Sport | Audience | Live | Participation

Join in live

Ops Handbook

Nº 01 | November 2026

From feed to phone

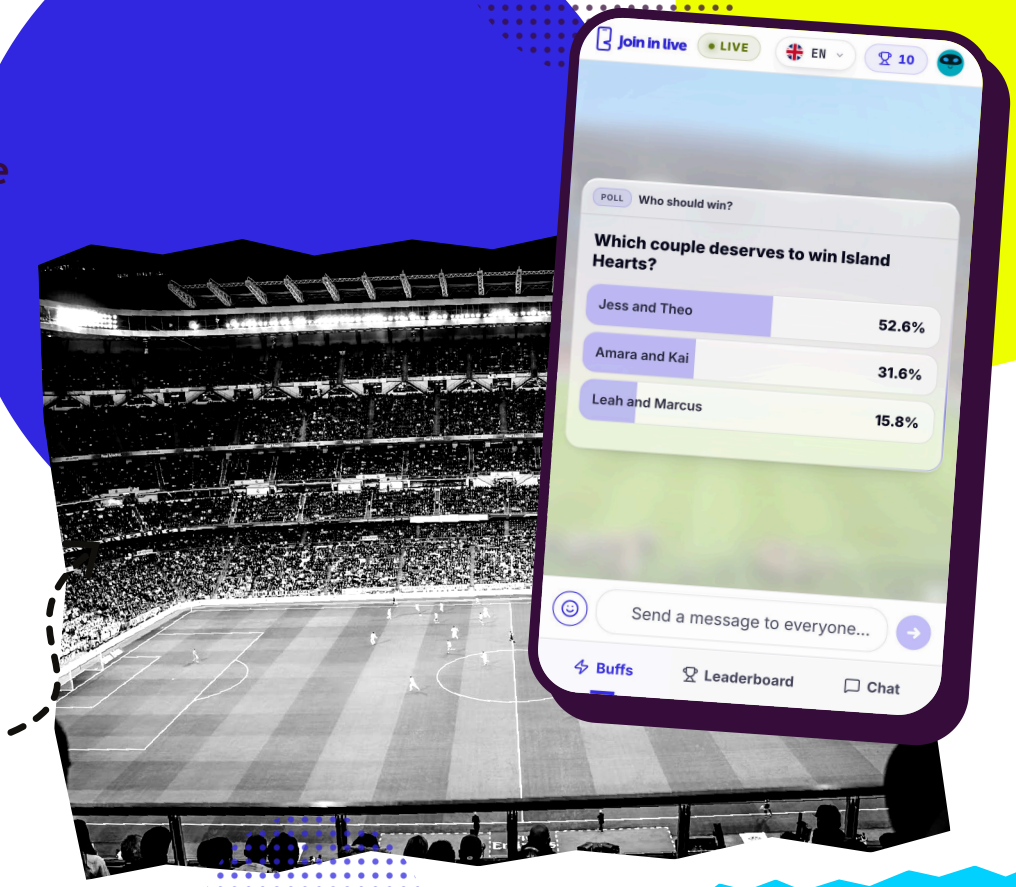
Source, AI drafts, you approve, live on the phone.

The producer console

Every panel and every control, explained.

Matchday playbook

Checklists, timings and fixes for the live event.



Every fan. Every moment. Live.

Contents

Running live engagement, from setup to the post-event report.

01 **Introduction** 3

What Join in Live is · Who it is for · How to use this handbook · Glossary

02 **Platform overview** 8

The three surfaces · How they connect · The four-step flow · Roles: who sees and does what · Light and dark

03 **Getting started** 15

Log in · The Control Center · Create the event · Check the event settings · Choose and connect the source · Branding and language · Join link, short code and QR code · Go live preflight

04 **The producer environment** 30

Top bar and live stats · Status banner: GO LIVE, STOP, START AGAIN · More actions · LIVE FEEDS and the AI agent · AI CONFIGURATION · AI PROPOSALS · The JIL Agent panel · The deck: READY TO SEND, DRAFT BUFFS and FAVORITES · Create New Buff and the buff types · Language tabs · Audiences and audience sponsors · SCHEDULE BUFF · Sending, and the one-live-buff rule · VIEWER PREVIEW · Deferred predictions · TIMELINE and markers · LIVE CHAT moderation · Leaderboard publish · Insight widgets and the infinity canvas · Analytics · Commentator view

05 **The audience experience** 54

Opening a match · Consent and cookies · Joining · The play screen · Buffs tab before and between buffs · Buffs, type by type · Sponsored buffs · Leaderboard · Groups · Chat · Profile and settings · Language picker · Badges and alerts · Post-match summary · Install as an app and notifications

06 **Workflows** 78

Run an event end to end · Review AI proposals quickly · Write and edit a buff · Override and correct mistakes · Launch a sponsored buff with audience targeting · Close out the event

07 **Planning and best practice** 98

Pre-event checklist and timeline · Rehearse with a replayed feed · Guidance by event type · Habits that keep a live event calm

08 **Troubleshooting and support** 106

Signing in · Events and schedules · Feeds and feed keys · The AI is not proposing anything · Buffs · Viewers · Chat · Reports and analytics · Webhooks · Reporting a visual bug with the QA overlay · Who to contact

09 **Appendix** 119

Languages · Reference tables

Join in live

01

Introduction



Join in Live puts short interactive moments, called buffs, on viewers' phones while a live event is on screen. This handbook is for the people who run it: producers and operators on match day, commentators on air, organisation admins who set things up, client teams who read the numbers, and the Join in Live platform team.

What Join in Live is

A broadcaster, club or production company runs its events inside its own **organisation** on Join in Live. Each event (a football match, a reality show final, an election night, a phone-in) gets its own live control dashboard and its own public play link.

During the event, live commentary arrives in the dashboard line by line. The AI agent reads it and proposes buffs: a poll on who deserves to win, a quiz on club history, a prediction on the next goal. A producer approves the ones worth sending, writes their own when they want to, and sends them. Fans who opened the play link on their phone see the buff at once, answer with a tap, earn points and climb the leaderboard. The producer publishes the results, and every phone shows them.

Nothing the AI proposes reaches a phone on its own. An AI proposal only becomes a buff when someone presses **APPROVE**, and a buff only goes live when someone presses **SEND** or schedules it.

Fans do not need an app or an account. They open the play link or scan the QR code in a browser and play as a guest, unless the organisation asks them to register first.

Who it is for

Who	Platform role	What they do on Join in Live
Producers	**Admin** or **Operator**	Run the event in the live control dashboard: **GO LIVE**, start the AI agent, approve or dismiss AI proposals, write and send buffs, publish results, resolve deferred predictions, star and flag chat messages, publish the leaderboard and stop the event.
Operators	**Operator**	The same live dashboard as a producer. Operators cannot manage the team, feed keys, the outbound webhook or organisation settings.
Commentators	**Commentator**	Watch the read-only Commentator view on air: the active buff and its countdown, the last result, pinned fan messages and live stats. No write buttons.
Organisation admins	**Admin**	Everything a producer does, plus the **Organisation** page (team, invitations, organisation settings, feed keys, outbound webhook) and the **Client Hub** page. They also set up branding, scoring, badges, sponsors and audiences for events.
Client teams	Usually none; they work through an admin	Broadcasters, clubs and sponsors who read the **Analytics** page and the reports an admin or producer generates (HTML slideshow, PDF, PowerPoint, CSV or JSON). An organisation admin can also give outside people **Viewer** or **Editor** access to the organisation's client hub.
Super admins	**Super Admin**	The Join in Live platform team. They approve and suspend organisations, manage people across organisations, choose the AI model, switch organisation features on and off, publish translations, and issue API keys and client hubs.

> **Note**
> The platform has no separate moderator role. Chat is moderated from the **LIVE CHAT** panel of the dashboard by anyone who can run the event: they can star messages (which the Commentator view and the AI can use) and flag messages (which hides them in the dashboard). There is also no mute or slow mode control in the dashboard; the wait between a fan's chat messages (2 to 10 seconds) is an organisation setting.

How to use this handbook

Read chapter 2, Platform overview, first: it explains the three screens, how a buff travels from the feed to a phone, and what each role can do. After that, go straight to the chapter you need.

Chapter	Read it when
3 Getting started	You are setting up an organisation or an event: login, the Control Center, the event wizard, feeds, branding, the join link and QR code.
4 The producer environment	You want every panel and control of the live dashboard explained.
5 The audience experience	You want to know exactly what fans see on their phone.
6 Workflows	You are running an event end to end, reviewing proposals, sending a sponsored buff or pulling the report.
7 Planning and best practice	You are preparing a show: checklists and advice by event type.
8 Troubleshooting and support	Something is not working.
9 Appendix	You need a reference table: languages, buff types and points, roles, settings or addresses.

Labels in **bold** are written exactly as the platform shows them, including its capitalisation, so **READY TO SEND** in the handbook is **READY TO SEND** on screen. Every screenshot comes from the real platform, captured on 9 November 2026 with sample organisations such as Matchday Broadcasting and Riverside Sports Network.

Some features need a working AI provider: AI proposals, **GENERATE BUFF** and the `JIL Agent` panel. Where a screenshot shows one of these screens empty, no AI model was reachable when it was captured. The feature itself is there.

Glossary

These are the platform's own terms, written as it shows them on screen.

Term	Meaning
Buff	One interactive moment sent to fans' phones: a poll, quiz, prediction, rating and so on. Created by hand in **Create New Buff** or approved from an AI proposal.
Buff types	The interactive types you can create in the dashboard are **Poll**, **Quiz**, **Prediction**, **Binary**, **Rating**, **Star Rating**, **Player of Match**, **Ranking** and **Feedback**. **Info Card** is display only. **Sponsor Poll** and **Sponsor Card** carry a sponsor's name and image. Types marked SOON in the picker (such as **Slider**, **Emoji Reaction**, **Next Fixture** and **Call to Action**) cannot be created by hand yet.
Poll	An opinion question with 2 to 6 options and no right answer. Fans see the crowd percentages.
Quiz	A question with one correct answer. **PUBLISH RESULTS** reveals the answer; correct answers score extra.
Prediction	A forecast about something that has not happened yet. It can be deferred (see deferred prediction).
Binary	A two-option question, for example Yes or No.
Rating and Star Rating	Fans rate a subject. **Star Rating** uses 1 to 5 stars. Check the preview of a **Rating** before sending, because the scale shown in the modal and the one created can differ.

Term	Meaning
Info Card	A display-only card, such as team news, with no answer to give. It shows as an overlay banner and can stay up while a main buff is live.
Sponsor Card	A display-only sponsored card with a headline, sponsor name and image, and an optional button (**CTA Button Text** and **Destination URL**).
Sponsored buff	Any buff with a sponsor from the sponsor manager attached. On the phone it sits in a frame with the sponsor's logo and a **SPONSORED** badge.
Sponsor	A reusable brand (name, tagline, logo, hero image, call to action) kept in the organisation's **Sponsors** list and attachable to any buff.
Offer	Join in Live has no offers or purchases. The nearest thing is a **Sponsor Card** with a call to action button that opens the sponsor's link.
Event	One live show or match, with its own dashboard, buffs, chat, leaderboard and play link. The admin screens say event; the fan's screens often say match. Status is **DRAFT**, **LIVE**, **STOPPED** or **COMPLETED**.
Event type	The kind of event chosen when it is created (for example **Sports** or **Reality Show**). It picks the AI prompt pack and the setup steps.
Organisation	The broadcaster's own space on the platform. Its events, team, sponsors, media and feed keys are visible only to its own people. A new organisation waits for a super admin to approve it.
Control Center	The organisation's list of events, at `/admin`, where producers create, find and enter events.
Feed	The live commentary lines that arrive in the dashboard's **LIVE FEEDS** panel, newest at the top. They come from a commentary provider, a mock feed or a demo script.
Feed key	The credential an outside commentary provider uses to send lines into an event. It starts with `jfk_`, is shown only once, and is created by an organisation admin under **Integrations**.
AI agent	The service that reads the feed and proposes buffs. Started with **START AGENT** and stopped with **STOP AGENT** in the **LIVE FEEDS** panel. Separate from the `JIL Agent` chat panel.
AI proposal	A buff the AI agent suggests, shown in the **AI PROPOSALS** panel with its type, source (**Feed** or **F+C** for feed plus chat), confidence and mode. **APPROVE** turns it into a buff in **READY TO SEND**.
Confidence	The AI's own score for a proposal, as a percentage. **CONFIDENCE THRESHOLD** in **AI CONFIGURATION** sets the minimum (25% by default).
Deck	The producer's stack of buffs waiting to go out, in the **READY TO SEND** panel, with the tabs **READY TO SEND**, **DRAFT BUFFS** and the **FAVORITES** filter.
READY TO SEND	Buffs that can be sent now with **SEND** or scheduled with **SCH**, plus scheduled buffs with their fire time.
DRAFT BUFFS	Buffs written in advance. **TO READY** moves one into **READY TO SEND**.
Scheduled buff	A buff set to fire later, from now, from game start, at an exact time or after a marker. It fires on its own.
One-live-buff rule	Fans see at most one main buff at a time (plus one info or sponsor overlay). If a buff is still live without a published result, the dashboard asks you to publish, defer or close it before the next one goes out.
PUBLISH RESULTS	Closes answering, works out the result, scores quizzes and shows the result on every phone.

