

# **Skate Canada Remote Officiating User Manual**



|   |    |
|---|----|
| Introduction .....  | 2  |
| Minimum System Requirements .....                               | 2  |
| Additional equipment .....                                      | 5  |
| Tools Required for Remote Officiating .....                     | 5  |
| Tools by Official.....  | 5  |
| Scoring Software .....  | 6  |
| Create Account .....  | 6  |
| Access Remote Scoring .....                                     | 7  |
| FOR MAC USERS ONLY .....  | 7  |
| Download remote access files .....                              | 10 |
| CSS Login Instructions.....                                     | 12 |
| CSS Explorer Login Instructions .....                           | 15 |
| CSS_LTS Remote Login Instructions.....                          | 17 |
| CSS Announcer Login Instructions .....                          | 20 |
| Video Feed/Replay Tool.....                                     | 23 |
| Logging in .....  | 23 |
| Watching the live performance .....                             | 25 |
| Watching reviews .....  | 26 |
| Click ‘Play/Pause’ if the element is paused .....               | 26 |
| Move forward or back in recording .....                         | 26 |
| Review speed control - for technical panel officials only ..... | 27 |
| Mute and play/pause.....  | 27 |
| Revert to live.....   | 27 |
| Resize Video Feed/Replay.....                                   | 28 |
| Instructions for Video Replay Operator (VRO) .....              | 29 |
| Element clipping functions .....                                | 30 |
| Halfway .....   | 31 |

|                                      |    |
|--------------------------------------|----|
| Communication App .....              | 32 |
| Communication App Requirements ..... | 33 |
| Changelog .....                      | 33 |

## **Introduction**

Remote officiating is defined as the ability for the following positions to perform duties as required from any location:

- Referee
- Judge
- Technical Controller
- Technical Specialist
- Assistant Technical Specialist
- Data Input Operator
- Video Replay Operator
- Data Specialist
  - Includes EC and ACC
- Announcer

This manual contains definitions of all required tools for remote officiating, and instructions on use.

## **Remote Official Job Description and Required Competencies**

### ***The official will be responsible for:***

- Following training, logging into and use of scoring software, Video Feed/Replay and communications tools as appropriate for their position.

### ***Required Competencies:***

- Comfortable in use of the computer-based equipment, software and online applications including but not limited to the following:
  - Able to confirm you have a reliable internet connection to your computer(s), and the ability to troubleshoot should you have a connectivity issue
    - Ideal set up is via a LAN line. If this is not possible, you are able to be close to your wifi router. You are also able to ensure that little to no other items in the house (other computers, TV, Google Nest, etc) are using significant amounts of internet bandwidth
  - Competent in the use of multiple tabs within a web browser (Google Chrome in particular)
    - Able to copy and paste URL links from either a chat window or a document into a browser toolbar

- Able to use the zoom in function in the browser
- Able to confirm headset audio (both speaker and microphone) is working
  - able to troubleshoot should you have an issue with use (speaker or microphone is not sending or receiving sound either prior to, or during use)
- Able to use online meeting platforms (Zoom, Teams, etc.)
  - able to troubleshoot should you lose connection, sound or video to the platform
- Comfortable working with multiple computer monitors – either one computer with an additional monitor or two separate computers
- Comfortable working in multiple application windows at the same time and moving easily between these
- Comfortable in closing and reopening a program quickly if needed

## Minimum System Requirements

All individuals using any of the online tools listed above should be running a computer (or computers) with the following minimum requirements. Note that some work computers require administrative permissions for additional programs. If you are intending to use a work computer, confirm with your employer that you are permitted to install additional programs.

### PC

- Minimum of Windows 10 with S-Mode disabled
- Processor, memory, and hard drive that meets the minimum requirements of the operating system
- Web cam (technical panel and judging panel officials)
- Headset port
- High speed and reliable internet connection
  - **A wired connection via LAN cable is strongly recommended**
  - **If connecting via wifi, set your system up as close to your wifi router as possible** so you have a strong internet connection
  - While connected, it is extremely important to ensure that few to no other devices at your location are connected to the internet and/or using significant internet bandwidth:
    - Other computers
    - Any computer performing a backup to a cloud file location
    - Other devices running programs that use extensive bandwidth like Netflix
    - Personal assistant devices like Alexa and Google Nest

### MAC

- macOS 10.13 or later, 64-bit processor
- Web cam (technical panel and judging panel officials)
- Headset port
- High speed and reliable internet connection
  - **A wired connection via LAN cable is strongly recommended**
  - **If connecting via wifi, set your system up as close to your wifi router as possible** so you have a strong internet connection

- While connected, it is extremely important to ensure that few to no other devices at your location are connected to the internet and/or using significant internet bandwidth:
  - Other computers
  - Any computer performing a backup to a cloud file location
  - Other devices running programs that use extensive bandwidth like Netflix
  - Personal assistant devices like Alexa and Google Nest

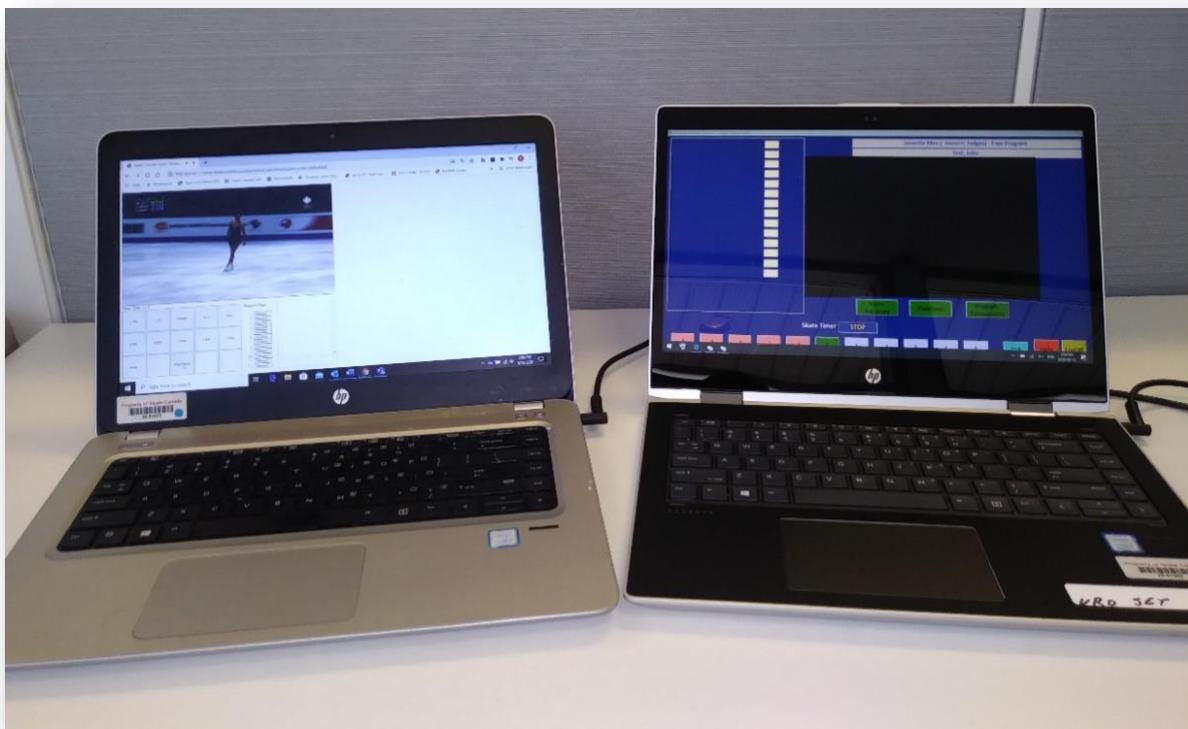
**Computers not meeting these requirements may support use of these tools but cannot be guaranteed.**

**Scoring software, (LTS, CSS and ANN) should be run on a PC. Although a MAC can be configured to run scoring software with instructions included below, additional support may be required for officials running scoring software on MAC devices.**

