and no further action will be taken
2. The player remains on probation for 12 months; subsequent offences will not be permitted this Amnesty

If a player asserts their games were played without assistance, all likely games will be submitted to Dr Ken Regan's DEEP Analysis.

We may, at this stage, review ADDITIONAL games that this player has played in order to create a more reliable expectation of performance.

6. Public or Private?

Where this process relates to someone Under the age of 18, all details of proceedings will be shared with Parents and/or School Teachers. Otherwise details will remain confidential between:

- Event Arbiter / Organizer
- Player
- Tornelo “Fair Play” Officer

Event arbiters will be required to maintain confidentiality of this information at all times.

7. Appeals Process

There must be checks and balances in all sanctioning processes to minimise the number of "false positives".

A player may appeal, within 7 days of the decision, by:

1. Submitting an appeal in writing to appeals@tornelo.com
2. Including any evidence or information that they wish to be taken into consideration
3. Submitting an Appeals Fee equal to the Entry Fee of the event in question

Tornelo's Fair Play Officer will require the Organizer to submit evidence that has led to the decision and will also collect independent evidence.

The Fee will be returned in the case that the Organizers' decision is overturned, but will be forfeited if the decision is upheld.

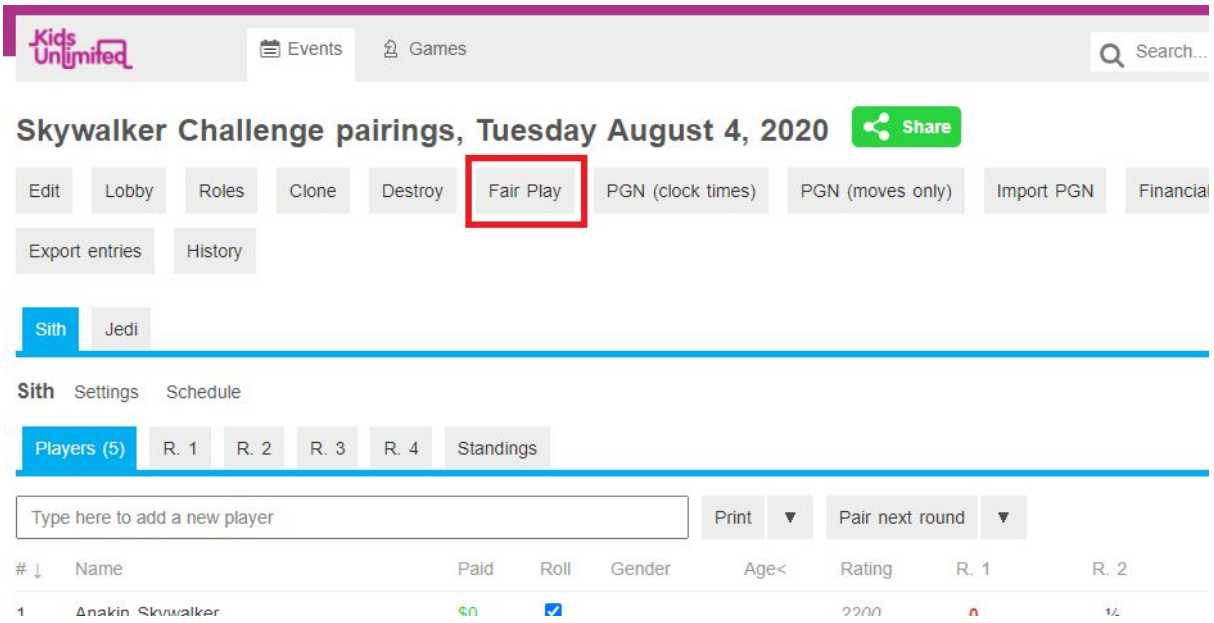
Components of a Fair Play report

Tornelo provides round-by-round analysis of games to help Arbiters build trust in their community.

We try not to call it an anti-cheating feature, or claim that we will stop all cheating, because everything we are doing is trying to BUILD TRUST between players. It's not about catching the cheaters, it's about making sure everyone trusts one another and that the environment and community encourages fair play.

We don't even want to call it cheating, better to talk about it in terms of "Unfair Assistance"; trust me, parents respond much better when you tell them their precious darling is "Receiving Unfair Assistance during a game", than when you call them a cheater!

It all starts by clicking the innocuous **Fair Play** button. Click the button and you'll see a Report.



First we display some overall statistics about how many games have been played in your event, how many have been analysed and how many are still pending analysis.

Analysis Version	Beta trial version - using Stockfish 11
Games Played	874
Games Analysed	870
Total Analysis Time	209 minutes
Pending	0
Deeper Analsyis	There are 4 players above MM or CPL threshold, we recommend deeper analysis.

Player	Rating	Games Played	Game Moves	Depth	Games Analysed	Moves Analysed	Average CPL	Average MM	Sort	Best Moves	Best CPL	Best MM	Trigger Deeper
ZZZZ ZZZZ	899	7	317	16	7	221	21	66%	45	12	3	92%	18
WWWW WWWW	748	7	224	18	7	105	25	67%	42	23	0	91%	
YYYY YYYY	736	7	236	14	7	154	28	68%	40	23	6	87%	16
MMMM MMMM	646	7	283	14	7	202	30	62%	32	61	14	71%	16
AAAA AAAA	603	7	205	18	7	113	35	65%	30	18	3	89%	
SSSS SSSS	545	7	316	18	7	237	36	58%	22	6	1	83%	
TTTT TTTT	566	7	358	18	7	263	39	61%	22	15	12	80%	
DDDD DDDD	937	6	292	14	6	227	38	54%	16	26	12	69%	16
UUUU UUUU	669 ↑57	7	232	18	7	142	44	55%	11	8	14	75%	
Max Kurian	1373 ↓26	4	167	16	4	120	47	53%	6	87	39	55%	
Daniel Melamed	910 ↑102	7	213	16	7	132	47	52%	5	12	29	67%	
Artem Anikonov	1284 ↑12	6	323	14	6	224	46	49%	3	75	24	43%	
Shi ke Sem	996	3	94	18	3	40	65	65%	0	11	33	55%	
Jayden Ooi	1712 ↑96	7	325	16	7	249	51	51%	0	23	52	74%	

Tornelo provides 4 levels of game analysis. All games are automatically analysed (Level 1) as soon as they finish. We require you to manually request a deeper analysis.

Tornelo has some thresholds, which if reached, will recommend you to dig a little deeper into the games. The Deeper Analysis row will describe how many players are being recommended for further investigation.

Simply click the Deeper Analysis button and this will trigger those players to be analysed further.

There are 4 levels of analysis, each with more stringent thresholds. As such, you may see the Deeper Analysis button up to 3 times. You'll need to click it each time if you wish to dig deeper into these players' games.

Below the summary information is a data table. Here is the explanation of each field.

Column Header	Description
Player	The name of the player
Rating	Rating at the end of the event (and rating change)
Games Played	Number of games played in this event
Game Moves	Sum total of moves from all games played in this event
Depth	Minimum depth at which the games have been analysed
Games Analysed	Number of games analysed in this event
Moves Analysed	Number of moves analysed. Not all moves in each game are considered during our analysis. A small number of moves in this column can give highly unreliable results.
Average CPL (Centi-pawn Loss)	Every move is compared against the 'perfect move' in the position. A perfect move will have a 'loss' of 0. We measure how far below perfect a move is in 1/100ths of a pawn (ie. Centi-pawn). If you blunder a rook, a loss of 5 pawns, you have a 500 Centi-pawn loss for that move. This measure is the Average CPL over the entire event.
Average MM (Move Match)	In every position the computer picks a "best move". This statistic tells you how often a player picked the exact move the computer would have played. It is expressed as a % of all the moves in all the events.

Sort	A value we use to sort the table. Players at the top of the table are more likely to have been getting computer assistance.
Best Moves	The number of moves analysed in the single "best" game by this player, from this event.
Best CPL	The Average Centi-pawn Loss of the moves in the single "best" game played by this player, during this event.
Best MM	The Move Match % scored in the single "best" game played by this player, during this event.
Trigger Deeper	A number in this column indicates that we recommend triggering a Deeper Analysis for this player.

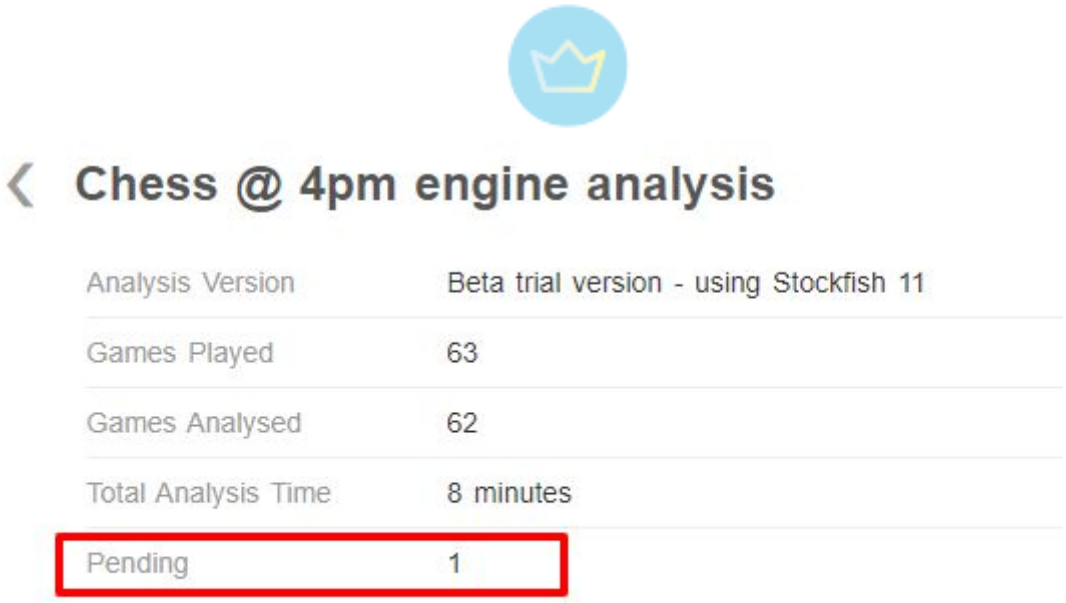
When you click Trigger Deeper the engine analyzes the required players' games.

There is no notification when the analysis is complete - you will need to come back and reload the report to see the final results.

The length of time it takes to complete a Deeper Analysis can vary from a few seconds to maybe as long as an hour, depending on a number of factors:

- Number of players to analyse
- Number of games
- Length of games
- Depth of analysis
- Server load at that time

You can see how many games are still Pending in the report summary. This will also show you the total analysis time which has been spent, this will allow you to predict how long future events might take to complete the deepest analysis required.



Reload the page after some time and you will see that it is either complete, or recommends Deeper Analysis.

After each analysis the numbers in the report will change. If the changes show players are trending in a direction which indicates assistance, this can be another sign of potential problems. If the player's statistics look less likely after each new Analysis this might give you some confidence in their Fair Play.

Interpreting a Fair Play report

In order to interpret the report we must be aware of all the aspects.

Player	Rating	Games Played	Game Moves	Depth	Games Analysed	Moves Analysed	Average CPL	Average MM	Sort	Best Moves	Best CPL	Best MM
ZZZZ ZZZZ	899	7	317	16	7	221	21	66%	45	12	3	92%
WWWW WWWW	747	7	224	18	7	105	25	67%	42	23	0	91%
YYYY YYYY	737	7	236	14	7	154	28	68%	40	23	6	87%
MMMM MMMM	646	7	283	14	7	202	30	62%	32	61	14	71%
AAAA AAAA	604	7	205	18	7	113	35	65%	30	18	3	89%
TTTT TTTT	754	7	358	18	7	263	39	61%	22	15	12	80%
SSSS SSSS	546	7	316	18	7	237	36	58%	22	6	1	83%
DDDD DDDD	937	6	292	14	6	227	38	54%	16	26	12	69%
UUUU UUUU	690 ↑43	7	232	18	7	142	44	55%	11	8	14	75%
Max Kurian	1375 ↓26	4	167	16	4	120	47	53%	6	87	39	55%
Daniel Melamed	1888 ↓3	7	213	16	7	132	47	52%	5	12	29	67%
Artem Anikonov	1293 ↑9	6	323	14	6	224	46	49%	3	75	24	43%
Shi ke Sem	996	3	94	18	3	40	65	65%	0	11	33	55%
Jayden Ooi	1712 ↑96	7	325	16	7	249	51	51%	0	23	52	74%
Benjamin Leong	1287 ↑14	7	222	14	7	135	49	47%	-2	27	31	56%

Disclaimers

- Please use these statistics as a Guide
- Build expectations over time, use multiple events to give you your own benchmarks
- Our comments are general in nature and should not to be applied to specific players or situations
- Use your own intuition and knowledge of a player
- Have a default setting of trust
- Forgive easily
- Remember that you can never be "certain" that a player had assistance, it is theoretically possible to roll a dice and come up with a six 100 times in a row. Learn to live in the probabilistic realm

What is and isn't suspicious?

Another disclaimer! Our Fair Play analysis is still in BETA - which means that it's pretty good but you should not use it to apply capital punishment.

- More data is better, assessments on <100 moves can be gradually more unreliable
- It gets progressively more difficult to identify computer assistance as players' natural skill level increases
- Our analysis is rudimentary and unreliable for players near to, or over, 2000 rating
- Faster time control events should see worse performance

The Simplest Interpretation

We sort the table from Most to Least likely to have had assistance. Keep your eyes on the top of the table.

Look at the SORT Column:

- Anything >0 is worth glancing at
- >10 is likely an average club player on a good day
- >20 is likely a 2000+ rated player
- >40 is likely a GM-standard player having a good day

When Tornelo recommends Deeper Analysis and you click the button, up to 4 times....

- If the Sort score for a player is trending upwards, that is more suspicious
- If the Sort score for a player drops after each Deeper Analysis then you should feel more comfortable

Benchmarks: Centi-Pawn Loss (CPL)

Using a random selection of 10 wins and 10 losses while World Champion:

- Magnus Carlsen CPL = 23
- Gary Kasparov CPL = 24
- Jose Raul Capablanca CPL = 22

Stockfish 11 achieves a CPL = 4.4

- Australian Junior Championships overall event performance is CPL = ~64

Benchmarks: Move Match % (MM)

Using a random selection of 10 wins and 10 losses while World Champion:

- Magnus Carlsen MM = 58.1%
- Gary Kasparov MM = 50.4%
- Jose Raul Capablanca MM = 56.7%

Stockfish 11 will match itself around 75% of the time

- Long-term classical tournament performance of a player rated >2700 (during the years 2006-2009) MM = 56%
- Individual events may be higher; Anton Smirnov rated ~2200+ (2012 Australian Junior Championships) MM = 59.4%

What about just one game?

The more data the better. Looking at just one game is really dangerous, however here are some tips for when to be suspicious:

Move Match thresholds

- 2000+ rated players >60%

- Club players >55%
- Scholastic players >50%

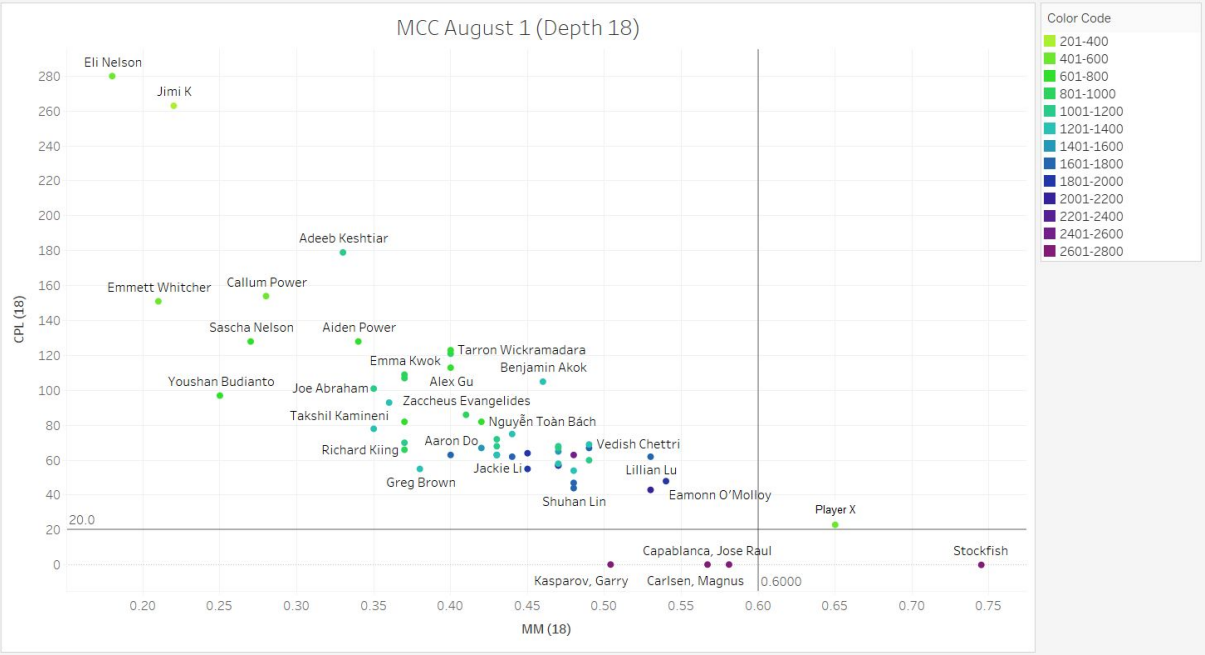
Centi-Pawn Loss thresholds

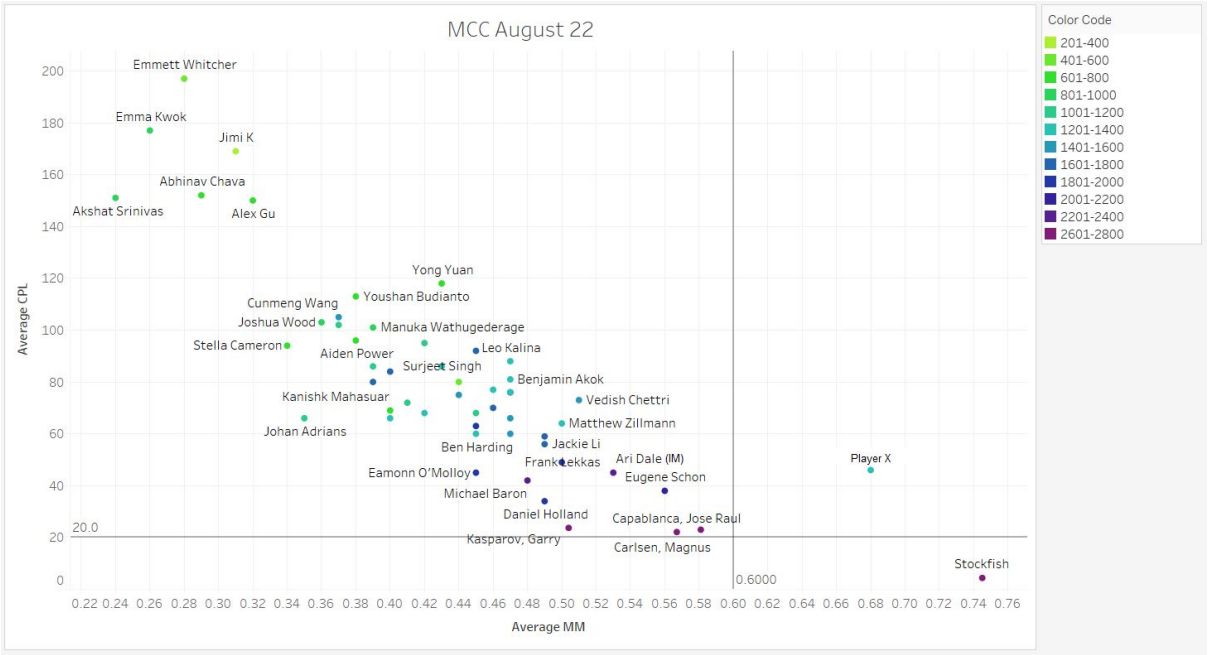
- 2000+ rated players <20
- Club players <25
- Scholastic players <30

Can you pick the cheater?

A graphical representation of your Fair Play report is coming soon. Here are a few examples of what can be expected in the future.

One player in each of the two following events admitted to having received assistance. It is fairly easy to spot which one was it:





For more ideas about Fair Play measures see appropriate part of the Best practice chapter here.

Our statistical analysis is based on work by the world's leading expert at detecting assistance in chess games, Dr Kenneth Regan from University of Buffalo.

Despite loving Ken's work, we have no affiliation to Dr Regan and all our analysis is our own - Kenneth Regan's work is far more sophisticated and provides far greater fidelity than our results. If you are running an event with players over 2000 rating, and you are concerned about chess cheating, I highly recommend you reach out to Dr Regan.

Addendum

Here are some examples of really strong Over The Board events from 2019, played with no assistance provided.

The first one is from the 2019 Russian Championships Superfinals (Tornelo page).

Player	Rating	Games Played	Game Moves	Depth	Games Analysed	Moves Analysed	Average CPL	Average MM	Sort	Best Moves	Best CPL	Best MM
Vladislav Artemiev	new	11	491	18	11	417	23	66%	43	33	12	79%
Maxim Matlakov	new	11	512	17	11	441	20	57%	37	18	3	89%
Dmitry Jakovenko	new	11	614	17	11	539	23	59%	36	40	12	68%
Evgeny Tomashevsky	new	11	492	18	11	416	23	59%	36	29	17	72%
Kirill Alekseenko	new	11	555	18	11	481	26	61%	35	35	18	69%
Ernesto Inarkiev	new	11	519	18	11	436	25	60%	35	35	7	74%
Vladimir Fedoseev	new	11	489	18	11	415	30	60%	30	33	12	70%
Alexander Motylev	new	11	547	18	11	475	27	57%	30	19	4	90%
Nikita Vitiugov	new	11	546	18	11	478	26	56%	30	35	5	74%
Alexey Sarana	new	11	568	18	11	495	26	55%	29	48	11	65%
Alexandr Predke	new	11	533	18	11	449	26	55%	29	37	19	78%
Aleksey Dreev	new	11	478	18	11	409	31	56%	25	34	15	68%

The second is the 2019 Aeroflot Open (Tornelo page)

Player	Rating	Games Played	Game Moves	Depth	Games Analysed	Moves Analysed	Average CPL	Average MM	Sort	Best Moves	Best CPL	Best MM
Yi Wei	new	9	403	18	9	339	21	66%	45	16	10	88%
Bogdan-Daniel Deac	new	9	277	18	9	222	19	60%	41	43	10	67%
Tamir Nabaty	new	9	421	18	9	352	21	61%	40	31	13	68%
Maksim Chigaev	new	9	387	18	9	323	26	65%	39	34	16	71%
Nodirbek Abdusattorov	new	9	420	18	9	358	21	59%	38	28	16	79%
Kirill Alekseenko	new	9	376	18	9	316	24	62%	38	38	10	82%
Sanan Sjugirov	new	9	370	18	9	312	23	61%	38	33	13	73%
Anton Korobov	new	9	413	18	9	356	22	60%	38	6	13	83%
Eduardo Iturrizaga Bonelli	new	9	374	18	9	314	26	64%	38	71	9	73%
Constantin Lupulescu	new	9	439	18	9	381	22	59%	37	16	12	75%
Hao Wang	new	9	374	18	9	310	25	62%	37	23	8	74%
Yan Liu	new	9	449	18	9	387	28	65%	37	57	26	79%
Sarin Nihal	new	9	305	18	9	245	25	61%	36	62	16	66%
Ernesto Inarkiev	new	9	376	18	9	312	26	62%	36	23	7	91%
Vladimir Fedoseev	new	9	388	18	9	331	25	60%	35	59	15	64%
Zhamsaran Tsydypov	new	9	407	18	9	349	26	61%	35	32	13	63%
Jorden Van Foreest	new	9	306	18	9	245	23	57%	34	28	11	68%
Alexandr Fier	new	9	357	18	9	294	29	62%	33	33	25	73%
Denis Khismatullin	new	9	473	18	9	360	29	62%	33	24	12	83%
Vladislav Kovalev	new	9	410	18	9	343	29	62%	33	41	13	76%
David Anton Guijarro	new	9	319	18	9	263	25	58%	33	29	9	72%
Surya Shekhar Ganguly	new	9	345	18	9	285	29	62%	33	39	7	72%
Tigran L. Petrosian	new	9	552	18	9	477	25	58%	33	94	14	64%

And here are the **benchmark** games from some World Champions. The results at the top are 10 games which they Won, the ones at the bottom are from 10 games when they Lost.