Term	Meaning
Deferred prediction	A prediction answered now and resolved later, such as who wins the match. **DEFER · RESOLVE LATER** in **VIEWER PREVIEW** parks it in the **DEFERRED** tab; fans see **Locked in** and **Awaiting result**. When you publish the winning option, correct predictors get a **Prediction bonus**.
Points	What fans earn for answering, set per buff type in **Buff Settings**, **Scoring** (10 for most interactive types by default). Quizzes can add a correct-answer multiplier and a speed bonus for fast answers.
Leaderboard	The fans' ranking by points for the event, on the phone's **Leaderboard** tab. **Publish Leaderboard** also sends the top 20 to every phone as a buff, and stopping the event does the same.
Group	A private friend group a fan creates for one match, with its own invite link or code, group leaderboard and group chat.
Badge	An achievement a fan earns in an event, such as **First Responder**, **On Fire** or **Podium Finish**. Badges are set up organisation-wide in **Buff Settings**.
Audience	A named group of fans built from signup fields (for example "London 18+"), used to target a buff or show a different sponsor to different fans. Only available when the organisation collects targetable signup fields.
Play link	The public link fans open, `/play/<match>`, where the match is the event's ID, short code or slug.
Short code	A short join code of 3 to 5 letters and digits, unique across the platform, that can stand in for the match in the play link.
Event Home	A public page at `/home/<slug>` with a large QR code (**Scan to join the event**) for a big screen or a print-out.
Commentator view	The read-only screen for presenters, with the live buff, results, pinned fan messages and live stats.
Analytics	The event's numbers page (**BUFFS SENT**, **TOTAL RESPONSES**, **LIFETIME VIEWERS**, **MESSAGES**, **CONNECTED NOW**) with **Generate Report**.
Superadmin	The platform team's dashboard at `/superadmin` for organisations, people, AI settings, translations, push, API keys and client hubs.

Join in live

02

Platform overview



Join in Live is three screens joined by a live connection: the Superadmin dashboard for the platform team, the organisation's admin screens where events are set up and run, and the fan's phone. A fourth, read-only screen serves commentators on air. This chapter shows each one, follows a buff from the feed to a phone and back, and sets out what each role can do.

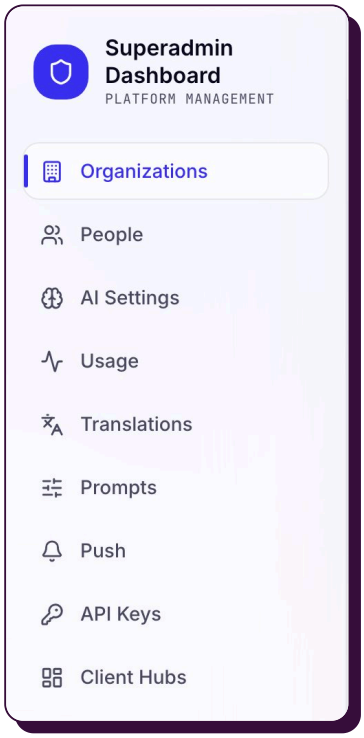
The three surfaces

Superadmin

The Join in Live platform team works in the Superadmin dashboard at `/superadmin`. A super admin who signs in is taken there automatically; anyone else who opens it is sent to `/admin`.

The sidebar lists **Organizations**, **People**, **AI Settings**, **Usage**, **Translations**, **Prompts**, **Push**, **API Keys** and **Client Hubs**, with the signed-in super admin and the sign-out button at the bottom. The top bar carries the breadcrumb, the language switcher and the theme toggle.

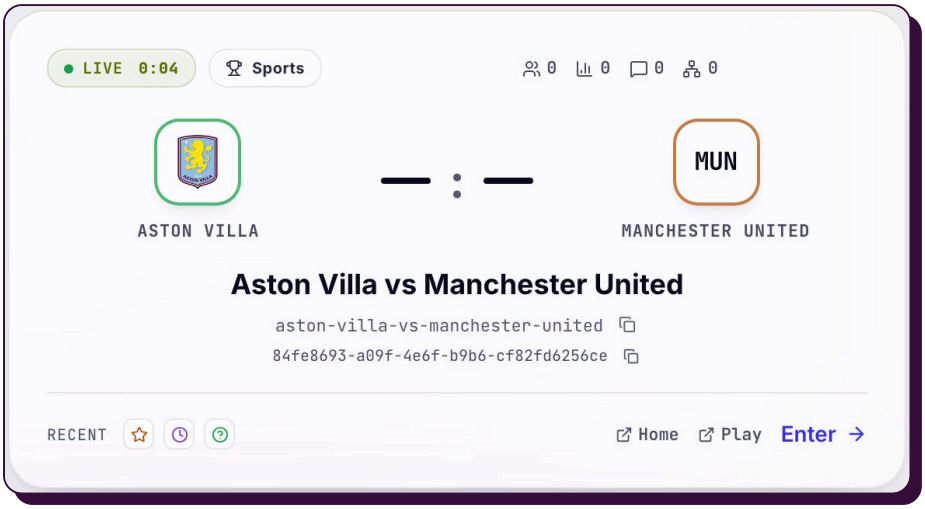
Here a super admin approves new organisations, switches organisation features on (classic play view, demo mode, multi-language buffs, the `JIL Agent` panel and others), chooses the AI model, and resets or disables people across organisations. Producers rarely need it, but many settings they meet in an event depend on a switch made here.



The Superadmin sidebar: Organizations (open), People, AI Settings, Usage, Translations, Prompts, Push, API Keys and Client Hubs.

The organisation admin: Control Center and the event dashboard

Everyone else in an organisation signs in at `/admin`. Admins and operators land on the **Control Center**, the list of the organisation's events. The header shows how many events are live, in draft and ended, with **Search events…**, **+ Create Event** and **Logout**. The left rail has **Events**, plus **Organisation** and **Client Hub** for admins only, and the **Sort** options.



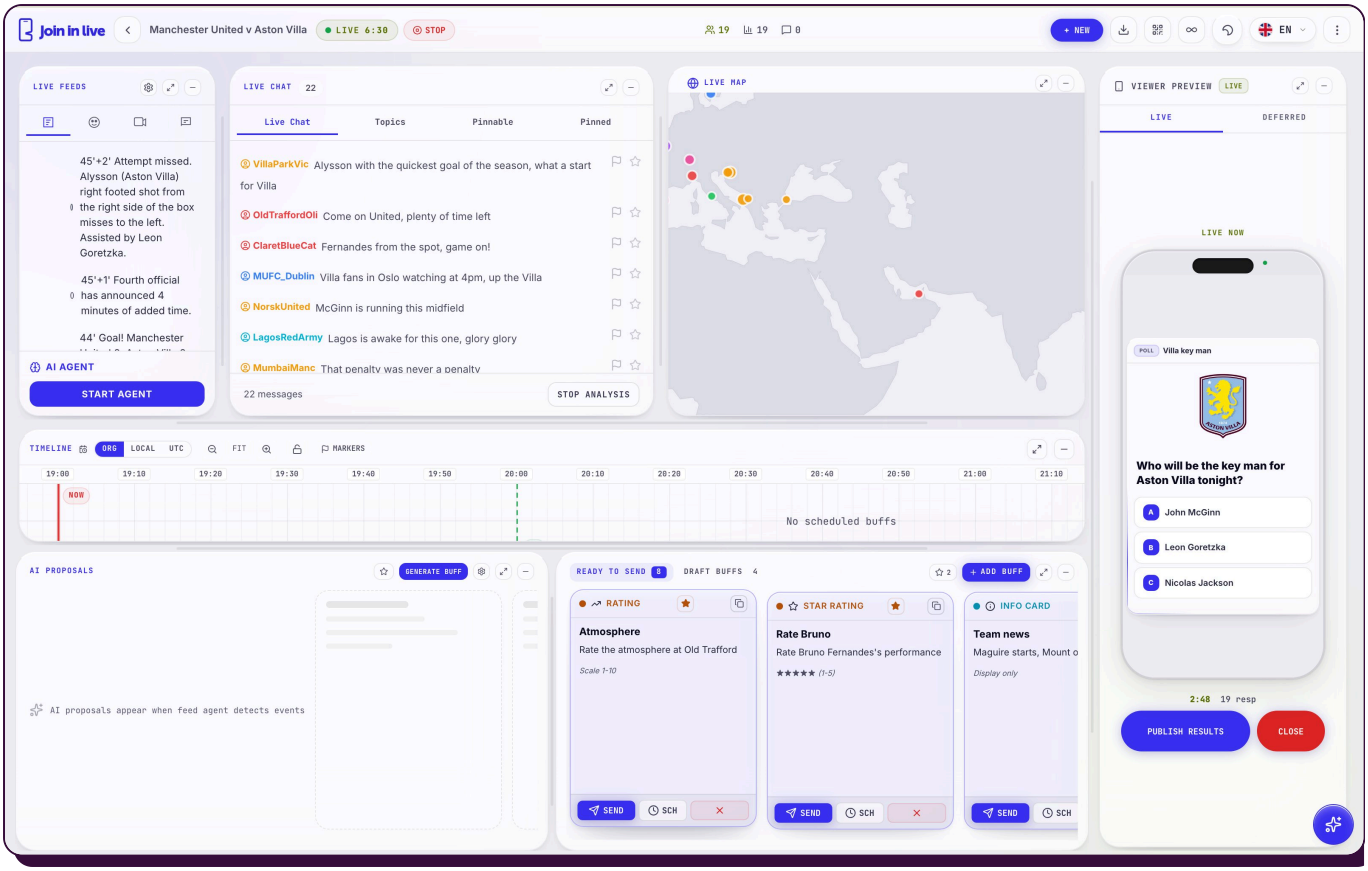
One Control Center card: LIVE with its running clock, the Sports type, the counters, both team badges, the slug and ID with their copy icons, and Home, Play and Enter.

Each card shows the event's status (**LIVE**, **DRAFT** or **COMPLETED**), its event type, its slug and ID, lifetime counts for viewers, responses, chat messages and groups, and links to **Home** (the QR page), **Play** (the fan's view) and **Enter** (the dashboard).

Enter opens the live control dashboard for that event, at `/admin?event=<id>`. This is the producer's screen for the whole show. In its fixed layout it has seven panels:

Panel	What it is for
LIVE FEEDS	The commentary lines as they arrive, the AI configuration cog and the **AI AGENT** button (**START AGENT** or **STOP AGENT**).
LIVE CHAT	Fans' messages, with star and flag controls and the chat analysis tabs.
LIVE MAP	Where fans are chatting from.
TIMELINE	Scheduled buffs and markers against the clock.
AI PROPOSALS	Buffs the AI suggests, with **APPROVE**, rating, star and dismiss controls, and **GENERATE BUFF**.
READY TO SEND	The deck: buffs ready to send or scheduled, **DRAFT BUFFS** written in advance, and **+ ADD BUFF**.
VIEWER PREVIEW	A phone frame showing what fans see now, with **PUBLISH RESULTS** and **CLOSE**, and the **DEFERRED** tab.

