

Universal Membership - Questions and Answers



Q: What membership details does the EBU require from our club?

For a Club player member to access EBU services, the EBU needs to have at least one method of contact, so the minimum data required is:

- a) First name
- b) Surname
- c) Home address including post code, or
- d) Email address

It is preferred that members provide both their home address and email address, and in addition, the following optional information can be maintained on their My EBU area of the EBU website:

- e) Date of birth (only *required* if taking advantage of junior membership or intending to play in age-restricted events)
- f) title
- g) initials
- h) known as
- i) contact telephone number
- j) primary and other clubs; note that giving your primary club permission to change your record means that you only have to inform that club of any changes to your details, rather than contacting the EBU as well.

For those members of your club that wish to remain anonymous please see the questions about anonymity below.

Q: How and when should we send the EBU our membership details?

A: When the club first affiliates the EBU will contact your club via the named person on your application form and ask you to send your membership data as it is at that time. This should be submitted as an Excel spreadsheet.

Subsequent updates to the membership list – addition and removal of members; updates to members' addresses etc – can be made by the club through the club's [MyEBU](#) account (unless the member has restricted access to their details). In addition, members can update their own information through their personal [MyEBU](#) account. These changes should be made as soon as possible so there is no break in providing services to the member.

Q: How and when will members receive their membership cards?

A: All club members who are new EBU members will receive a welcome pack that will include their membership card, and other useful and interesting information. These will be sent directly to their home addresses (if supplied).

Q: What happens when we get a visitor to the club?

A: If they are an EBU member then you should obtain their EBU number, and include this when the result is submitted so they receive credit for any Master Points won, etc. If they are not yet an EBU member then the club should collect their name, house number & post code, then any Master Point awards and NGS data will be held against that name and they will be designated "Potential members". If this person subsequently joins the EBU, these Master Points will be credited to their account and an NGS entry started. In compliance with the General Data Protection Regulation it will be necessary to inform them that this data is being collected, and shared with the EBU, and they should be given the option to request this not occur. A short form which is used to both collect their information, and inform them of their options, may be the most convenient way to do this.

Q: What happens if the visitor doesn't know his/her EBU membership number?

A: Collect the rest of the personal data and the system will try to identify the person.

Q: What happens if we forget to collect a visitor's personal details or the system can't identify him/her?

A: It's no great disaster. The system simply won't be able to allocate him/her any Master Points won, the session will not count towards their NGS, and they will not get any credit towards Magazine Points. However if the visitor later contacts the EBU and gives details of the game in question then Master Points can be allocated.

Q: How does the EBU contact our club about Universal Membership issues?

A: We use the e-mail address given on the membership application form. It is essential that if this changes, you let us know, otherwise you may miss important communications.

Q: Do we need an IT expert in the club to handle Universal Membership?

A: No, but you need someone who has access to the internet either at the club or at home. The process of uploading data is very straightforward and involves following a set of simple on-screen instructions via the EBU website.

Q: We do not have a club e-mail and no one in our club is able to offer their e-mail address as a contact for the EBU?

A. Please contact the EBU on 01296 317200 to discuss this issue.

Q: Our club's bank account does not allow for direct debits.

A: The EBU can suggest a club bank account that will allow direct debits. If this continues to be impractical then other arrangements can be made.

Q: What does "holds regular duplicate bridge sessions" mean?

A: We would expect any duplicate bridge club to meet at least once a fortnight on average – i.e. 26 sessions during the year. Exceptional situations will be considered, however – please contact the EBU on 01296 317200 to discuss your circumstances.

Q: Are clubs able to register some of their duplicate sessions for Universal Membership and not others?

A: No. Universal Membership means Universal Membership. All club duplicate sessions are liable for Universal Membership subscriptions, otherwise the club cannot be affiliated, but note that the following are exempt from Universal Membership: Rubber, Chicago, 'novice sessions' used for teaching purposes which meet [certain requirements](#), approved charity events, and one designated party or celebratory event per annum.

Q: How do we identify a session as one of those allowed to be exempt?

A: By putting a designated code on the results file you send to the EBU

Q: What is a typical sequence of events for uploading results to the EBU?