Player	Rating	Games Played	Game Moves	Depth	Games Analysed	Moves Analysed	Average CPL	Average MM	Sort	Best Moves	Best CPL	Best MM
Stockfish 11	new	10	288	18	10	144	9	78%	69	8	0	100%
Magnus Carlsen (winner)	new	10	400	18	10	333	21	67%	46	23	14	74%
Garry Kasparov (winner)	new	10	381	18	10	298	22	65%	43	18	10	83%
Jose Raul Capablanca (winner)	new	10	492	18	10	415	24	58%	34	27	13	70%
Viswanathan Anand	new	6	226	18	6	179	36	58%	22	40	21	68%
Anatoly Karpov	new	9	354	18	9	285	41	54%	13	23	21	70%
Alexander Alekhine	new	5	222	18	5	178	41	53%	12	59	28	58%
Magnus Carlsen	new	10	415	18	10	344	50	56%	6	27	36	74%
Jose Raul Capablanca	new	10	425	18	10	353	47	48%	1	44	31	57%
Garry Kasparov	new	10	384	18	10	311	55	47%	-8	50	33	54%
Oliver Cordover	1268 ↓4	10	288	18	10	149	112	34%	-78	35	61	51%

What to say to parents or teachers?

Players online, especially juniors, can be tempted to break the rules by getting help from a computer engine. We undertake a correlation analysis of all games played in our events in order to protect players with exceptional performances from accusations of unfair play.

Our screening indicates that players X and Y are both highly likely to have received computer assistance during their game.

3.2.11. Logs and History

All information about games is recorded in logs. All information about the settings of the event is recorded in History.

Logs

Logs are text files which contain game data such as - time left after each move, draw offers, arbiter calls, multiple connections to the game.

1. *[%clk 0:20:21.0] [%clk 0:20:16.3]*

2. *[%clk 0:20:38.9] [%clk 0:20:34.6]*

3. *[%clk 0:20:56.0] Arbiter stopped clock for 4 seconds.*

Close

Arbiters can access them any time during the game, to check data such as - did my opponent really offer a draw? One player lost on time due to disconnection, is it possible? How much time was there on his clock at the end?

Players also have access to logs, should they need it.

In case the game is already over and only the “view” option is available, for limited time it is possible to go back by adding “**play?color=w**” to the hyperlink. Or by removing the result for a while and then putting it back again.

History

To open history records click on the History button in the pairing program.

You will be able to access records such as this one, with all actions listed.

Update	Wed, 4 Nov 2020 21:00	Statistics	{"games_count"=>0, "entries_count"=>0, "average_rating"=>0} → {"games_count"=>0, "entries_count"=>389, "average_rating"=>1443}
		Needs statistics update	true → false
Update	Wed, 4 Nov 2020 20:46	Needs statistics update	false → true
Update	Wed, 4 Nov 2020 20:00	Statistics	→ {"games_count"=>0, "entries_count"=>0, "average_rating"=>0}
		Needs statistics update	true → false
Update	Wed, 4 Nov 2020 19:59	Ready	false → true
Create	Wed, 4 Nov 2020 19:58	Name	FIDE Online Olympiad for people with disabilities
		Slug	fide-online-olympiad-for-people-with-disabilities
		End time	2020-12-02T14:00:00.000Z
		Series	5fbc2110-0898-485c-8c2d-cf4c3a163fd2
		Game rules	{"variant"=>"standardChess", "version"=>5, "useClocks"=>true, "incrementS"=>10, "timeControlS"=>1500, "drawByMoveLimit"=>50, "drawByRepetition"=>3, "minMovesToOfferDraw"=>1, "playersCanStartClocks"=>false, "drawByInsufficientMaterial"=>true, "playersCanCancelArbiterCalls"=>false, "pauseClocksDuringArbiterCalls"=>true}

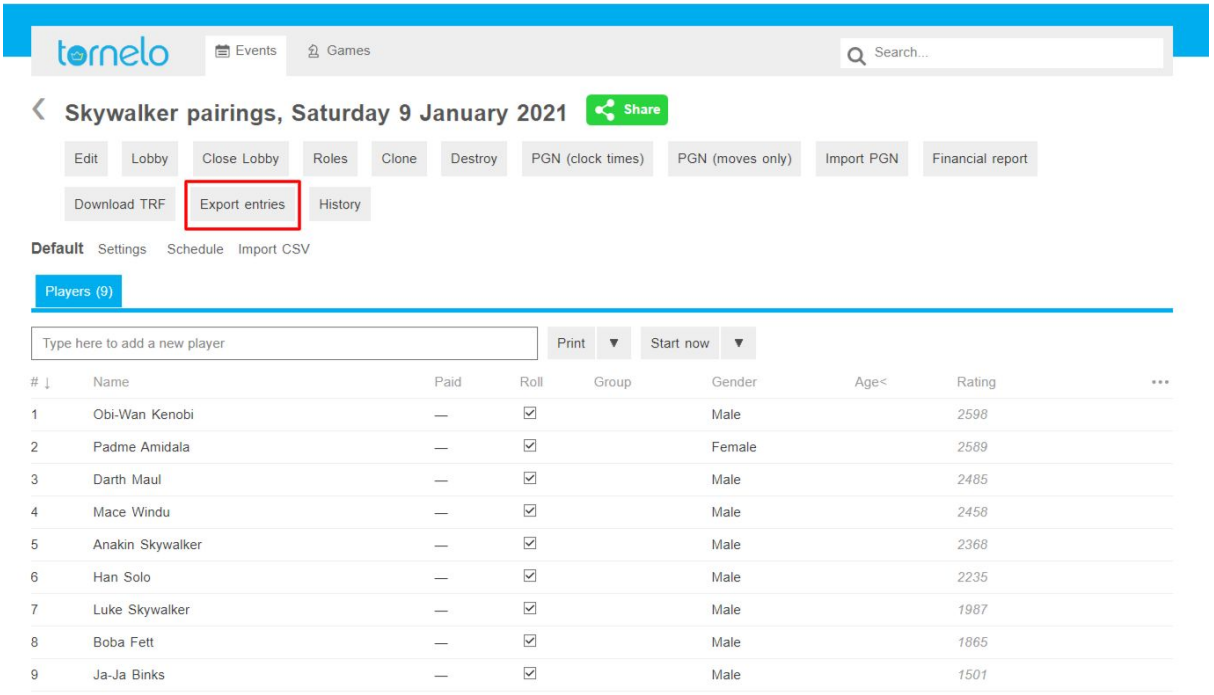
3.2.12. Exporting data

All the data from Tornelo may be exported and used for other purposes. It is possible to export information about players into CSV files, it is possible to download the TRF (FIDE Tournament Report File) to import it into other programs or as part of the reporting procedure. It is also possible to download all the games (see here).

CSV file

The CSV file may be particularly useful for collecting email addresses, in case you need to contact players or in case of follow up events, in order to collect Tornelo ID. Once Tornelo ID for a specific player is known, you can always match his profile during CSV import without any problems, see this subchapter for the full explanation.

You can download all players' data simply by clicking on the **Export entries** button in the Pairing program.



TRF file

Tournament report files may be needed in order to send the tournament ratings to FIDE or your rating officer. The basic information about import and export can be found here. In the Pairing program you can simply download it by clicking on the **Download TRF** button.

3.2.13. Finishing the tournament

Once all scheduled rounds have been paired you will see a Finish tournament button in the Pairings program. An arbiter should click on the **Finish tournament** button and preferably submit the tournament for ratings.

Arbiters have an option when submitting for ratings to automatically email the event results to all players.

Ratings and the event results are added to a player's profile and archived for history.

After finishing, everyone trying to access the tournament lobby, will be redirected to the view in the Pairings program, where they can browse results as well as games and even download them.

It is also possible to set a custom finish date. If holding a shift while clicking the Finish tournament button, a box will pop-up where you can enter the custom finish date for the event. Enter a date using the format yyyy-mm-dd.

This is particularly useful when:

- You forget to submit an event for ratings
- You need to unrate an event and make changes
- You are removing players from a finished event

If the event is finished it is not possible to make any more changes. But it can be "Resumed" and then "Finished" again with the custom (original) finish date.

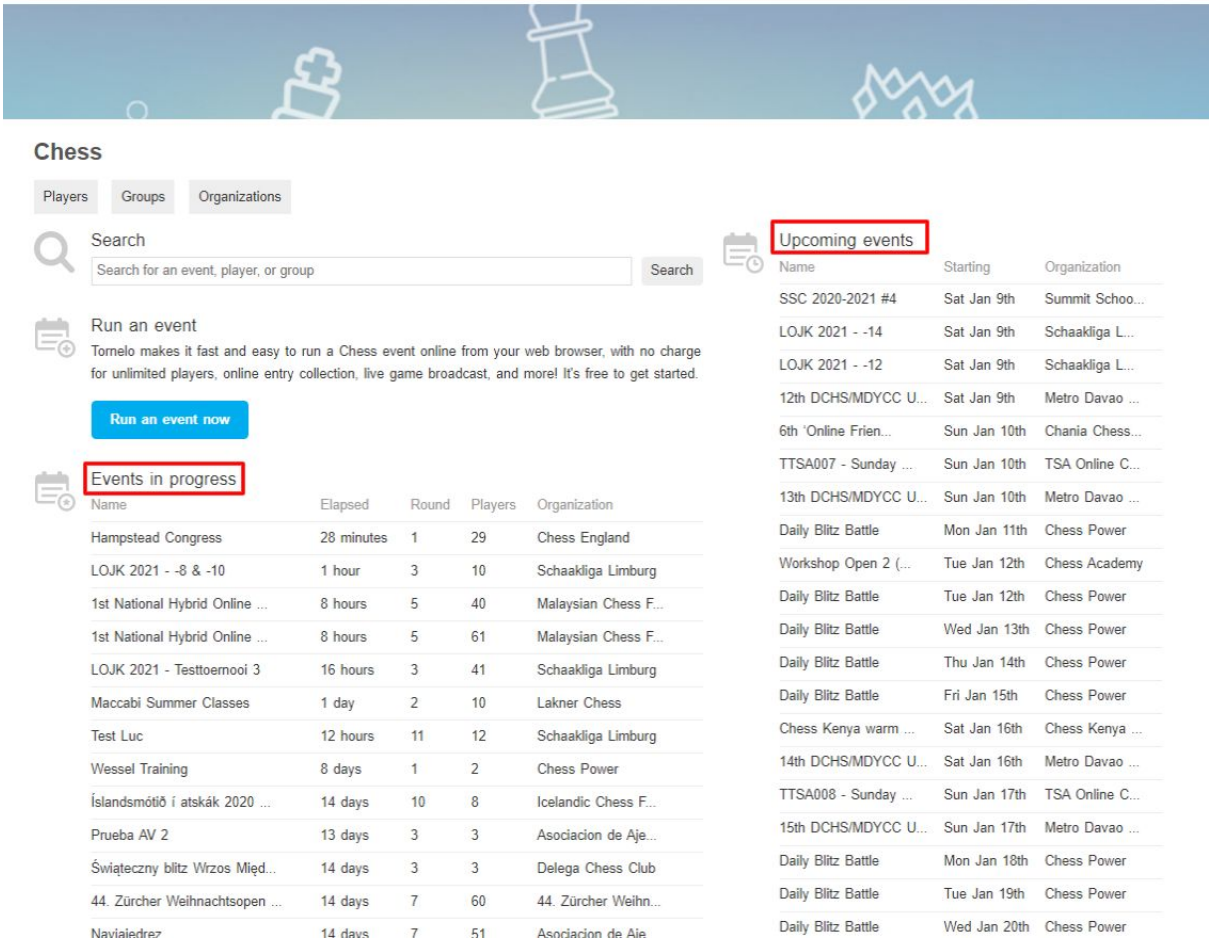
You also need to make sure the event is displayed in the correct sequence on the player's profile pages.

3.3. Spectating an event

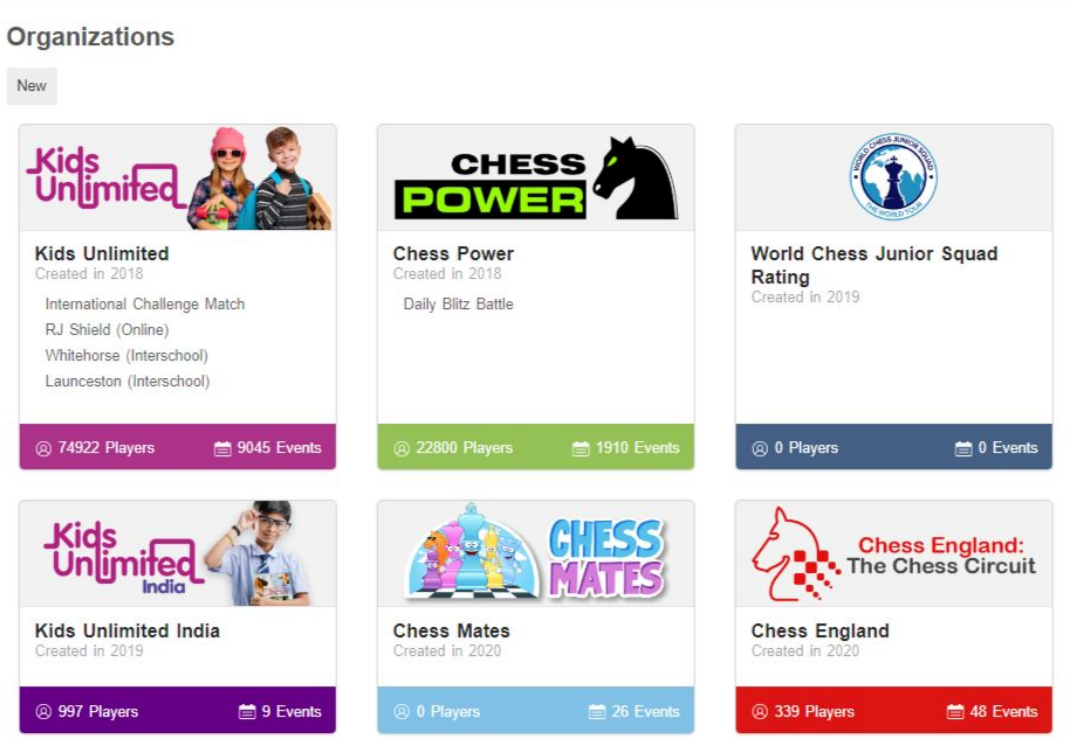
On Tornelo it is possible to spectate any public event without any need for registration or an account.

3.3.1. Finding an event

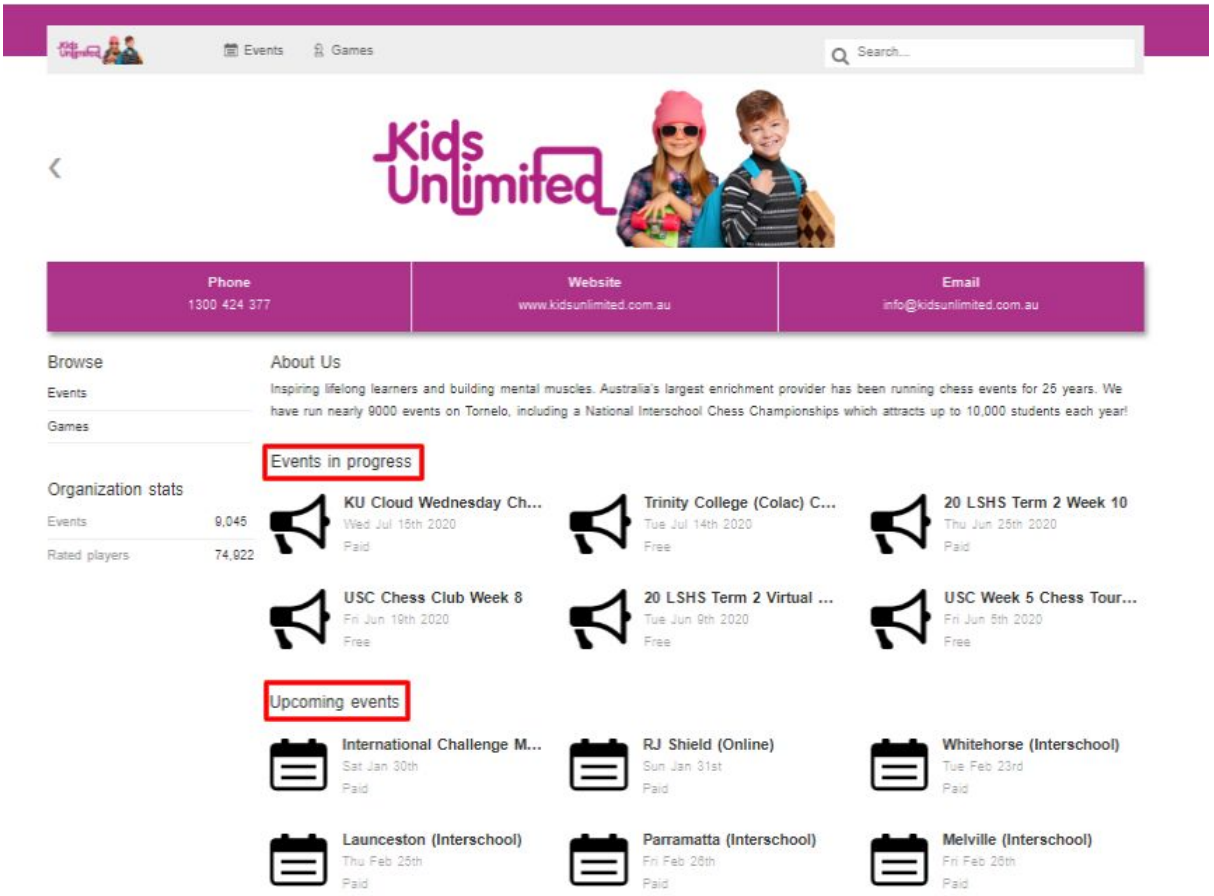
You can browse all events simply by going to: https://tornelo.com/chess:



You can browse through Verified organisations here https://tornelo.com/chess/orgs/:

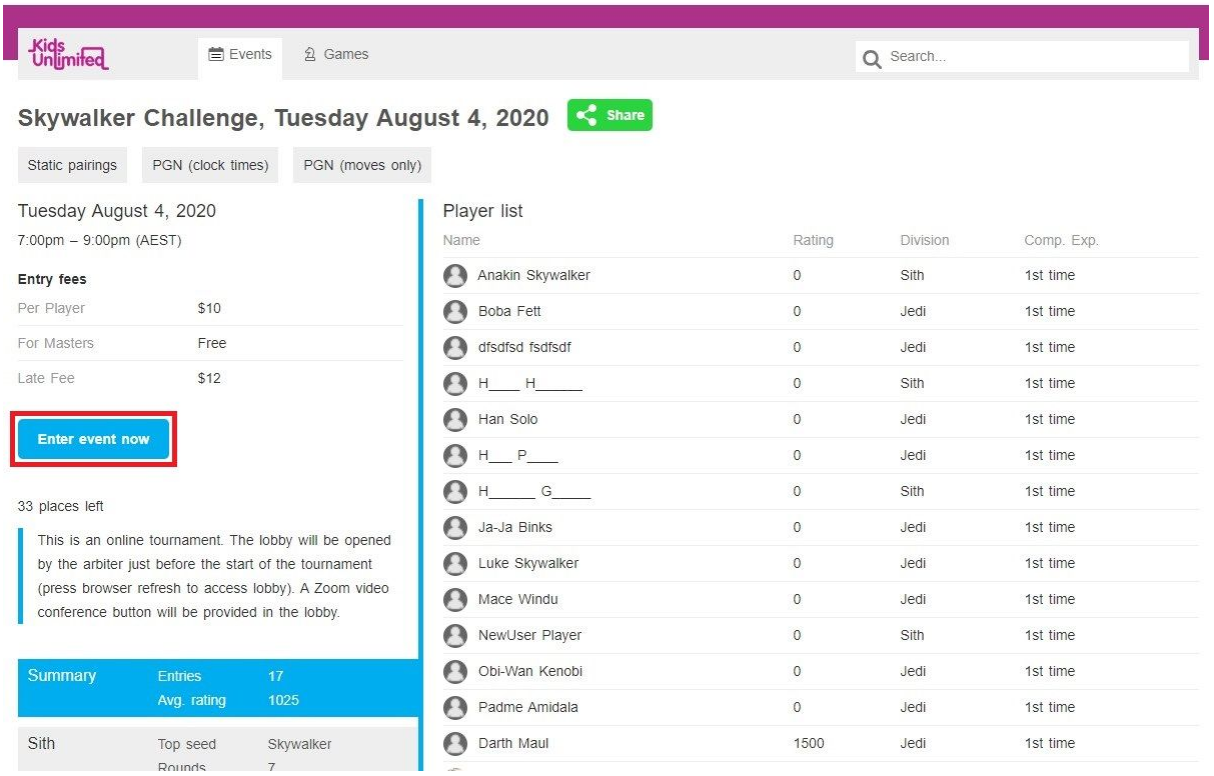


You will see a list of upcoming public events being run in the Organisation.

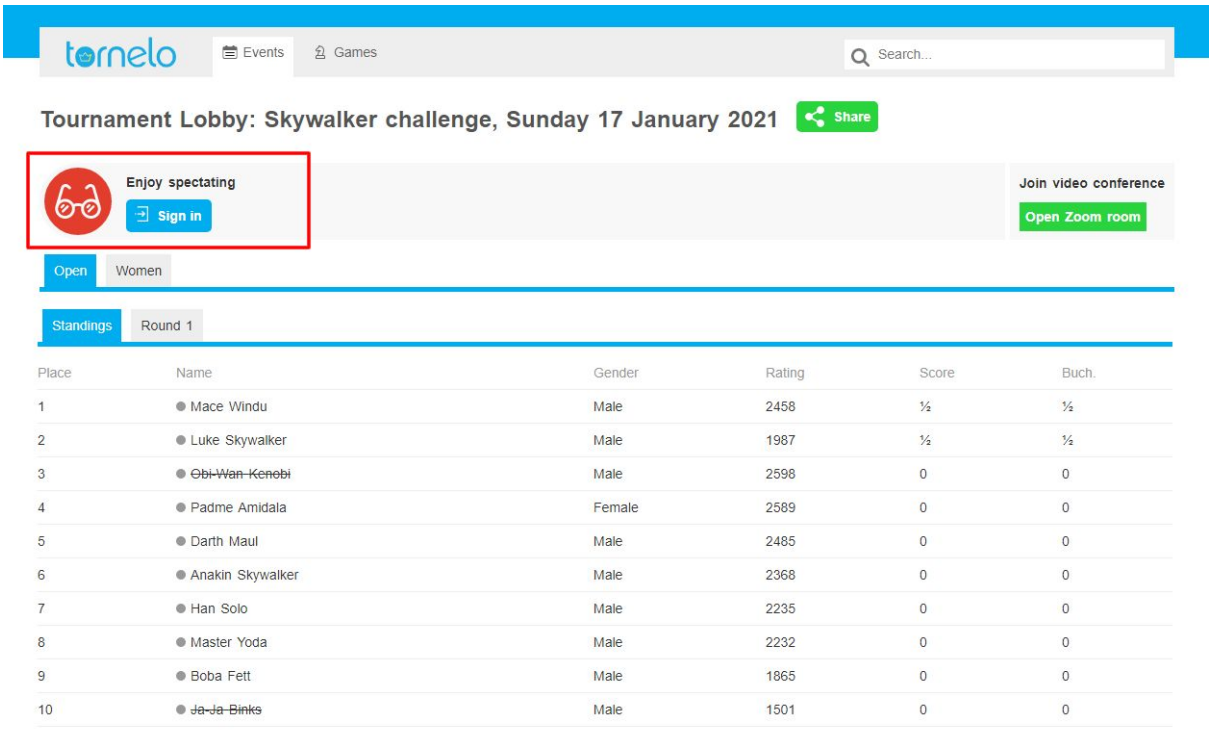


3.3.2. Spectating event

Choosing an upcoming event may take you to an event page such as this one. That means that tournament is not about to start yet and there is nothing to spectate.