The top bar holds the event name, the status badge with its action (**GO LIVE**, **STOP** or **START AGAIN**), the viewers, responses and messages counters, **+ NEW**, import and export, the QR code, the infinity canvas, the theme toggle and the **More actions** menu.



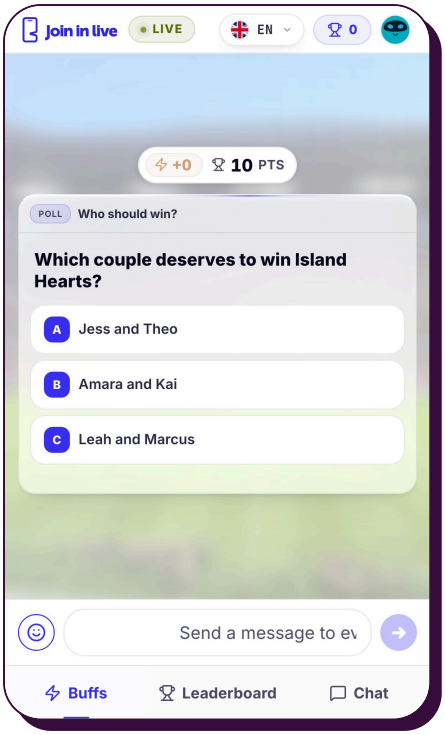
The dashboard for Manchester United v Aston Villa, six and a half minutes in: commentary in LIVE FEEDS, fans chatting, dots on the live map, eight cards in READY TO SEND and the Villa key man poll live in the viewer preview with 19 responses.

Chapter 3, Getting started, covers setting an event up, and chapter 4, The producer environment, explains every panel and control.

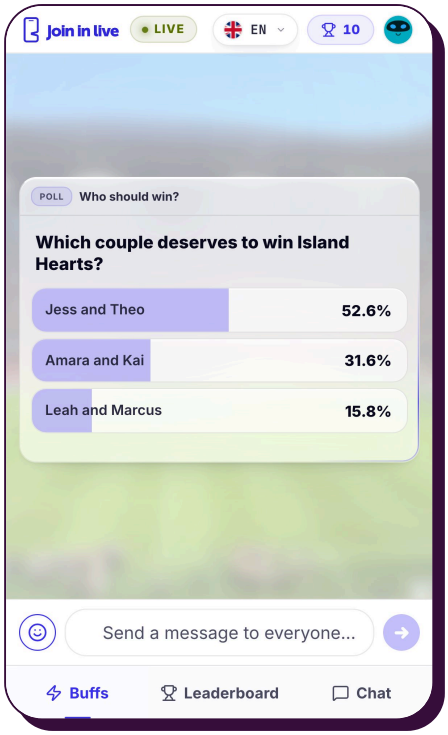
The fan's phone

Fans open the play link, `/play/<match>`, or scan the QR code. It runs in the phone's browser, with nothing to install. A fan who has not registered is joined as a guest with a generated name, unless the organisation requires registration first.

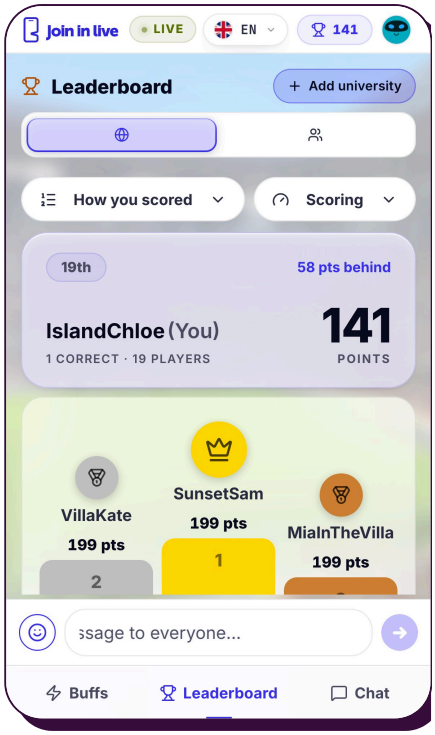
The play screen has the client's logo, a **LIVE** badge, the language switcher, the fan's score and their avatar at the top, and three tabs at the bottom: **Buffs**, **Leaderboard** and **Chat**. When a buff is sent, it appears on the **Buffs** tab; between buffs the tab says **NEXT BUFF INCOMING**.



A live poll: three options and the points on offer.



The same poll after **PUBLISH RESULTS**.



The **Leaderboard** tab with the fan's own rank on top.

> **Note**
>
> Unless a super admin has switched on **Classic play view** for the organisation, `/play/<match>` forwards fans to the separate play app (for example `play.joininlive.ai/<event ID>`). The QR code and links still work: the forward happens on its own. The phone screenshots in this handbook show the classic viewer.

The Commentator view

Presenters signed in with the **Commentator** role never see the dashboard: any `/admin` address shows them the Commentator view instead. Admins can open it from **Commentator View** in **More actions**, or at `/commentator/<event id>`. It is read only and refreshes every 3 seconds.

Its tabs are **Live View** (commentary, the active buff with "Tell viewers to vote!", the last result, pinned fan messages and **LIVE STATS**), **All Chats**, **Vote Progress** (full-screen result bars) and **Heat Map**. The pinned messages are the ones a producer starred in **LIVE CHAT**.



The active buff in Live View for Manchester United v Aston Villa: a quiz marked POLL LIVE, its countdown at 25 and the two options.

How they connect

The screens share one event and update each other in real time:

1. Commentary lines arrive in **LIVE FEEDS**, sent by a commentary provider with a feed key, by the FeedCommentary integration, or by a mock feed or demo script.
2. With the AI agent running, each line can become an AI proposal in **AI PROPOSALS**. The **AI CONFIGURATION** settings decide which buff types it may use, its mode, its confidence threshold and how often it proposes.

3. The producer approves proposals into **READY TO SEND**, edits them or writes their own, then presses **SEND** or schedules them.
4. The buff appears on every fan's phone. Answers come back to the dashboard as responses, and the **VIEWER PREVIEW** counts them.
5. **PUBLISH RESULTS** shows the result on every phone and scores the answers. The leaderboard updates, **Publish Leaderboard** sends the top 20 to every phone, and the **Analytics** page and reports collect the numbers.

The dashboard also refreshes itself every few seconds, so a second producer working on the same event sees your changes shortly after you make them.

The four-step flow



Every buff takes this path. This is how one buff went through it in a captured match:

1. **Source.** Manchester United v Aston Villa is live, and the commentary for the first half is arriving in **LIVE FEEDS**.
2. **AI drafts.** Normally the AI would propose buffs from these lines. No AI model was reachable when this match was captured, so this buff was written by hand instead: a poll, "Who will be the key man for Aston Villa tonight?", with John McGinn, Leon Goretzka and Nicolas Jackson as options.
3. **You approve.** The poll sits in **READY TO SEND** and the producer presses **SEND**.
4. **Live on the phone.** The poll appears on every fan's phone and in the **VIEWER PREVIEW** with **LIVE NOW**, counting 19 responses with 2:48 left. The producer then presses **PUBLISH RESULTS**.

Rule

Fans see one main buff at a time. If a buff is still live without a published result when you press **SEND**, the dashboard opens **There is an active buff** and asks you to publish results, defer a prediction or close the live buff first (see chapter 4, The producer environment). An info card or sponsor overlay can stay up alongside a main buff.

Roles: who sees and does what

Every admin account has one role. Super admins belong to no organisation; everyone else belongs to exactly one, and sees only that organisation's events, sponsors, media and scripts. Fans are not admins at all: they join from the play link.

Role	Shown as	Lands on after login
Super admin	**Super Admin**	The Superadmin dashboard (`/superadmin`)
Organisation admin	**Admin**	The Control Center (`/admin`)
Operator	**Operator**	The Control Center, without the **Organisation** and **Client Hub** tabs
Commentator	**Commentator**	The Commentator view

What each role can do:

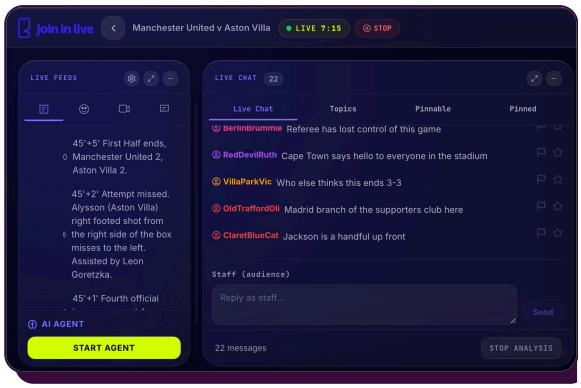
Capability	Super admin	Admin	Operator	Commentator
Approve and suspend organisations, manage people across organisations	Yes	No	No	No
Choose the AI model, switch organisation features on and off, publish translations, issue API keys and client hubs	Yes	No	No	No
See the Control Center; create, edit, go live with, stop and reschedule events	Yes	Yes	Yes	No
Run the live dashboard: start the AI agent, approve proposals, write, send and schedule buffs, publish results, resolve deferred predictions, publish the leaderboard	Yes	Yes	Yes	No
Star and flag chat messages, reply as staff (when two-way chat is on)	Yes	Yes	Yes	No
AI configuration, scoring, sponsors, media gallery, branding and viewer theme for an event	Yes	Yes	Yes	No
Badges, saved audiences and the mobile app theme	Yes	Yes	No	No
Organisation page: team, invitations, organisation settings, feed keys and the outbound webhook	No (super admins belong to no organisation)	Yes	No	No
Client Hub page	Yes	Yes	No	No
Analytics page and reports	Yes	Yes	Yes	No
Commentator view	Yes	Yes	Yes	Yes

> **Note**
> The legacy role **controller** is treated exactly like **Admin**. It cannot be chosen when inviting someone new.

> **Tip**
> An operator who opens **Create New Event** or **Edit Event Settings** may see a warning that the organisation's timezone could not be loaded, because only admins can read it. Pick the timezone by hand before saving.

Light and dark

The dashboard has its own theme toggle (**Toggle admin dashboard theme (dark / light)**), which changes only your dashboard. The Control Center and the Superadmin dashboard have a theme toggle of their own, and fans choose their own colour mode on the phone. None of these affects anyone else.



The same live dashboard in the dark theme: LIVE FEEDS with START AGENT in yellow, and LIVE CHAT with the staff reply box open.

Join in live

03

Getting started

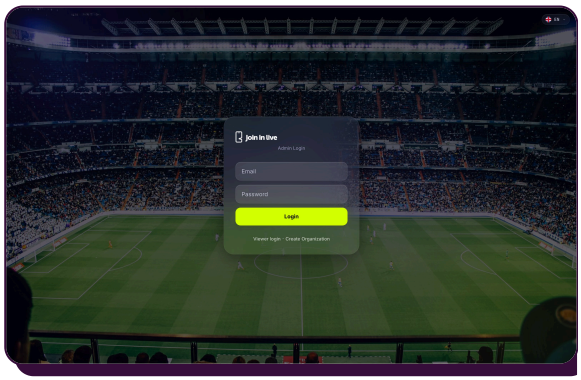


This chapter takes an event from nothing to a join link on screen. You sign in, create the event in the Control Center, connect the live feed the AI reads, dress the event in the client's brand, hand out the join link and QR code, and run the preflight checks before you press **GO LIVE**. Everything here happens in the admin web app at `/admin`.

Log in

Admin login

Every admin role signs in on the same card. Open any admin address (for example `/admin`) while signed out and the **Admin Login** card appears over a stadium photo.



The Admin Login card with Email, Password, Login and the links Viewer login and Create Organization.

Control	What it does
Email	Your admin email address.
Password	Your password. Press Enter to submit.
Login	Signs you in. It shows **Logging in...** while it works.
Viewer login	Goes to the public landing page, not to the admin app.
Create Organization	Opens the sign-up form for a new broadcaster organisation.
Language switcher (top right)	Changes the interface language. After login the app switches to the language saved on your account, if there is one.