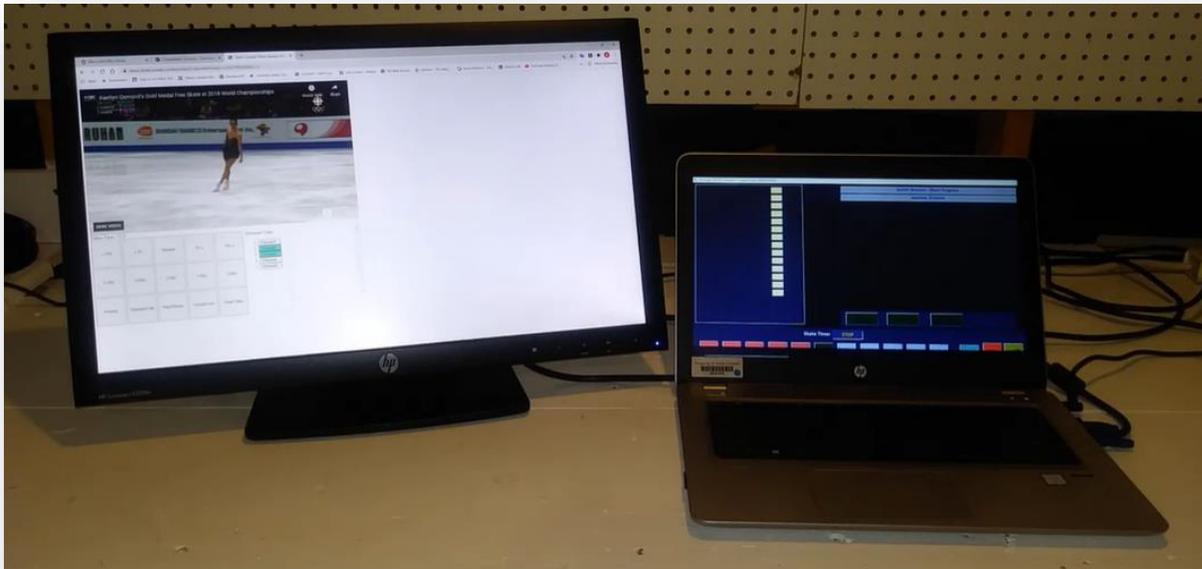
**Scoring software, (LTS, CSS and ANN) is not compatible with tablets (PC, Mac or Android or any other operating system).** In addition, Skate Canada does not guarantee functionality nor support for the use of the Video Feed/Replay tool on these types of devices.

**Given configuration of scoring software, referees, judges and data input operators must use two screens, one screen for the scoring software and one for the Video Feed/Replay tool. These can either be one computer with an additional monitor or two separate computers.**

Example 1:



Example 2:



## **Additional equipment**

All officials are required to have the following:

- a good quality headset with integrated microphone
  - All audio must be via headset and not computer speakers and microphone to avoid feedback
- access to a printer to print worksheets

## **Tools Required for Remote Officiating**

The following items are required for remote officiating:

- Scoring software
  - CSS\_LTS – used by referees, judges and data input operators
  - CSS – used by data specialists
  - CSS Explorer – used by data specialists
  - Announcer – used by announcers
- Video Feed/Replay tool
- Communication platform
  - One online meeting for the technical panel
  - One online meeting for the referee and judge panel

## **Tools by Official**

Tools to be in use during an event by position:

| Position                         | CSS_LTS        | CSS & CSS Explorer | Announcer | Video Feed/Replay tool | Tech panel online meeting | Referee and judge online meeting | Notes  |
|----------------------------------|----------------|--------------------|-----------|------------------------|---------------------------|----------------------------------|--|
| Referee and judges               | Yes            | No                 | No        | Yes                    | No                        | Yes                              |  |
| Technical panel                  | Yes – DIO only | No                 | No        | Yes                    | Yes                       | No                               | DIO will share their LTS scoring interface with rest of tech panel via communication app desktop share function          |
| Data specialist/event controller | No             | Yes                | No        | Yes                    | No                        | No                               | Video play/replay is required to ensure that EC clicks start time at first movement is aware of what is occurring on ice |
| Announcer                        | No             | No                 | Yes       | Yes                    | No                        | No                               | Video play/replay is required to ensure that announcer is aware of what is occurring on ice                              |

## Scoring Software

**It is strongly recommended that a PC computer be used for the scoring software application.**

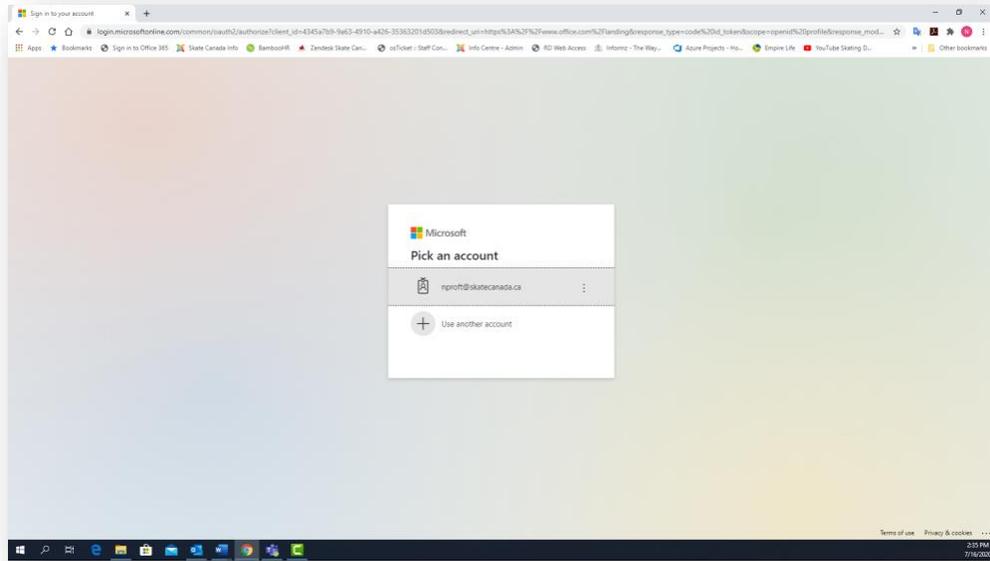
All those requiring access to remote scoring will need to create a user account which will be used to login to the appropriate scoring module.

Ensure you give yourself enough time to complete all the steps below prior to the start of an event segment to which you are assigned. **Note that these steps must be completed in the order presented.**

### Create Account

- Before doing your first competition you must create an account that will be used for all competitions you participate in.

- Everyone will be issued a unique username and password used to create a user account to access the scoring software remotely. To create an account, do the following:
  - Have your provided username and password available
  - Go to: use this web address: <https://portal.office.com/>



- If you already have a Skate Canada Scoring System Microsoft account, click 'Use another account'
- Enter the provided username and password when prompted
- You will be prompted to change your password. You must change it.
- **You have now created your username and password!**
- **After successfully changing your password make sure to keep both your provided username and this updated password as you will need them to log onto the scoring software.**

## Access Remote Scoring

Based on position, a different software is required to be remotely accessed via a Remote Desktop program (RDP).

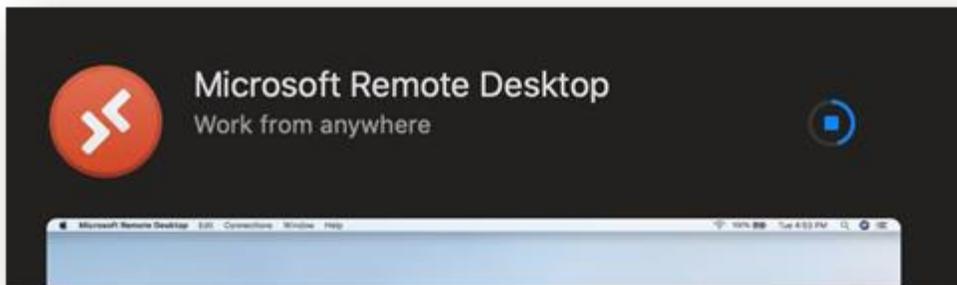
### **FOR MAC USERS ONLY**

**(PC users ignore this step, and continue to next step titled 'Download Remote Access Files'):** Prior to running the appropriate RDP program, you will need to download and run an app.