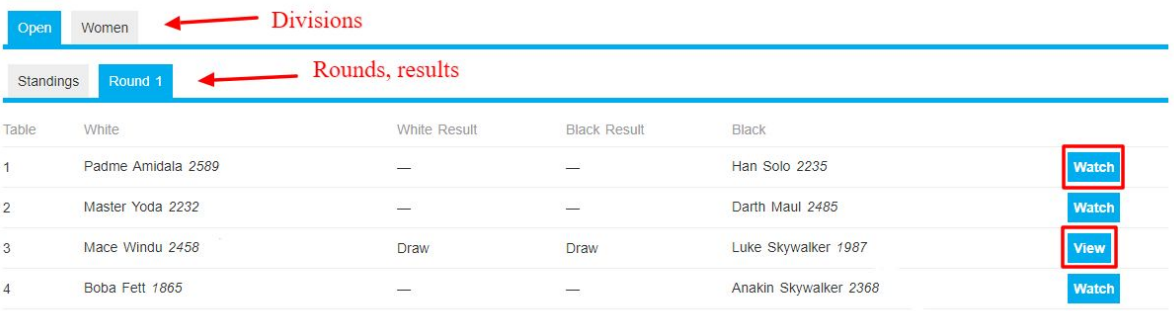


Once Lobby opens, spectators are also allowed to enter:

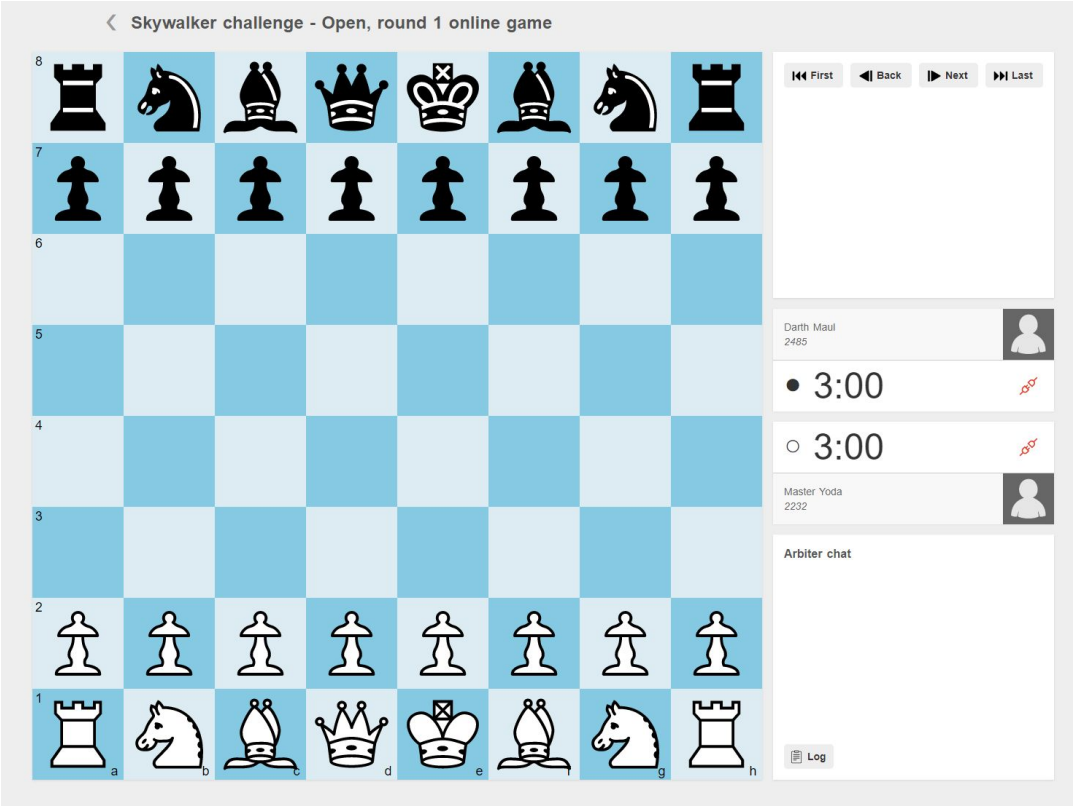


The message bar says “Enjoy spectating” and since you are there to spectate, it doesn’t require any action (only players and arbiters need to Sign in).

From tournament Lobby it is possible to navigate between divisions as well as between rounds of each division. In Round tabs spectators may **View** finished games or **Watch** games in progress.

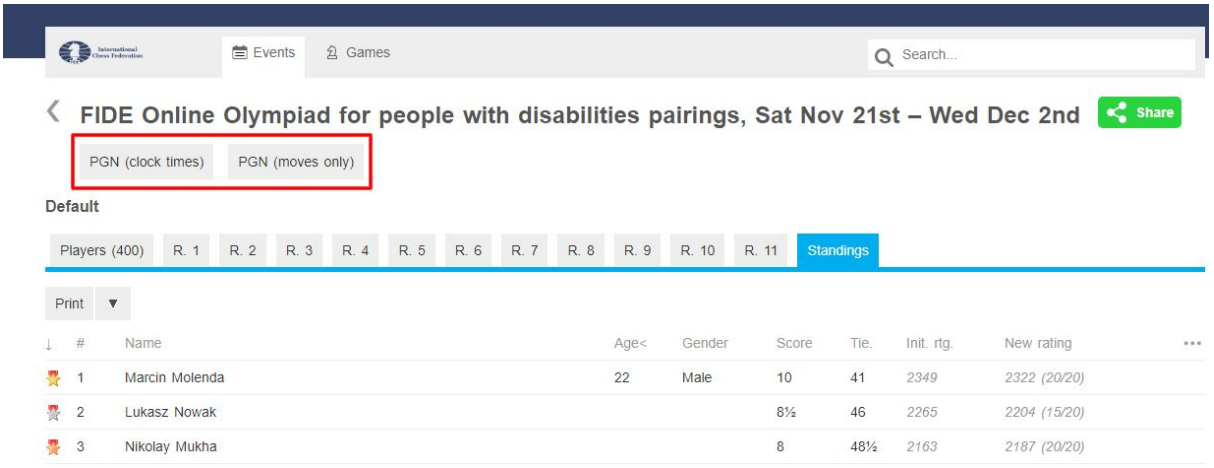


The view of games in progress is the same as for players:



Finished games show additional overview information such as Opening codes. Spectators may also continue to the player's profiles by clicking at the names or download the game by clicking on the **PGN** button.

It is also possible to download a PGN file at any time with all the games from the Lobby or result page at the end of the event.



3.4. Playing an event

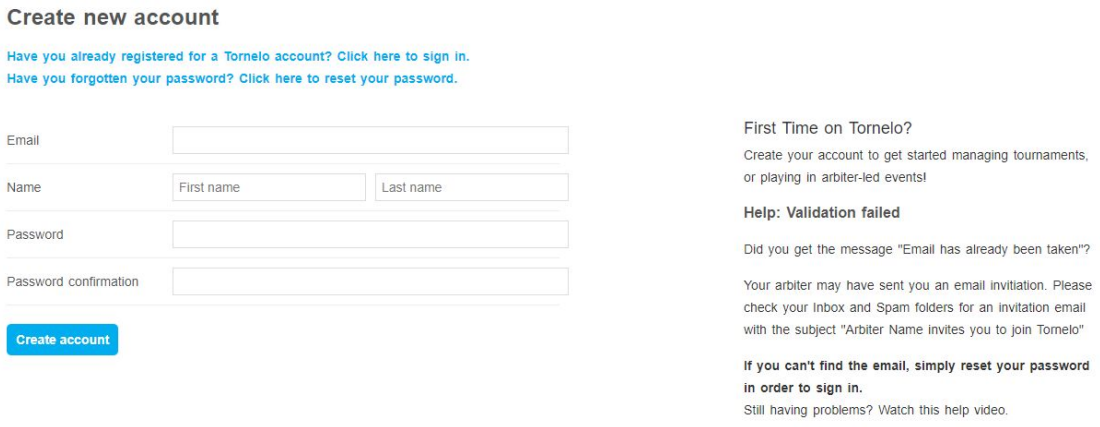
3.4.1. Creating an account

Basic process

Most players create their account during the process of Entering an Event.

You may create an account at any time.

1. Go to https://tornelo.com/account/new

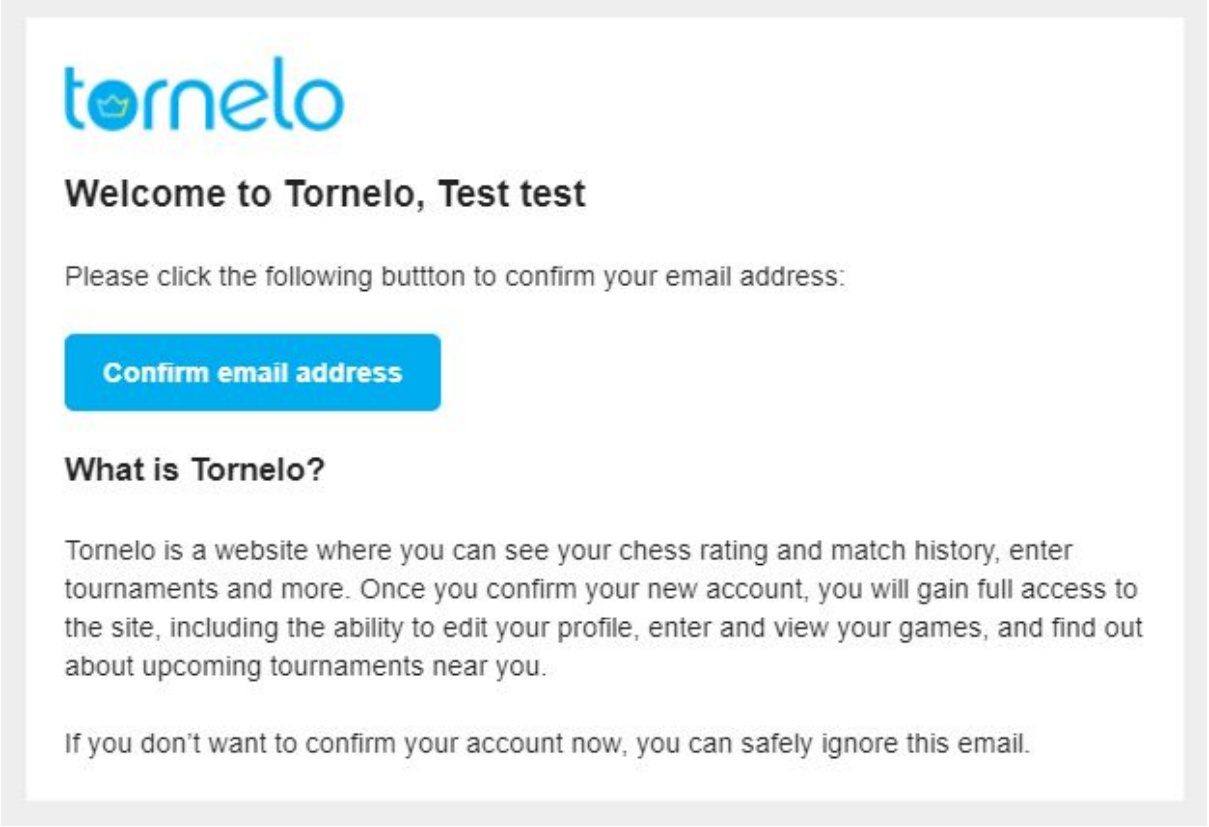


2. Complete the form. Ensure your email address is correct and select a secure password.

As soon as you click **Create account**:

1. Your account will be created
2. You will be sent a verification email
3. You will be logged in an directed to your Dashboard

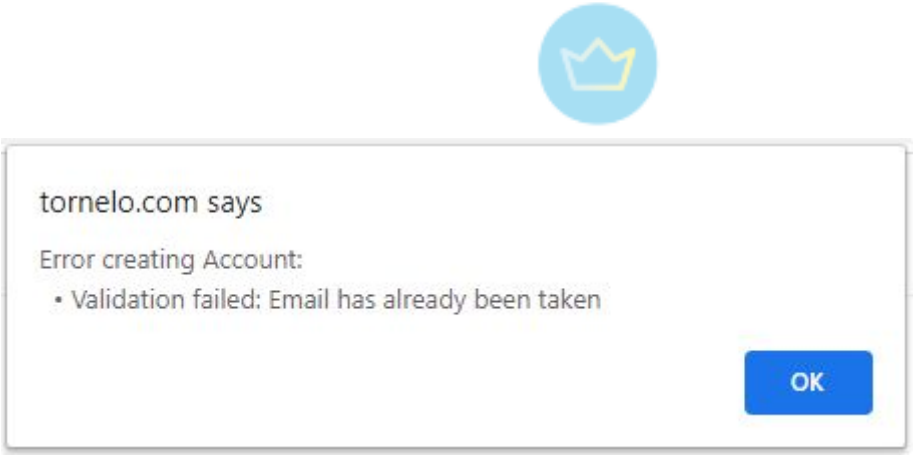
3. Check your Inbox or Spam folder for an email from Tornelo with the subject line **Confirm your new Tornelo account**



4. Click the blue **Confirm email address** button to activate full functionality on your account.

Failed validation

Sometimes players are trying to create a new account, they enter details and get the following error message:



Your arbiter may have sent you an email invitation. Please check your Inbox and Spam folders for an invitation email with the subject "Arbiter Name invites you to join Tornelo".
If you can't find the email, simply reset your password in order to sign in. Once you have reset your password, if you are trying to accept an invitation you may need to do so manually (see below).

For more detailed description see a short video tutorial.

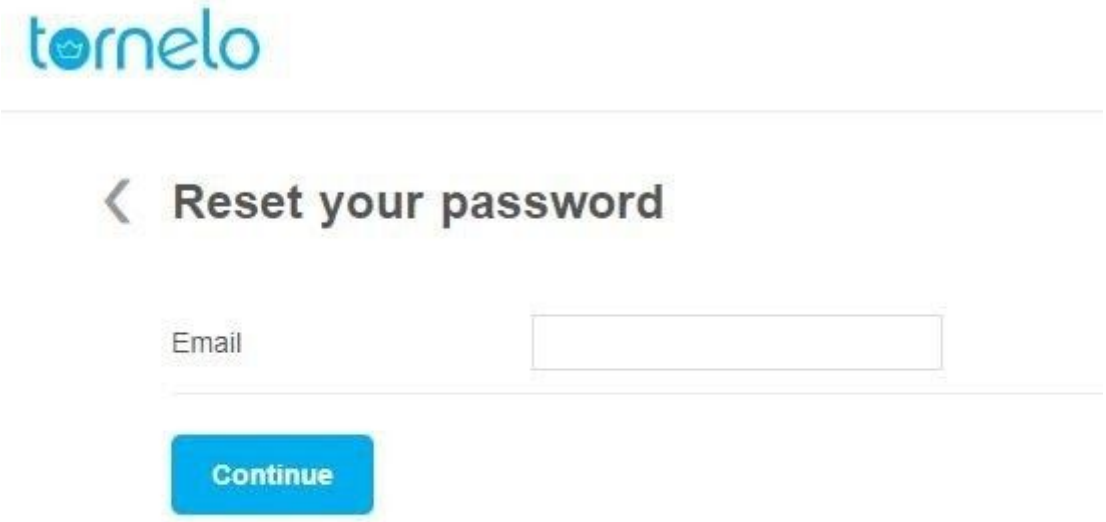
Resetting your Password

A User may need to Reset their password for the following reasons:

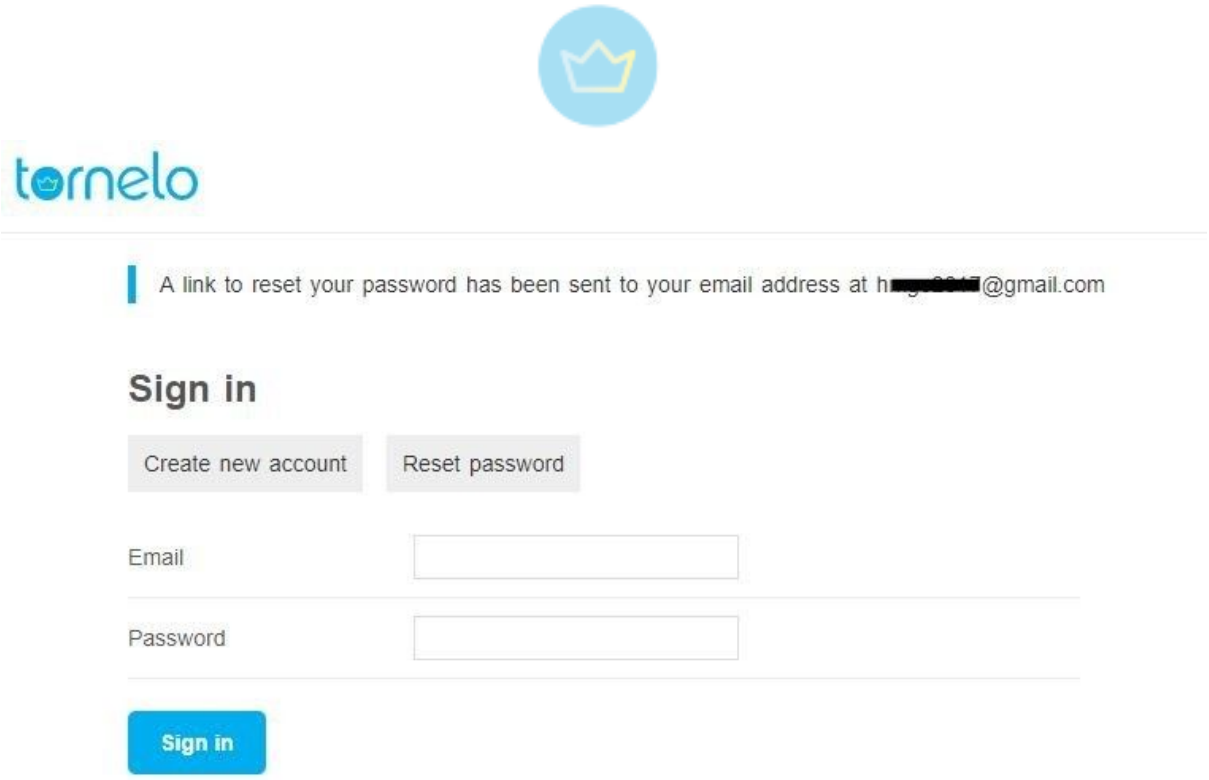
- To change a lost or forgotten password
- To create a password for an account that was created by invitation

Here are the steps to reset your password:

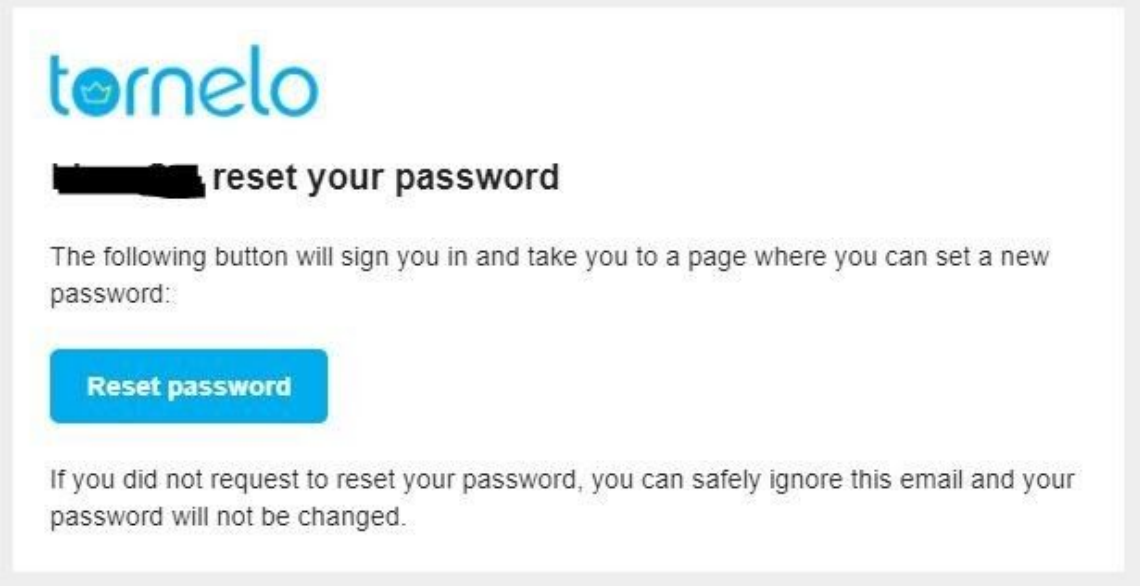
1. Go to https://tornelo.com/account/password_resets/new



2. Type in the email address associated to your account and click **Continue**



3. Check your email inbox and spam folder to find an email with the subject line **Tornelo: Reset your password** containing a link to reset your password



4. Click **Reset password**

5. Change your password, confirm it. Click **Change**.

6. You will be automatically signed in and see a message confirming that your password has been changed successfully

Accepting an invitation

To play Live Games a User account must be associated with a Player Profile (see more about the relationship of User and Player here). By default, a Player Profile is owned by the user that created them. The original owner (such as Organization) may invite other users to share control of the Player.

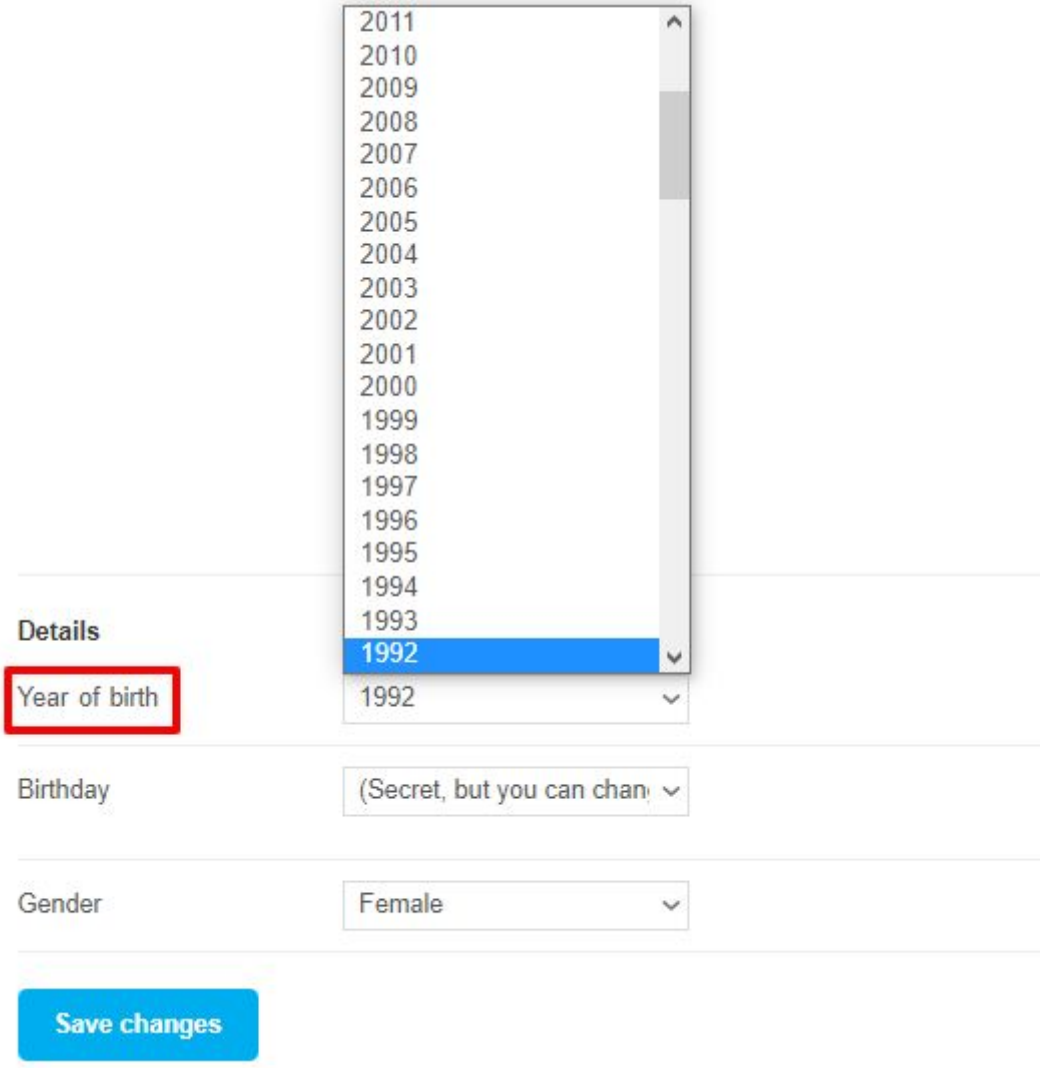
Transfer/sharing of ownership is a 2-step process. An invitation requires acceptance.
You may find an **email invitation** in your Inbox (or Spam folder). It is possible to Accept the invitation by **clicking on the link** in that email. That way you will be prompted to choose a password and therefore take over the user account.

Editing profile

A user may also change/correct some Player's information such as Gender or Age. This may be important as it can influence special prizes in some events. Note that the age displayed during events is actually AGE GROUP (current year - birth year), and not Age.

If your Birth is stored incorrectly, you can edit this as follows:

1. Click on the **User icon** in the top right corner
2. Select the **Player** you wish to change
3. Click **Edit**
4. Scroll down to **Details**, **Year of birth**



5. Select the correct year of birth from the dropdown list

6. **Save changes**

3.4.2. User and Player relationship

Terminology

Tornelo has a number of related concepts that may be involved when a player enters an event:

User account

This is the **email and password** combination that you use to sign in to Tornelo, and how users of the system are identified. A User can control multiple Players. That means:

- enter players to events
- update player information
- play games as that player

Player profile

This is the unique **career profile** for an individual player (connected to FIDE ID or Tornelo ID etc.). It has many of the same details as an entry (below) such as name and year of birth, but does not include an email address or phone number. It also includes a history of events the player participated in and their rating history. A player profile can be associated with one or more user accounts.

Event entry

This is the details for an entry in a particular event. The entry includes a name, email address, phone number, and other optional details such as year of birth or estimated rating. The entry can also optionally have a player profile attached. If it doesn't, that association is considered "unconfirmed" and this user will not be able to update player profile details. In that case you will need to get help from an arbiter or an organization administrator.

Purpose

There are many situations where a User might need to have multiple players on their account (= email + password).

- A parent has an account for 2 or more children
- A parent and a child share the same account
- A team captain managing a whole team

Such a parent or captain then can enter all players into any event at once and e.g. make a single payment.

