

## **DRCJ FAQs – Competitor Entry in Barberscore**

### **A competitor tells me they don't see their group in Group Manager – what is the issue?**

Most likely, they have not yet been designated as an “admin” for their group. Initially (by default), every quartet will have one admin based on the “contact person” designation in Member Center. Initially (by default), every chorus will likely have 3 admins defined from the Member Center chapter officer information (President, Secretary, and Treasurer).

HOWEVER... additional admins can be designated by any existing group admin via Group Manager in Barberscore. (This process is illustrated in the *Competitor Instructions* tutorial PDF slides). If this approach is not possible, the alternative option is to ask us to designate a new group admin via the backend API for them. Those requests should be submitted to: [customerservice@barbershop.org](mailto:customerservice@barbershop.org).

### **A competitor tells me that they can't even login to Barberscore – what is the issue?**

Fortunately, this is now a rare occurrence. Today the most common problems are:

- They are not using the correct email address associated with their Member Center record.
- They have not read the *Login Instructions* tutorial PDF, and/or they haven't watched the additional short videos explaining how to troubleshoot login issues.

If you can't help them, please ask them to gain assistance from: [customerservice@barbershop.org](mailto:customerservice@barbershop.org).

### **How long does it take to get Barberscore data in sync with the BHS Member Center?**

We run a background sync process every 10 minutes. Therefore, any new data (or changed data) in the Member Center should be reflected in Barberscore within 15 minutes. Please remember that data is not refreshed in your browser window automatically in Barberscore. To ensure you're viewing the most recent data, perform an explicit “reload” or “refresh” of the web page. If you suspect that a data sync issue has occurred involving member or group info, please submit the query to: [customerservice@barbershop.org](mailto:customerservice@barbershop.org).

However, there is an exception. Please be aware that brand-new quartets are not “completed” in the Member Center until BHS headquarters has: approved their quartet name; collected their subscription fee; and finished the final validation. This process can take up to 5 business days.

## **What happens when a Barberscore question or request is submitted to [customerservice@barbershop.org](mailto:customerservice@barbershop.org)?**

There is a team of 5 people at BHS headquarters, tasked to respond within 24 hours. Depending on the question/request, they either handle the issue directly or they “assign” it to the Barberscore admin team (currently Chris Buechler and David Mills). If we can’t resolve the issue, we escalate it to Dave Binetti. In all cases, the individual submitting the request will be updated as to the status/resolution via email.

## **How does a newly-formed quartet (registered after my contest session was opened) enter the contest?**

While they won’t receive an automated email encouraging them to enter the contest (as all previously registered quartet admins received when you opened the contest session in Barberscore) – they will still follow the exact same process. BHS has several links scattered around their website that steer quartets wishing to enter a contest to this page: <http://help.barbershop.org/article/21-quartet-register-contest>. This page in turn directs them to the Barberscore tutorials page: <https://www.barberscore.com/tutorials>. There they will find the instructions for entering a contest.

Alternatively, you as the DRCJ could add them directly to the session on their behalf by going to the *Entries* tab for that contest session in Session Manager, click the green *Create New Entry* button, find the group, then click the blue *Save* button. From there, they can further edit their entry info – (of course only the group admin can add songs to their repertory).

## **Should I be concerned about new quartets that are formed right before my contest entry deadline?**

YES, (this is a critical issue)! You need to be prepared to mitigate this common problem. Since new quartet registrations can take up to 5 business days to be completed in Member Center (and thus “visible” in Barberscore), it is important that DRCJs communicate their contest entry deadlines very explicitly to district members that may be considering the formation of a new quartet. It is highly recommended that you communicate an earlier deadline (for submitting new quartet registrations in Member Center) of at least 1 week prior to your contest entry deadline. Any new quartet failing to comply might still be allowed to compete, but would perhaps not be part of your official “draw” for singing order appearance and might have to sing first (or last). All of that would be your call.