Where you land depends on your role. Admins and operators land on the Control Center. Commentators land on the read-only Commentator view. Platform super admins are sent to the Superadmin dashboard.

Watch out

Sign-in is limited to 5 attempts per email in 5 minutes, and successful attempts count too. After that the card says **Too many login attempts. Try again later.** Wait five minutes before you try again. A wrong email and a wrong password both show the same **Invalid email or password** message.

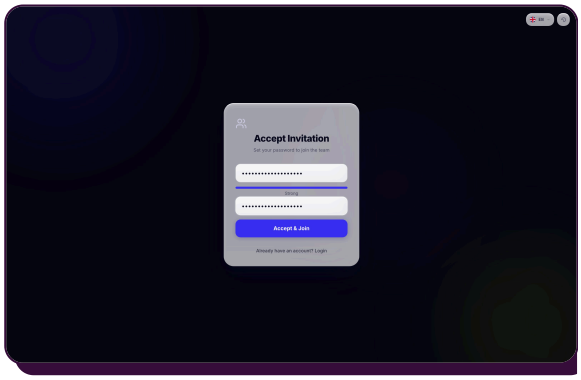
A signed-in session lasts 8 hours. If someone changes your role or removes you, your next action is refused straight away and the login form appears when you reload.

Accept an invitation

New team members do not sign up. An organisation admin invites them, and the email contains a link to **Accept Invitation**.

1. Open the link from the email.
2. Type a password in both boxes. It needs 12 or more characters with upper case, lower case, a digit and a symbol; the meter must read strong.
3. Press **Accept & Join**. The card shows **Welcome!** and the role you joined as, then returns you to the login card.

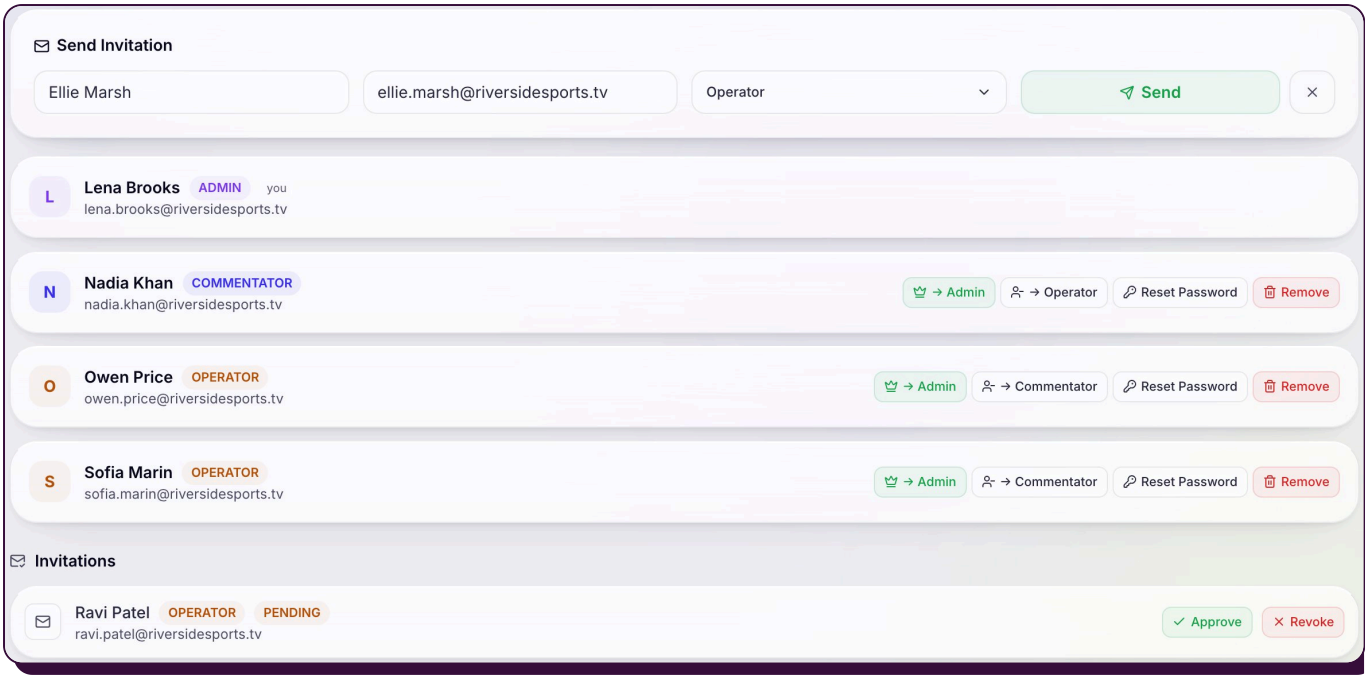
Invitation links last 7 days. An old or used link shows **Invalid Link** with **This invitation link is invalid or has expired.** Ask your admin to send a new one, or to create the account for you (see below).



Accept Invitation: set a strong password twice, then press Accept & Join.

Your team

Organisation admins manage the team from the **Organisation** tab of the Control Center. The page is titled **Team** and has three tabs: **Members**, **Organization** and **Integrations**.



Send Invitation open with a name, an email, Operator and Send, above the members with their role buttons, Reset Password and Remove, and a pending invitation with Approve and Revoke.

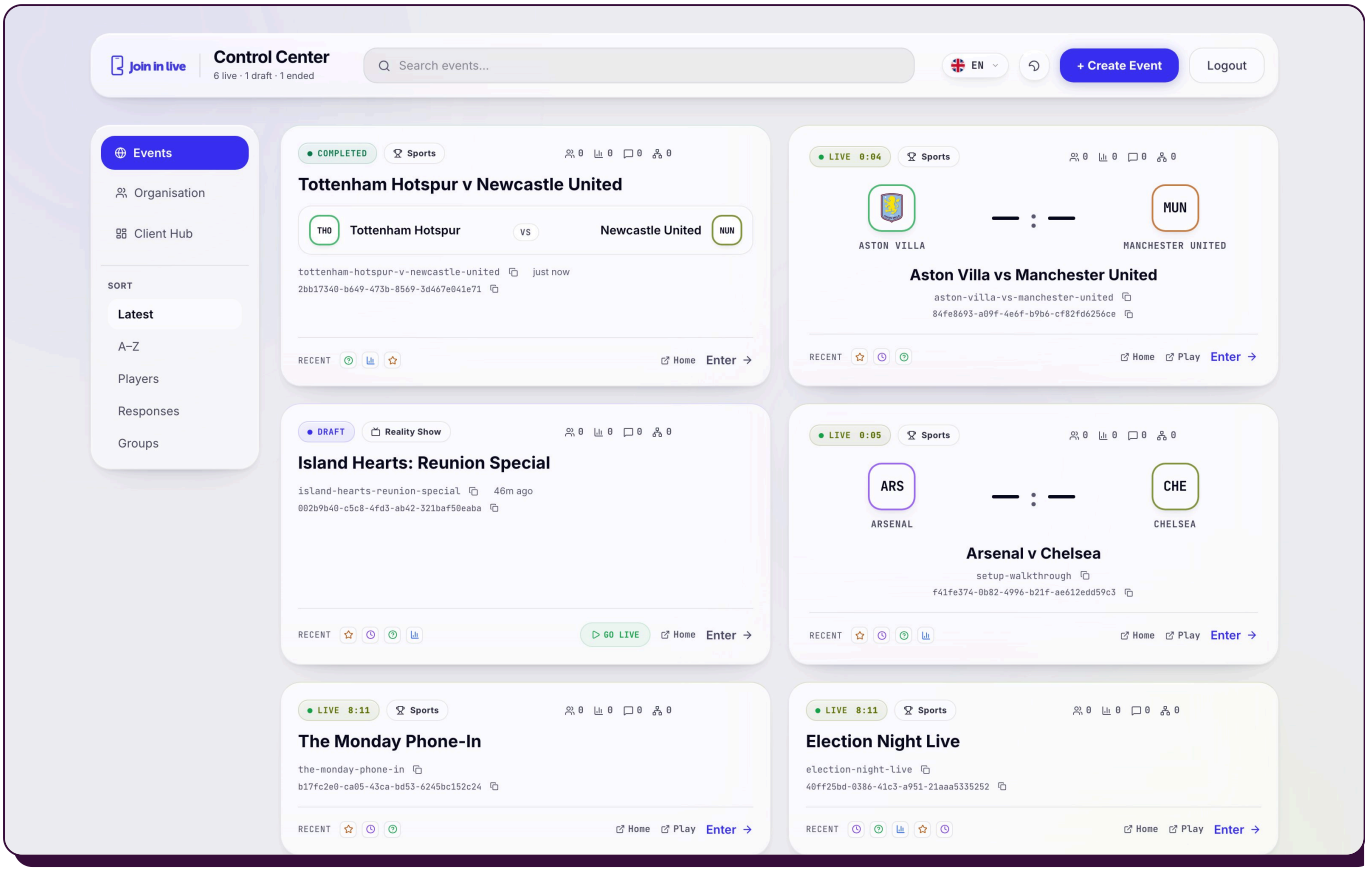
Control	What it does
Invite	Opens **Send Invitation**: name, email, a role (**Admin**, **Operator** or **Commentator**) and **Send**.
→ Admin, → Operator, → Commentator	Changes a member's role after a confirmation.
Reset Password	Sets a new password for the member, which you then share with them.
Remove	Removes the member. They lose access immediately.
Approve (on a pending invitation)	Creates the account now with a password you choose. Use it when the invitation email does not arrive.
Revoke (on a pending invitation)	Cancels the invitation so the link stops working.

Role	What they do
Admin	Everything in the organisation: events, the dashboard, the team, feed keys and integrations.
Operator	Runs live events and sends buffs. Cannot open the **Organisation** or **Client Hub** tabs, so cannot create feed keys.
Commentator	Read-only. Sees the Commentator view with chat, pinned messages and the live buff.

> **Note**
> Operators see every button on the event dashboard. If an operator needs a feed key, an admin creates it.

The Control Center

After login you land on the **Control Center**: every event in your organisation, live first.



● The Control Center: live cards with running clocks and team badges, a draft card with GO LIVE, a completed match, and the Sort rail on the left.

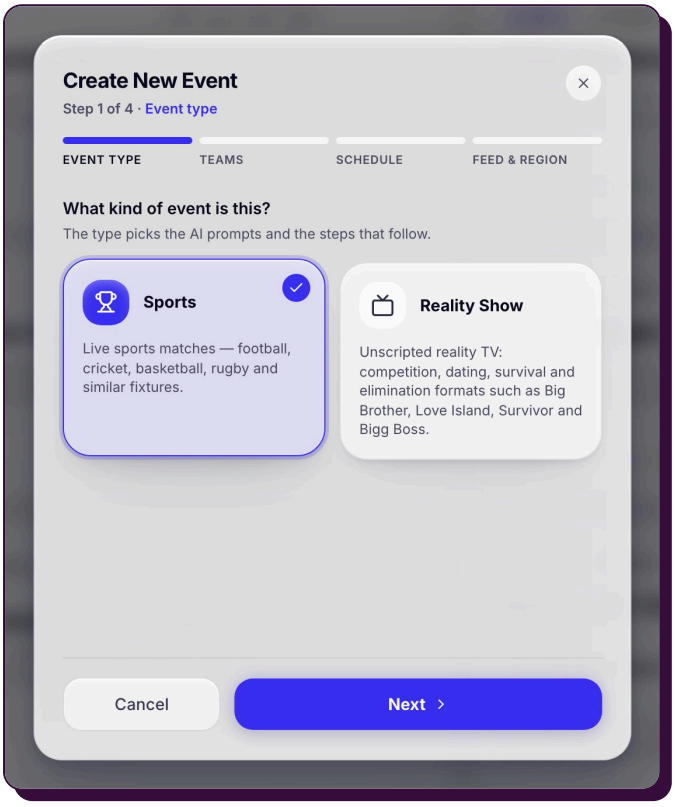
Control	What it does
Stats line under the title	Counts of live, draft and ended events. It follows your search.
Search events...	Finds events by name.
+ Create Event	Opens the Create New Event wizard.
Events, Organisation, Client Hub (left rail)	Switch between the event list, the team page and the client hub. Operators only see **Events**.
SORT	**Latest**, **A-Z**, **Players**, **Responses** or **Groups**.
Card status pill	**LIVE** with its running clock, **DRAFT** or **COMPLETED**.
Copy slug, Copy UUID (copy icons beside the slug and the long ID)	Copy the event's public slug or its UUID. You need the UUID for feeds.
Edit and delete icons (on hover)	Open **Edit Event Settings**, or delete the event after a confirmation. Delete cannot be undone.
GO LIVE (draft cards)	Starts the event from the list. See the preflight at the end of this chapter.
Home, Play	Open the event's QR landing page or the viewer in a new tab.