- Go to the Mac App Store and download the Microsoft Remote Desktop application [available at this link](#)
- Click on 'INSTALL'



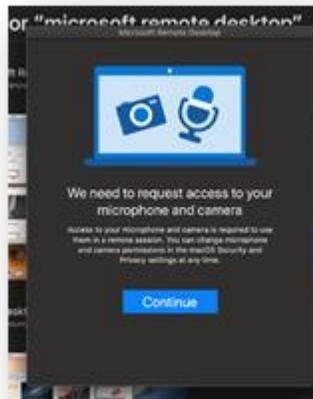
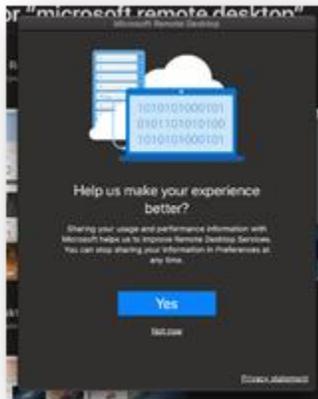
- During download you will see an icon indicating completion of download



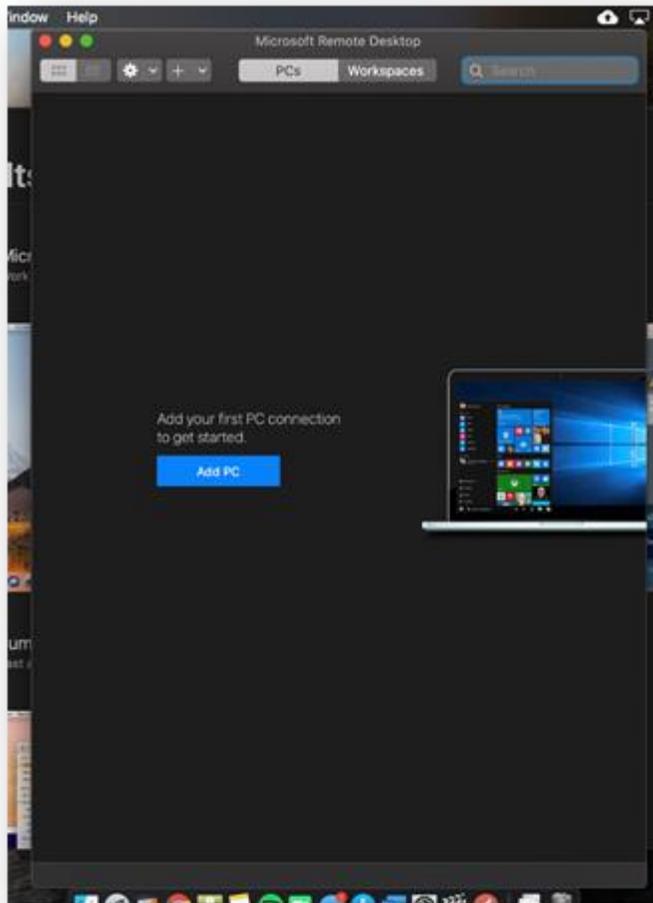
- Once download is complete, click 'OPEN'



- Agree to all of the following terms of installation:



- You have now successfully downloaded and loaded the app on your Mac computer.

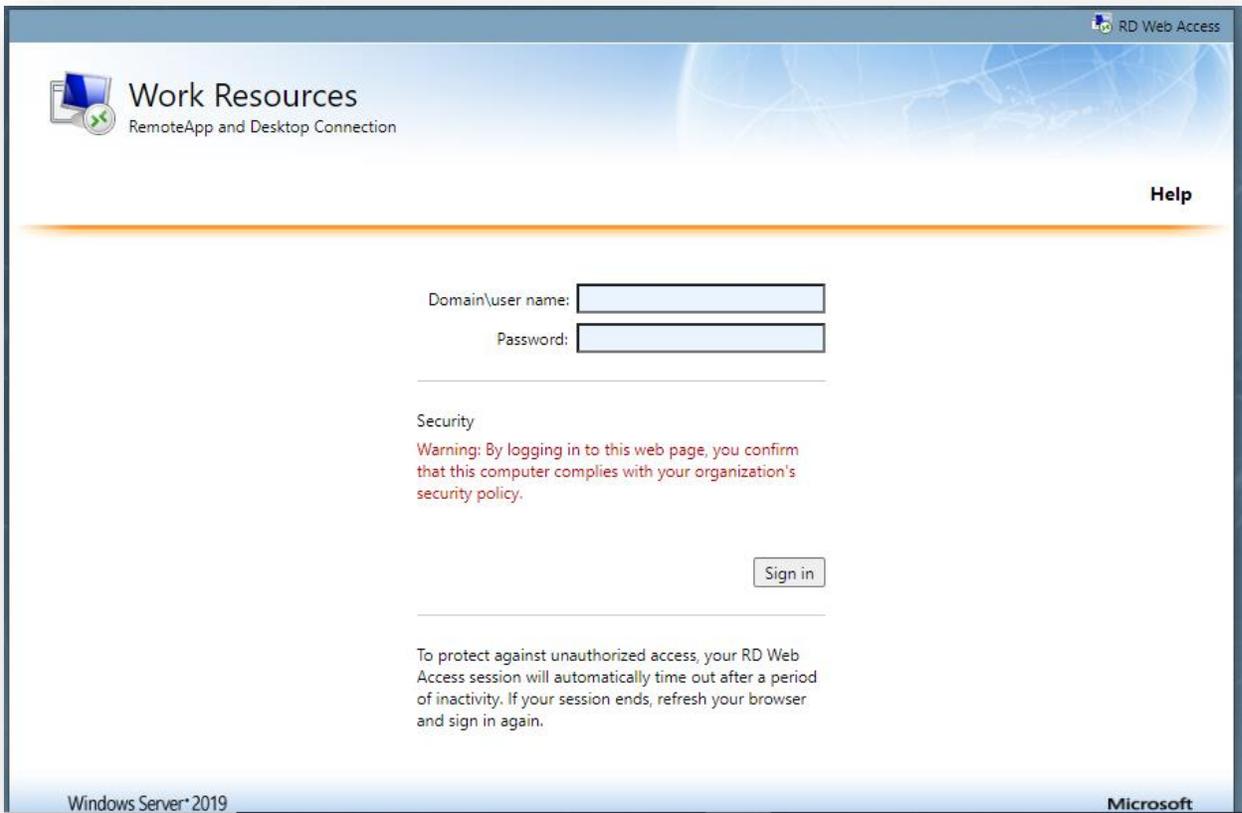


- Once you see this screen you can close the program. Once it is successfully loaded on your computer you will be able to access the Skate Canada remote scoring software by following the instructions below.

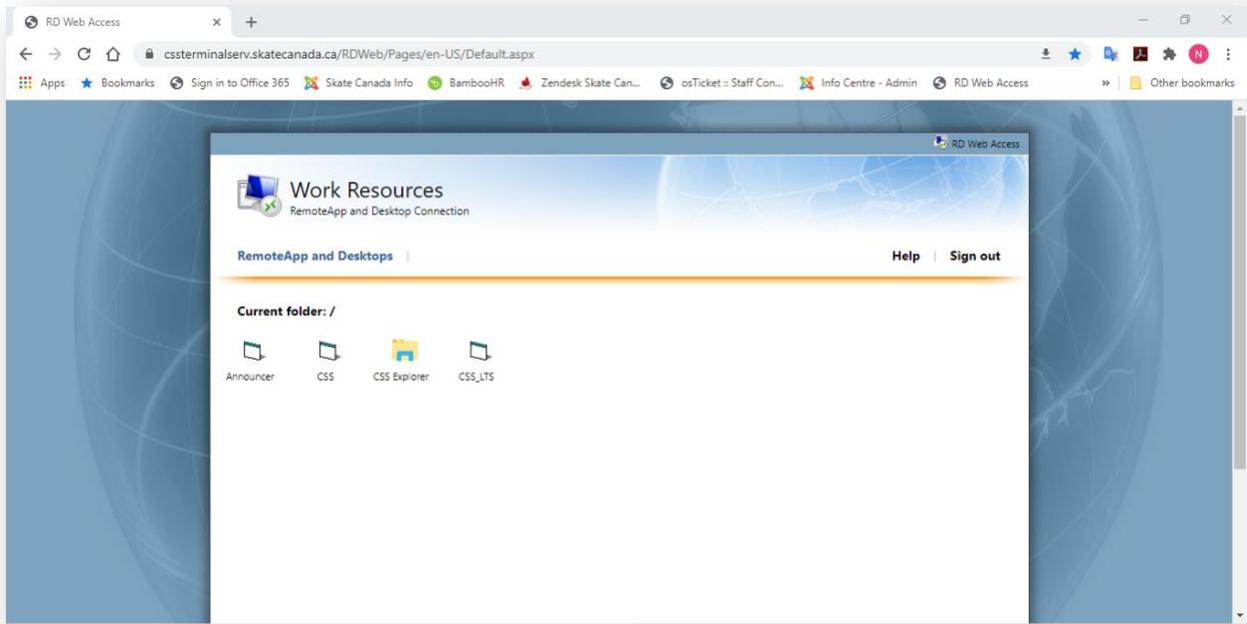
### **Download remote access files**

Go to the following URL to access the appropriate remote scoring software for your position:

<https://cssterminserv.skatecanada.ca/RDWeb/Pages/en-US/login.aspx>



- Enter your provided username and updated password. You will be taken to the following screen:

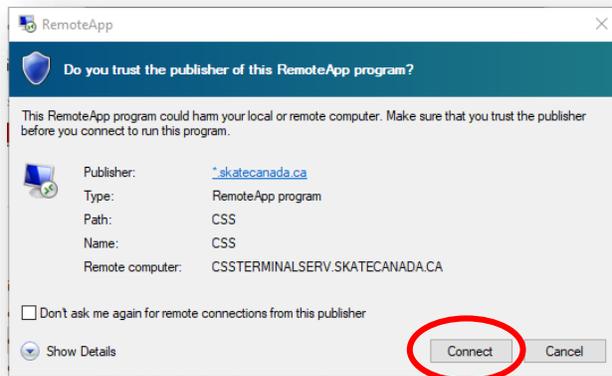


- Click on the appropriate file for your position to download:
  - CSS: Data Specialist
  - CSS Explorer: Data Specialist
  - Announcer Remote: Announcer
  - CSS\_LTS: Referee, Judge, DIO
- **Download this file prior to every competition to ensure latest version.**
- Based on your position follow the instructions below

### ***CSS Login Instructions***

Used by the following officials:

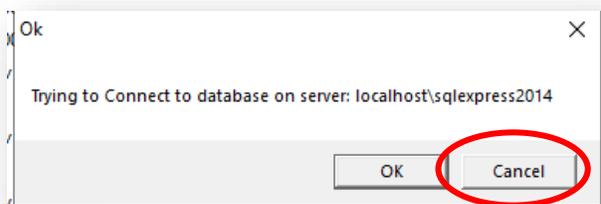
- Data Specialist
- Event Controller
- Open the CSS Remote file downloaded at the previous step.
- Click 'Connect'



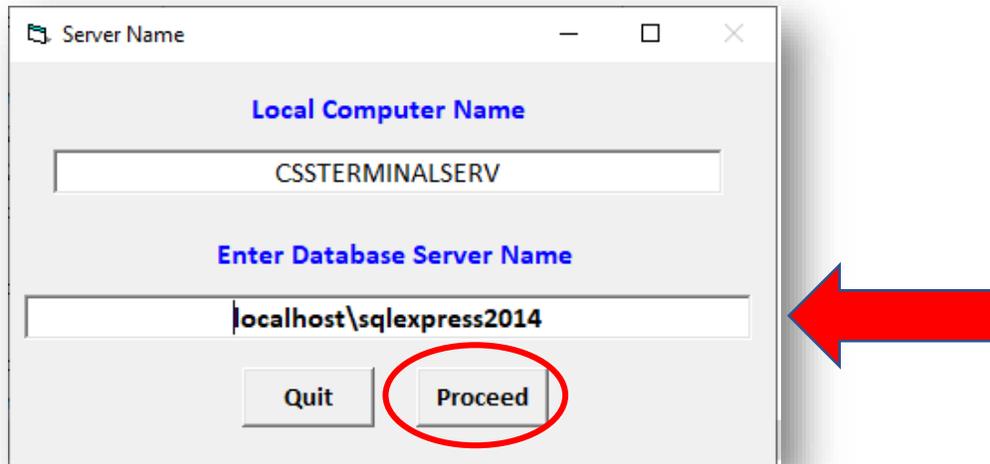
- Select language per normal



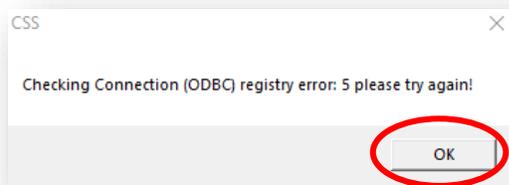
- After selecting language, click 'Cancel' to input database name



- Enter database name in field titled 'Enter Database Server Name' then click 'Proceed'



- Click 'OK'



- Log in per normal and based on position (DS, EC, ACC, etc)



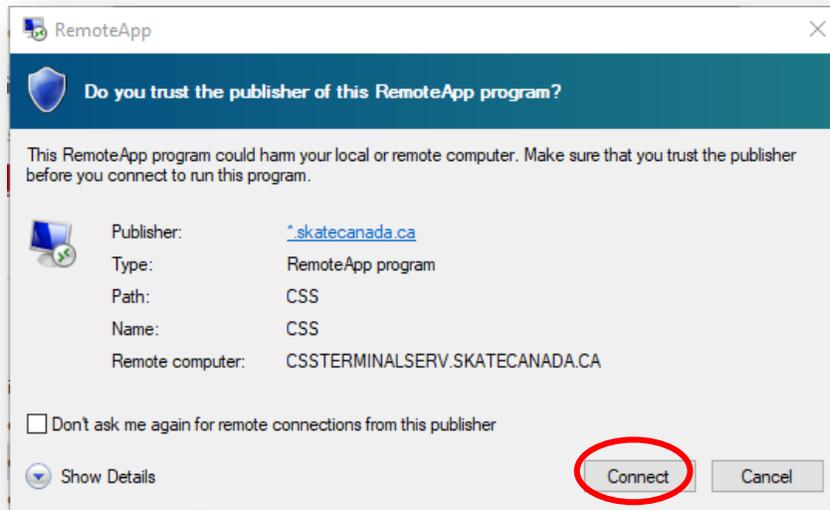
- You are now logged into CSS! Use of remote CSS is consistent with use in a local setting.



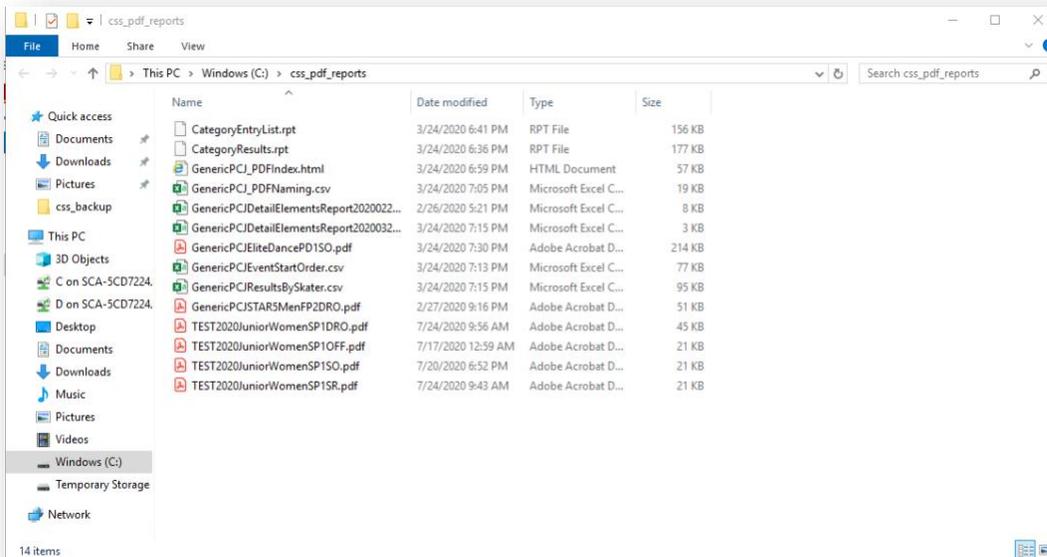
### ***CSS Explorer Login Instructions***

Used by the following officials in a remote setting and to perform certain functions (place import file in the appropriate folder prior to use, accessing reports, etc) access is required to certain pre-defined folders.:

- Data Specialist
- Event Controller
  
- Open the 'explorer' file downloaded at the previous step.
- Click 'Connect'



- This opens C://css\_pdf\_reports

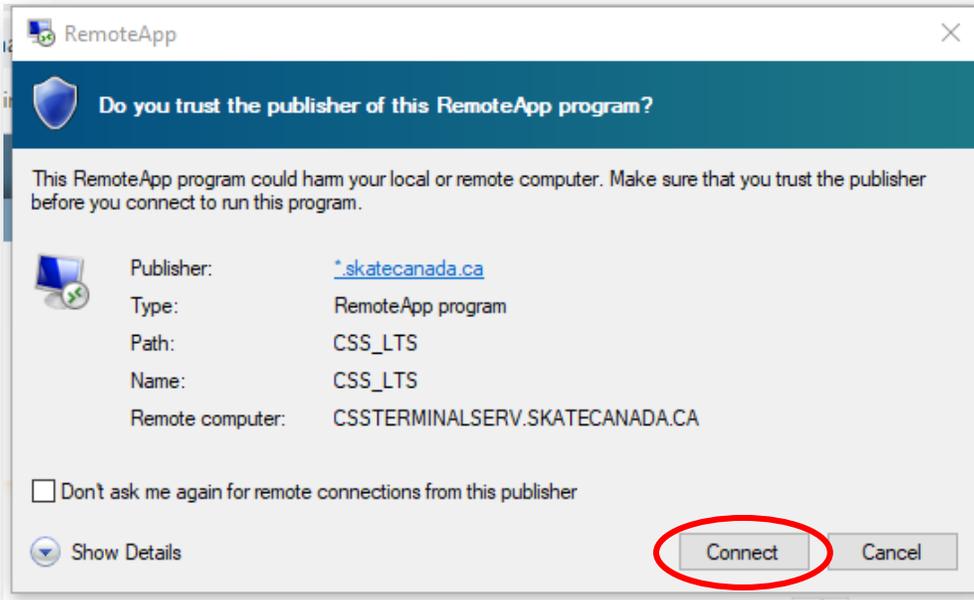


- From there, you can navigate to any folder as required.
- It is important to remember that the folders that are viewed through this link do not represent files and folders physically on the computer of the data specialist. These folders represent files and folders on the remote server on which the data specialist has remotely logged into.
- In addition, as all competition databases are housed on the same remote server, files from all competitions will be placed in these common folders. Please ensure that you clear out all files from this location at the completion of an event.