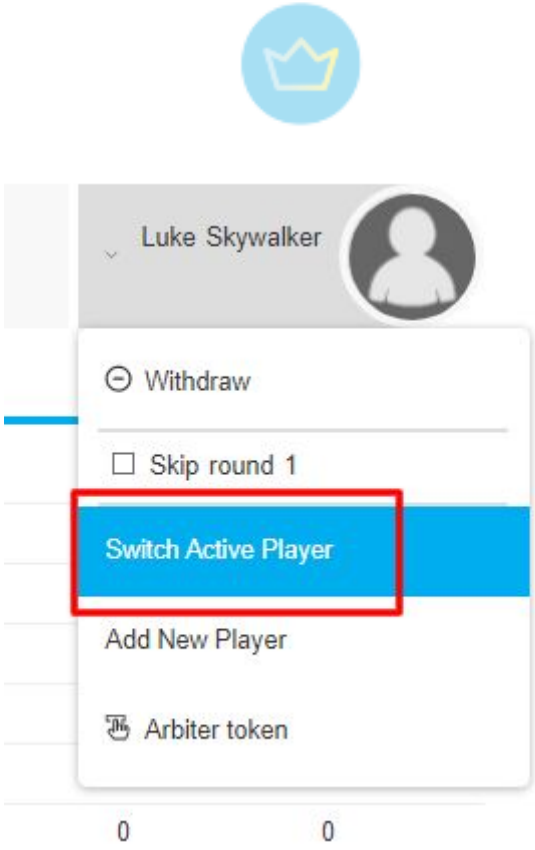
At the time of the event all the players can sign in with this single emails + password combination of the same account:

1. Login to Tornelo

2. Navigate to your Tournament Lobby, you will be prompted to select a player. Select the player that will be participating on this device.

3. After selecting your player you will be in the Tournament Lobby and will see Play now when the event starts

4. If you need to switch player click Switch and you will be given the option to select the player participating on this device



On the other hand a Player can also have more than one User attached to itself. In some cases the children or team players might be more comfortable signing with their own credentials.

Any player may want to connect more email addresses (work, personal, etc) to their profile. For example in case of losing access to the original email address or because of signing in from different devices (at work, at home), or for any other reason.

This may be requested on help@tornelo.com. It may also be the result of a Token procedure (see here, temporary permission is automatically upgraded to permanent permission if the privacy and security logic allows) or merged accounts (see here).

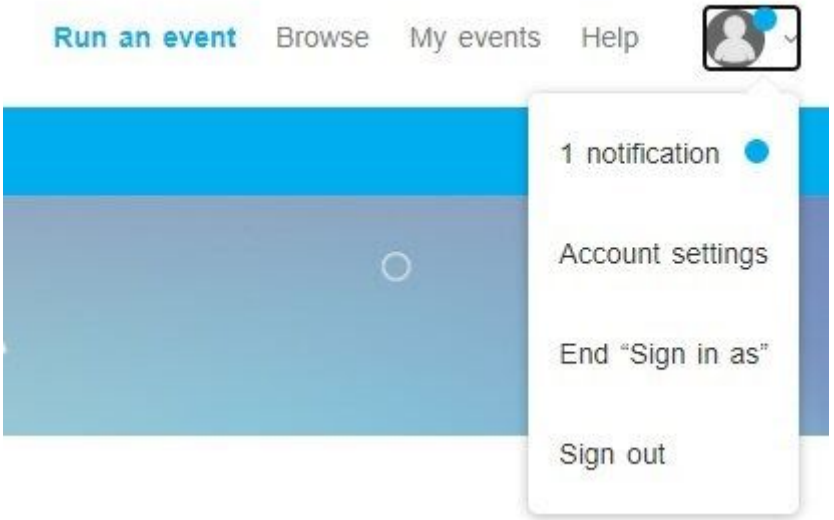
This is all managed under some reasonably complex permissions logic to ensure privacy and security. The logic allows Players to play on Tornelo before having signed up, or to claim profiles, or to invite others to control their profile.

Organisations can create a Player's profile and send them an invitation (see here). In that case after the player accepts (see below), the Organization can still update player information (e.g. a name) but this would be done via an update to the name in a Tournament, and the Entry Details would then update the Player Profile only after the event is submitted for ratings, thus providing an audit trail.

Here are the steps to accept such an invitation on player's profile:

1. Sign in to Tornelo.

2. Notice the blue New Notification dot and click on your User Icon/Profile Picture (top right corner) to bring up a menu



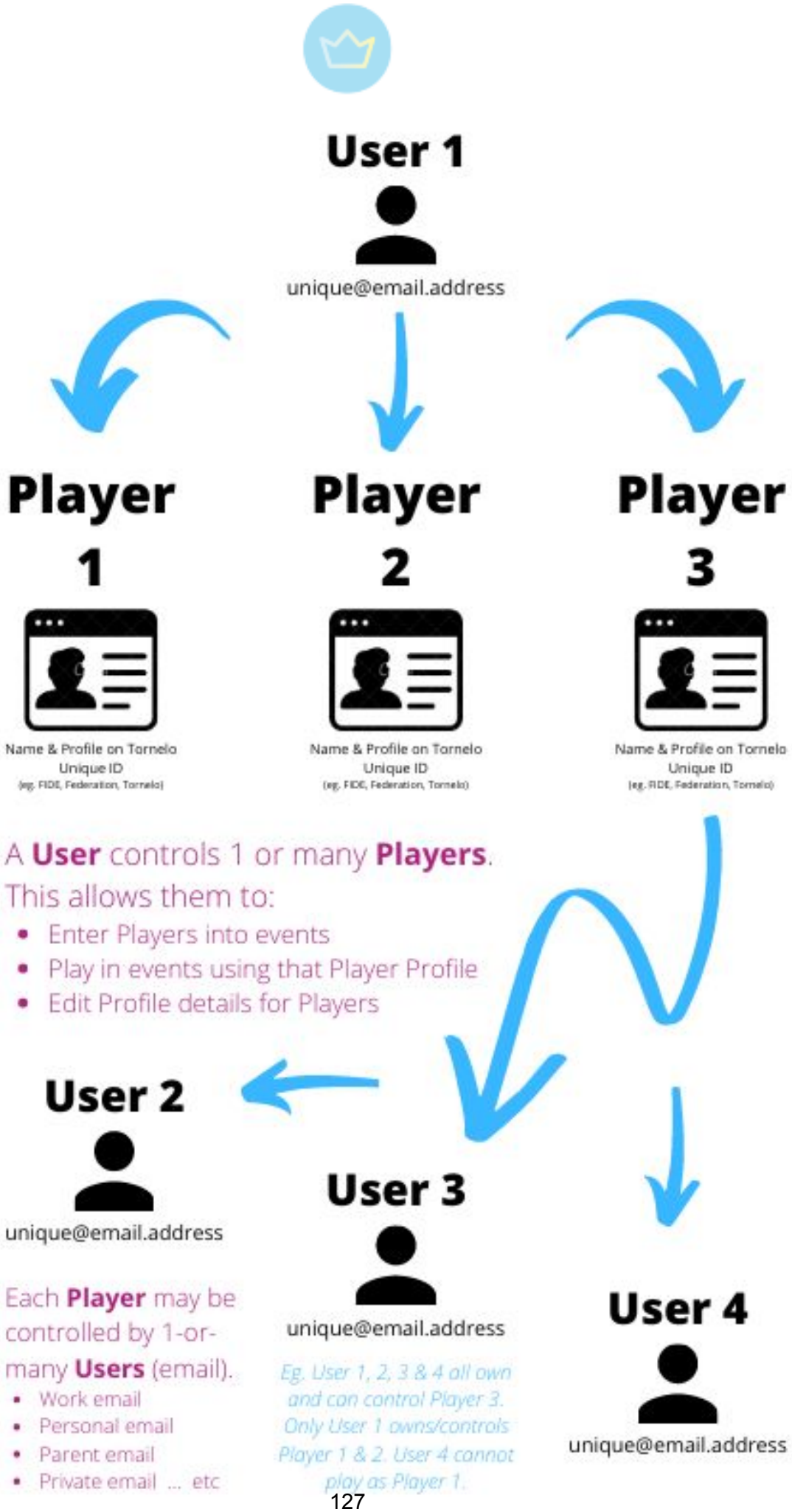
3. Select the notifications item

4. Review the message and click the blue **Accept** or grey **Decline** button

5. As soon as you Accept the invitation you will be have full access to that Player (including playing Live Games, editing details)

Note that you will not be granted access to any private information created by another user and your acceptance will not share any private information with the original user.

The relationship is further represented graphically in the picture below.


User 1
unique@email.address
Player 1
Player 2
Player 3
Name & Profile on Tornelo
Unique ID
(eg. FIDE, Federation, Tornelo)
Name & Profile on Tornelo
Unique ID
(eg. FIDE, Federation, Tornelo)
Name & Profile on Tornelo
Unique ID
(eg. FIDE, Federation, Tornelo)
A User controls 1 or many Players.
This allows them to:
• Enter Players into events
• Play in events using that Player Profile
• Edit Profile details for Players
User 2
unique@email.address
Each Player may be controlled by 1-or-many Users (email).
• Work email
• Personal email
• Parent email
• Private email ... etc
User 3
unique@email.address
Eg. User 1, 2, 3 & 4 all own and can control Player 3. Only User 1 owns/controls Player 1 & 2. User 4 cannot play as Player 1.
User 4
unique@email.address

3.4.3. Privacy settings

In order to understand all the options see more about User controlled privacy here.

To sum up, Tornelo offers 3 levels of privacy for players:

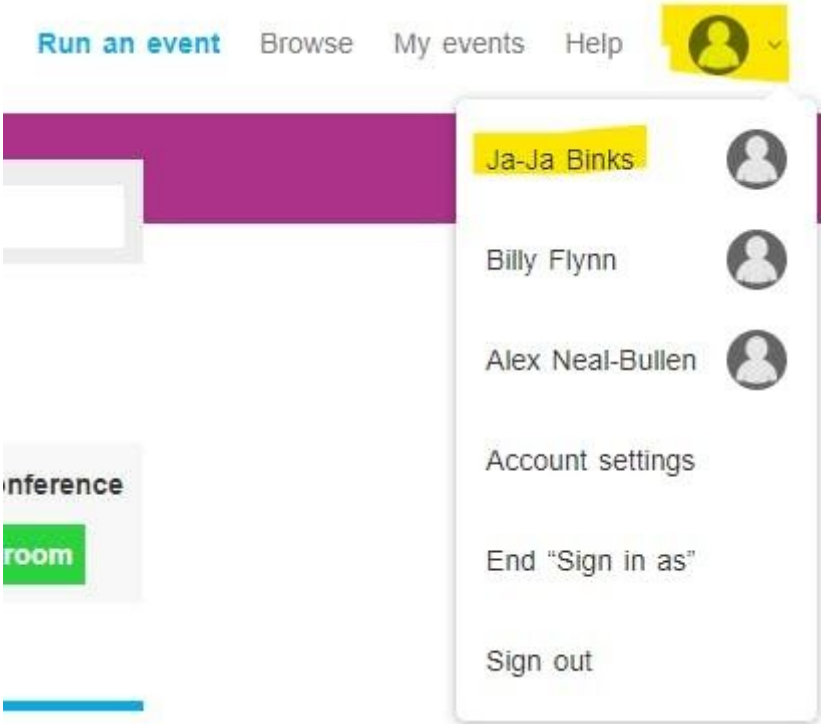
- Public
- Community
- Private

We recommend either Public or Community settings. The Private setting is quite extreme and prevents club organisers, teachers, arbiters or anyone else from entering your name into an event.

Nevertheless, it is possible to change the settings to any option at any time.

1. **Sign in** to Tornelo

2. Click the **Account icon** in the top right corner



3. Select the player you wish to update

4. Click **Edit**

5. Select your desired Privacy Setting from the dropdown

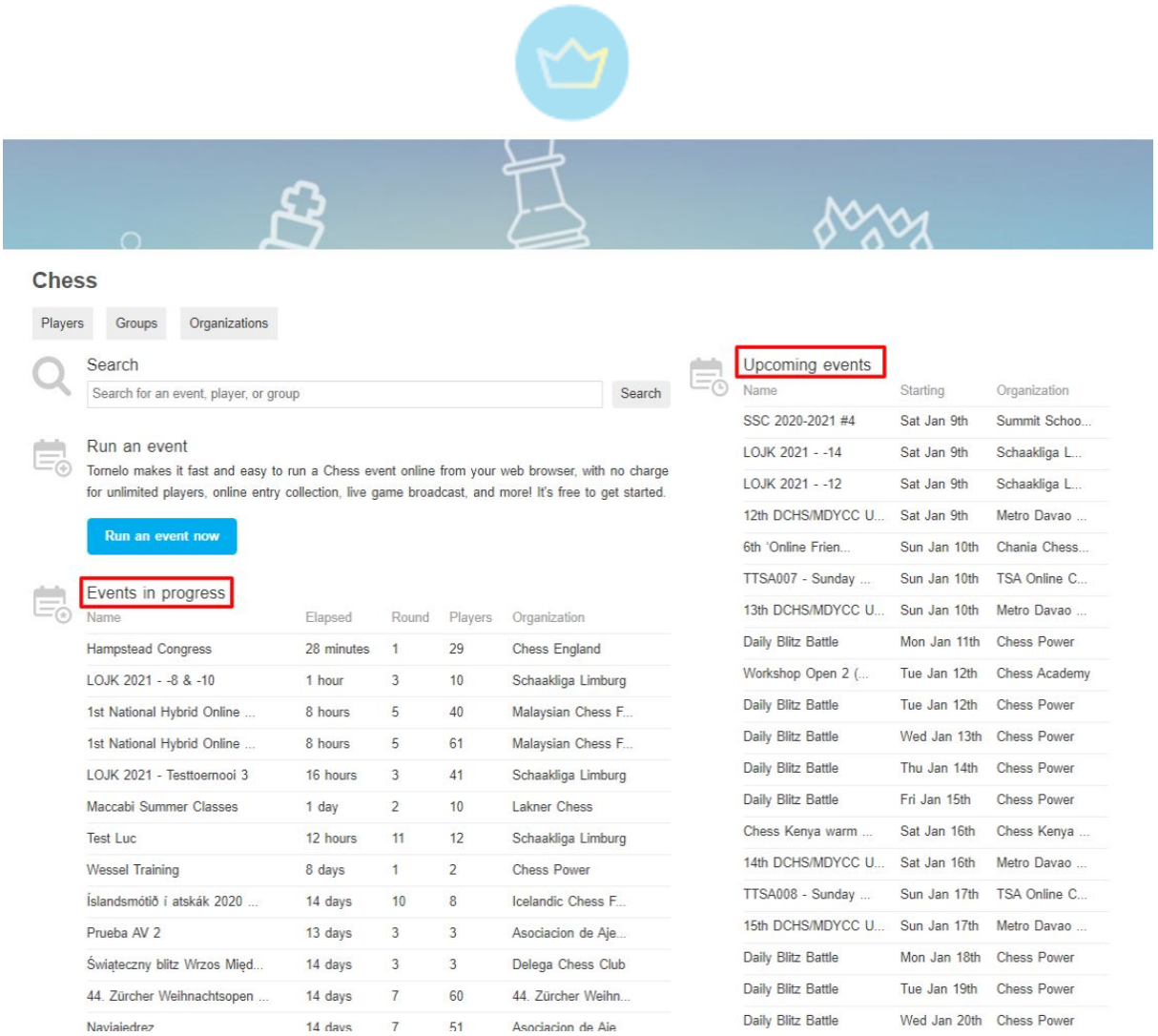
6. Scroll to the bottom of the form and click **Save changes**.

3.4.4. Entering an event

To enter an event you first need to find it on Tornelo. You can do that by:

- Browsing events
- Selecting your organization
- Following a link from the organizer

You can browse all events simply by going to: https://tornelo.com/chess:



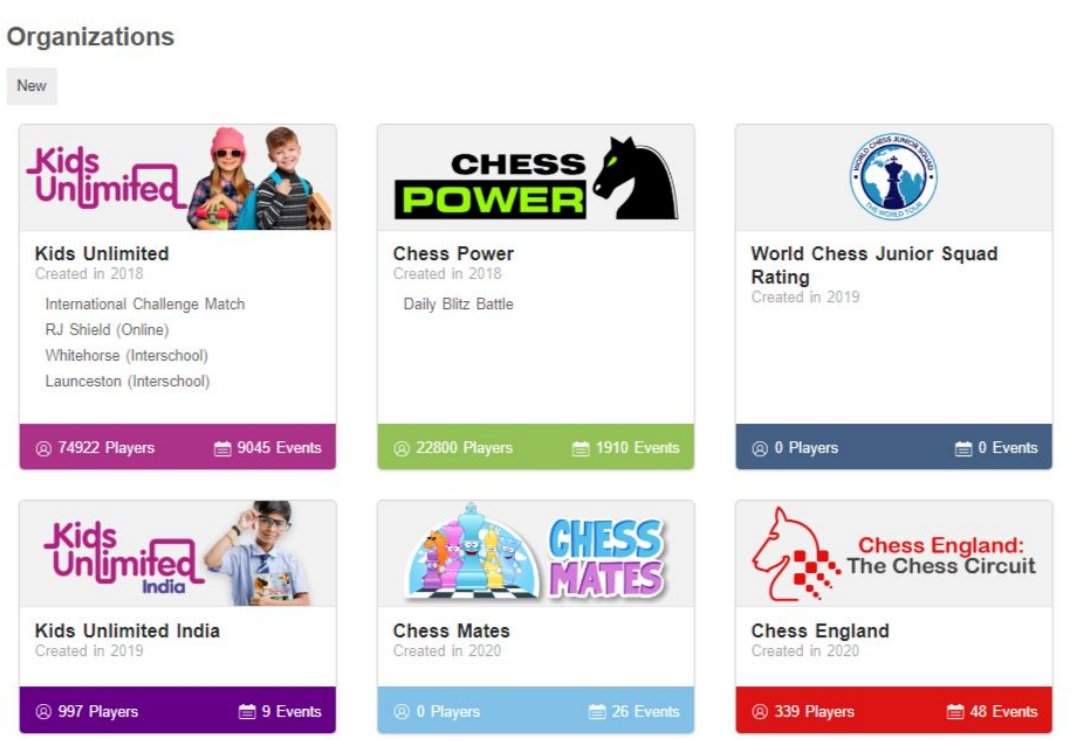
You see upcoming events in the right column.

You can browse through Verified organisations here https://tornelo.com/chess/orgs/ (see pictures below).

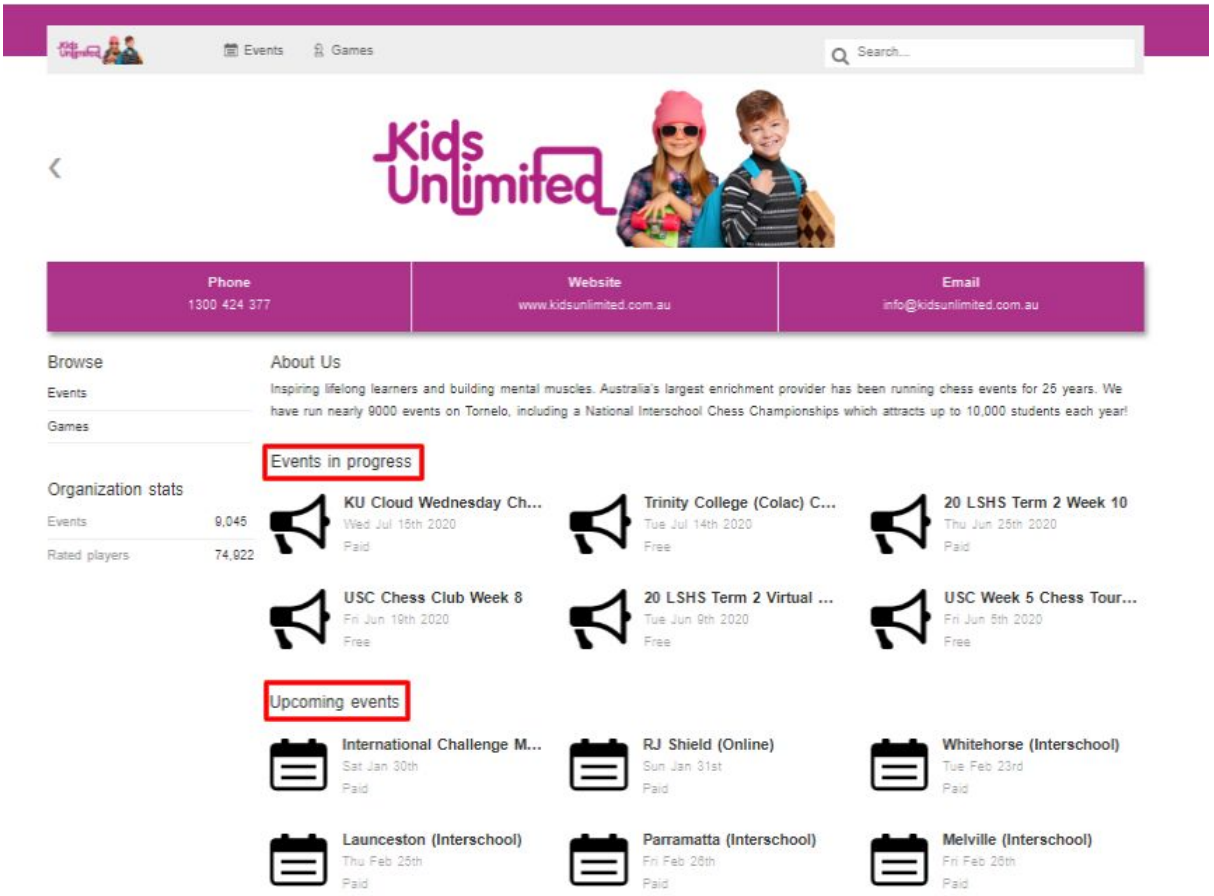
In some cases you will be directly invited by the organizer, who will email you the link directly or you will find it on their website.

In case of a private event, you will always need a link from the organizer, it is not possible to browse through private events.

Note that we recommend using Chrome web-browser for best results (see more here).



You will see a list of upcoming public events being run in the Organisation.



Signing in

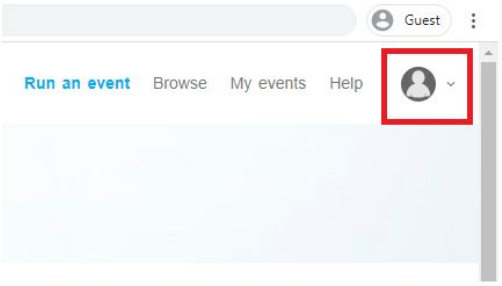
In order to play in any event the Player needs to Sign in to their User account.

Follow these steps on how to sign in to your Tornelo account:

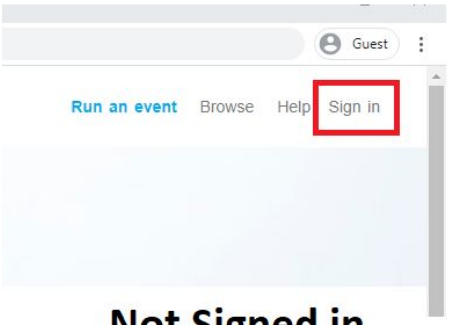
1. If you are on Tornelo homepage click **Sign in**

2. If you are browsing events, results or games you will know that you are not signed in because there is a Sign in link available in the top right corner as well as in the message bar after clicking on an event.