Control	What it does
Enter	Opens the event dashboard. Clicking the card body does the same.

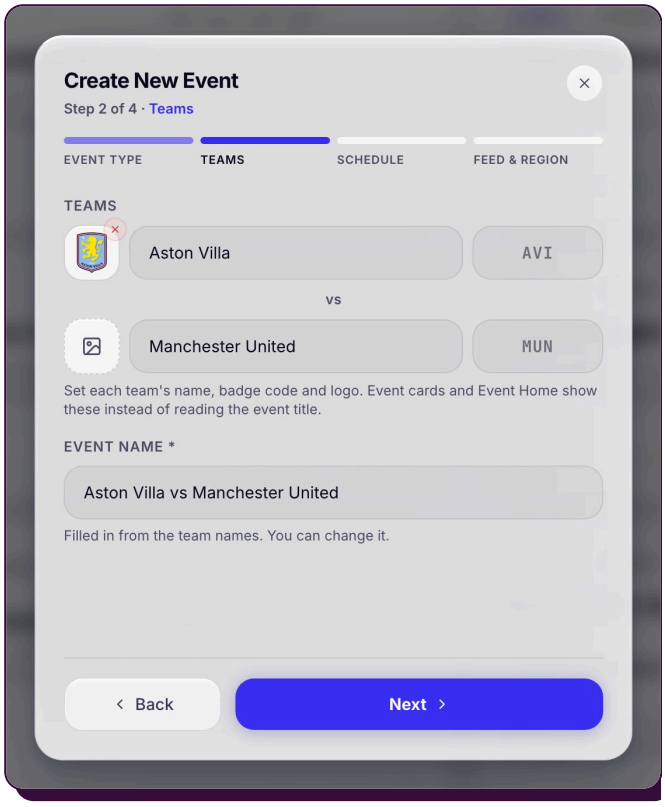
Create the event

Press **+ Create Event**. The **Create New Event** wizard has four steps, shown as a progress bar: **EVENT TYPE**, **TEAMS**, **SCHEDULE** and **FEED & REGION**. Creating the event does not open it; the list refreshes and the new card appears as a draft.

Step 1: event type



Step 1: **Sports** selected beside **Reality Show**.



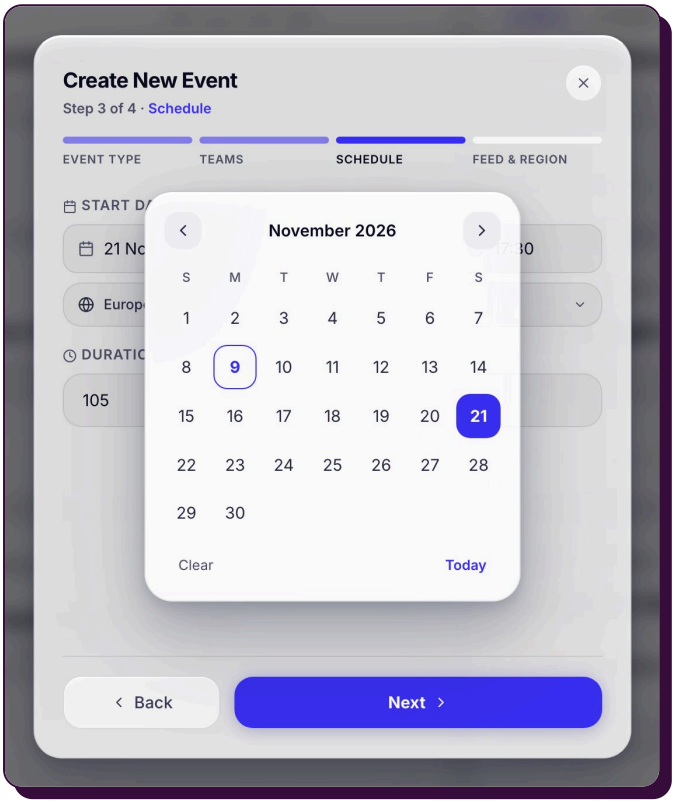
Step 2: two teams, the Villa crest, the badge codes and the event name filled in from the team names.

Pick the card that matches the show. The type chooses the AI prompts and the steps that follow. Which types you see depends on what the platform team enabled for your organisation; the organisation captured here has **Sports** and **Reality Show**. Sports asks for two teams in the next step; other types ask for an event name instead.

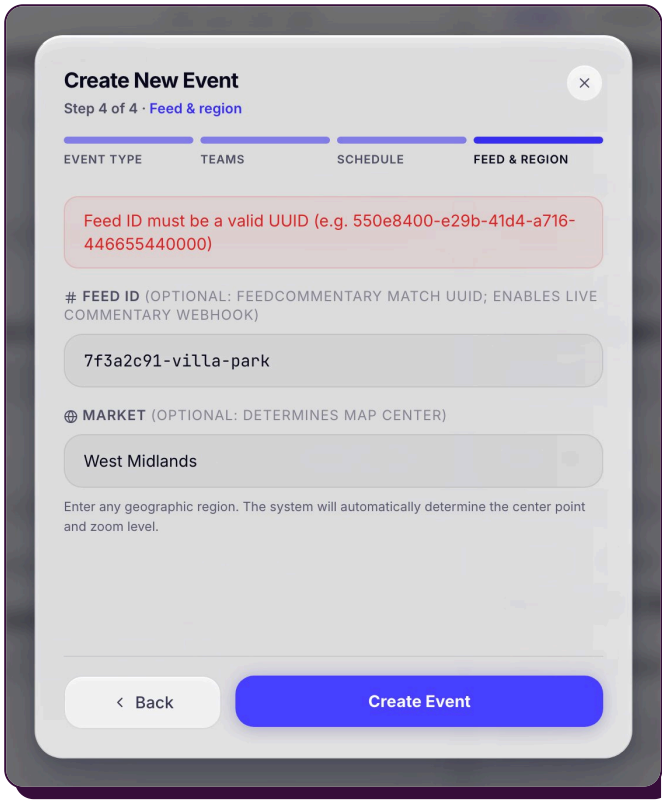
Step 2: teams or details

Field	What to enter
Logo button beside each team	Picks the crest from the Media Gallery. Optional.
Team names	Home team first, up to 64 characters each.
Code boxes	The badge code, up to 10 letters or digits. Leave it blank and the platform uses the first three letters of the name (Aston Villa becomes AVI).
EVENT NAME *	Filled in as "Home vs Away" until you type in it. At least 3 characters.

Step 3: schedule



Step 3: the calendar open on November 2026, with Saturday 21 selected.



Step 4: the Feed ID is refused because it is not a valid UUID; **MARKET** holds West Midlands.

Field	What to enter
Start date	Optional. Pick from the calendar, with **Clear** and **Today**.
Start time	Hour and minute. Minutes come in 5-minute steps only.
Timezone	Defaults to your organisation's timezone. Search it by city or region.
Duration	Minutes, optional. Cover the whole broadcast, including half-time and added time (105 for a football match is a sensible figure).

Watch out

A draft event with a start time goes live by itself once that time passes, and a live event stops by itself 30 minutes after its scheduled end. The automatic start only flips the status: it does not start the AI agent. Open the event dashboard before kick-off and press **START AGENT** if the agent is not running.

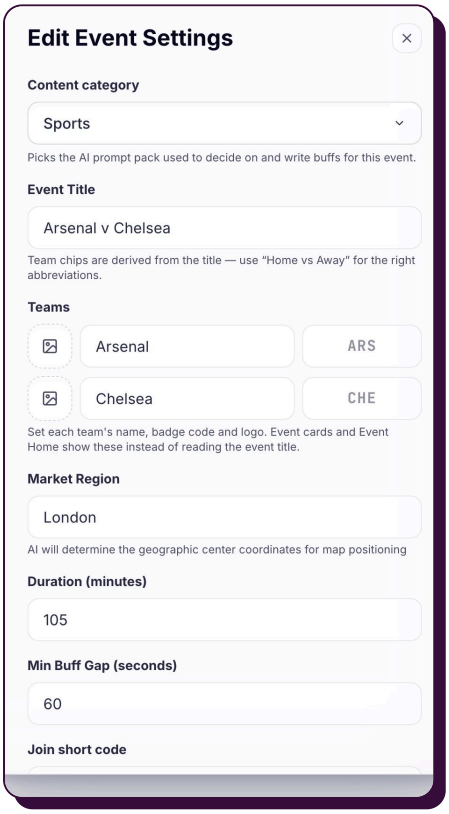
Step 4: feed and region

Field	What to enter
FEED ID	Only for FeedCommentary matches: the match UUID from FeedCommentary. Anything that is not a UUID is refused with the message shown above. Leave it blank for every other source.
MARKET	Any region (for example "West Midlands" or "Scandinavia"). The platform works out the centre point and zoom for the live map.

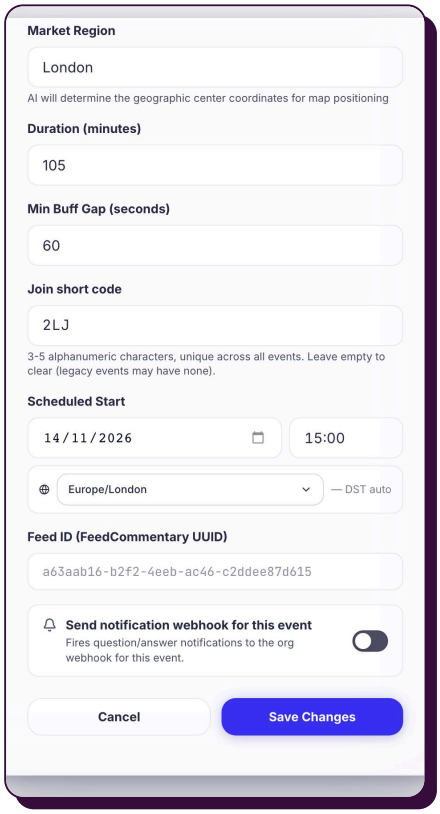
Press **Create Event**. A three-character join short code is assigned automatically.

Check the event settings

Open the edit icon on the card to reach **Edit Event Settings**. This is where you check what the wizard saved and set the fields it does not ask for.



The top of the form: category, title, teams, market region, duration and **Min Buff Gap**.



Scrolled down: join short code, scheduled start, Feed ID, the webhook switch and **Save Changes**.

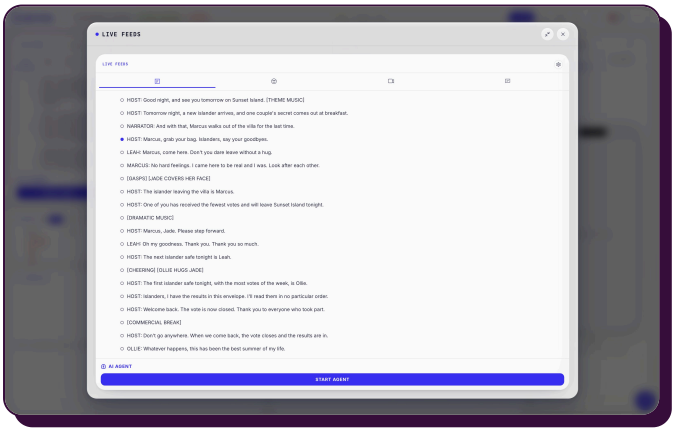
Field	What it does
Content category	The event type (the AI prompt pack). Locked while the event is live.