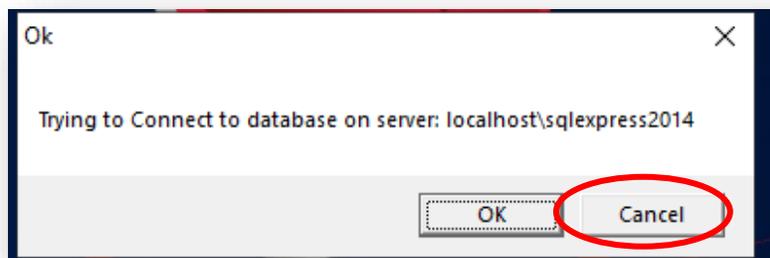
## CSS\_LTS Remote Login Instructions

For the following positions:

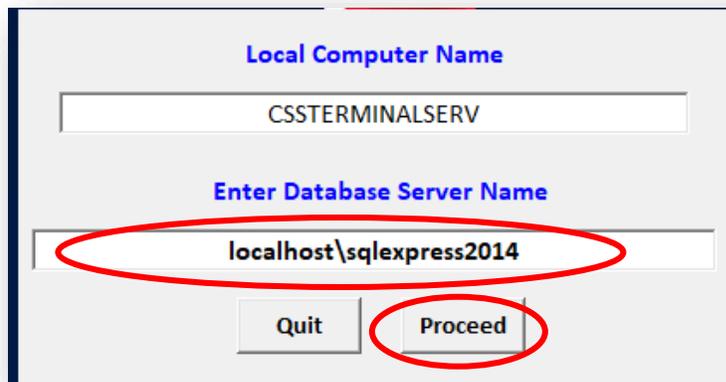
- Judges
  - Referees
  - Data Input Operators
- Open the CSS\_LTS Remote file downloaded at the previous step.
  - Click 'Connect'



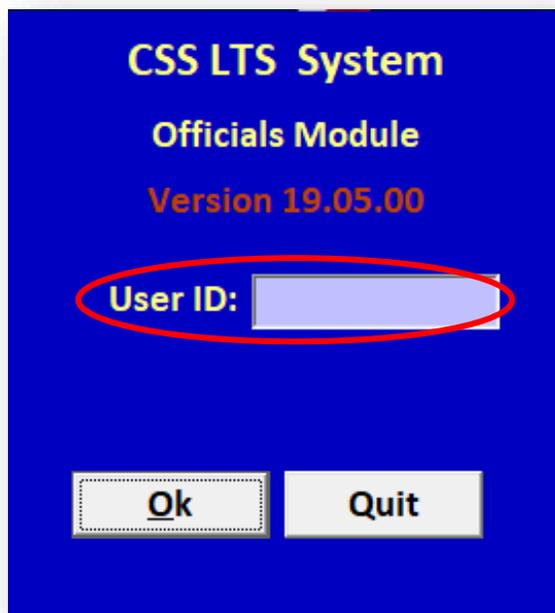
- You may then see one of the following two screens. If you see the first screen, click 'Cancel'



- This will take you to the screen where you identify the competition.
- Type in the name of the competition data base under 'Enter Database Server Name'



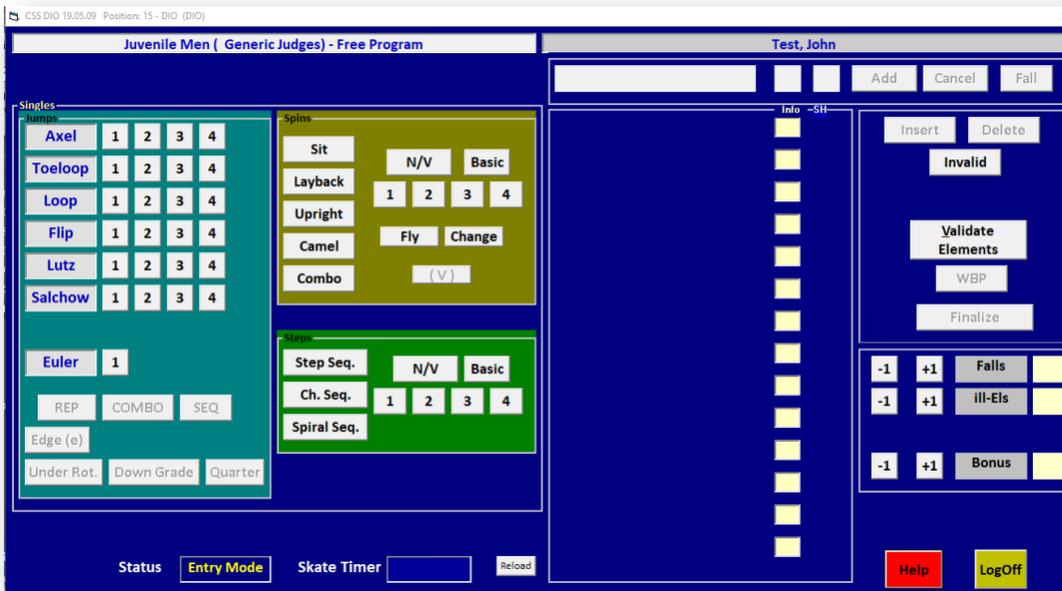
- Click 'Proceed'
- This takes you to the User ID screen:



- At User ID, enter your assignment. List of all logins by position:
  - Judge: based on assignment login is j then the assigned number (eg. Judge 1 = j1, Judge 2 = j2)
  - Referee: j10
  - DIO: DIO
- You are now logged in! Use of remote CSS is consistent with use in a local setting.
- You will see this screen until the data specialist starts the event segment:



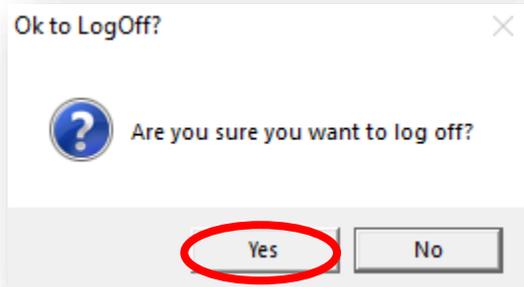
- Once the event segment starts you will see the appropriate screen.
  - Referee Screen
  - Judge Screen
  - DIO Screen



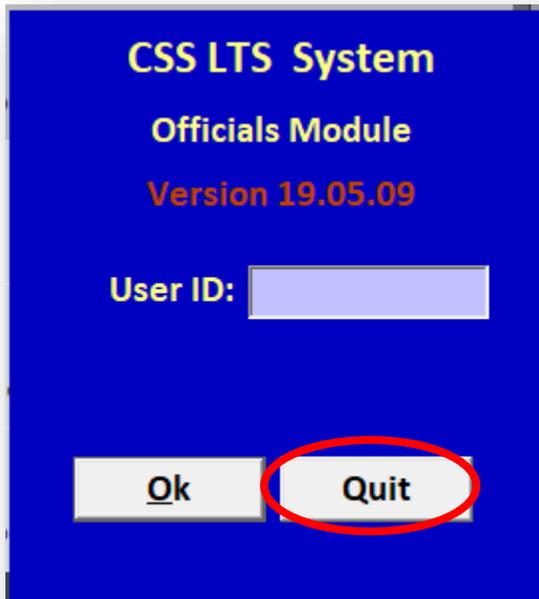
- Once the event segment starts, confirm that the information on screen is correct:
  - Your name is listed in upper right-hand corner
  - The category and segment are correct
- After completing a segment, click 'LogOff' in lower right hand corner to close remote session.