3. If you are signed in it will show your account avatar in the top right corner

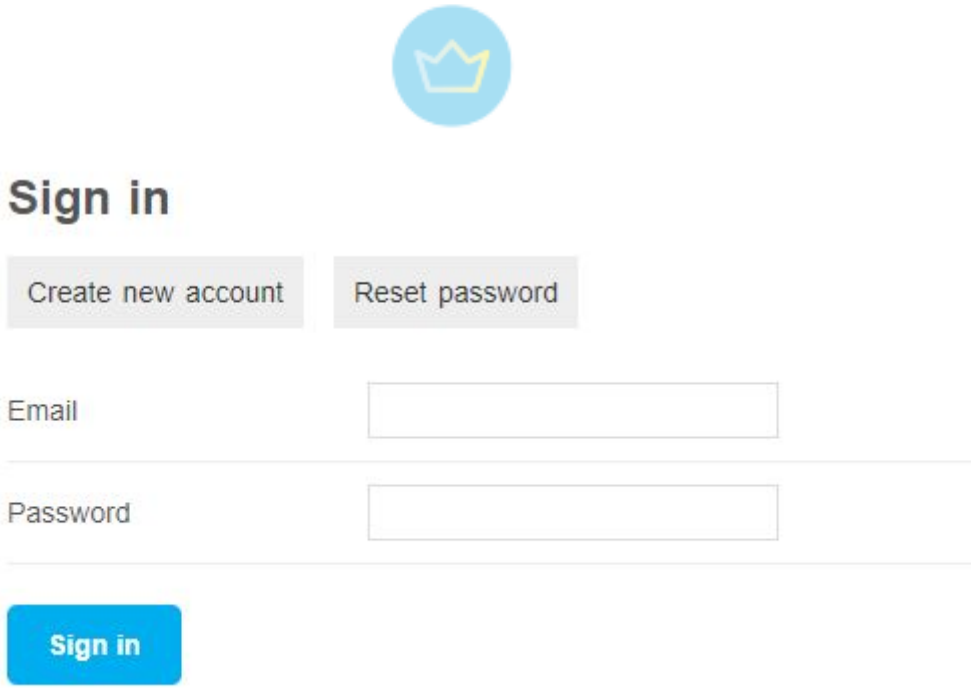


Signed in to Tornelo



Not Signed in

4. Click **Sign in** (either on message bar or at the top right corner)



5. Enter your Email address

6. Enter your Password (If you do not know your password click Reset password)

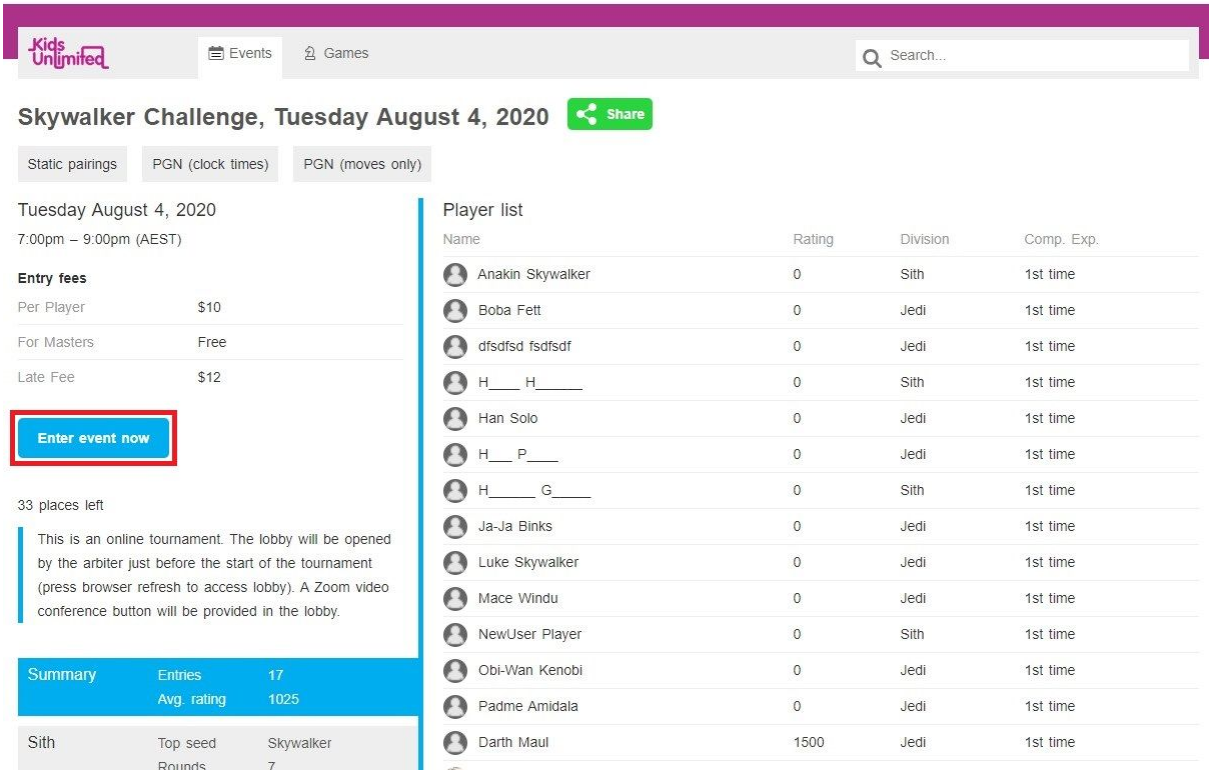
7. Click **Sign in**

8. If you do not have an account, please click **Create new account** (see here)

Registering for an event

Once you are Signed in and you found the event in which you wish to participate you can Enter the event.

In case it is well in advance before the start of the event, you will see an event page such as this one:



Here you can click on the **Enter event now** button. Note that in case you are still not signed in this button will prompt you to do so or to create an account.

In case your event is about to start and the Lobby is already open and the rules allow “late entries” the message bar will show you this information:

And you can just click on **Enter now** to join. Note that it is possible that you don’t have permission to play in some events.

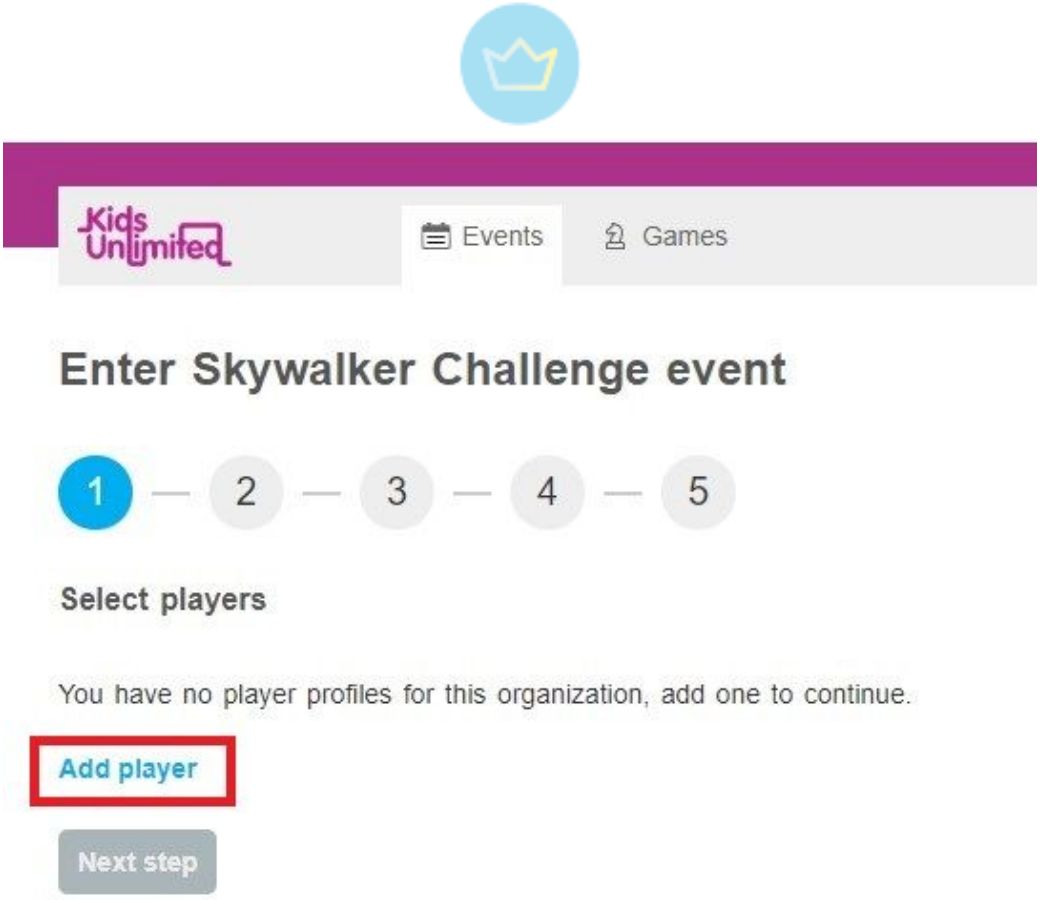
In both cases you will further proceed following these steps:

1. Selecting/adding players

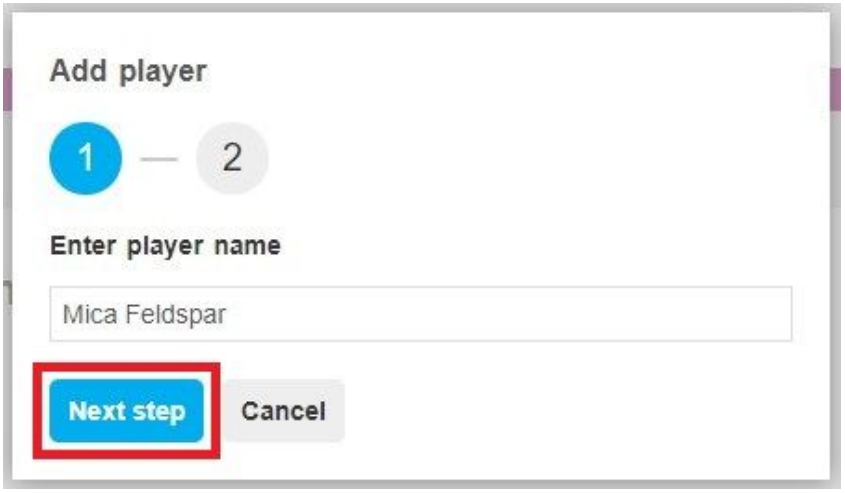
    a. Individual events

    Select the player to enter, or **Add (another) player** (for new players).

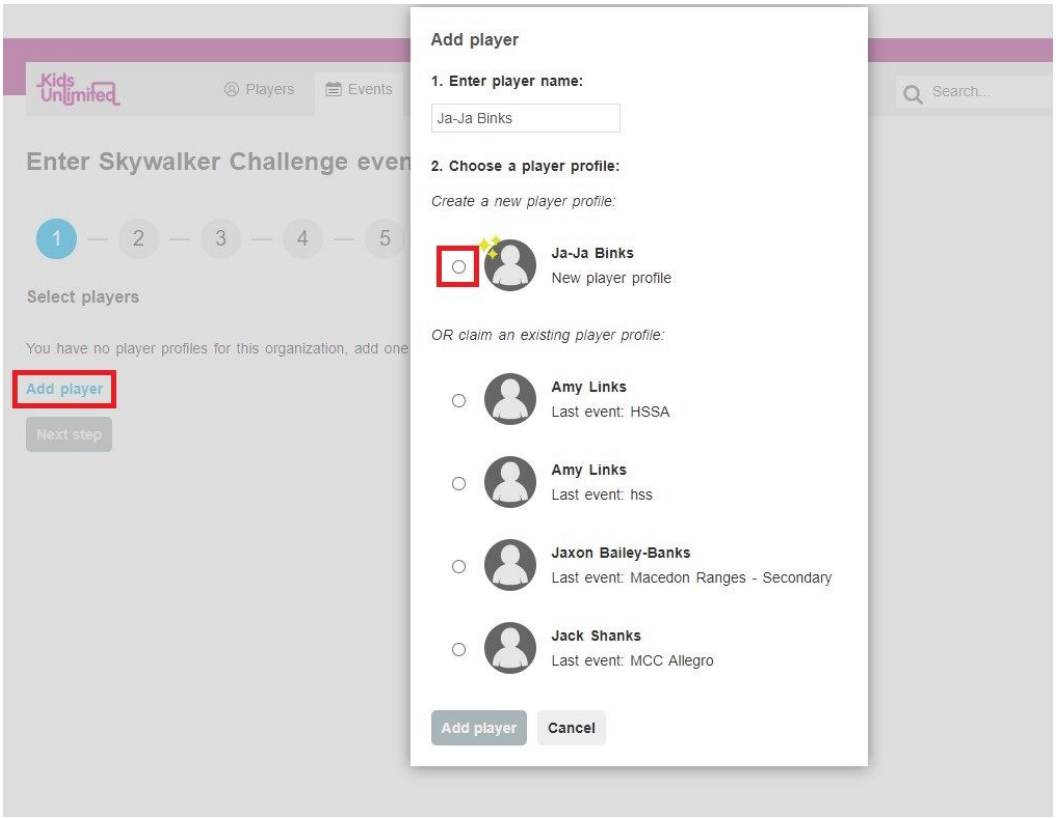
    In case your account is new you need to add the Player and you will see something similar to this:



i. After clicking on **Add player**, Add player's full real name:



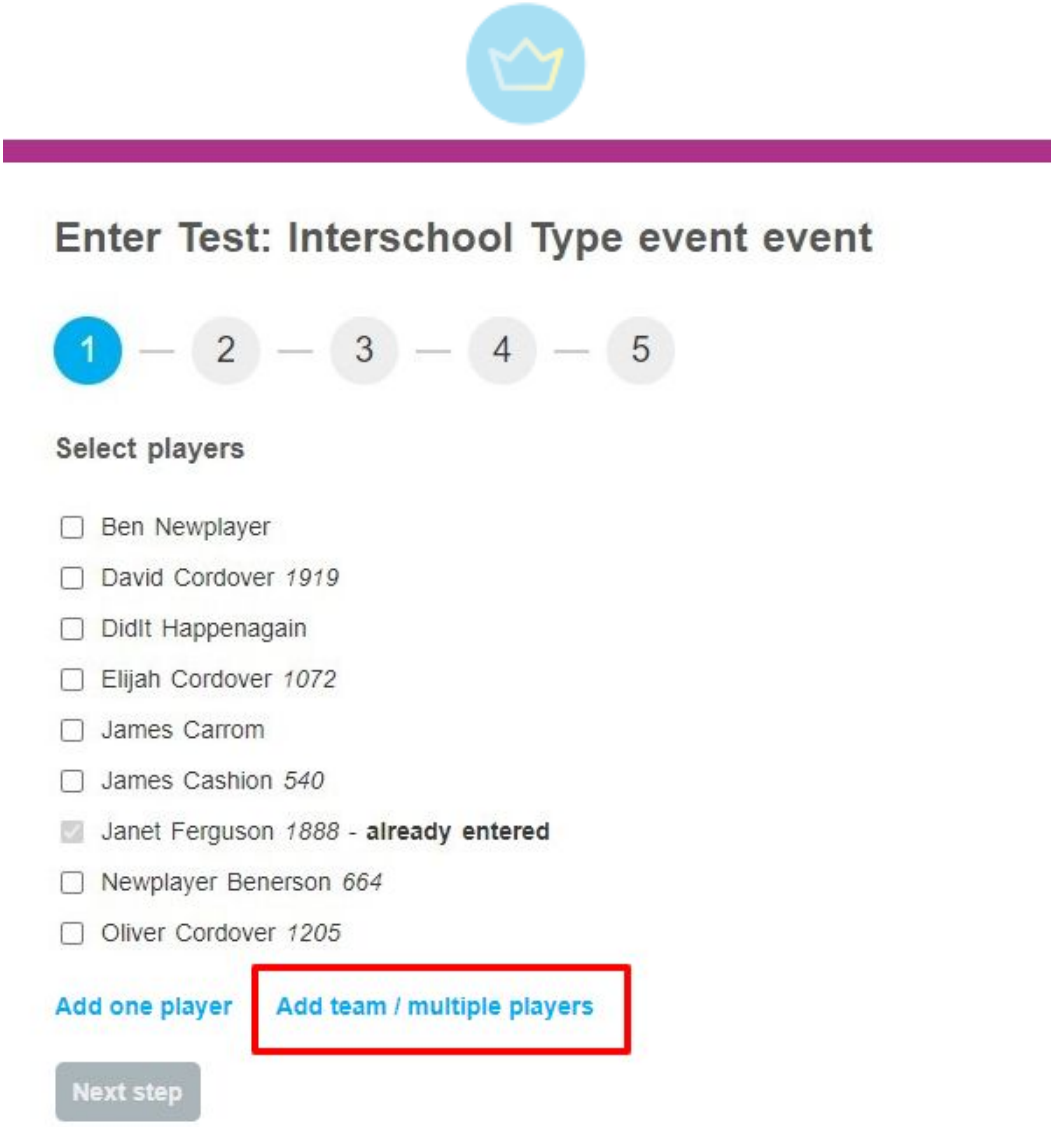
ii. Create a new player or select existing player from the list (it is only possible to claim profiles without any account attached to them):



iii. In case you already have a player profile you will see one or as many players as you have attached to your User account. This way a parent or a team manager can enter all their players at once.

Just tick the box for every player in the list, which will participate in the event, similarly as at the picture below.

b. Team events



Same as for the individual events, you can just pick players attached to your account from the list.

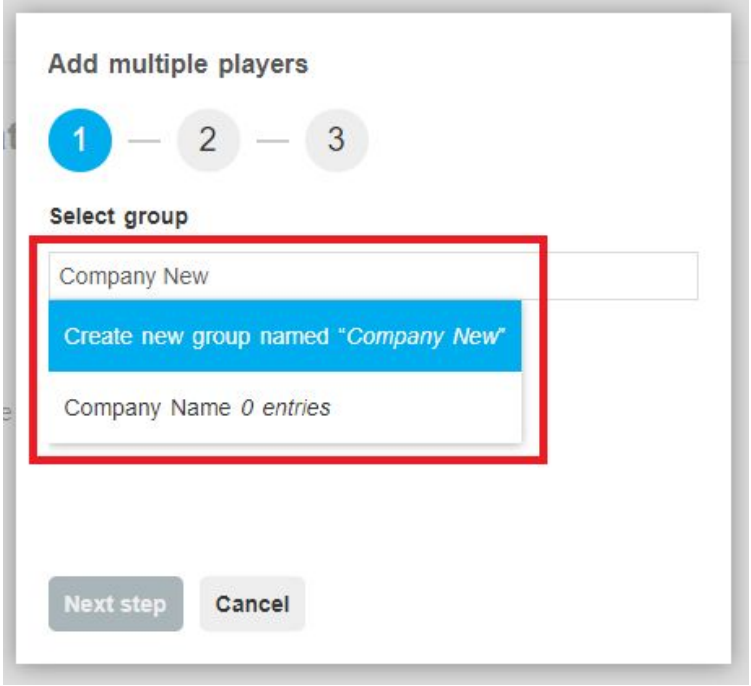
You can also add new players by clicking on **Add multiple players** or **Add one player**.

Only choose **Add one player** if you are entering for yourself, or creating other players that will sign-in and play using your email address and password.

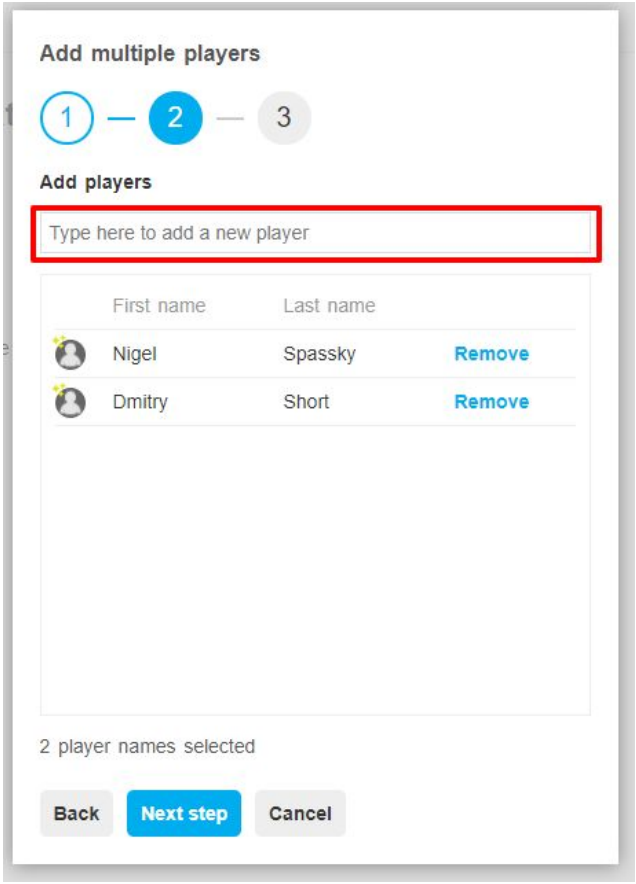
Choose the **Add team / multiple players** option in case you are adding another player, who will be allowed to sign-in and play using their own accounts.

i. After choosing the team option you will need to select your Team. Type your team name into the **Select group** search field.

ii. Select your team name from the list, or **Create new group** with your team name.

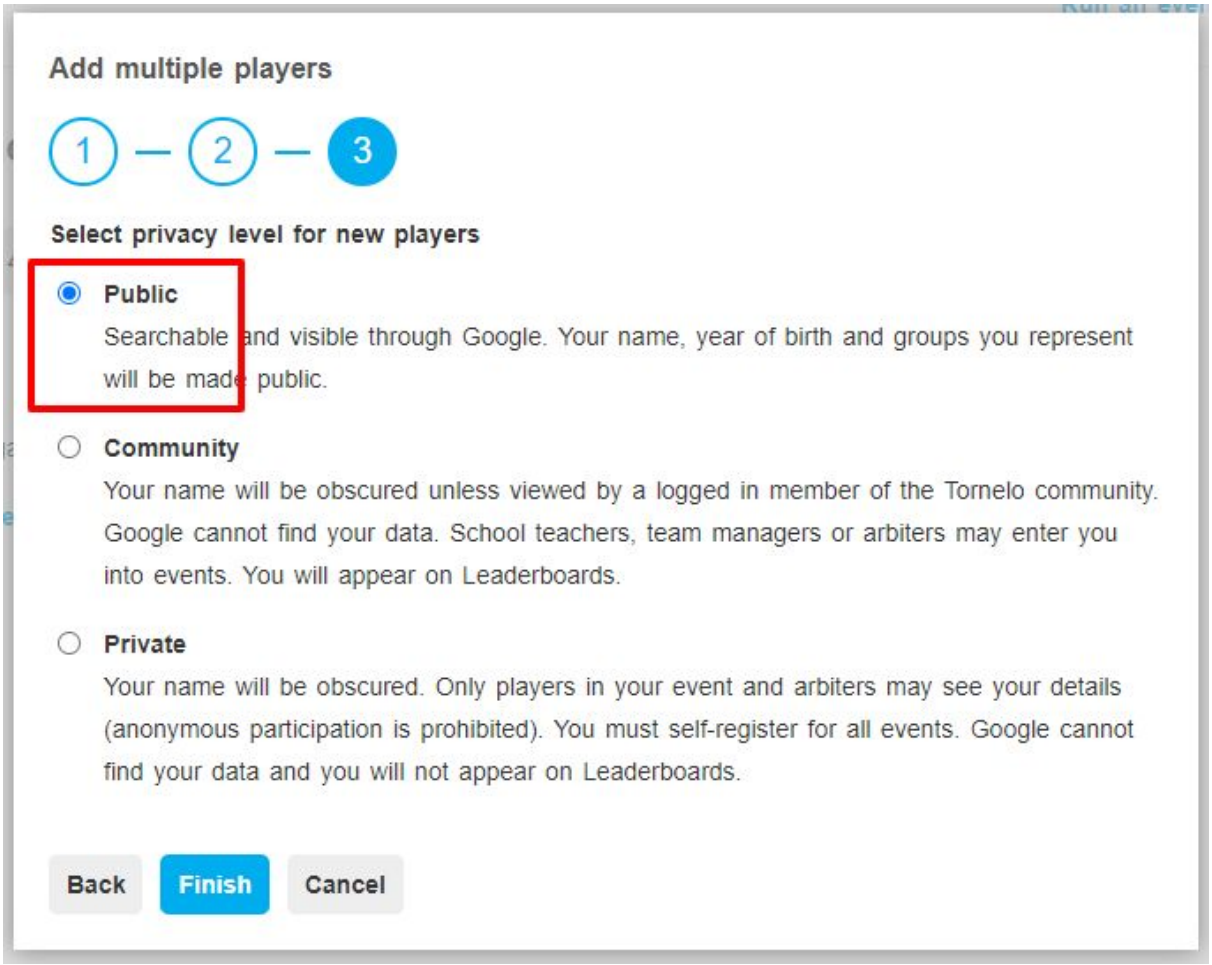


iii. Add the names of the players on your team. Type the player name into the search bar and add all your players. You will be able to choose from all members of the selected Group, if there are any.



Note that in Tornelo team format (see here) team scoring counts the top 4 players in a team. As such you are always recommended to have at least 4 players in a team. However, you may play with 1, 2 or 3 players - but be aware that your team may be disadvantaged in the scoring.

2. Select Privacy settings for entered players (see more here). Note that for some official events Public settings are required. Players may update their privacy settings after such events.

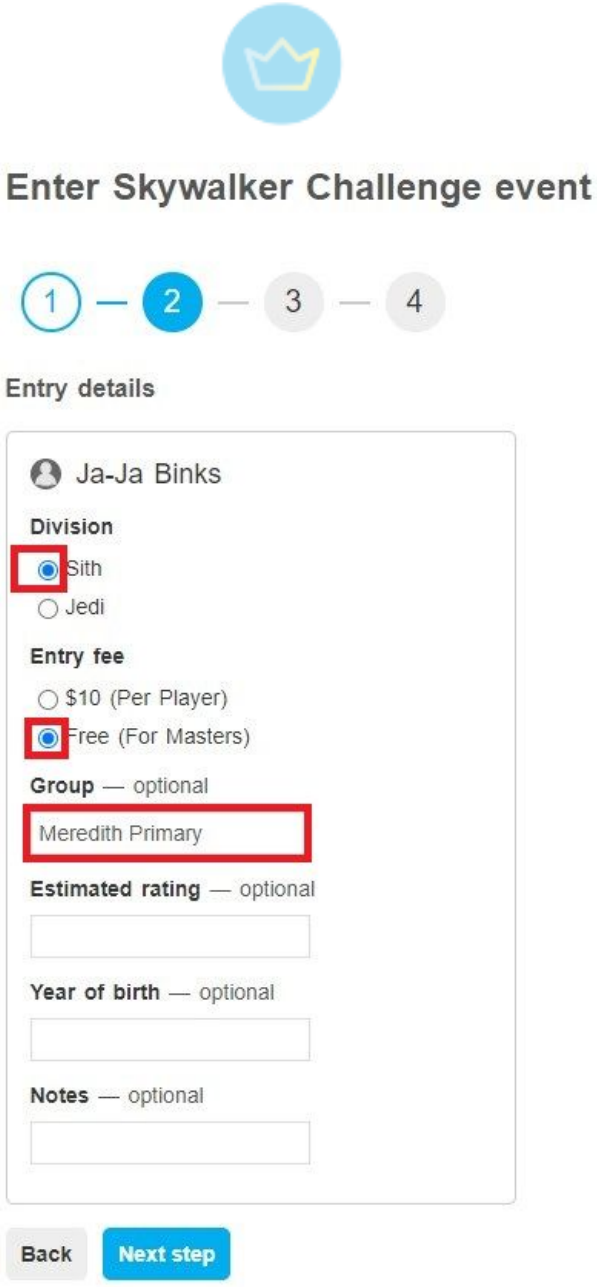


After choosing one option, click the **Finish** button. For team events you will be once more asked to confirm the list.