Field	What it does
Event Title	The event's name. Cannot be empty.
Teams	Names, badge codes and logos. Once saved, these win over the title.
Market Region	The map region. An empty box is not saved, so you cannot clear it here.
Duration (minutes)	Recalculates the scheduled end.
Min Buff Gap (seconds)	The minimum gap the scheduler keeps between buffs. Anything under 60 is saved as 60.
Join short code	3 to 5 letters or digits, unique across all events. An empty box clears the code.
Scheduled Start	Date, time and timezone. Change both date and time, or neither.
Feed ID (FeedCommentary UUID)	The FeedCommentary match UUID. Empty is not saved.
Send notification webhook for this event	Sends question and answer notifications to the organisation's notification webhook. Greyed out unless the platform team has turned that webhook on.
Save Changes	Saves everything. **Cancel** discards your edits.

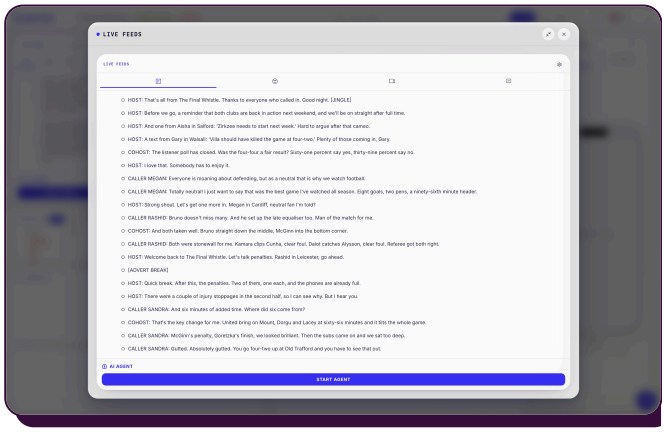
> **Tip**
> Note the **Join short code** now. Fans can type it instead of scanning the QR code.

Choose and connect the source

The source is the live text the AI reads to write its proposals. In Join in Live every source arrives the same way: as lines of text posted into the event, which appear in the **LIVE FEEDS** panel of the dashboard. The platform does not take video or audio itself. A sport commentary feed, a TV subtitle stream, or a transcript of a podcast or radio show all work, as long as something sends them in as text lines.



A reality TV subtitle stream in LIVE FEEDS.



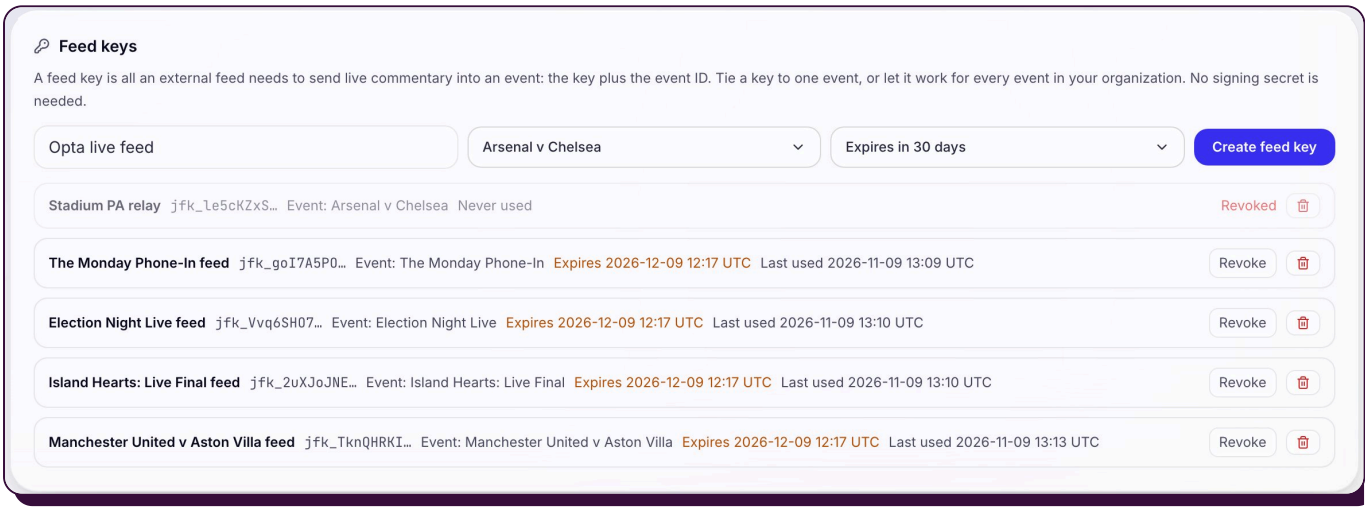
A radio phone-in transcript in LIVE FEEDS.

Source	How it reaches the event	Who sets it up
FeedCommentary match	Enter the match UUID as the **Feed ID**. If your organisation has the FeedCommentary integration, the platform issues a key automatically (shown as **Automatic** in **Feed keys**) and FeedCommentary posts each commentary line.	Admin, with credentials set up by the platform team
Any other provider (data feed, subtitles, transcripts)	The provider posts each line to the feed ingest address with a **feed key** and the event's UUID.	Admin creates the key; the provider does the sending
Scripted demo	In a demo organisation the event replays a demo script instead of a live feed.	Admin, with demo mode enabled by the platform team

The **AI Analysis**, **Video** and **Social** tabs in LIVE FEEDS say **Coming soon**: only commentary text feeds the AI today.

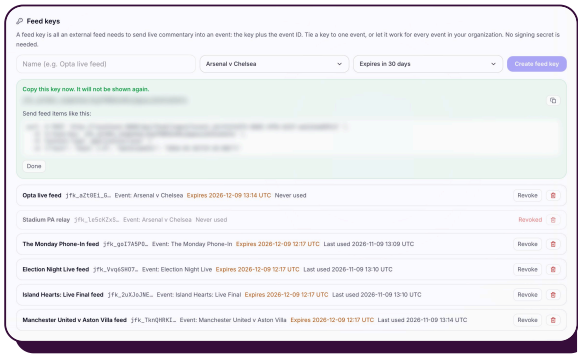
Create a feed key

An external provider needs two things: a feed key and the event's UUID. There is no signing secret. You need the **Admin** role.



● The Feed keys card ready to create "Opta live feed" for Arsenal v Chelsea, expiring in 30 days, above the existing keys with their event, expiry, last use and Revoke.

1. Open **Organisation**, then the **Integrations** tab.
2. Under **Feed keys**, type a name (for example "Opta live feed").
3. Choose the event, or **All events** for a key that works on every event in the organisation.
4. Choose the expiry: **Never expires**, or 7, 30, 90 or 365 days.
5. Press **Create feed key**.
6. Copy the key straight away. It is shown once, with a ready-made example request under **Send feed items like this:**. Press **Done** when you have it.



● Right after Create feed key: "Copy this key now. It will not be shown again." with the key and the example request (blurred here).

7. Copy the event's UUID from its card in the Control Center (**Copy UUID**, the copy icon beside the long ID).

8. Send the key, the UUID and the example request to the provider.
9. When the first line arrives, the key's row changes from **Never used** to **Last used** with a time, and the line shows in LIVE FEEDS.

Key row control	What it does
Revoke	Stops the key working at once. The row stays, greyed, marked **Revoked**.
Bin icon	Deletes the key after a confirmation. Feeds using it stop being accepted.

Watch out

The example request contains the full key, so treat it like a password when you share it. Lines that arrive before the AI agent is started are shown in LIVE FEEDS but never become proposals, even after the agent starts. Start the agent before the action you want the AI to cover.

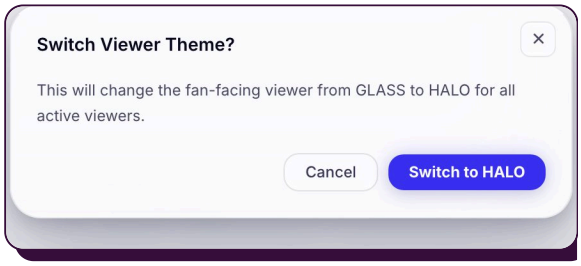
Watch out

If the event has a **Feed ID**, every line must carry the same match ID or it is rejected. Changing the Feed ID later in Edit Event Settings does not re-register the FeedCommentary subscription; ask the platform team to resubscribe.

Branding and language

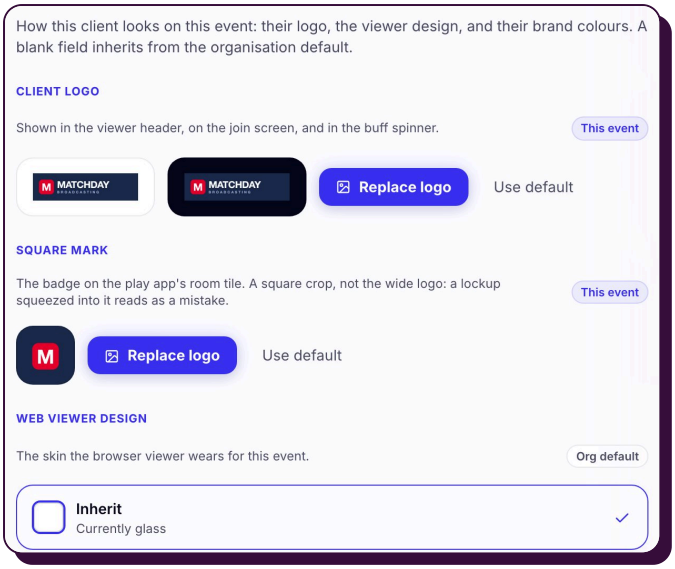
Buff Settings

Branding lives in **Buff Settings**: open the event, press the three-dot **More actions** button and choose **Buff Settings**. The tabs down the left are **Scoring**, **Viewer Theme**, **Mobile App**, **Branding**, **Powered By**, **Partner Logo**, **Background**, **Groups**, **Notification Triggers** and, when the organisation has them, **Audiences** and **Upcoming Teaser**. Scoring and badges are covered in chapter 9, Appendix.

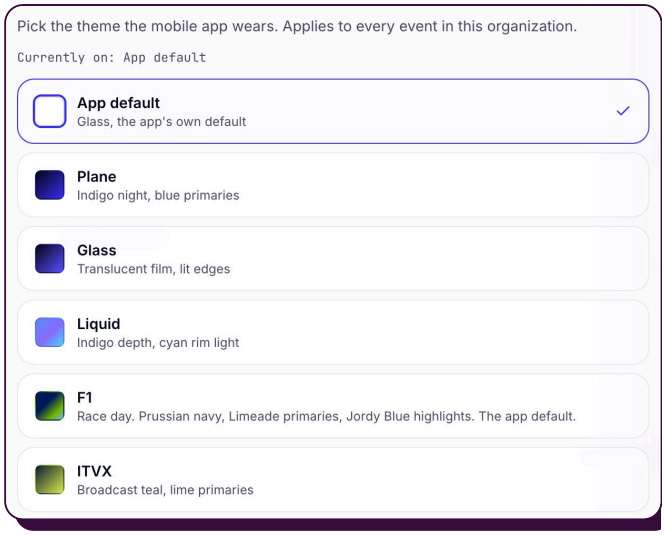


Switch Viewer Theme? This will change the fan-facing viewer from GLASS to HALO for all active viewers.

Opened from an event, most tabs save an override for this event that falls back to the organisation's value. **Viewer Theme**, **Mobile App**, **Groups** and **Audiences** change the whole organisation.

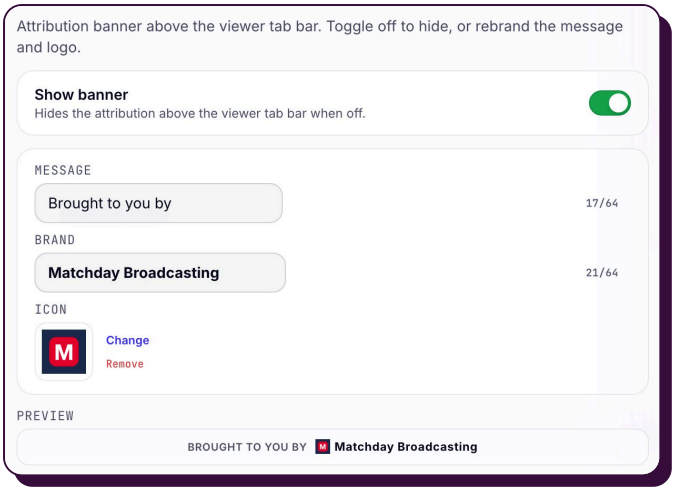


The **Branding** tab: logo and square mark set for this event, viewer design inherited.