- Click 'Yes'



- Click 'Quit'



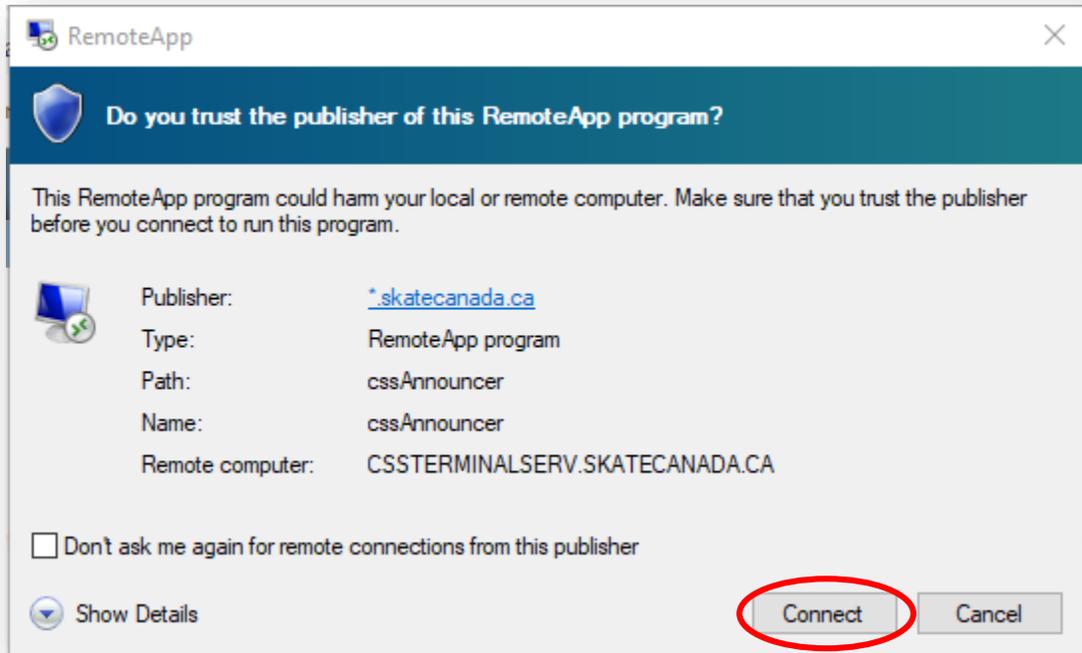
- You are now logged out of CSS\_LTS

### ***CSS Announcer Login Instructions***

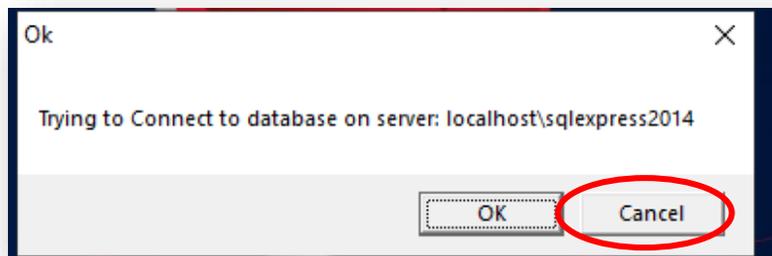
Used by the following officials in a remote setting:

- Announcer

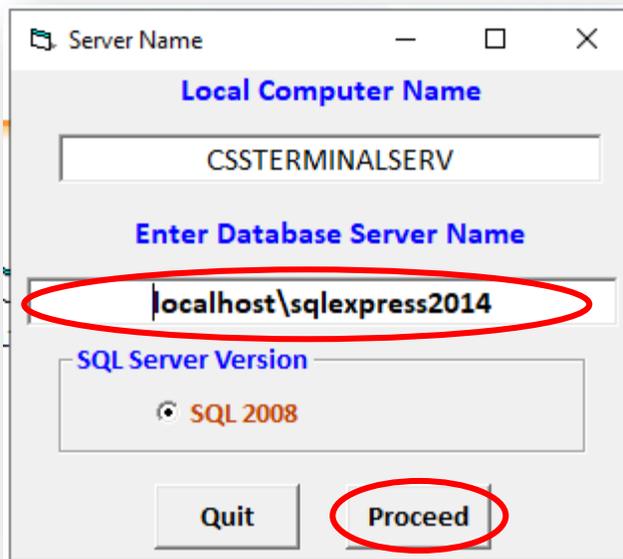
- Open the cssAnnouncer file downloaded at the previous step.
- Click 'Connect'



- You may then see one of the following two screens. If you see the first screen, click 'Cancel'



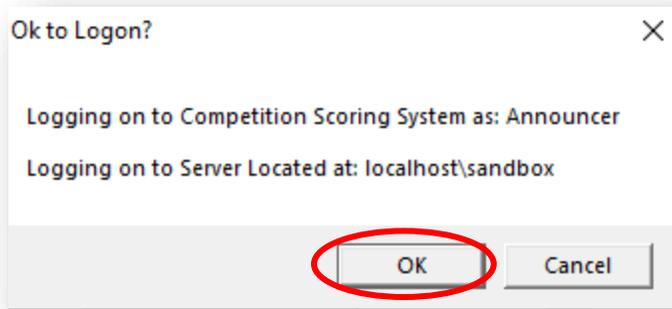
- This will take you to the screen where you identify the competition.
- Type in the name of the competition data base under 'Enter Database Server Name'
- Click 'Proceed'



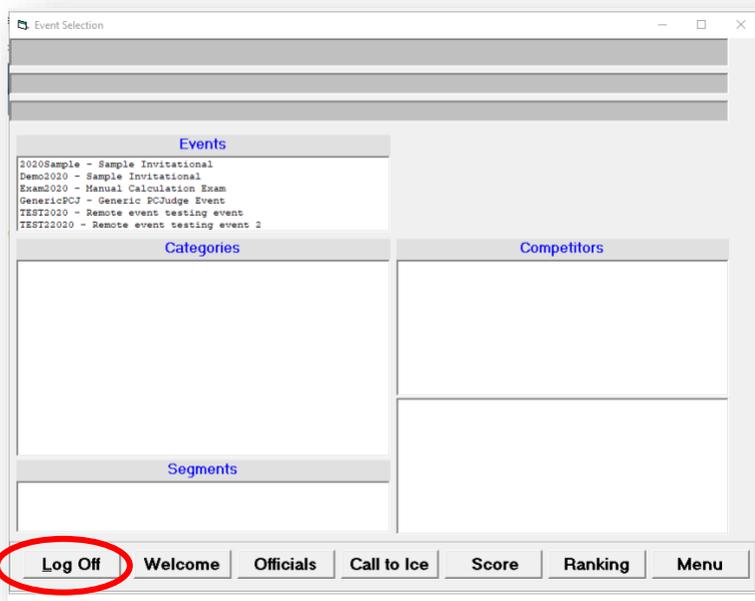
- Sign in per normal.
  - User Id: ann
  - Password: ann2006
- Click 'OK'



- Click 'OK'



- You are now logged on as the announcer.



- After you have finished, click 'Log Off'.