3. Entering/updating player's information.

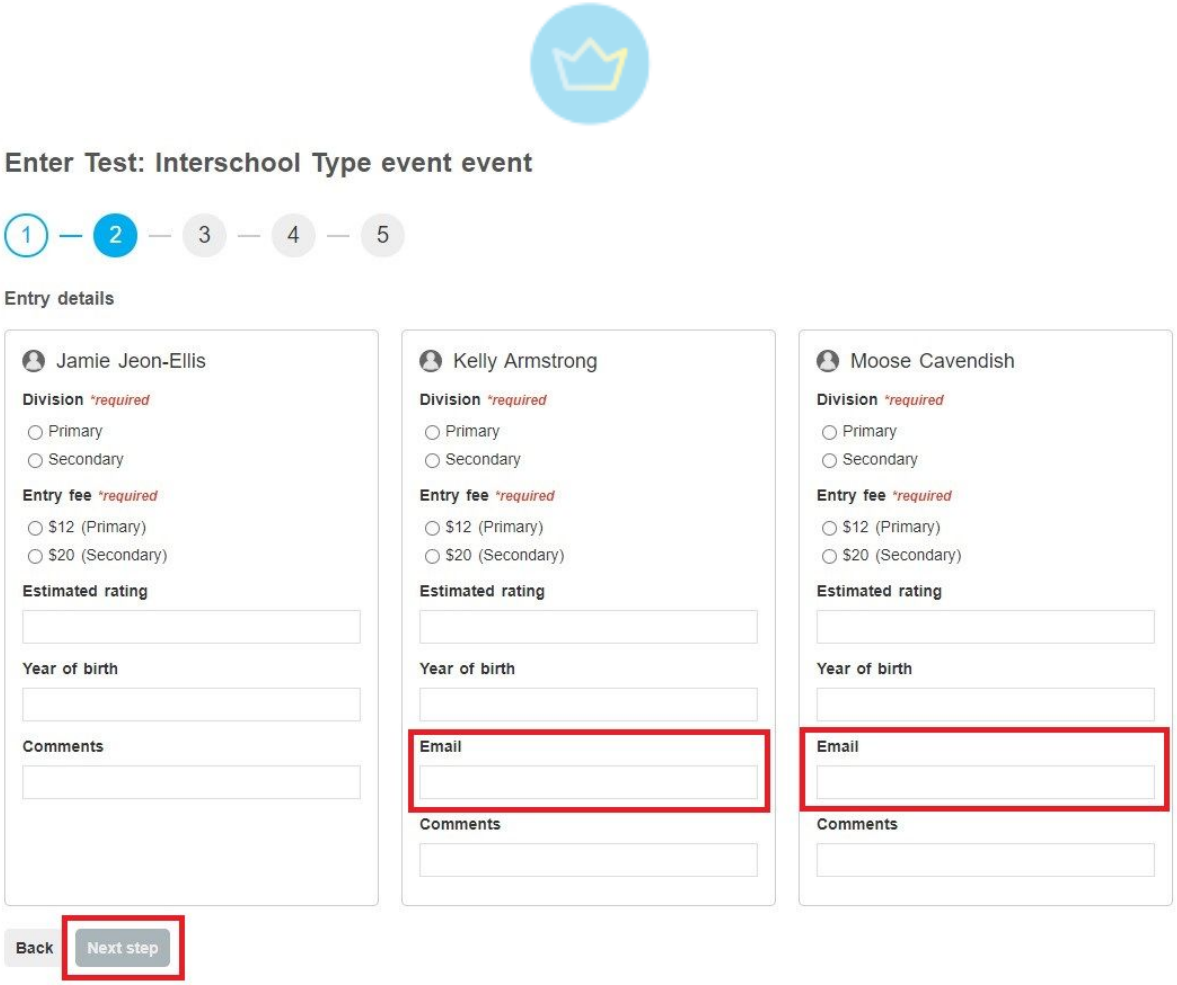
   a. **Individual events**

Select fields listed, if the event requires it, such as **Division** and **Entry Fee**. Enter optional information such as **Estimated Rating** (for new players only) and **Year of Birth**. The form may contain additional custom fields from the organizer such as "FIDE ID" etc.

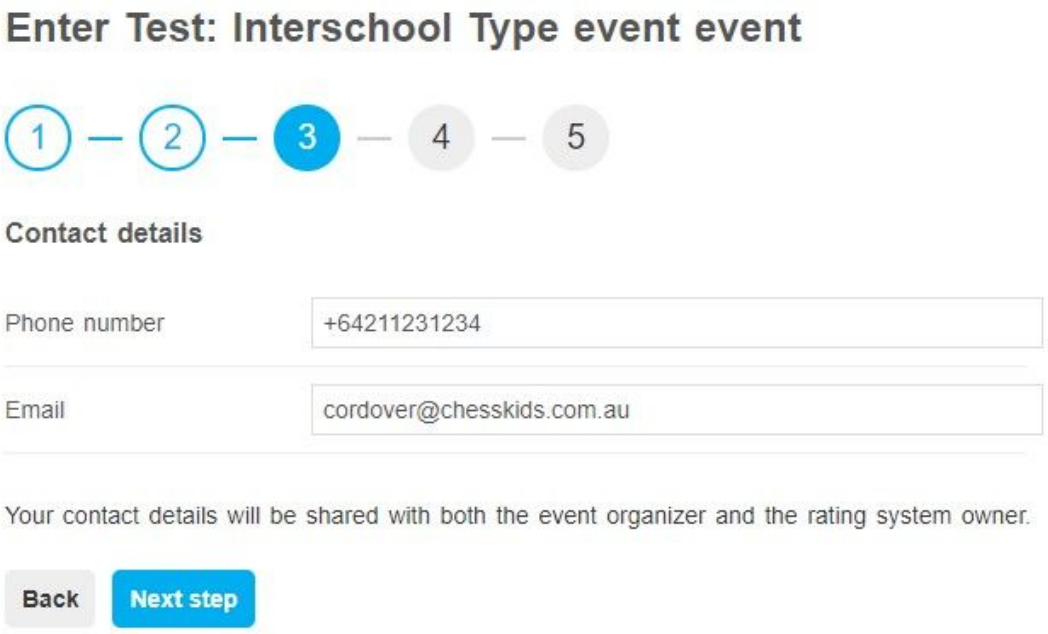


b. Team events

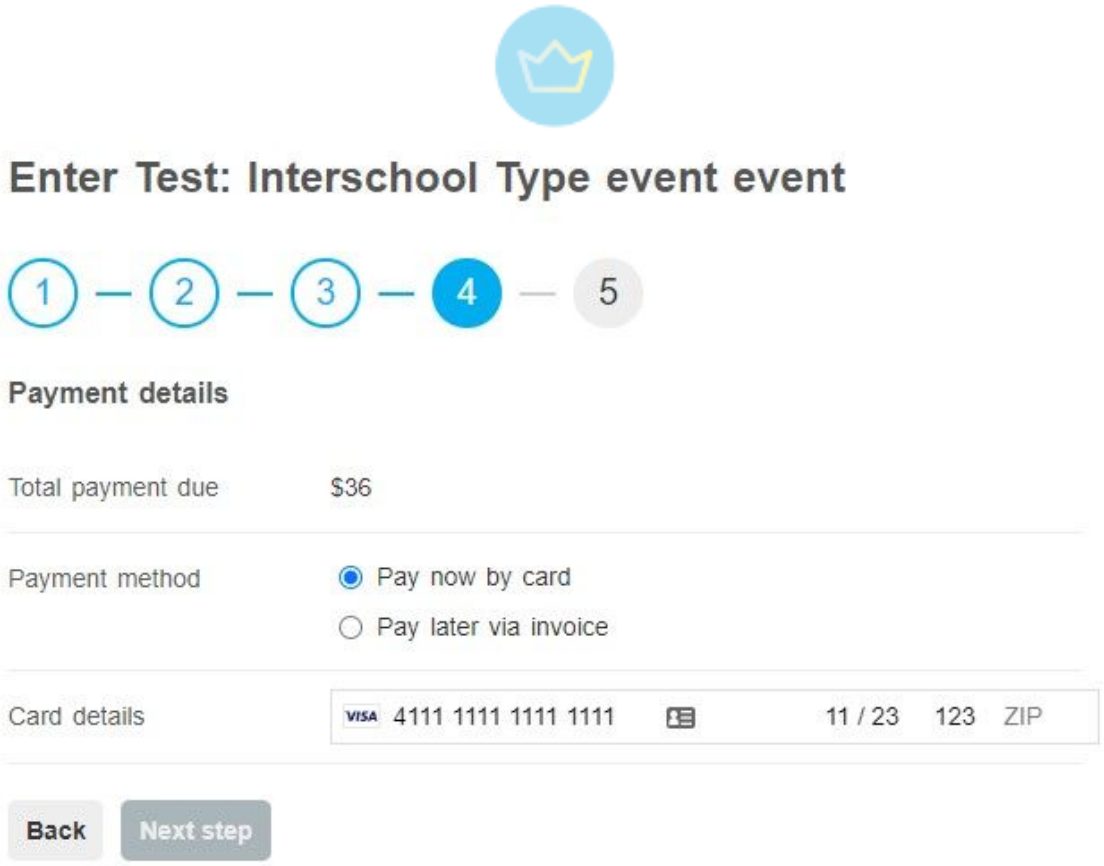
Select required fields and update information for all players. If the event is being played online please ensure you enter the **Email address** of the player. This email must be the same as the email address they will use to Sign in and play their games online. That way they won't need your email and password in order to login, nor it will be needed to contact the Organizer or Tornelo to update the information.



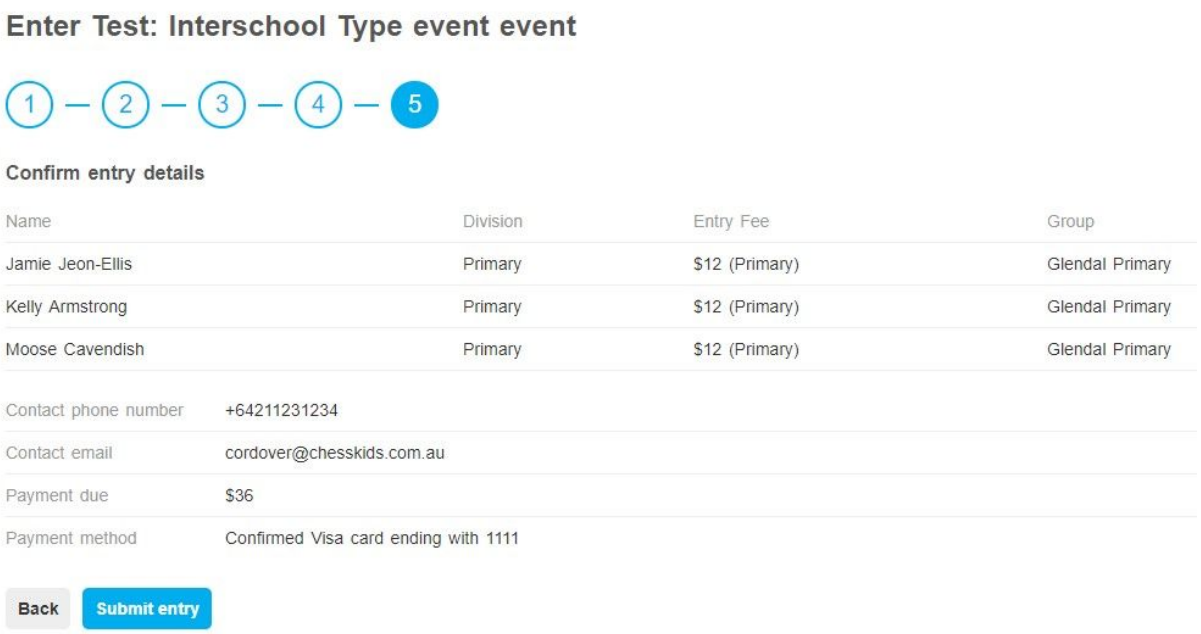
4. Verify or Enter your Contact information (phone and email are required). The same goes for individual players, as parents and captains.



5. Pay the entry fees with options as provided by the organiser ((if an entry fee is payable).



6. Checking all the details you have added before **Submit entry**.

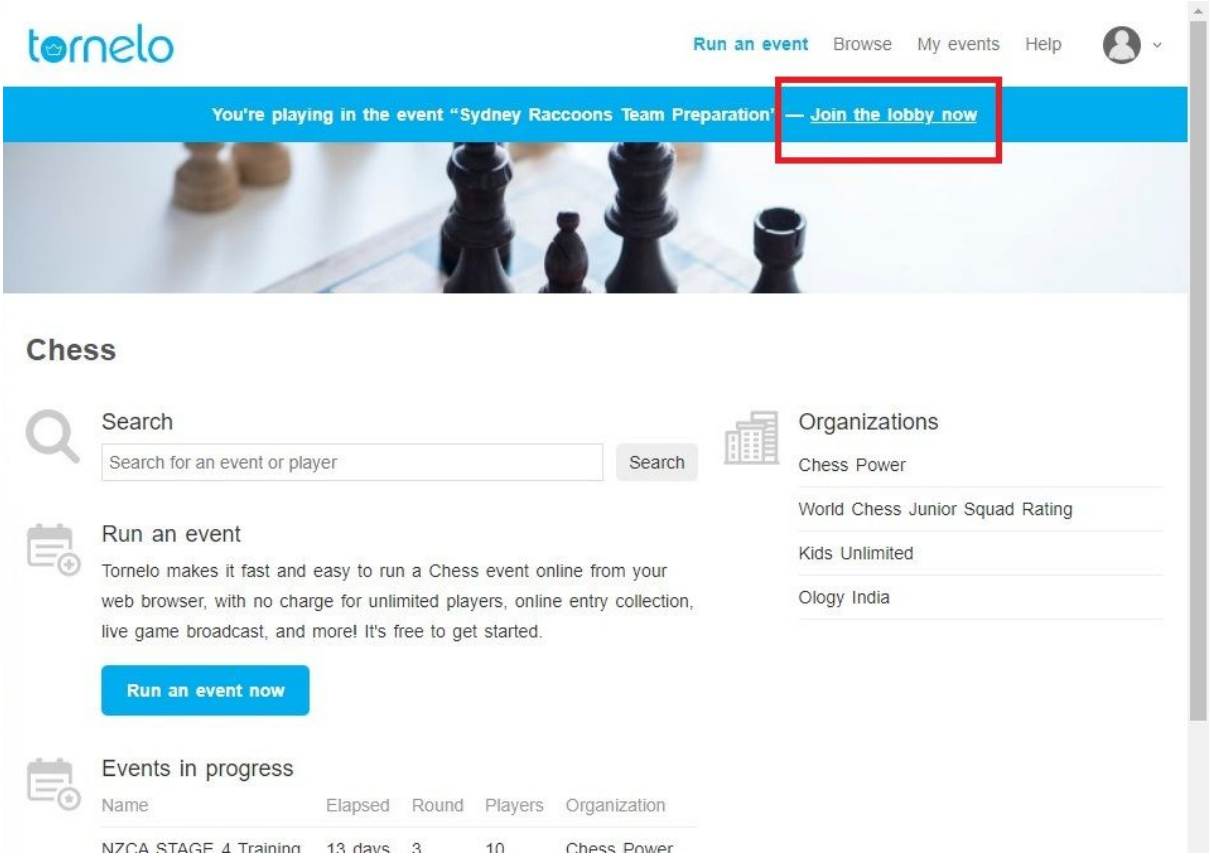


You have now entered one or more players into the event and will receive a confirmation email.

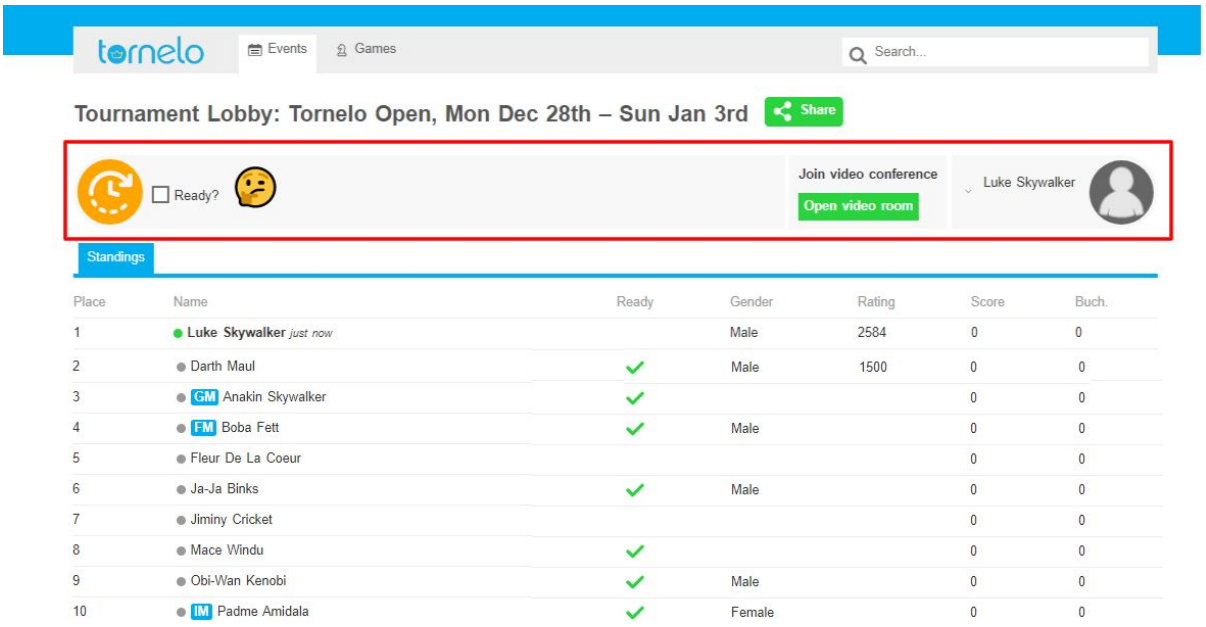
Arriving at an event

Provided that you are properly registered to an event and signed in to Tornelo (see all the procedures above), you can arrive at the event at the time of the start and play.

You should see a blue bar at the top of your page with a shortcut to your active **Tournament Lobby**. You can also navigate by clicking **My events** in the top right of your screen.



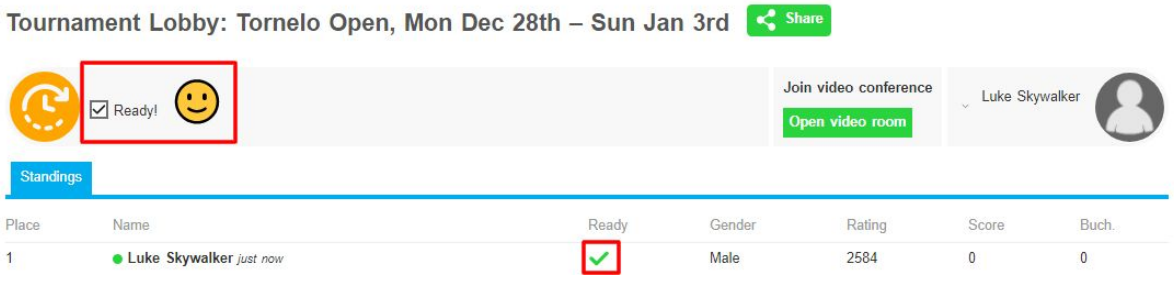
Once you arrive into the so-called Tournament lobby, you will see a message bar at the top of your screen.



The Right part shows which Player from your User account is currently Signed in. Next to it you will usually see a link to **join a video conference** such as the one in the picture. Note that often it is obligatory for the player to join the conference. There can be other useful links with similar buttons provided by the organizer, which is usually self-explanatory.

The right part of the message bar contains information about your status and about the status of the event you are playing. It should always give you all the necessary information. You can see all the possible messages with recommended actions in the part below.

Nevertheless, after arriving at the event, you should see the same message as displayed in the picture above. And the last step is just to check the box **Ready?** And you will be in.



You will be able to see a happy smiley face and a green tick in the Ready column. Now you are ready to play. See below how to join a game.

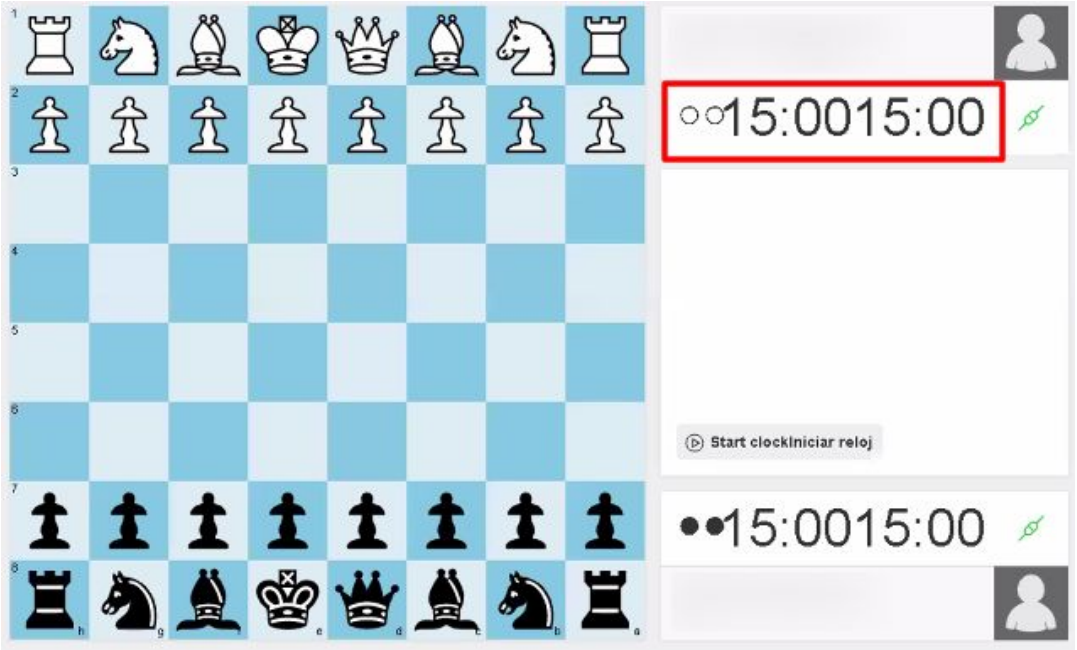
Compatible Devices

We do support all major browsers: Chrome, Safari, Opera, Firefox and Edge.

We recommend Chrome for the best experience.

We do support all modern Android browsers. However, Tornelo online games do NOT support using an iOS (iPad or iPhone) device with an operating system older than iOS 13.

Please note that automatic page translation may cause some irregularities in displaying time (see below).



3.4.5. Lobby message bar

The Tournament Lobby is the home base for players taking part in an online event. Once players get the hang of the Lobby things usually run smoothly. First time Tornelo players can sometimes get a bit nervous not knowing what to expect.

Below you will find all possible messages that a User might see when in the Tournament Lobby.

Arbiters dealing with lost or confused participants should refer to this list in order to help your Users progress into the event and play their games.

The first step is to ask the User what color icon they see in the Tournament Lobby. If they aren't in the Lobby, provide them with a direct link to the event page.

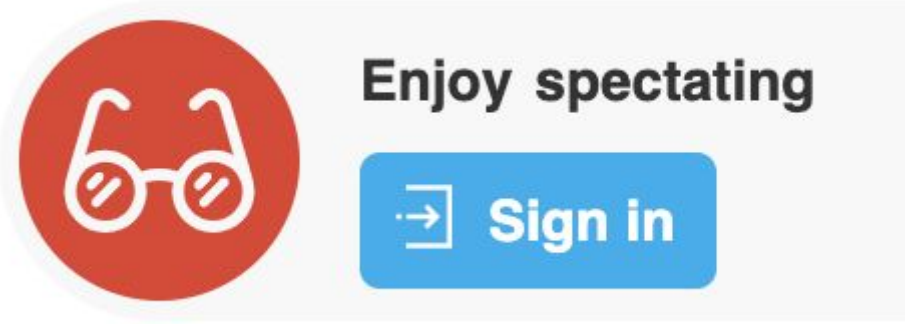
Red icon means the player is NOT signed in with permission to play, or has not entered the event. They are spectators

.

Yellow is a waiting icon. The player is signed in correctly and should wait for further instructions.

Green is the play icon! Now the player starts their game.