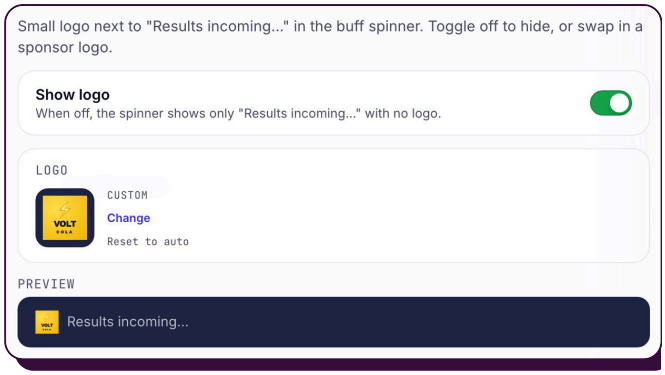


Mobile App themes apply to the whole organisation.

Tab	What it controls	How it saves
Viewer Theme	The web viewer design for the whole organisation: **Glass**, **Go3**, **SubTV**, **Halo** or **Liquid**.	A confirmation, then at once for every active viewer.
Branding	For this event: **CLIENT LOGO** (viewer header, join screen and buff spinner), **SQUARE MARK** (the play app's room tile), **WEB VIEWER DESIGN**, play app theme and brand colours (**Primary**, **Accent**, **Call to action**). Each field shows whether it uses **This event** or **Org default**.	Every change saves immediately. Viewers see it on their next refresh.
Powered By	The attribution banner above the viewer's tab bar: **Show banner**, **MESSAGE**, **BRAND**, **ICON** and a **PREVIEW**.	**Save Changes**
Partner Logo	The small logo beside "Results incoming..." in the buff spinner. **Show logo**, a custom logo or **Reset to auto**.	**Save Changes**
Background	The looping image or short video (up to 25 MB) behind every buff, **Reset to default**, and **Background blur** (0 to 40 px). **Generate** makes one from a text prompt when an image AI key is configured.	**Save Changes**
Mobile App	The theme the iOS and Android play app wears for every event in the organisation: **App default**, **Plane**, **Glass**, **Liquid**, **F1** or **ITVX**. Admins only.	At once.



Powered By, rebranded for the client, with its preview.



Partner Logo with a sponsor's logo in the spinner preview.

Watch out

Viewer Theme changes the design for every event in the organisation, live ones included. To dress one event only, use **WEB VIEWER DESIGN** on the **Branding** tab, which wins over the organisation default.

Tip

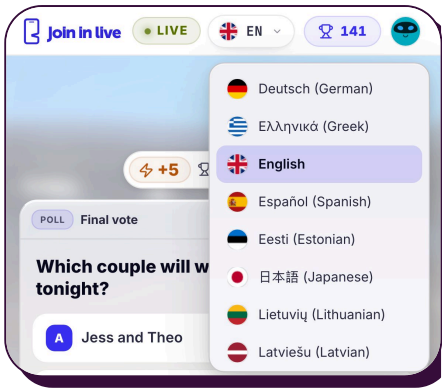
A colour with poor contrast gets a warning under it on the Branding tab and is adjusted when the viewer renders it. Pick a stronger shade if the warning appears. Upload logos and backgrounds to the **Media Gallery** first (More actions, **Media Gallery**); every "pick from gallery" button opens it.

Languages

There are three language settings, and each one changes something different.

Setting	Where	What it changes
Interface language	The language switcher (flag and code, for example **EN**) on every admin and viewer screen	The labels of the app for that person only. Viewers pick their own.
Buff language	**AI CONFIGURATION**, **BUFF LANGUAGE**, in the dashboard's LIVE FEEDS panel	Which language the AI writes its proposals in. See chapter 4, The producer environment.
Buff translations	Language pills in **Create New Buff** (organisations with multi-language buffs)	Extra languages for one buff. Viewers get the version that matches their profile language.

The platform team decides which interface languages are published. The production platform publishes English, German, Greek, Spanish, Estonian, Japanese, Lithuanian and Latvian. The interface translates; the text of your buffs does not, unless you add a translation to the buff.

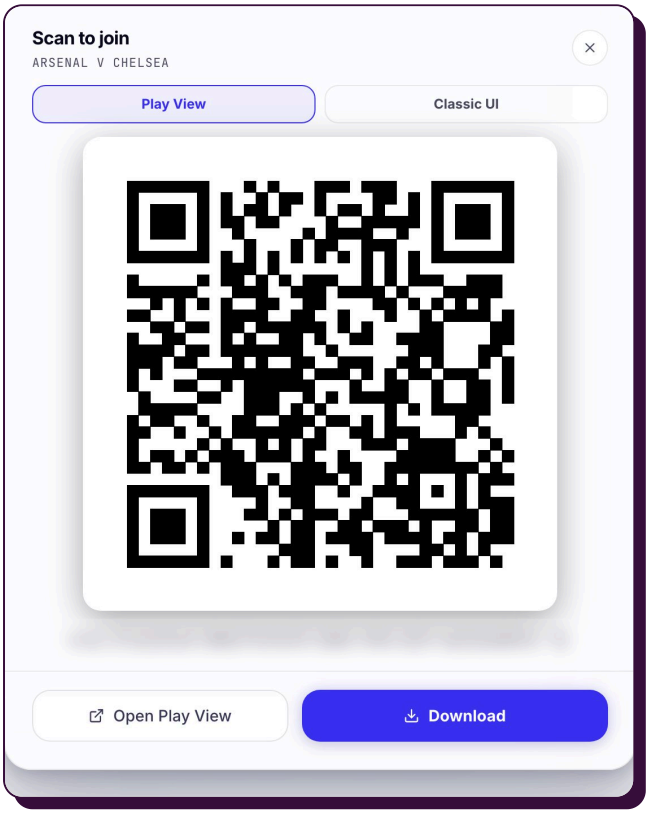


The viewer's language switcher open: every published language listed by its own name, with English selected.

Join link, short code and QR code

Fans join from a link or a QR code. Nobody needs an app or an account to get in, though your organisation may ask for registration details.

Open the event and press the QR icon in the dashboard's top bar (tooltip **Show QR code for Play View**).



The Scan to join modal for Arsenal v Chelsea on its Play View tab, with the QR code, Open Play View and Download (the link under the code is blurred here).

Control	What it does
Play View	The QR code and link for the viewer app. This is the default and the one to use.
Classic UI	The classic web viewer's link. Only shown when the platform team has enabled the classic viewer for your organisation.
Copy link	Copies the link.
Open Play View	Opens the link in a new tab so you can check it.
Download	Saves a high-resolution PNG of the QR code, named after the event.

What to hand out	Where to use it
The QR code (PNG from Download)	On screen during the broadcast, on stadium and venue screens, posters, printed programmes and slides. Give it room and good contrast, and keep it on screen long enough to scan.
The link (Copy link)	Social posts, the client's website and app, newsletters and messages.
The short code from Edit Event Settings	Read out by presenters or shown as text where a QR code is awkward: fans open the viewer address followed by the code.
The event's Home page (from the card)	A landing page with the QR code, for screens and displays.

Tip

Test the QR code with a phone before the show, from the distance the audience will be sitting. The QR code points at the event itself, not the short code, so it keeps working if you change the short code.

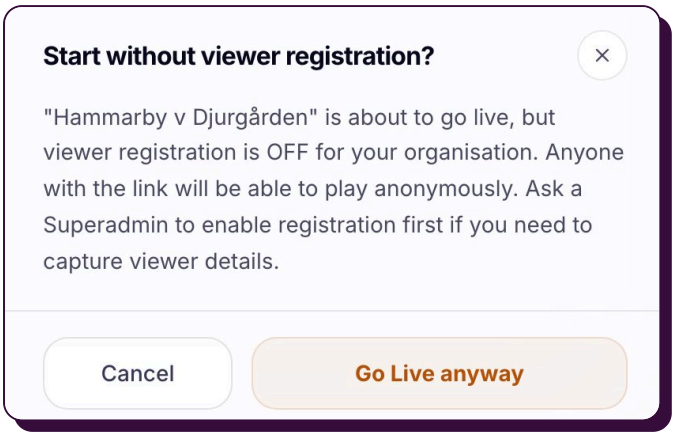
Go live preflight

You can go live from the card in the Control Center, but for a real show go live from the event dashboard: pressing **GO LIVE** there also starts the AI agent and chat analysis. Going live from the card only changes the status.

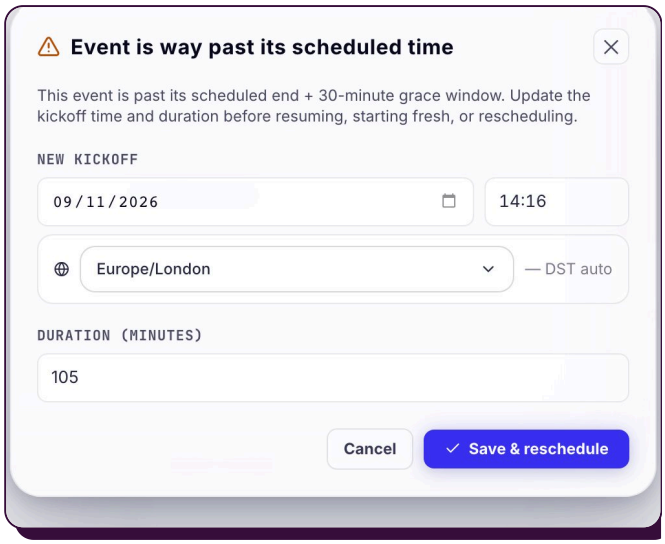
Checklist

- ☐ The event type, teams, title, duration and **Min Buff Gap (seconds)** are right in **Edit Event Settings**.
- ☐ The scheduled start and timezone are right, or empty if you will start by hand.
- ☐ The feed is connected: a test line has appeared in LIVE FEEDS, and the feed key row shows **Last used**.
- ☐ **AI CONFIGURATION** is saved for this event (see chapter 4, The producer environment).
- ☐ Branding is set and checked on a phone: logo, colours, Powered By banner, partner logo and background.
- ☐ Sponsors are in the sponsor manager, and any prepared buffs are in the deck.
- ☐ The QR code has been downloaded, scanned on a phone and sent to whoever puts it on screen.
- ☐ The producer is signed in on the dashboard with the event open, and a commentator, if any, has the Commentator view open.

If your organisation has viewer registration switched off, **GO LIVE** first asks **Start without viewer registration?**: anyone with the link can then play anonymously. If you need viewers' details, press **Cancel** and ask the platform team to turn registration on. A demo event with no linked demo script cannot go live and says **Demo script required**.



With registration off, **GO LIVE** asks first.



Too far past its end: set a new kick-off and duration first.

Watch out

If an event is more than 30 minutes past its scheduled end, it cannot go live. Opening it brings up **Event is way past its scheduled time**: set a new kick-off and duration and press **Save & reschedule**, then go live.