1. Having scored an event, create a "UMS" file (formerly known as "P2P file"). For how to do this in EBUScore, see <http://www.ebu.co.uk/ebuscore-wiki/ebugupload1>.
2. Log on to [MyEBU](#), using the club ID & Password.
3. Click on "Submit", towards the top right of the page.
4. "Browse" to find the UMS file that you created, and "upload" or "Send".
5. There may be some feedback – such as missing/incorrect EBU numbers – to resolve.
6. Having resolved any such issues, click on "Submit"

Help on the latter stages of this process can be found at:

<http://www.ebu.co.uk/member-wiki/myebu:file-submission>

Q: How do we obtain EBUScore?

A: This is available free to any affiliated club, and can be downloaded from the club's page of [MyEBU](#). Further instructions at:

http://www.ebu.co.uk/ebuscore-wiki/download_ebuscore

Q: We use a scoring program other than EBUScore. Do we need to switch?

A: There is no obligation to switch. You can use any software that is capable of producing UMS files to the specification required by the EBU. However, we may not be able to advise you on how to use other software.

Q: It's not possible/not convenient for us to score our bridge sessions by computer. Does this mean we are excluded from Universal Membership?

A: Unfortunately, results submissions to the EBU do need to be in electronic format. For this purpose, we provide scoring software, EBUScore, free to affiliated clubs. Please call us on 01296 317200 to discuss how we can help you.

Q: Can we affiliate to any County we wish?

A: No. In general, you should affiliate with the county in which the club is situated. However, there are situations where for historical or geographical reasons this may not be appropriate. If you feel there are particular reasons why your club should be allowed to change its County of affiliation, then please contact the EBU.

Q: What should people do if they don't wish to, or can't join an EBU affiliated club but still want to join the EBU?

A: They should join as Direct Members.

Q: How do you join the EBU as a Direct Member?

A: Details of this are available [on the website](#), but it simply involves completing an application form and paying an annual subscription.

Q: How will our members find out they have been promoted in the Master Point Scheme?

A: All promotions are listed on the website every month at www.ebu.co.uk/masterpoint-promotions. Landmark promotions are listed in every other issue of English Bridge magazine. Members who have achieved one of the landmark promotions will receive a congratulation letter from the EBU Chairman, certificate of rank attained and a gift by post.

Q: How does the National Grading Scheme (NGS) work?

A. The NGS uses submitted results files to calculate the adjustment necessary to the grade of every person who participated in that playing session, i.e. there is nothing additional for a club to do in order for its players to be involved with this new capability. An individual can access his/her grading information through My EBU – www.ebu.co.uk/members - using their EBU number and password. A full explanation of how the NGS works is available on the EBU website - www.ebu.co.uk/ngs.

Q: What's does the Member's Area - My EBU - provide?

A: Every member can access their own personal area on their website where they can view:

- and modify their personal details
- their recent sessions in club, county and EBU competitions
- their Master Point awards and status
- their NGS standing
- which EBU events they have entered and their individual account
- the online version of the members' magazine, English Bridge

Q: How is this member's personal area protected?

A: In the same way as other internet accounts, through a password chosen by the member.

Q: How do people opt for anonymity?

A: Individuals may remain totally anonymous to the EBU but they will then be unable to access any of the services that require contact details. The only information required for an anonymous member is a pseudonym chosen by the person that is unique within that club. This option is explained in the EBU Privacy Policy, and should be included in the Privacy Policy of the club in question, and members should be advised of the option if/when appropriate.

The person who is sending the membership details to the EBU will then not pass on any details other than the chosen pseudonym.

Q: Can I later change my mind about being anonymous?

A: Yes. All your data will be stored against your pseudonym, and it will simply be a matter of replacing that with your name and adding the other personal information.

Likewise you can choose to become anonymous after a period of having been known to the EBU.

Q: How do Leagues and Associations get licensed to issue Master Points?

A. By contacting the EBU license department on 01296 317219

Q: How will Master Point information for leagues, associations, county events etc. be sent to the EBU?

A: Most sessions of bridge can be submitted to the EBU via the 'normal' method of a UMS ("P2P") file submitted via the Members Area. Leagues and Knockout events are exceptions, and separate facilities exist for this - "[EBULeague](#)" (formerly known as the League Management System) and "[EBUKnockout](#)" respectively. These are available to affiliated and licensed organisations via [MyEBU](#). If not able to use these systems for this purpose contact the EBU on 01296 317205

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