### **How does a new quartet become identified with a division?**

For those 6 districts that have divisions (EVG, FWD, LOL, MAD, NED, SWD) – this MUST be accomplished prior to the quartet admin attempting to enter a contest session via Group Manager in Barberscore. As of now, we don't have an automated process for handling this. We are now in the process of determining how best to handle the "manual" workflow (between BHS, the quartet admin, the DRCJ, and Barberscore) to get this accomplished as uniformly and expeditiously as possible. Those 6 DRCJs will be receiving additional specific instructions soon. For the moment, Chris Buechler has sent divisional lists to all affected DRCJs and will contact them as new quartets register.

### **How do we add/enter non-BHS groups into a contest session?**

Groups other than a chorus that represents a BHS chapter or an officially registered BHS quartet will not be able to enter any contest until they have been added manually via the backend API by a Barberscore Admin. "Non-BHS groups" include the following: VLQs, Mixed Harmony quartets, Mixed Harmony choruses, Youth quartets, Youth choruses, community or school choirs, and female quartets or choruses (regardless of whether or not they are registered with HI or SAI). If you wish to allow them access to your contest session for score and/or evaluation, the process is the same. Simply gather the following information about the group:

- Their "official" group name (it does not have to be unique or "registered" anywhere)
- Location (City, State/Province) of the group
- Contact person (that will serve as the group admin for contest entry) full name & email. If they are a BHS member or BHS associate, obtain their BHS ID number.
- Director name (for choruses or choirs). If they are a BHS member or BHS associate, obtain their BHS ID number.
- For quartets – the name of each singer and their voice part. If they are a BHS member or BHS associate, obtain their BHS ID number.

...then email your request to have the group added by a Barberscore admin (Chris Buechler and David Mills). Once we have added the information into Barberscore, their group admin should be directed by you to "enter" the contest via Group Manager in Barberscore just the same as any other competitor. Of course they should be selecting only the applicable awards (if any) for their group, otherwise it would be for score/eval only.

### **Does the mic-tester quartet need to "enter" the contest session via Barberscore?**

No. However, if any performing quartet or chorus serving as a mic-tester or mic-cooler desires scores from the judging panel (and/or evaluations) – then they need to "enter" your contest session via Group Manager in Barberscore just as any other competitor for score/eval only.

### **How does a quartet or chorus enter the contest for score/eval only?**

All contest session competitors enter your contest session via Group Manager in Barberscore in the same manner. For those groups that are not eligible for any of the available awards/contests – (or

perhaps they are, but they simply prefer to NOT compete for any award) – they should ensure that they click the EXCLUDED button for all awards and contests prior to submitting their entry. (If they make a mistake, you should EXCLUDE those awards yourself before you *Approve* their entry).

There is an additional toggle button for them to choose *Keep Score Private*. If that is selected, it is a signal to the CA's that they do not want their scores to appear on the OSS, they only wish to receive a CSA instead.

Please note: For any group that is actually competing for one or more awards, selecting the *Keep Score Private* option will be ignored. Their scores must be included on the OSS.

### **What is the process for handling OOD (out-of-district) quartets?**

Since these OOD quartets won't receive an automated email encouraging them to enter your contest session (as all "in-district" quartet admins receive when you open the contest session in Barberscore) – they will need to be handled a bit differently. Of course (per C&J rules) they must still obtain the appropriate permissions in advance to compete in your district. Then (after you open your contest session), you will need to communicate to them that the contest is "available" for them to enter.

There are two ways to achieve this. Normally, you just send them an email, and then the group admin should go to Group Manager in Barberscore, and select the contest they wish to enter (they will see a drop-down list of ALL contest sessions that are open for competitor entry). Alternatively, you as the DRCJ could add them to the session on their behalf by going to the *Entries* tab for that contest session in Session Manager, click the green *Create New Entry* button, find the group, then click the blue *Save* button. From there, they can further edit their entry info – (of course only the group admin can add songs to their repertory).

Of course the only contest (sub-session) award they should have selected will be qualifying for the International-level contest. They should be excluded from any other district awards. It is your responsibility to ensure their contest entry only includes the appropriate award. If they score a 76+, they will be listed along with all of the other quartets in your district that qualified for International. The CAs will include the appropriate footnote to indicate they will be representing another district.