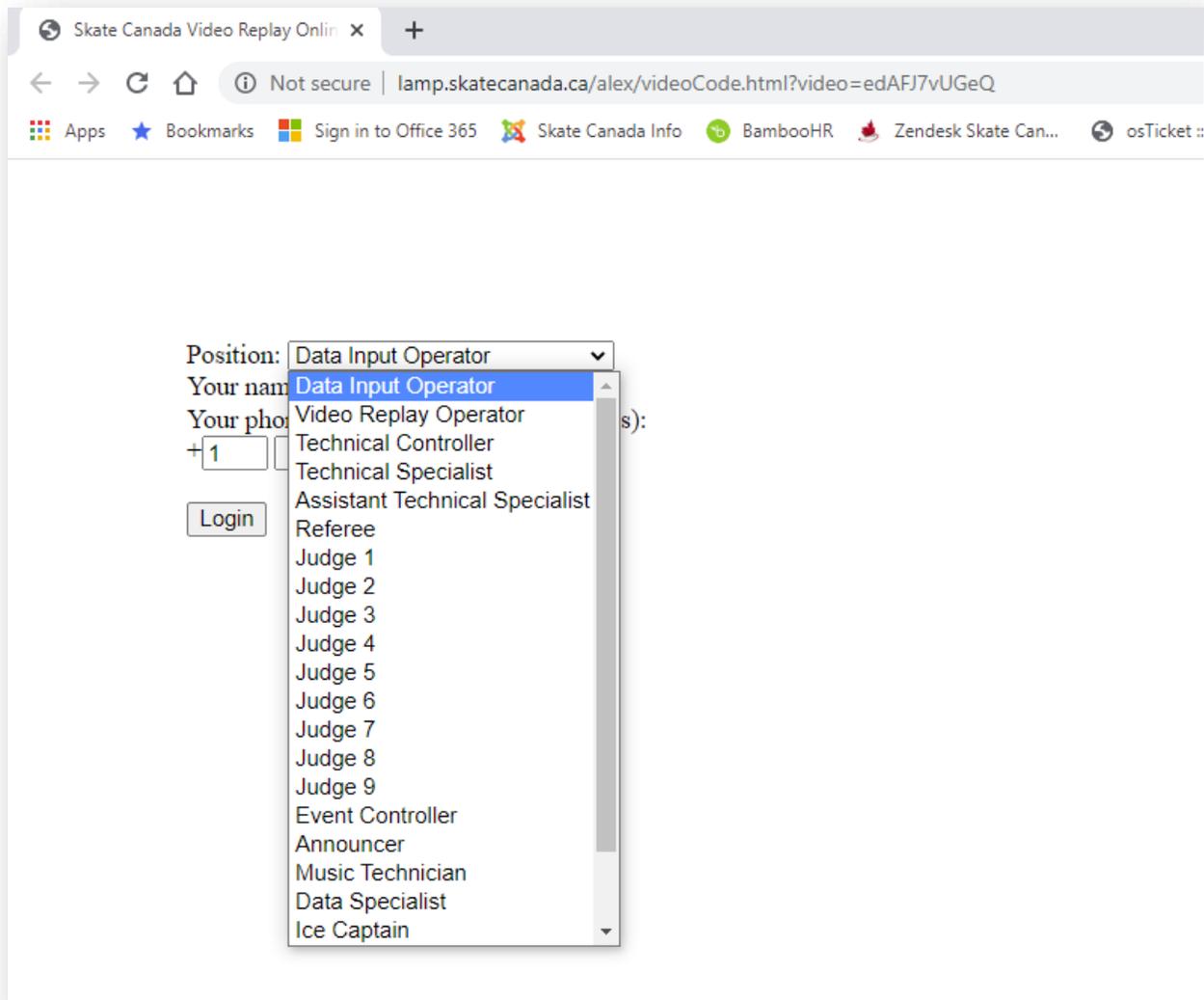
## Video Feed/Replay Tool

A link to a web page specific to the competition will be sent out to all officials and announcers prior to the competition. Open the link in a web browser.

- for PC, either the Chrome is recommended
- for Mac, the Chrome browser is recommended

## Logging in

Select your position from the drop down at 'Position'



- Type in your name
- Type in your phone number. This is to allow a Service Technician (if assigned to the competition) to contact you should you identify an issue with either your Video Feed/Replay tool or scoring software
- Click 'Login'

This will take you to the Video Feed/Replay tool

This is the screen for all positions except for VRO:

Microsoft Office Home | Competition Services - Remote v | New Tab

lamp.skatecanada.ca/alex/videoCode.html?video=21X5IGIDOfg

Apps | Bookmarks | Sign in to Office 365 | Skate Canada Info | BambooHR | Zendesk Skate Car

Video Time: 248083 / 6.0

|       |       |            |       |       |
|-------|-------|------------|-------|-------|
| « 10s | « 3s  | Live       | 3s »  | 10s » |
| 0.25x | 0.50x | 1.00x      | 1.50x | 2.00x |
| Mute  |       | Play/Pause |       |       |

Element Clips:

- Element

### ***Watching the live performance***

Ensure the following:

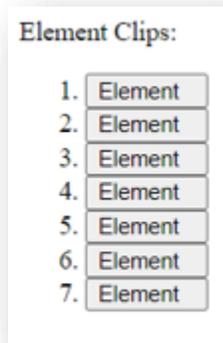
- That you are seeing the live stream. This is indicated by the Live button showing green
- That the music is not muted. This is indicated by the Mute button showing clear and NOT red.

Note that your competition may be using two separate live streams; one for the actual competition and the Video Feed/Replay tool for element review. If this is the case, ensure you have both open in separate tabs of your browser

### ***Watching reviews***

After the live performance watch a review by clicking the 'Element' in the 'Element Clips' column. Elements are noted by number only. Refer to the CSS\_LTS screen or your notes to determine which element you wish to view.

**Note: all officials, including each individual technical panel official, is responsible for playing element clips during review.**

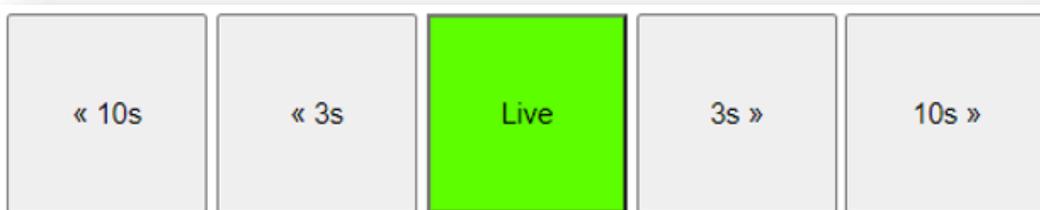


***Click 'Play/Pause' if the element is paused***



### ***Move forward or back in recording***

The buttons in the top row will take the recording back 10 seconds, back 3 seconds, return to live stream, go forward 3 seconds, and go forward 10 seconds. These can be helpful if reviewing a point at the end of a long element, or to quickly return to the beginning of an element clip



***Review speed control - for technical panel officials only***

The buttons in the second row will either slow down or speed up the playback speed. From left to right they engage super-slow motion, slow motion, regular speed, fast motion, and super-fast motion.



***Mute and play/pause***

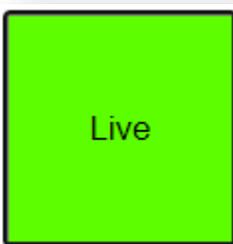
During review, click 'Mute' if you wish to mute the audio track. This will turn the button red. Click again to unmute. The button will revert to clear.

During review, click Play/Pause to either pause or play an element clip.



***Revert to live***

Following review, and prior to the next skater, revert to the live feed by clicking on 'Live' in the top row. The button is green when in live mode.



If ever in doubt simply re-click the Live button to ensure the live signal is playing.

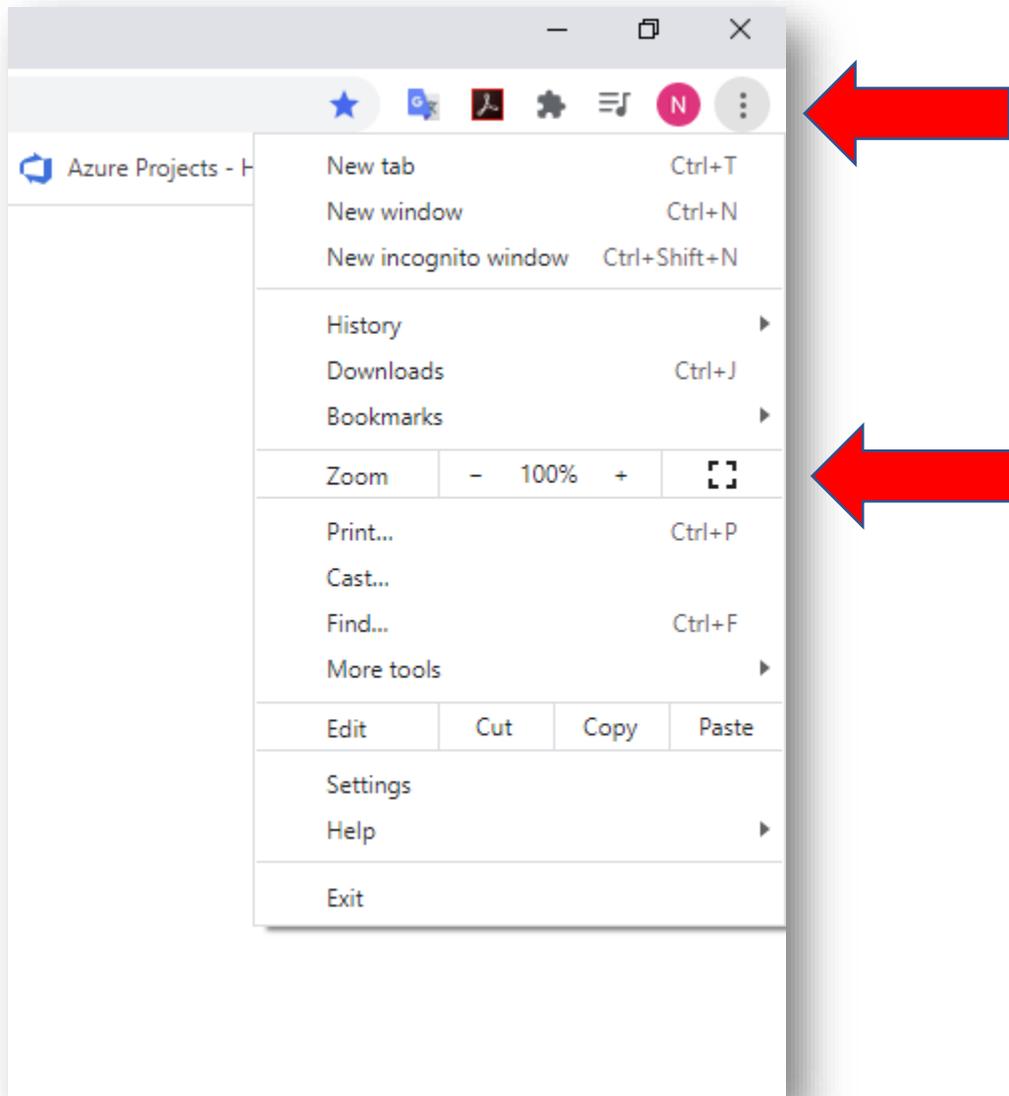
**It is extremely important that officials immediately return to Live mode following element review. An official could be many minutes behind the live feed, greatly affecting the schedule of the competition, if they do not return to Live mode. To ensure that all officials are watching the live performance, the**