1. Signed out of Tornelo

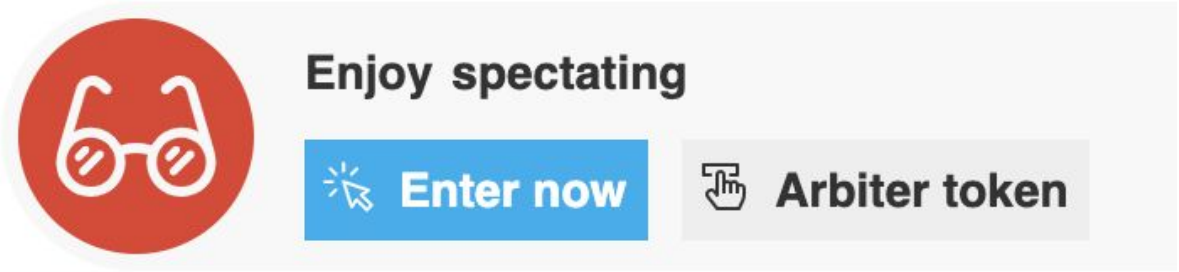


Actions to take:

- Click the blue Sign in button and Sign in with your email/password
- If you don't want to play, you can safely spectate the event.

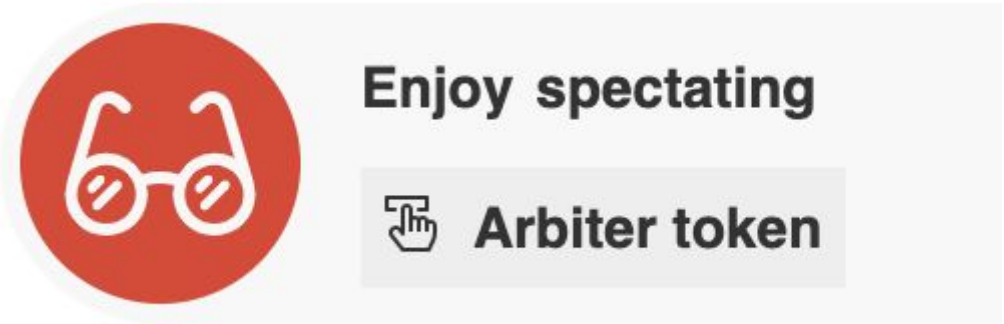
---

2. Signed in to Tornelo. Not entered in this event, or has no permission to play



Actions to take:

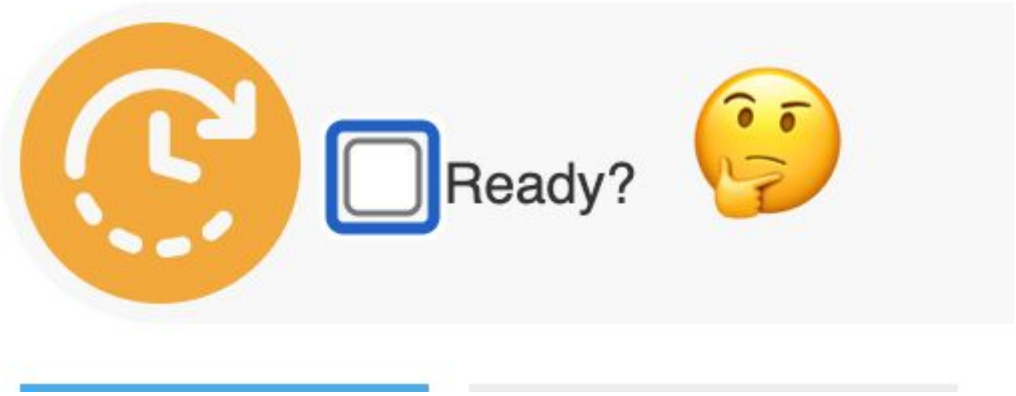
- Click Join event to enter (ie. the Player name is not yet displayed in the Lobby)
- If the User sees their name is already in the Player List they should seek an Entry Token from the Arbiter. The Arbiter Token provides permission to act as the player and participate
- If you don't want to play, you can safely spectate the event.



- Players may not enter an event once the Lobby is Open unless Allow late entries setting is on. This message indicates that the event does not allow late entries via self-registration.
- If the User sees their name is already in the Player List they should seek an Entry Token from the Arbiter. The Entry Token provides permission to act as the player and participate.
- If you don't want to play, you can safely spectate the event.

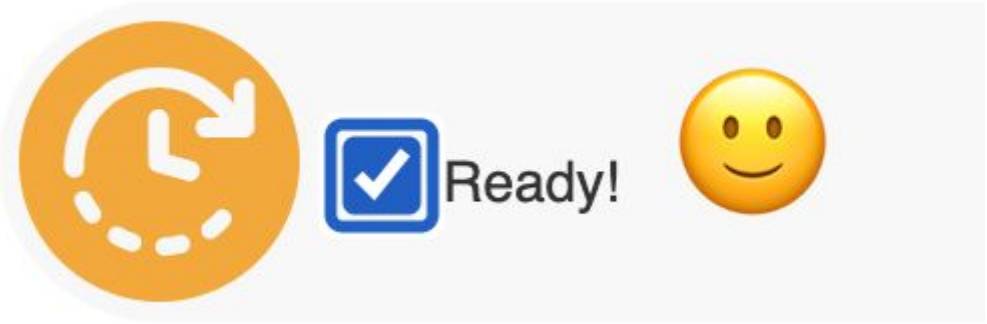
---

3. Signed in and entered into this event



Actions to take:

- Tick the box! The arbiter won't know you are ready until the box is ticked.



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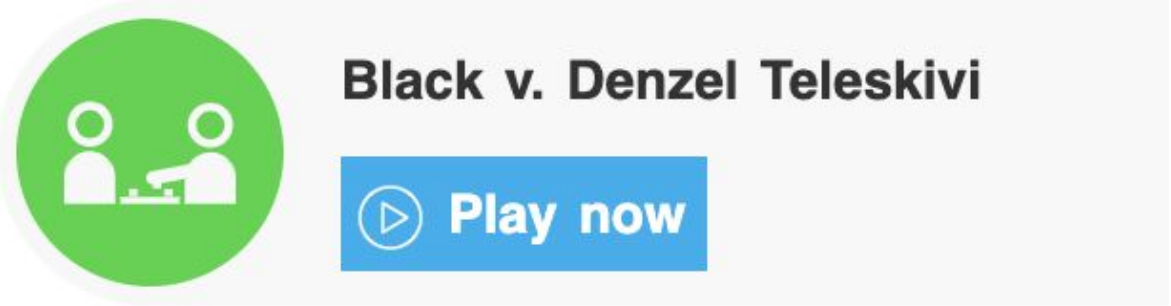
4. Ready to start a game

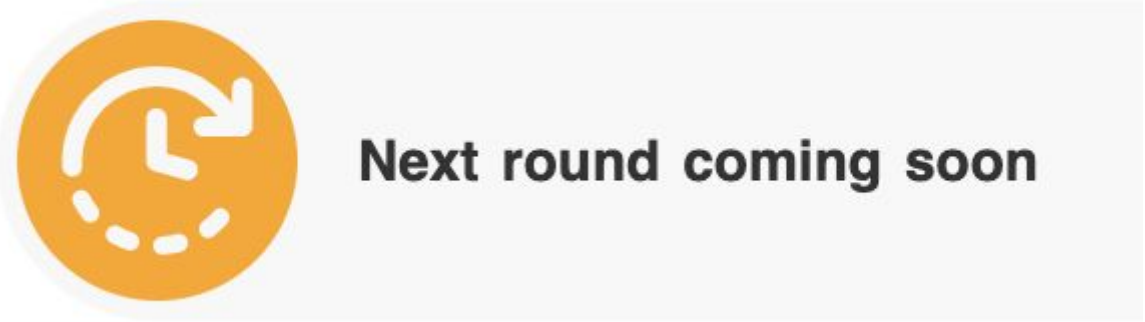


Actions to take:

- Click Play now and join your game, good luck!

---

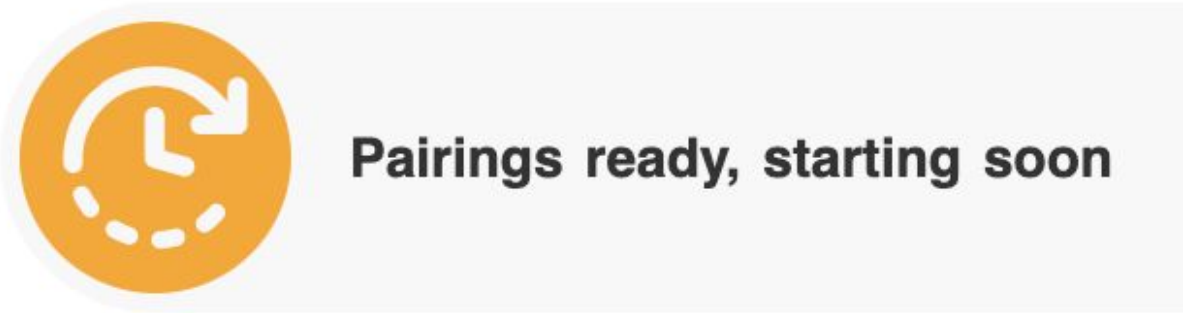
5. Waiting for Arbiter to do the pairings



Actions to take:

- Watch other games that are still in progress
- Ping the arbiter at least a dozen times and ask when the pairings will be ready. Arbiters love that.

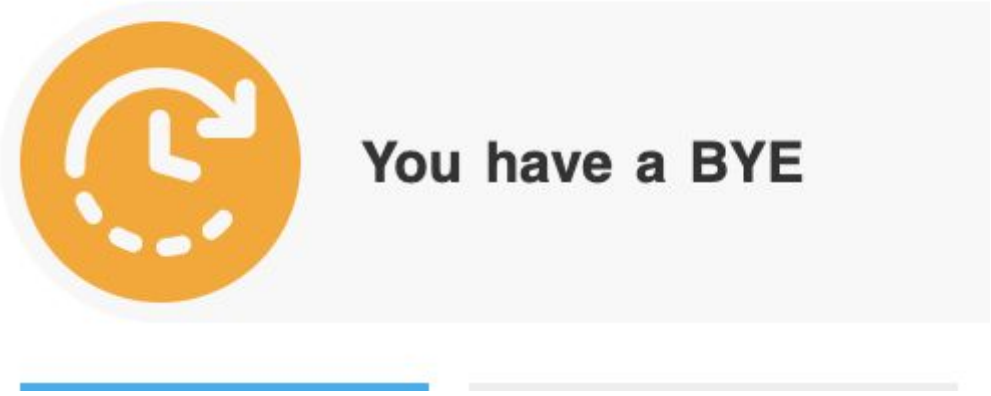
6. Draft pairings are published, they are being reviewed by the arbiter



Actions to take:

- Start warming up your fingers, it won't be long now!
- Check who you are playing
- Start preparing for your opponent, you can check more past games on their Player Profile
- Wait for the Arbiter to start the round

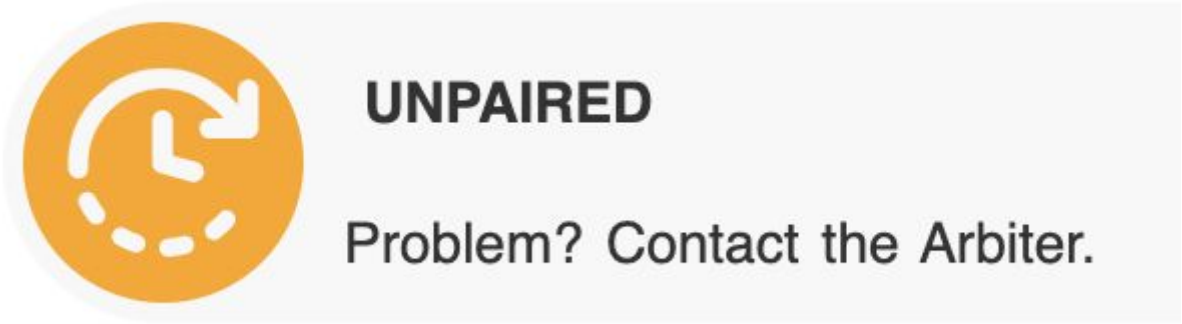
7. You have the bye



Actions to take:

- Don't go far. If the arbiter can arrange a game for you or repair another player who isn't playing, they will and your message will change to the Play now button
- When you know you won't be repaired, grab a coffee or watch a YouTube video. When this round is complete you'll be paired in the next round.

8. Unpaired

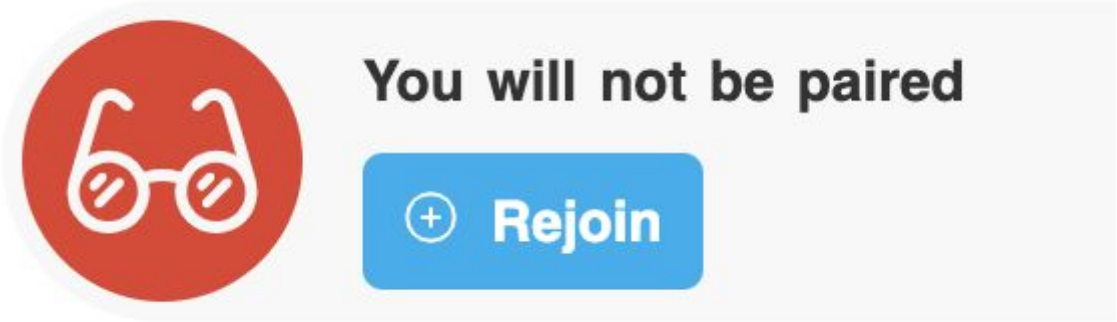


Actions to take:

- Is this a mistake? You haven't been given a Bye and you don't have an opponent. You have been left out of the pairings entirely. Perhaps you chose to skip this round? If not please talk to your arbiter and they might be able to repair you.

---

9. You have been withdrawn

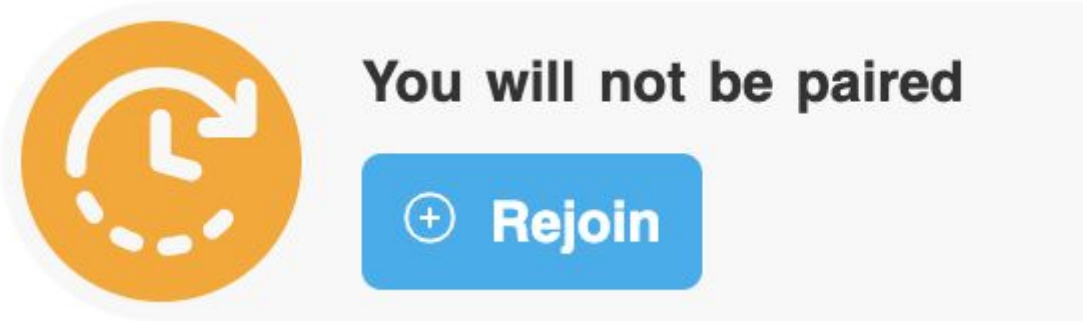


Actions to take:

- If you want to play the rest of the event, click Rejoin tournament and the arbiter will know to include you in future pairings
- You should withdraw if you are not planning to play any further games. A 'disappearance' is frowned on by organisers because a player expects to play a game and is disappointed when you don't show up to play
- You can withdraw (or unwithdraw) by clicking your name in the Tournament Lobby, then choosing the Withdraw option.

---

10. You have skipped the next round

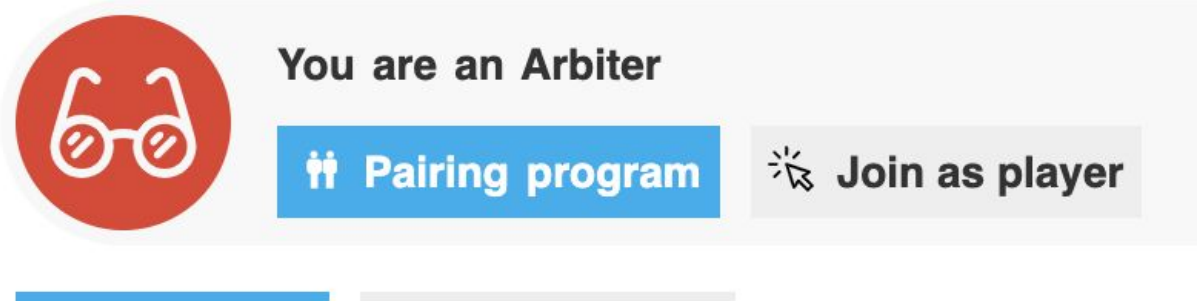


Actions to take:

- If you want to play the next round, click Rejoin next round and the arbiter will know to include you in next round pairings
- You should Skip a round if you are not planning to play the next round. A 'disappearance' is frowned on by organisers because a player expects to play a game and is disappointed when you don't show up to play
- You can Skip any future round by clicking your name in the Tournament Lobby, then choosing the Skip round option.

---

11. You are the Arbiter!



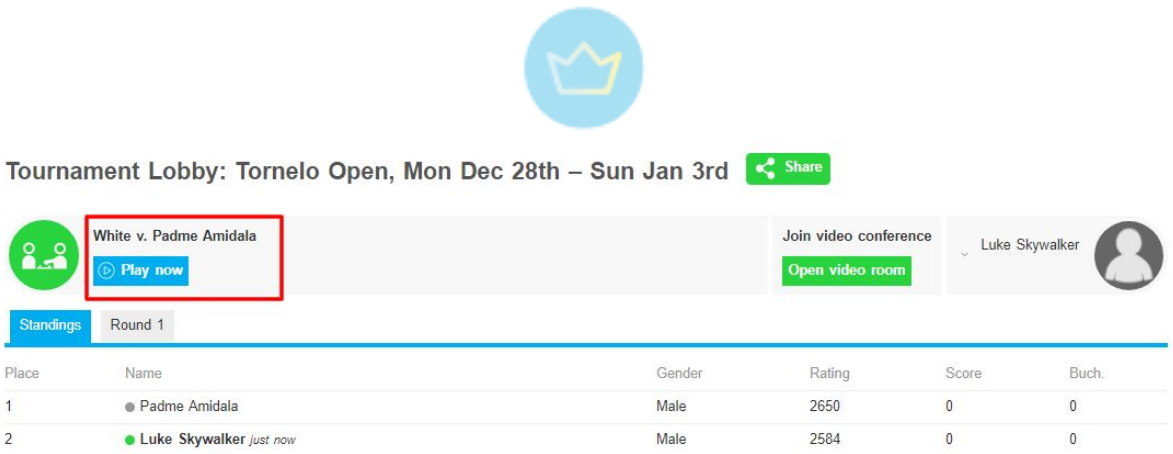
Actions to take:

- Go to the Pairing program and run an awesome event! It's your thing.
- If you are a player as well, click Join as a player and you'll get one of the player messages from above.

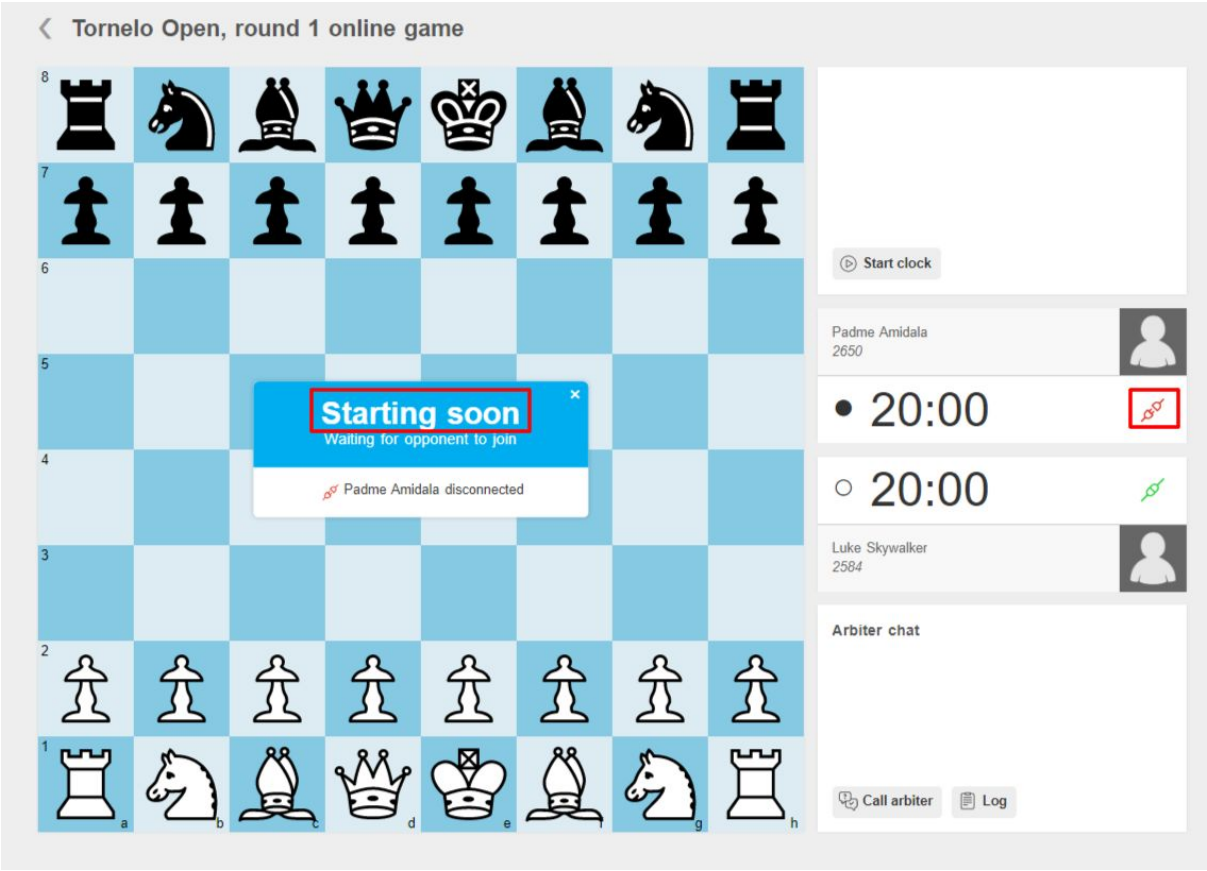
3.4.6. Joining a game

If you arrived at the right time to your event and checked the box that you are **Ready** to start playing in an event (see here), you are merely waiting for an arbiter to make pairings and start the round, nothing more to do.

Once that happens the message bar will change to show you the **Play now** button.



After clicking the button you will join your game.



It may happen that your opponent is not connected yet, you will see the message in the center and you can always check if your opponent is connected by looking at their connection status next to the time.

Depending on the regulations of the event (check with the organizer before the beginning) you may be able to start the game without your opponent or you will have to wait for them to join. If they won't join in a few minutes time, the arbiter will probably start your clock.

If your opponent is present, you can simply make a move and start playing.

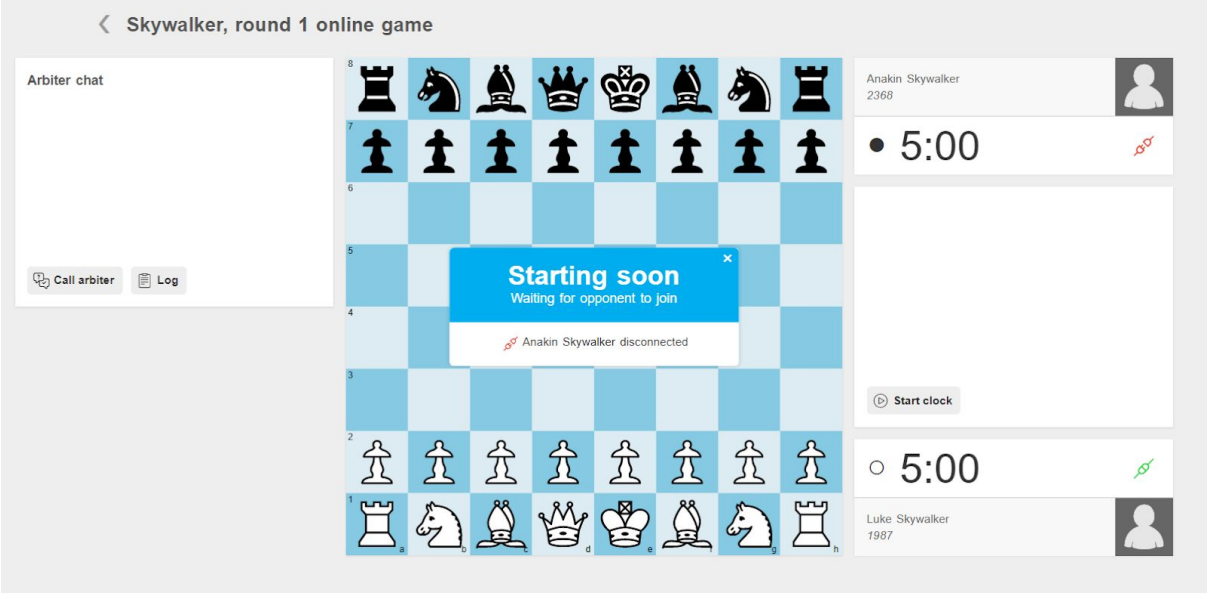
3.4.7. Board options

Layout

The board view consists of 3 areas:

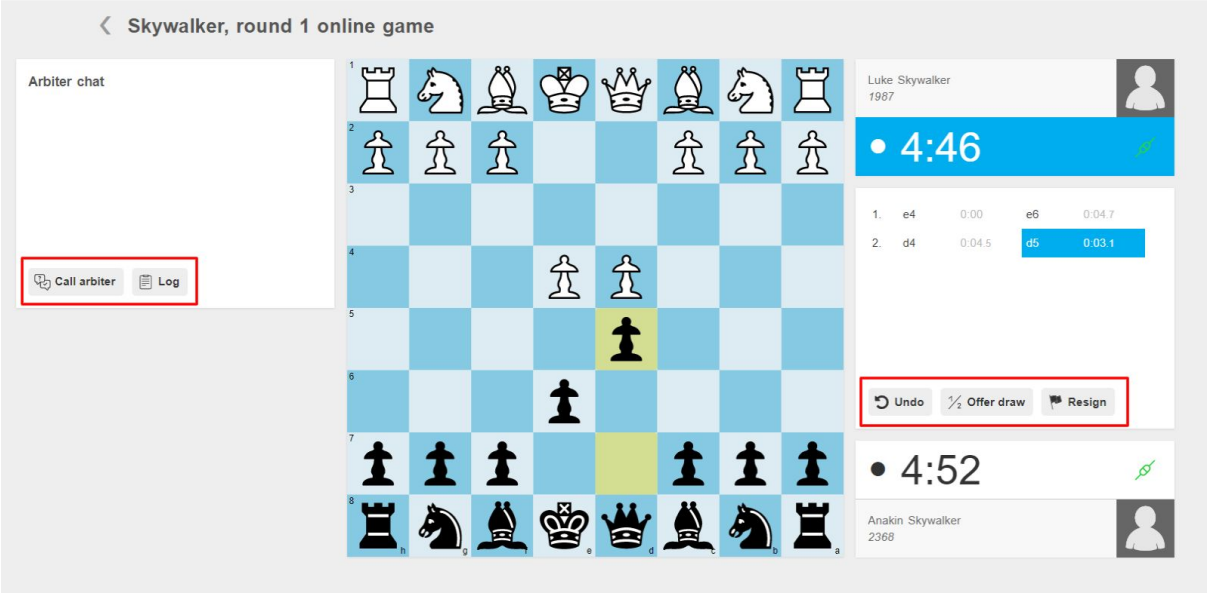
- information about players and time and action buttons on the right side
- the board itself (possible message window on top) in the middle
- Arbiter chat on the left side (or at the bottom depending on your device and browser)

After joining the game you may the following picture:



The message as well as the connection acon tells you that the opponent is not present yet at the board. Depending on the regulations of the competition you may or may not be able to start the clocks without him.

