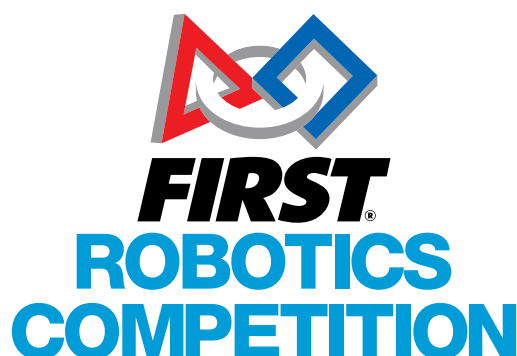


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2 TEAM RESOURCES

2.1 Overview

The following section provides information on how to contact *FIRST*® Headquarters and suppliers throughout the season in addition to the methods in which *FIRST* communicates important season information to teams. In this section, you will learn about where to locate team resources relating to the competition, registration and more.

2.1.1 *FIRST*® Headquarters Team Support - Contact Information

You can reach *FIRST* Team Support via email, fax, mail or phone. The office is open Monday through Friday from 8:30 AM to 5:00 PM, Eastern Time. Information about *FIRST* Robotics Competition is also available on our website: www.firstinspires.org.

When contacting us, please be sure to provide your TEAM NUMBER on all communications!

Email Address	FRCTeams@firstinspires.org To facilitate a quick reply, please include your team number in the subject line
Fax Numbers	(603) 666-3907 (Main) (603) 206-2079 (Finance)
Mailing Address	200 Bedford Street, Manchester, NH 03101
Phone Number	(603) 666-3906 ext. 0 (800) 871-8326 ext. 0 (Toll Free)

2.2 Team Support

The Team Support (Operations) Group is eager to answer your program and season-related questions. Please call or email us with any questions you may have – we look forward to helping you!

2.2.1 Please Do Not Duplicate Efforts

Team Support is able to answer most inquiries within 48 hours. Being a small group, we must work efficiently to ensure that issues are resolved in a timely manner. For this reason, we ask that you kindly do not contact or copy multiple people about the same problem. If your question requires immediate assistance, please do not hesitate to contact us by phone.

2.3 Technical Resources

Information regarding the 2016 Control System, including software and hardware, as well as other technical resources, will be available after Kickoff. For additional information, please see the [Kit of Parts](#) webpage.

2.3.1 Getting Answers To Your Competition Questions

Most answers to questions about the game can be found in the Competition Manual and Team Updates:

- **Competition Manual:** Sections relating to the game will be posted after Kickoff.
- **Team Updates:** After the 2016 Kickoff, *FIRST* will post Team Updates online. Team Updates provide rule updates, important information about parts and administrative reminders/deadlines. Please note that some updates will result in *FIRST* publishing revisions to manual sections.

NOTE: Please be sure to check these website locations often during the build season to ensure that you have the latest information!

In addition, we recommend visiting the *FIRST* Robotics Competition page on our website: www.FIRSTinspires.org/roboticsprograms/frc. Here, you can find answers to administrative questions, along with links to other areas of support.

Tip! Check deadlines and dates for TIMS, award submissions, grants, registration and payments and more on the FIRST Robotics Competition Season Calendar. In addition, you can find links to the Competition Manual, Robot Transport information and more on the FIRST Robotics Competition Game & Season info page.

2.3.1.1 FIRST ROBOTICS COMPETITION Q&A FORUM

After Kickoff, *FIRST* provides an online forum for questions and answers (Q&A). This is the only official place to get answers to your game questions. Please click [here](#) to access the 2016 *FIRST* Robotics Competition Q&A System.

2.3.1.2 EMAIL BLASTS

Email blasts are important communications that *FIRST* sends to team contacts identified in [TIMS](#). Email blasts remind teams of important deadlines, updates, and other timely *FIRST* Robotics Competition information.

FIRST archives the email blasts on the *FIRST* website at the [News and Email Blasts](#) page.

FIRST will typically send one program email blast on the Thursday of each week throughout the *FIRST* Robotics Competition Season and on Tuesdays during competition event weeks.

In addition to the *FIRST* Robotics Competition Email Blast, Rookie Email Blasts will be sent to rookie teams periodically on Tuesdays during registration and throughout the *FIRST* Robotics Competition season.

2.3.1.3 FIRST ROBOTICS COMPETITION BLOG

The [FIRST Robotics Competition Blog](#) should be read weekly for additional important updates.

2.3.1.4 FIRST ROBOTICS COMPETITION SOCIAL MEDIA

If your team has access to Twitter, we encourage you to follow [@frcteams](#), the official Twitter account for the program.

We also encourage teams to “like” the official *FIRST* Robotics Competition Facebook page, <https://www.facebook.com/FIRSTRoboticsCompetition>. This is in an effort to connect our community to the online world and form relationships among teams, mentors/coaches, volunteers, educational entities and sponsors.

Additionally, *FIRST* Robotics Competition has an official You Tube channel which hosts a variety of videos and online content. The channel can be accessed here: <https://www.youtube.com/user/FRCTeamsGlobal>.

2.3.1.5 *FIRST* ROBOTICS COMPETITION BEHIND THE LINES

Behind the Lines is a collaboration between *FIRST* Robotics Competition and [GameSense](#). The purpose of this series is to make key knowledge and resources available to the community through an engaging hour-long show. The *FIRST* half is a presentation by the invited experts, followed by a Q&A session on the topic. Each Behind the Lines session will be hosted by the GameSense Crew. For more information on when the show takes place, please click on the following link: <http://www.FIRSTinspires.org/roboticsprograms/frc/behind-the-lines>.

2.3.1.6 *FIRST* ROBOTICS COMPETITION SITE INFORMATION DOCUMENTS

We encourage all teams to read over the Site Information Document specific to their event. The “Site Info” documents are a good reference for team load-in/load-out instructions as well as other venue specific instructions. These are located on the following link: <http://www.FIRSTinspires.org/team-event-search>.