**Video Feed/Replay tool will automatically revert to live when no button on the screen has been pressed for 60 seconds.**

In addition it is also strongly recommended that the competition provide access to Video Feed/Replay so the Ice Captain can advise the officials panel that the next skater has taken the ice for performance by sending message via the embedded chat function.

### ***Resize Video Feed/Replay***

Use the browser zoom function to make what you are seeing larger or smaller. This is accessible by clicking on the 3 dots in the upper right hand corner of your browser, then using the zoom function.



# Instructions for Video Replay Operator (VRO)

This is the screen for the VRO. All buttons are the same as the standard view except for the bottom row

HW | Timer | Video Time: 27751971.2 | Timer: stopped

|       |              |            |             |             |
|-------|--------------|------------|-------------|-------------|
| « 10s | « 3s         | Live       | 3s »        | 10s »       |
| 0.25x | 0.50x        | 1.00x      | 1.50x       | 2.00x       |
| Mute  | Element Clip | Play/Pause | Cancel Last | Clear Clips |

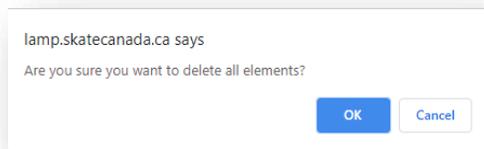
Element Clips:

1. Element
2. Element
3. Element

## ***Element clipping functions***



- Prior to the start of a live performance, click 'Clear Clips' to remove all element clips from the previous performance, then click 'OK'



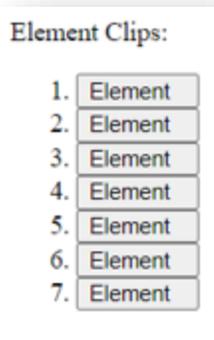
- To create an element clip, click 'Element Clip' prior to, and at the end of the element. After pressing the button to commence element clipping, the button will turn yellow to indicate element is being recorded.



- After pressing the button the second time to end element clip, the button will revert to clear.



- Each clipped element will appear a few seconds after being clipped under 'Element Clips'



- If you start recording a clip, then realize it is not an element, click Cancel Last.
- Each official is responsible for the playing of clips during review. As such, the VRO is not required to play element clips.

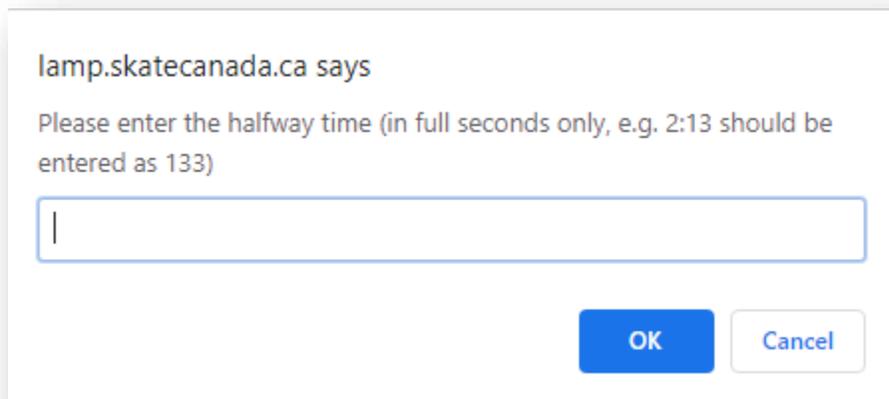
### **Halfway**

Video Feed/Replay can be configured to identify elements occurring after the halfway point of a program

- To enable halfway, click on HW button



- enter the halfway time (in full seconds only, e.g. 2:13 should be entered as 133) when prompted, then click OK



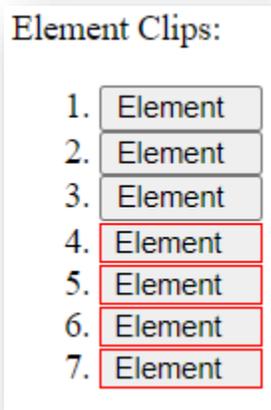
- At first movement of the competitor, click Timer.

Timer

- Timer is enabled when button turns Green. When enabled, the time since first movement will show under the video window:

Timer: 0:35

- Elements that are clipped after the halfway time has passed will be highlighted in red



To verify halfway during review, play the last element prior to the halfway point and allow the recording to keep playing. At the identified halfway time, confirm what is occurring on screen and if the element in question commenced at or after that time.

**Note that the purpose of this tool is to confirm the time of halfway, not what elements receive halfway bonus. This is confirmed via the DIO screen.**

## Communication App

Although text communication can occur via the chat widget in the Video Feed/Replay, two online meetings are required to support the work of a panel of officials:

- Technical panel officials (Technical Controller, Technical Specialist, Assistant Technical Specialist, Data Replay Operator, Video Replay Operator) require a dedicated online meeting to allow the technical panel to engage in normal technical panel discussion and process.
  - The data specialist is required to share their DIO screen via the online meeting so that the technical controller can see it for element verification purposes.
- The referee and the judges require another dedicated online meeting in case the referee is required to speak to the judges during the event.

It is at the discretion of the Section or competition which platform to be used ( Zoom, Teams, etc.).

## Communication App Requirements

It must have the ability to allow the individual members of the technical panel to view each other via web cam, speak with each other and for the DIO to share their LTS screen via a screen share function. Refer to help documentation for the platform used during an event on how to enable audio and screen share functions.

All audio must be via headset and not computer speakers and microphone to avoid feedback.

## Changelog

Contains a short summary of all changes to this manual including date of change

| Date          | Summary  | Location/chapter  |
|---------------|--|---|
| Aug 28, 2020  | Additional detail that headset must be used and not computer based speaker and microphone                        | Additional Equipment and Communication App                                    |
| Aug 28, 2020  | Speakers removed as required equipment   | Minimum System Requirements   |
| Aug 28, 2020  | Recommendation to locate as close as possible to wifi router to ensure strong signal                             | Minimum System Requirements   |
| Aug 28, 2020  | Instruction on how to make Video Feed/Replay tool larger or smaller  | Resize Video Feed/Replay  |
| Aug 28, 2020  | Video play and replay name changed to Video Feed/Replay  | Throughout document   |
| Sept 9, 2020  | Strongly recommended to run scoring software on PC instead of MAC  | Minimum System Requirements, Scoring Software                                 |
| Sept 9, 2020  | Ensuring that other devices in remote location are not impacting available bandwidth during a remote assignment  | Minimum System Requirements   |
| Sept 17, 2020 | Included Video Feed/Replay tool return to live function after 60 seconds   | Video Feed/Replay Tool, Revert to Live  |
| Sept 17, 2020 | Included halfway timer function  | Video Feed/Replay Tool, Instructions for Video Replay Operator (VRO)          |
| Oct 8, 2020   | Update language on halfway time identification   | Video Feed/Replay Tool, Instructions for Video Replay Operator (VRO), Halfway |
| Oct 23, 2020  | Inclusion of <u>Remote Official Job Description and Required Competencies</u>                                    | <u>Remote Official Job Description and Required Competencies</u>              |
| Oct 23, 2020  | Update to Minimum System Requirements related to work computers that require administrative privileges to update | <u>Minimum System Requirements</u>  |
| Oct 23, 2020  | Remove Edge as a recommended browser for the Video Feed/Replay tool  | <u>Video Feed/Replay tool</u>   |
| OCT 23, 2020  | Include reference to second video feed if needed   | <u>Video Feed/Replay tool</u>   |