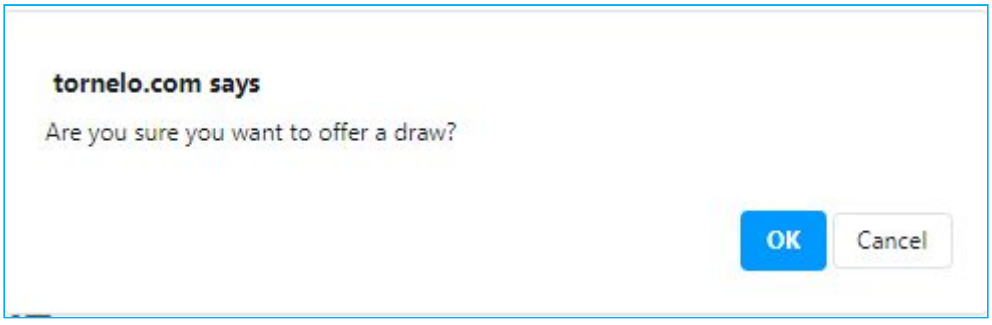
The message window in the middle may inform you about other facts during the game, such as claims or offers from the opponent or after about the result of the game.



During the game you will see the scoresheet on the right side. You may also open the Log on the left side to see more detailed records of the game.

Depending on the regulations again you may have an **Undo** button available.Which allows you to ask the opponent to take back a move, in case of mouseslip. If the opponent disagrees, the game continues.

You will always have the possibility to **Resign** and to **Offer draw** (unless there are Sofia rules in the tournament) using buttons on the right side. Note that after doing so Tornelo will ask you to confirm your choice in order to avoid accidental usage.



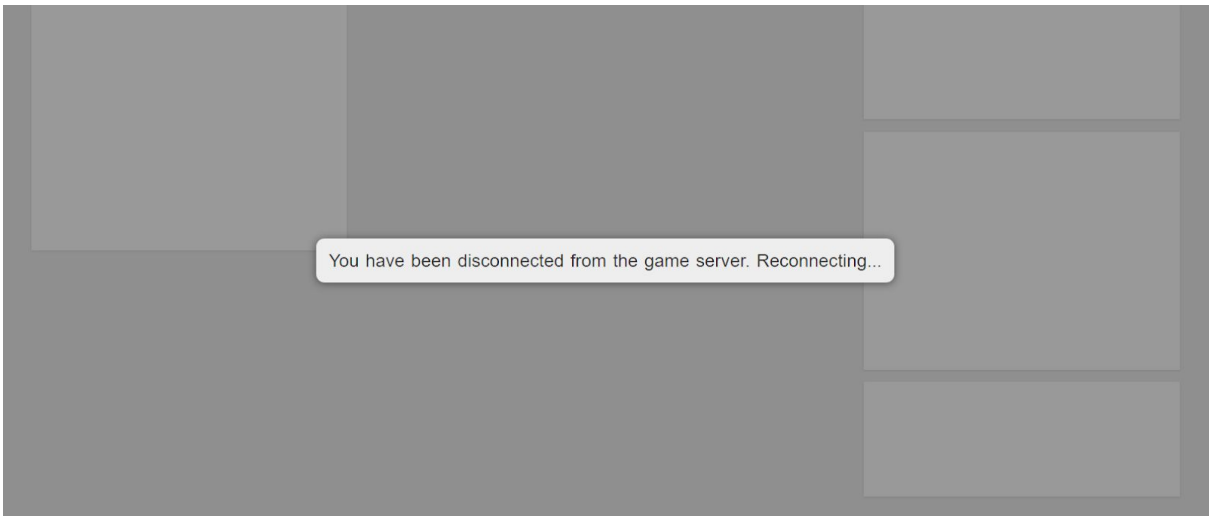
A similar popup message needs to be confirmed also in case of accepting draws for the same reasons.

In case of trouble at any point of the game there is a **Call arbiter** button on the left side in case the player wishes the assistance from the arbiter. The arbiter then gets a notification and joins the Arbiter chat, where they can type questions and claims or otherwise communicate with the arbiter.

Players may also **Cancel call** if they are able to resolve the issue before the arbiter arrives, if the rules allow it.

As mentioned above the connection icon shows if the player is connected (green) or disconnected (red). In case a player disconnects from the game due to their problems with connection, they may see a message such as the one below.

If a player disconnects their clock will display in red until the connection is re-established.

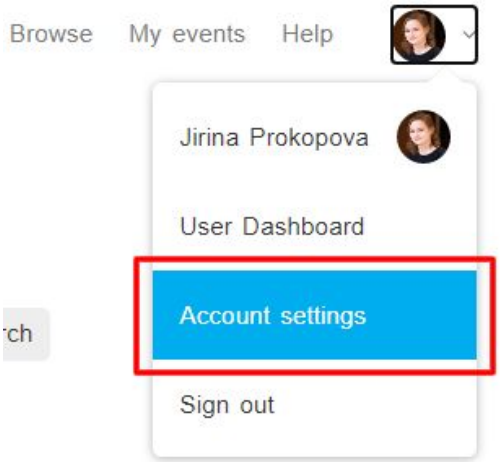


Customise your chessboard

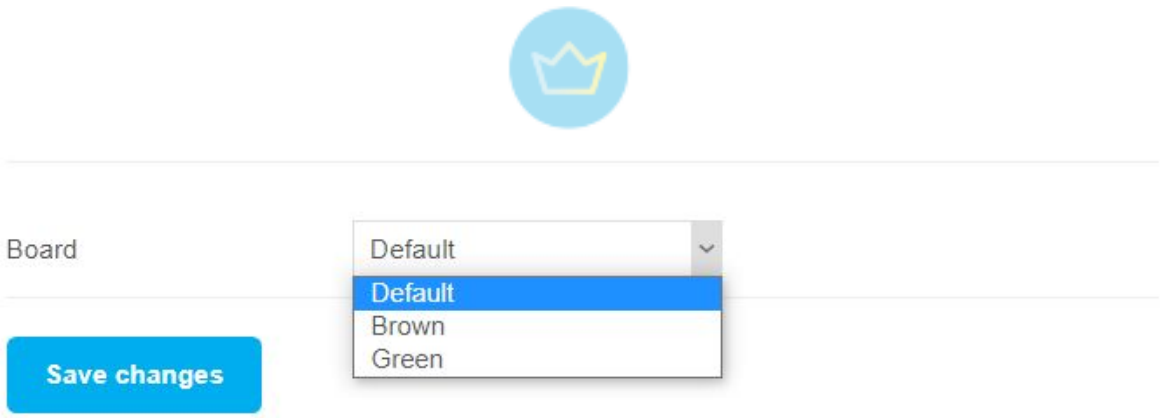
Users can set the default color of their chessboard to Blue (default), Brown or Green

f

Use this link to go to your User Account settings or click on your profile picture and select **Account settings**.



Under personal details and password settings you can choose the **Board**.



Select the Board colour you prefer and click **Save changes**.

Currently there is no way to change the style of pieces on the game display.

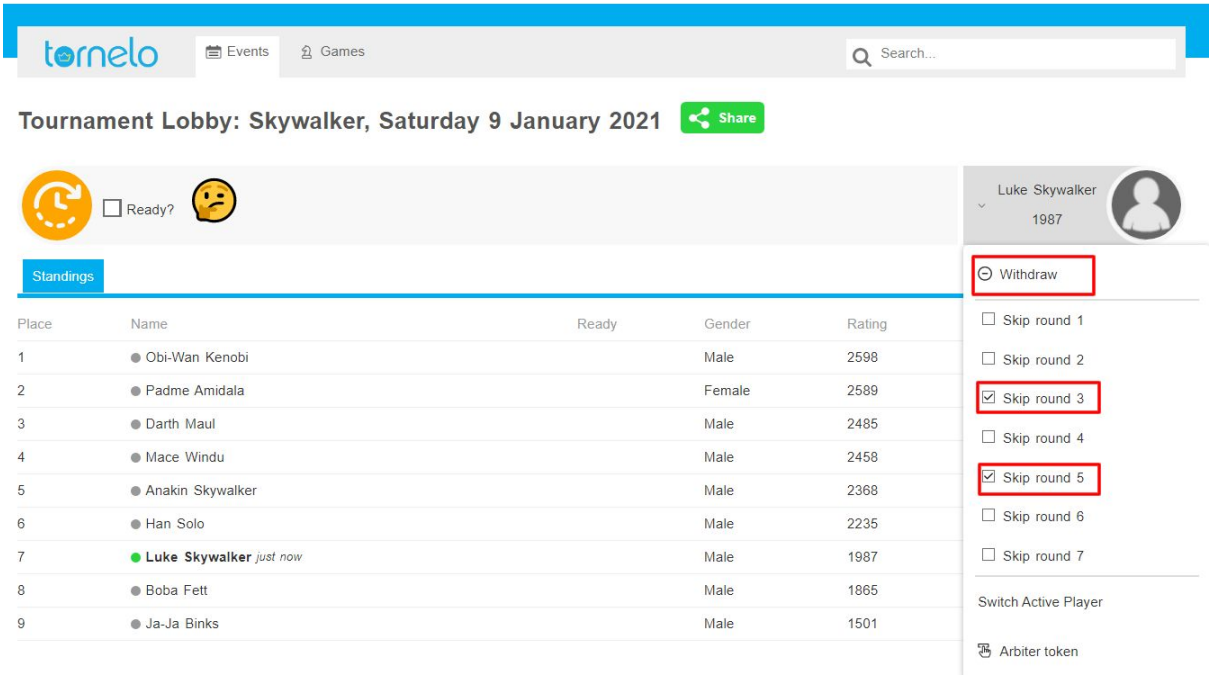
It is possible to resize your chess board by Zooming in or out on your web browser.

- CTRL and + increase the size (Mac: “⌘” key and tap the “+”)
- CTRL and - decrease the size (Mac: “⌘” key and tap the “-”)
- CTRL and 0 reset to default (100%) size (Mac: “⌘” key and tap the “0”)

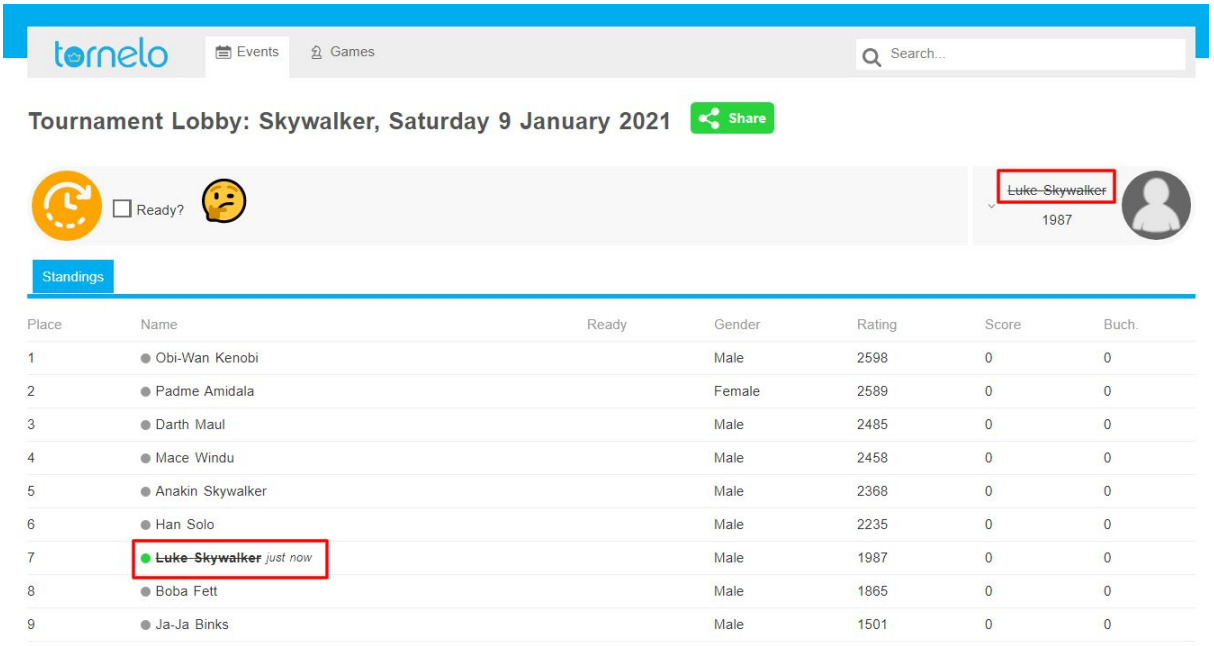
3.4.8. Skipping a round and Withdrawing

In case players wish to skip a round for whatever reason, they do not need to contact the arbiter or the organizer, they can simply choose which rounds they don’t want to play.

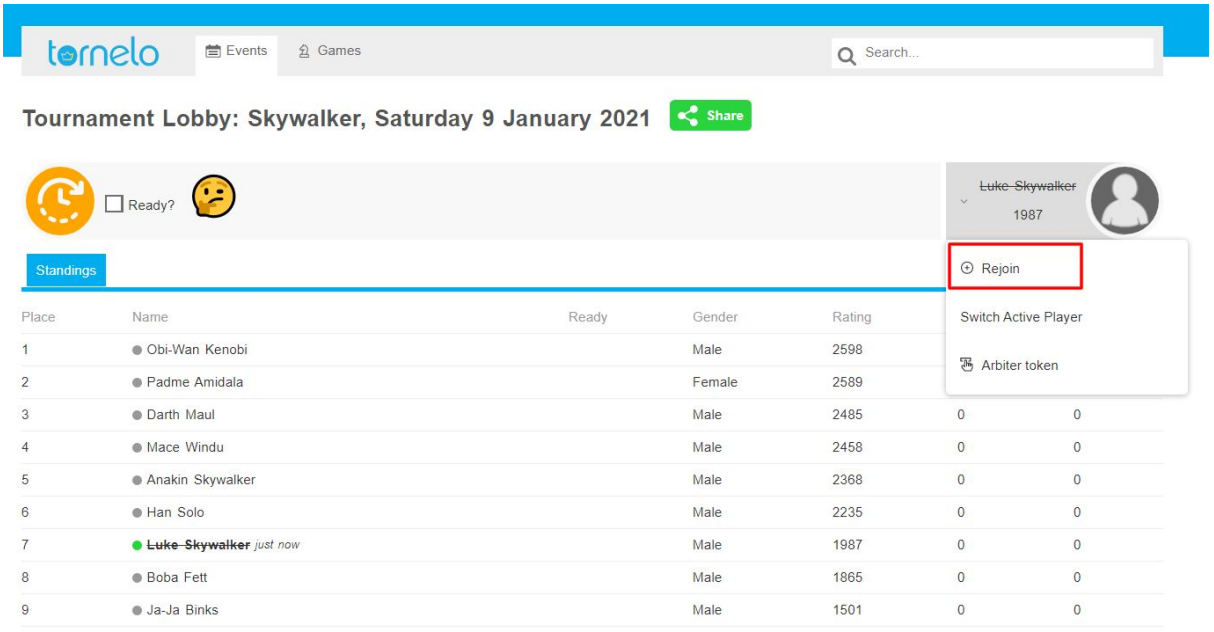
In the tournament Lobby click on the player’s name on the right side of the message bar and tick the box for all the rounds you wish to skip. In the example below, the player will not be paired to the round 3 and 5.



If the player doesn't wish to continue at all and wants to withdraw the tournament, simply click on the **Withdrew** at the top of the list. After doing so your name will be crossed over on the message bar as well as in the player's list.



In case you change your mind later or you withdraw by mistake, you can always **Rejoin**.



Note that some official competitions use pairings imported from other programs. In that case it is necessary to contact the arbiter personally and ask them not to pair you in a particular round you or withdraw you.

Ratings

4.1. Player’s profile

What is a good rating?

4.2. Tornelo rating

4.3. Using other ratings in Tornelo

4.4. Using Tornelo to compute other ratings

Best practice

5.1. Running a business

5.2. Unfair computer assistance

5.2.1 Ensuring Fair Play

The common question is: “How can we ensure there is absolutely no cheating whatsoever?”

The best practice in this area is still evolving, but we can learn from organisations leading the way, such as the European Chess Union. Tornelo hosted the European Youth Online Chess Championships. With 724 teenage participants (the most demographically likely to cheat) in a High Stakes Event (high motivation to cheat) the event achieved a 100% Fair Play result! That’s right, zero cheating. How did they do it?

1. An Environment Conducive to Fair Play

The platform you choose to host the event plays a large part in creating an Environment where cheating is less likely to occur. The ECU used Tornelo in order to:

- Use Real Names for all players
- Provide Visible authority figures (ie Arbiters)
- Give immediate feedback
- Allow repeat interactions (many players knew each other)
- A peer group that provided a positive influence
- A supportive environment alone won’t eradicate cheating entirely, but you can be sure that without it, there is no chance of succeeding. Just look at how the non-chess world combats graffiti, obesity, trolling and other impulse control problems. For more, read this blog post.

2. Supervision

In addition, the ECU had a number of supervisory processes in place:

- Local arbiters with players in Hubs
- Screen share and video for all players
- Below you can see the ECU Technical Guidelines and a Malaysian Chess Federation discussion paper about Hybrid events which discusses Fair Play.

3. Verification of Fair Play

The last line of defence was provided by a correlation analysis on every game. Critically, this did not attempt to “catch” or “disqualify” players, but provided arbiters with statistical evidence around the likelihood of a player having received assistance.

- Tornelo displays a live Fair Play report
- Dr Kenneth Regan provided a daily report and a more detailed post-event report

We are confident that every event can create an environment which is conducive to Fair Play, with a system of checks and balances to enforce that expectation, and a final line of defence being post-game analysis of every game to verify fair play.

Cheating in chess is a solvable problem when using the right tools.

5.2.2 Why dealing with cheating in chess needs human input

To answer this lets first ask a few basic questions.

What is cheating and how do players do it?

Cheating is the intentional breaking of rules in order to obtain an advantage over other teams or players.

The very first rule in the FIDE Laws of Chess states:
1.1 The game of chess is played between two opponents

Which is perhaps why this is such an emotional issue – players are breaking the very first Law of Chess!

FIDE Laws get more explicit with:
11.3.1 During play the players are forbidden to use any notes, sources of information or advice

And get into the procedural details in their Anti-Cheating Regulations.

The only form of cheating we are talking about here is players getting assistance from a chess engine.

Why do players cheat?

When defending players who have been accused, parents and coaches will often ask “but, what’s the motive?”, failing to understand that a motive is not required.

The lure of seeking assistance is incredibly strong and psychologically difficult to resist. We see assistance most frequently with players in their teens and early-mid 20’s, unsurprisingly,

the phase of life before impulse control has fully developed in the brain. Technically speaking these players are *psychosocially immature*.

Psychosocial immaturity makes them more likely to:

- make choices on impulse
- focus on short-term gains
- have difficulty delaying gratification
- be susceptible to peer pressure
- fail to anticipate consequences of their choices
- it becomes even harder to resist in emotional situations, which is why many players start seeking assistance once they get into a bad position, or immediately after a loss

Getting assistance is the path of least resistance. It's easy and provides huge short-term emotional gains. It's actually harder NOT to cheat! Getting assistance is like eating fatty, salty, sugary foods… both easy and delicious, with short-term rewards and a long-term, almost invisible, downside.

Everyone knows they should eat more vegetables, exercise regularly and play chess without getting any assistance. But very few people consistently do what they know should be done.

We need to be asking how we can help people to NOT get assistance, by creating environments where cheating is easier to resist. Putting players in a high-speed (i.e. emotional), anonymous environment and expecting them not to cheat is setting them up for failure. It's really the organisers who are being unfair by having unrealistic expectations.

What environmental factors can help?

Authenticity and empathy are the key factors which build trust. A supportive environment must ensure all players can be authentic and ideally know and even see one another:

- Use verified, authentic identities
- Provide REPEAT interactions
- A peer group doing the right thing
- Immediate feedback from bad behaviour
- Visibility of the negative impact
- A community leader/authority figure

Do you need to catch everyone that cheats?

Most certainly not. We are trying to build trust and create a supportive environment, not to catch cheaters. Game theory has explored this in detail and your community can quickly evolve into a trusting and trustworthy (ie. no cheating) place just by:

- Weeding out a few cheaters

- Being forgiving and trusting

See this fantastic interactive visualisation of the evolution of trust.

What about automated cheat-detection?

By definition getting assistance is only a problem if it leads to an unfair advantage. This means we need an expected performance baseline. If you have no prior knowledge about a player you cannot say if they are cheating or not.

Automated cheat-detection can easily capture Flagrant Cheating (i.e. copy every move from the computer), but it can't easily identify Intermittent Cheating (i.e. start cheating once you're losing).

Automated cheat-detection causes long-term damage to the community of Trust that you are trying to build. It's anonymous, unforgiving and unempathetic, which may well produce more cheaters than it removes.

How do Communities solve this problem?

Only within a Community will a player get Authenticity, Repeat Interactions and Empathy.

You must be using Real Names and as much as possible be in a community where players know each other.

If cheat-detection isn't automatic, how do we find cheaters?

Arbiters need information in order to make an informed decision. They need information about a player which can help determine an expected performance and they need information about the games played to understand the statistics of what happened in games.

That's because the same results from an IM would be acceptable, but from a 650 rated player would be clearly cheating.

A community leader (arbiter) will know the player and know if they are 600 points underrated. They will have a feel for how inconsistent that player is. They will understand a player's mood and the tournament situation and the other players and how they will react and they will be able to have private conversations with parents or players and 'nip it in the bud'.

There will be many times when instantly banning a player is the worst move, not the best move.

The manual identification of cheaters allows

- Variable tolerance for 'false-positives'

You might be running a free tournament where you want to take an aggressive approach and are happy to end up with 1/100 false positives. But in a Nationally sanctioned event you need to be more cautious and apply a level where only 1/10,000 will be false-positives.

- Immediate intervention and forgiveness

A quiet word to a teenager who is cheating after 3 games might be enough for them to stop forever and help build trust in the entire system. Sharing some statistics with a friendly parent might offer a 'learning moment' for a child and turn a negative situation into a positive.

- Protection for the innocent

There must be a way of preventing the 2000 rated player calling "cheat" every time they lose to a 1600 rated player. This behaviour is toxic and undermines the trust you are trying to build.

Tornelo provides a round-by-round process that an arbiter can quickly eliminate those who are not cheating. The arbiter can provide confidence to the higher rated player that, despite it being hard to believe, they just played badly!

Conclusion

You can never build trust in a hands-off Mega-portal tournament full of anonymous usernames, no matter how many cheaters you catch.

But you can quickly build trust in a community of known players with an arbiter that has timely information and control over the process.

5.3. Using Zoom meetings

5.3.1. Contact with players

5.3.2. Intersection with training

5.3.3. Fair Play measures

5.4. Organizing technical meetings