## **How do we handle OODiv (out-of-division) contest entries?**

While these OODiv groups may not necessarily receive an automated email encouraging them to enter that particular contest session (as all “in-division” quartet or chorus admins receive when you open the contest session in Barberscore) – they will still follow a similar process. The main difference will be the need for you to notify any interested groups that the contest is “available” for them to enter.

There are two ways to achieve this. Normally, the group admin (once aware) should go to Group Manager in Barberscore, and simply select the contest they wish to enter (they will see a drop-down list of ALL contest sessions that are open for submitting competitor entries – even those that are in other districts). Alternatively, you as the DRCJ could add them to the session on their behalf by going to the *Entries* tab for that contest session in Session Manager, click the green *Create New Entry* button, find the group, then click the blue *Save* button. From there, they can further edit their entry info – (of course only the group admin can add songs to their repertory).

To be clear, most districts allow for quartets or choruses to enter and compete in a different division contest, however, some require approval in advance, some do not. Either way, the only contests (sub-session) awards they should enter will be those that involve qualifying for some future District-level contest or award. They should be excluded from any “division-level” awards. It is your responsibility to ensure their contest entry only includes the appropriate awards (if any).

## **Can we allow for someone else (such as a district Event Manager or a DRCJ “assistant”) to see the contest entry information in Barberscore prior to “verifying” the session?**

Yes. The process will be for you to identify in advance to the Barberscore admins (Chris Buechler and David Mills), additional folks that you want to have that access. They will be assigned as a "DRCJ Observer" to your contests sessions – and receive all the email notifications you do. However, they will also have edit access to Barberscore, so it is important for you to ensure that they "look, but don't touch" when they are logged into Barberscore to see the contest session entries.

## **When should I click the *Open Session* button?**

Ideally, on the date you indicated to SCJC that you planned to open the contest session for competitor entry. Reminder – (prior to opening the session) you should have verified all information on the Convention tab for that session. Most importantly, are the dates and available awards correct? If not, you must send an email to the Barberscore admins (Chris Buechler and David Mills) with the information that needs to be edited.

REMINDER: If the contest session is “non-invitational” (meaning that it is open to all eligible competitors) – every group admin in your district will receive an email announcing the opening of the session and encouraging them to enter.

## **When should I click the *Close Session* button?**

Ideally, on the date that you indicated you wanted to set as a deadline for competitor entry (the close date). However, it is up to you.

REMINDER: The following is true after you close the session:

- The initial draw is generated for you (now visible in the Draw tab).
- New competitors are no longer able to enter the contest by themselves.
- However, you can still add a new entry on a group's behalf.
- You can scratch any entry (or edit information if needed) at any time.
- Chorus competitors can continue to toggle their list of on-stage participants (via Group Manager).
- All competitors can continue to add charts to their repertory (via Group Manager).
- You can keep the random draw as-is, or you can re-sort it as many times as you see fit.

### **When should I click the *Verify Session* button?**

Generally around the same time as your convention program is ready to be created and printed. However, since the CAs will need some time to prepare and setup their contest scoring – you should initially verify the session no later than 5 days prior to the contest.

REMINDER: The following is true after you verify the session:

- Three reports are automatically generated and available on the Details tab:
  - BBScores Excel Report (lists all songs currently in competitor's repertory)
  - DRCJ Excel Report (provides competitor and contest info)
  - Admin Emails Report (lists all competitors and their group admin email addresses)
- You can still add a new entry to the contest on a group's behalf.
- You can scratch any entry (or edit information if needed) at any time.
- Chorus competitors can continue to toggle their list of on-stage participants (via Group Manager).
- All competitors can continue to add charts to their repertory (via Group Manager).
- You can still re-sort the draw.

HOWEVER... ANY changes that are made after a contest session has been verified should be followed by clicking the *Re-Verify Session* button.

### **When should I click the *Re-Verify Session* button?**

Please review the previous FAQ regarding the *Verify Session* button. Generally speaking, any time a change is made to the session, you need to click the *Re-Verify Session* button in order to regenerate those 3 Excel reports. Also, you should click the *Re-Verify Session* button just prior to clicking the *Start Session* button so the CA can obtain the very latest list of songs that competitors may have added to their repertory.

