

NZ Bridge Website Refresh: FAQs

NZ Bridge has refreshed its website to make it easier to access information and better serve our players, clubs, and the wider bridge community. This update is Phase 1 of our website improvement plan. While some existing software (such as the masterpoints system) will remain for now, we'll continue refining the site for a more seamless experience in the future.

This document outlines common questions. If you don't find an answer here, please email marketing@nzbridge.co.nz for assistance.

1. How do I log in to the NZ Bridge website?

If you are already registered on the existing website, you will receive an email to reset your password and activate your account. This is so that you can continue to access the content you previously had to login for through My NZB. Resetting your login will also enable access to the new player-only section ('Players' tab) on the website and MyNZB.

You can use your previous password if you wish.

All current members will receive an email to reset their password and activate their account.

- Upon clicking the link, you will be directed to the Forgot Password screen, where you will need to enter your email address. This will trigger an email with a secure link to reset your password (you can use the same one you have been using).
- After resetting your password, you will be able to log in using your email and password.
- This will enable access to the player-only section ('Players' tab) on the website and MyNZB.

Welcome Email

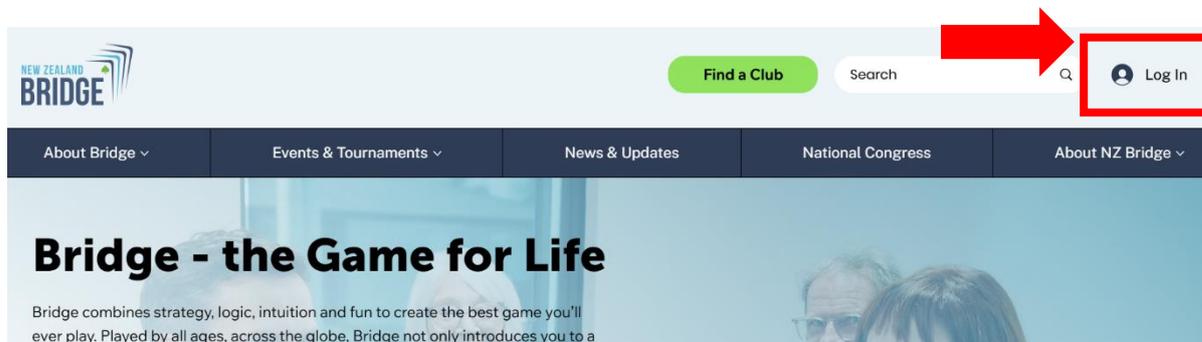


Password Reset



If you're having trouble with the link above, [click here](#)

Alternatively you can click the "Login" button at the top right of the homepage. Enter your email address and password. If you haven't set a password or have forgotten it, click "Forgot Password" to reset it.



This new login will also give you access to the “Players” section on the refreshed website which is where you can access other member-only resources like the club toolkit, tournament rules, director information, and learning materials. This change helps protect valuable content for our clubs and members.

The “Players” section will only appear once you are logged in. All other content on the website doesn't require a login to view.

2. I forgot my password. How do I reset it?

Click on "Forgot Password" on the login page, enter your registered email, and follow the instructions in the reset email. If you don't receive an email, check your spam folder or contact marketing@nzbridge.co.nz

3. We have two bridge players in our household using the same email address – how do we login separately?

The next phase of the website development will include a move to using your masterpoints numbers to login, rather than email addresses, to avoid this problem. For now, please use an alternative email address if you have one.

4. Do I need to be a registered NZ Bridge member to use the website?

Content previously requiring a login, such as the information within MyNZB, still require you to have a login and this is the login you will be asked to reset. This new login will also give you access to the “Players” section on the refreshed website which

is where you can access other member-only resources like training materials, director information and club toolkits.

The “Players” section will only appear once you are logged in. All other content on the website doesn’t require a login to view.

5. How do I search for events:

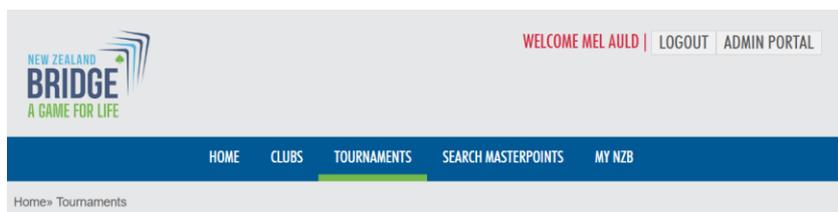
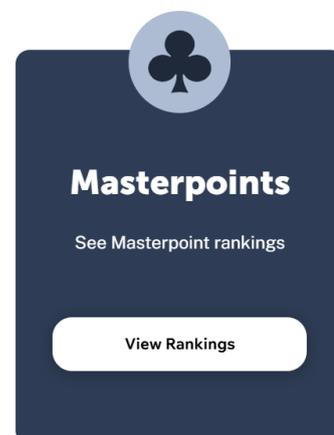
You can search for events here: <https://legacy.nzbridge.co.nz/events.html>

We are still developing the filtering / search function for how **Events and Tournaments** are displayed on the refreshed site, so that you can filter by location and type of event. *We appreciate your patience as we finalise this.*

6. Where can I find my latest results?

Scroll down on the homepage to find this masterpoints button with the clubs icon.

It will take you through to a different page with 5 tabs (Home, Clubs, Tournaments, Search Masterpoints and My NZB) – see the image below. You can search masterpoints and tournament results here.



You can also view results at the bottom of the Events and Tournaments page.

Clubs & Events

7. How can I register for a tournament?

Go to the "Tournaments" section and find the event you want to join. Some events allow online registration, while others require you to contact the host club directly.

8. How can I register for National Congress?

- Go to the "National Congress" section, scroll down and click on the green “Event Timetable and Registration” button.

- Find the event you want to join and click 'Register'.
- You will be prompted to login if you haven't already.
- Scroll down, enter player names where required and push 'Enter'.
- Follow the prompts.

Further information about Congress registrations and payments:

- **Payment Link:** When the tournament type is set to Congress, you will receive an email with a payment link upon entering a congress event. You will also have the option to pay directly from their My NZB page.
- **Individual Event Selection:** You must enter each event individually to select your pair/team. However, you will only need to make a single payment for the events you've entered.
- **Team entries:** If one player enters a team with player names, the other players will receive an email to let them know they have been entered by another member.

9. I am a club administrator and am responsible for adding new members, tournament entries and invoicing. Do I need to do anything differently?

We have sent an email to all registered administrators with details about changes to site administrative functions that may affect you. If you didn't receive this email, please contact marketing@nzbridge.co.nz and we'll forward it on. Or if you received it and need further help, please get in touch.

Website Issues & Support

10. The website isn't displaying properly. What should I do?

Try reloading the page (look for the circular arrow to the top left of your internet window). If issues continue, report them to our support team at marketing@nzbridge.co.nz



11. How do I contact NZ Bridge for further help?

Email marketing@nzbridge.co.nz for further website assistance.