

If you are having continued difficulties because you cannot get your Real Name to show up in your BBO profile when you log on **OR** you cannot seem to get your ACBL number connected to your BBO profile, we can help.

What we will ask you to do is to contact the Club Manager (details follow) and request direct assistance. We will schedule a 5 minute window for you to **TEMPORARILY CHANGE YOUR PASSWORD** to a designated value. We will:

- a) log in with your BBO Username
- b) perform the necessary operation on your BBO profile
- c) log 'you' out of BBO
- d) confirm to you that we have completed the operation

You can then log back into BBO (using your temporary password) and return your password back to its original value.

Contact the Club Manager to set up a time:

- E-mail at: dave@vfbridge.com
- Phone at: 484-433-0098 (**please call 9AM – 12N or 4PM - 9PM**)