### **When should I click the *Start Session* button?**

You should start the session when you're ready to hand the contest over to the Contest Administrator. In the future (once the CAs are no longer using the legacy scoring software), you could wait to do this until literally just before the emcee is ready to announce the mic-tester. However for now, each DRCJ must do the following actions the day of contest (but no later than 1 hour prior):

- Click the *Re-Verify Session* button
- Click the *Start Session* button
- Notify the CAs that the contest session belongs to them

### **Can I customize the emails that are automatically sent by Barberscore to my competitors?**

Currently, no. We will be prioritizing this feature request (along with others) for possible implementation in time for the Fall 2018 contest season. Meanwhile, we expect that all DRCJs will continue to communicate any additional specific information to your district membership and competitors as you have in the past – (via your district website, emails, phone calls, etc.). Fortunately, since you already receive a Cc of every email sent to your group admins from Barberscore, you can leverage those emails to send any additional emails as you see fit.

### **How do I add/edit a judge or candidate judge on the Convention tab in Session Manager?**

You can't do this directly because all information on the Convention tab is static. In order to make any additions/deletions/changes, it must be done via the Barberscore backend API. Please send an email to the Barberscore admins (Chris Buechler and David Mills) with the information that needs to be edited. This is especially important as you become aware of any candidate judges that need to be added or removed, because your CAs use this information to setup their scoring sessions.

### **What does *Approve Entry* really mean when I click that button – (what am I approving)?**

At the very least, you are essentially verifying (and thus "approving") their entry if the following is true:

- Is this group allowed to be in your contest session?
- Are they eligible for all of the awards they have included? Did they include all the ones they should have?
- For Choruses: Did they provide the Director(s) name in the text box?
- For Quartets: Have they selected 4 members (and no less than 4) that will be on stage with one member on each part?

### **Am I responsible for "fixing" a competitor's contest entry submission prior to clicking the *Approve Entry* button?**

In short, YES! It is your responsibility to do a "sanity check" before you approve it. For example:

- Are they eligible (to the best of your knowledge) for the awards they have selected? If not, exclude those awards. If you're unsure, follow-up with them directly.
- Did they neglect to enter a contest (sub-session) award for which they are eligible? If so, double-check with them and include those awards.
- For quartets, have they selected 4 members (and no less than 4) that will be on stage with one member on each part? If not, find out and fix it for them. If you can't, you will need to direct them to the Member Center to properly update their quartet membership information.
- For choruses, have they typed in the name of their Director in that text box? If not, find out and add the name.

The good news is – even if you miss something, you can still “fix” an entry involving any competitor even after you approve their entry. Obviously it is important that all information is correct prior to clicking the “Verify Session” button, because that is when the report is generated for you and the CAs.

### **When should I approve a competitor's entry?**

Ideally, you should be approving contest entries just as soon as possible after the competitor has submitted it – (you'll be receiving a Cc of their automated “you have submitted” email). You should NOT wait until after they have added all of their songs to their repertory. When you approve their entry, they will receive another email right away with their contest entry approval confirmation, along with a list of the charts that are currently in their repertory – (as well as a reminder to get songs added to their repertory before the contest if they're not already there).

Likewise (for choruses), it is not required that every participant on stage be correctly identified when they submit their entry. The chorus admin could be updating those toggle button statuses all the way up to just prior to his chorus competing on stage.

Please note: Technically, this list of chorus participant names is not an official SCJC or CA requirement other than for the International Chorus Contest. Instead, this functionality has been facilitated in Barberscore to assist the DRCJ and the chapter officer responsible for “verifying” that all of their participants on stage are paid members with valid registrations and/or have met any other district requirements for competition. The BHS Contest & Judging eligibility rules and policies still apply whether or not participants have been correctly identified in Barberscore. We'd just like to get our competitors used to using this process moving forward to everyone's benefit. Maybe one day, we'll update the C&J policy to make this a solid requirement.

Finally, it is entirely possible that one or more members of their group may be identified as having expiring memberships by the date of the contest. While this should not keep you from approving their entry, you should be looking at their membership status as you get closer to the contest date.