SOS- Getting Help in an Emergency

This document assumes that you you have an **Email account** (and that you know your email account *logon name*, and your email account *password*), and that you have the ability to send emails from the computer on which you run Bridge Events.

If you do not have a specialised Email Client (eg Outlook) installed on your computer, you can use your Browser to send email messages by logging onto to the Webmail webpage of your Email provider.

Any of the following Browsers (and others) are commonly installed on your computer: Microsoft Edge, Google Chrome, Firefox, etc. All will enable you to navigate to the Webmail page of your Email provider.
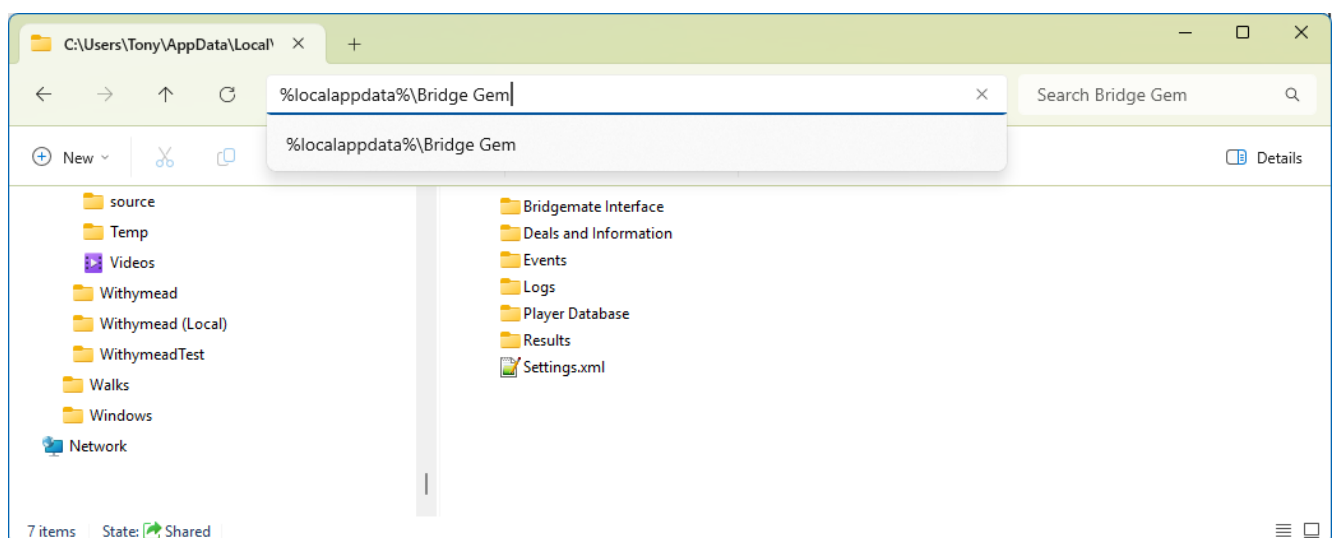
If something goes catestrophically wrong and you need help in recovering your Event, or correcting your event, you should follow the procedure below:-

Send an email to support@bridgegem.co.uk . This email should include the following:-
1. A description of the problem
2. (If possible) a link to the Bridgewebs page where the result of the Event was reported or failing that, again if possble, attach the Results email produced by Bridge Gem.
3. The following files associated with the Event should be attached to the email:-
   a. The Event File. It's file path and file name are:-
      %localappdata%\Bridge Gem\Events\<Event Date> - <Event Name>.evnt

   b. The Event's Interface file to the Tabletop Results Reporting program:
      %localappdata%\Bridge Gem\Bridgemate Interface\<Event Name> <Event Date> .bws

   c. The Event's Log file:
      %localappdata%\Bridge Gem\Logs\<Event Date & Time> - Bridge Gem Event Log.rtf

%localappdata% (case insensitive) is a Microsoft Windows environment variable which expands to:-
   <SystemDrive>\Users\<Username>\AppData\Local\
   Eg C:\Users\Fred\AppData\Local\

But you do not need to know this, just enter *%localappdata%\Bridge Gem* into *File Explorer's* address bar and File Explorer will navigate to the correct folder (see screenshot below). Then navigate to the sub-folders mentioned above and attach the files for the Event to the email.

Improving this Document

If you find this document difficult to understand, or you think more detail can/should be added, you can make these amendments yourself.

The .pdf version of this document was produced by Microsoft Word and can be read by Microsoft Word into a .docx document, which you can then edit and amend as required.