

D123 Virtual Speech Contest
 Tech Support – Contingency Planning
 2022

Issue	Action
1. A contestant is unable to connect to Zoom	The contestant must immediately notify the Contest Chair, who will alert the Technical Team. The Technical Team will use their best efforts to rectify the issue(s) during the 30 minutes before the contest begins (ie. during the contestant briefing) but if at the end of that time they are unable to solve, then that contestant will be disqualified from the competition.
2. A contestant cannot be heard or seen	Judges and contest officials must be able to see and hear each contestant. If a contestant is unable to be seen or heard, the Contest Chair will communicate this to the contestant and the Technical Team. The Technical Team will use their best efforts to rectify the issue(s) within five minutes of notification but if at the end of that time they are unable to solve, then that contestant will be moved to the breakout room where the team will continue to work on the issue. If resolved, the contestant will rejoin the main room and become the last speaker. If the issue cannot be resolved, the contestant will be disqualified from the competition.
3. No contestants are able to connect to Zoom	If such a problem occurs, the Technical Team will use their best efforts to rectify the issue(s) within thirty minutes of the problem occurring but if at the end of that time they are unable to solve, then the competition will be abandoned and may be reconstituted on a different date.
4. No contestants are able to be heard or seen	If such a problem occurs, the Technical Team will use their best efforts to rectify the issue(s) within thirty minutes of the problem occurring but if at the end of that time they are unable to solve, then the competition will be abandoned and may be reconstituted on a different date.
5. Connection cuts out during a contestant's presentation	<p>This problem may occur because of a problem with the contestant's equipment or because of a more generalized problem (e.g. failure of the Zoom platform).</p> <p>If such a problem occurs, the Technical Team will use their best efforts to rectify the issue(s) within five minutes of the problem occurring but if at the end of that time they are unable to solve, then that contestant will be moved to the breakout room and the team will continue to work on the issue. If they are able to rectify, then the contestant will rejoin the main room and become</p>

	<p>the last speaker. If the team is not able to rectify, then the contestant will be disqualified from the competition. If the problem recurs, then the team will again attempt to rectify the problem. If they can within 10 minutes, the contestant will begin again. If they cannot, the contestant will be disqualified. If the connection fails a third time, the contestant will be disqualified.</p>
<p>6. Timekeeper's video cuts out during a contestant's presentation</p>	<p>Adherence to time parameters is an important part of success in Toastmasters competition, and we will take care to ensure that each contestant clearly understands where to look for timing confirmation.</p> <p>If the video showing the Timekeeper cuts out during a presentation (so the contestant can no longer see green, yellow and red cards) then the contestant must rely on their own, independent timing device. A member of the Technical Team is assigned to monitor the Timekeeper's video and, in the event of technical failure, the speaker will be allowed 30 seconds extra overtime before being disqualified. No matter what the contestant's own device may show, only the official Contest Timers' timing will be accepted by the Chief Judge and the Contest Chair. The second time will be ready with timing lights or signals to display in case of a failure, but the 30 seconds allowance will be provided regardless.</p>
<p>7. One judge's equipment fails</p>	<p>If a single judge's connection or equipment fails, then that judge's results will be discounted and not included in the contest's results.</p> <p>If two or more judges' connections or equipment fail, then the contest will be abandoned and may be reconstituted on a different date.</p>
<p>8. SurveyMonkey fails during voting.</p>	<p>If SurveyMonkey is being used for ballot counting and fails at any point during the contest, Judges will text or email their results to the Chief Judge and ballot counters, who will then share those results in tabulation.</p> <p>Alternately, ballots may be jointly sent by email to the Chief Judge and ballot counters for tabulation.</p>