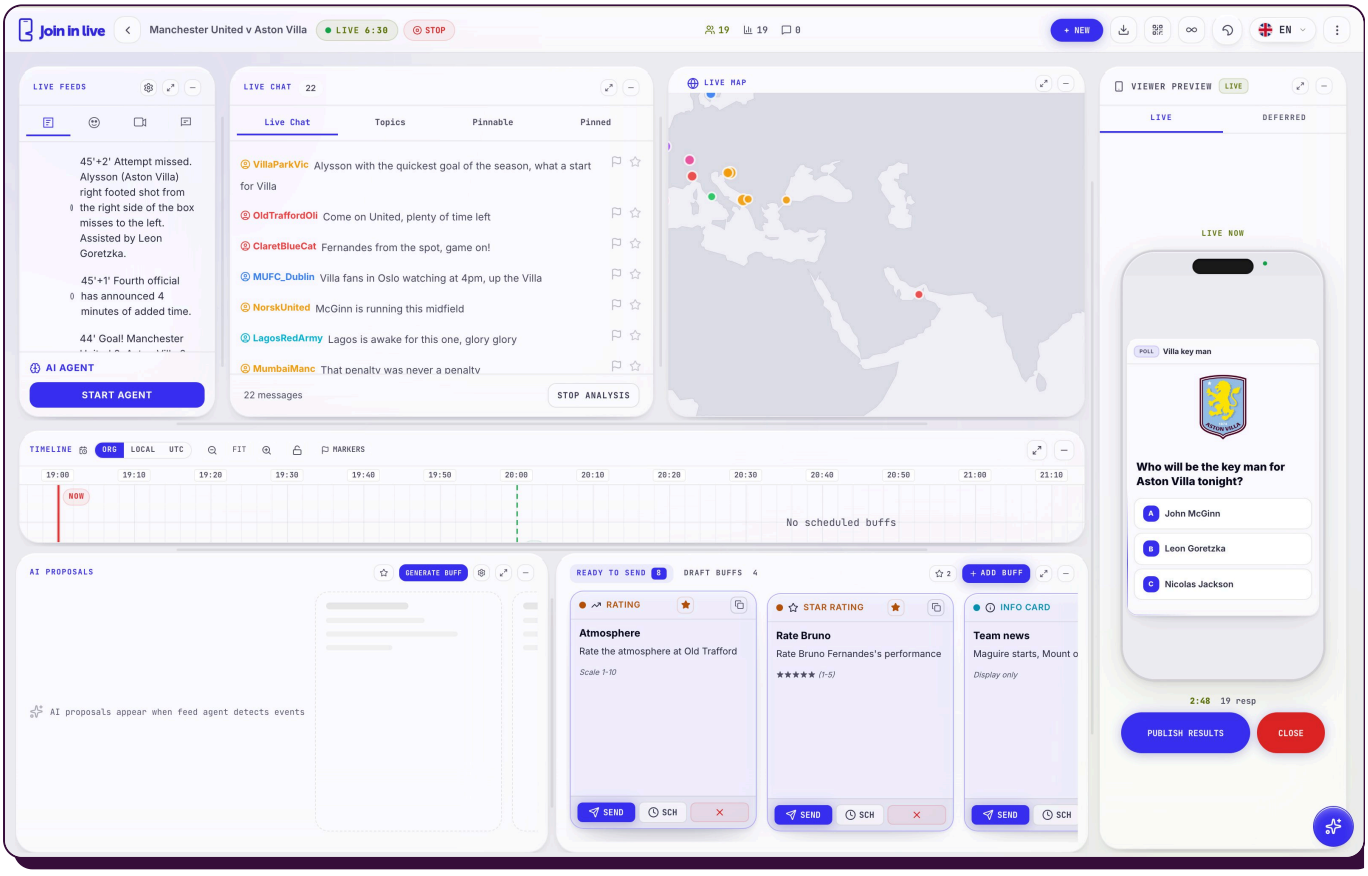
Join in live

04

The producer environment



The event dashboard is where you run the show. Open an event from the Control Center with **Enter** and it loads at `/admin?event=<id>`. This chapter covers each area in turn, with its controls and when to use it. The dashboard refreshes itself every few seconds, so a second producer's changes appear on your screen without a reload.

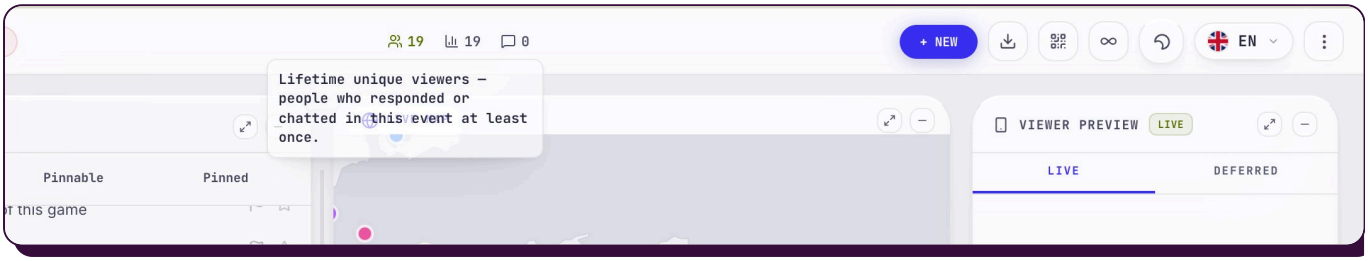


● The dashboard during a match: commentary in LIVE FEEDS, fan chat, dots on the live map, the timeline, AI PROPOSALS, the READY TO SEND deck, and a poll live in the viewer preview with 19 responses.

The fixed layout has seven panels: **LIVE FEEDS**, **LIVE CHAT** and **LIVE MAP** across the top, **TIMELINE** in the middle, **AI PROPOSALS** and the deck at the bottom, and **VIEWER PREVIEW** down the right. Every panel header has a maximise button (opens the panel full size) and a minimise button (folds it into a chip in the top bar; click the chip to bring it back).

> **Note**
> On a phone-sized screen the panels become four tabs at the bottom (**deck**, **feed**, **chat** and **preview**), the top bar stats are hidden and the dashboard opens in its dark theme.

Top bar and live stats



The top bar stats: viewers, responses and messages, with the tooltip for the viewers stat; then + NEW, import and export, QR, infinity canvas, theme, language and More actions.

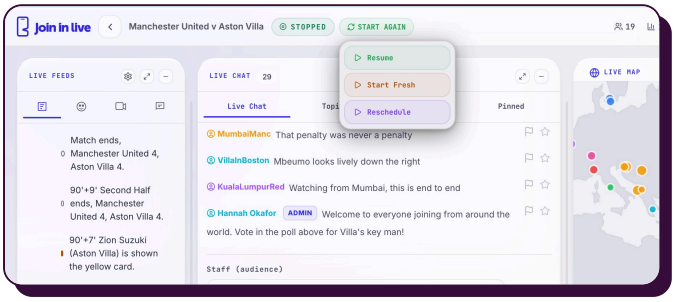
Control	What it does
Back arrow	Returns to the Control Center.
Event name	The event you are running.
Status badge and button	**DRAFT**, **LIVE** with its running clock, **STOPPED** or **RESCHEDULED**, with **GO LIVE**, **STOP** or **START AGAIN**. See the next section.
Viewers stat (people icon)	Lifetime unique viewers: people who answered or chatted in this event at least once. It is not a live head count.
Responses stat (chart icon)	Total responses across every buff sent in this event.
Messages stat (speech icon)	Chat messages sent in this event.
+ NEW	**Create Buff** opens Create New Buff; **Create Sponsor** opens the sponsor manager.
Import and export icon	Opens **Import / Export buffs**: download this event's buffs as a JSON file, or import a file as new drafts.
QR icon	Opens the **Scan to join** QR code modal (see chapter 3, Getting started).
Infinity icon	Switches between the fixed panels and the infinity canvas.
Theme toggle	Switches the dashboard between light and dark. Only you see the change.
Language switcher	Your interface language.
Three dots	Opens **More actions**.

When to use it: glance at the stats between buffs to see whether the audience is responding. Use **+ NEW** when you need a buff that is not in the deck, and the QR icon when the floor manager asks for the code.

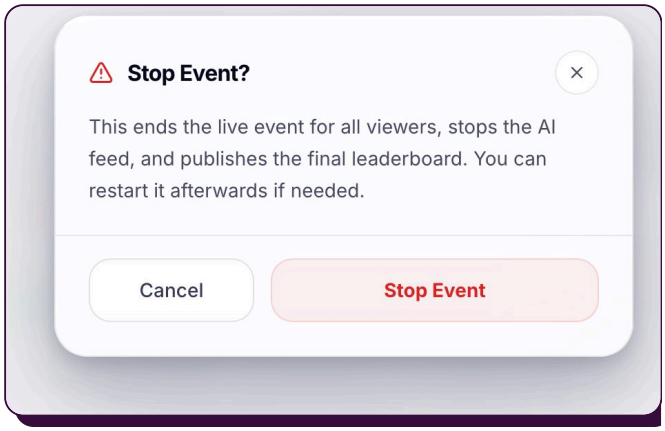
Watch out

The messages stat can read 0 while chat is clearly flowing. Read the count at the bottom of the LIVE CHAT panel instead.

Status banner: GO LIVE, STOP, START AGAIN



On a stopped event the banner reads STOPPED, and START AGAIN offers Resume, Start Fresh and Reschedule.



Stop Event? This ends the live event for all viewers, stops the AI feed, and publishes the final leaderboard.

Control	Shown when	What it does
GO LIVE	Draft or rescheduled	Makes the event live, starts the match clock, and starts the AI agent and chat analysis. The agent button reads **CONNECTING** while it starts.
STOP	Live	Asks **Stop Event?** first. Confirming with **Stop Event** ends the event for every viewer, stops the AI feed and publishes the final leaderboard.
START AGAIN	Stopped	Opens **Resume** (live again, keeping everything), **Start Fresh** and **Reschedule**.
Start Fresh	From START AGAIN	Opens **Start fresh**, a list of what to clear (**Buffs**, **Chat messages**, **AI proposals**, **Responses**, **Leaderboard**, **Live feed**), all ticked, then **Clear & start fresh**.
Reschedule	From START AGAIN	Sets a new kick-off. The event returns to draft with a **RESCHEDULED** badge and starts by itself at the new time.

When to use it: press **GO LIVE** a few minutes before the action starts, so the agent is running when the first line arrives. Press **STOP** only when the show is over. Use **Resume** after an accidental stop, and **Start Fresh** to turn a rehearsal into the real show.

Watch out

Start Fresh always wipes the live feed, chat and AI proposals, even if you untick them. Only buffs, responses and the leaderboard can really be kept. If you need the rehearsal buffs, export them first with the import and export icon.

Watch out

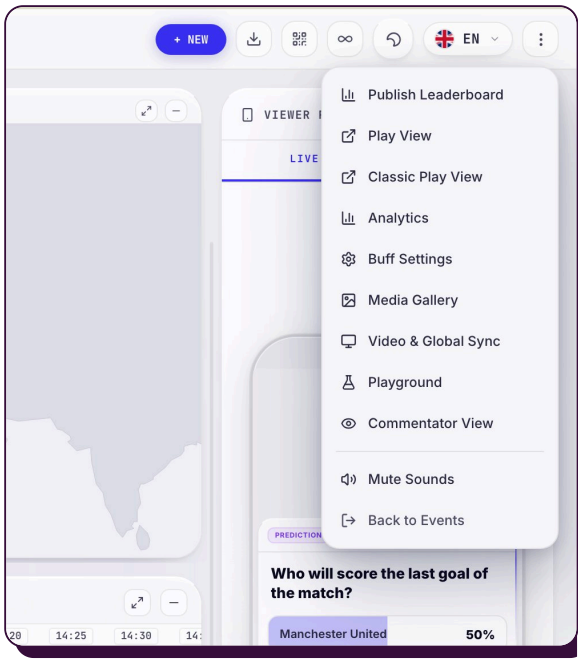
An event more than 30 minutes past its scheduled end cannot go live, resume or start fresh. The dialog **Event is way past its scheduled time** opens by itself: set a new kick-off and duration, then **Save & reschedule**.

More actions

The three dots at the right of the top bar open **More actions**. The items change with the event's state: the picture shows the menu while the event is live.

When to use it: before the show for **Buff Settings** and **Media Gallery**; during the show for **Publish Leaderboard** at natural breaks; afterwards for **Analytics**.

Start Fresh in this menu skips the checklist dialog and restarts fresh straight away. Use **START AGAIN** in the banner when you want to choose what to clear.



More actions on a live event, from Publish Leaderboard down to Back to Events.

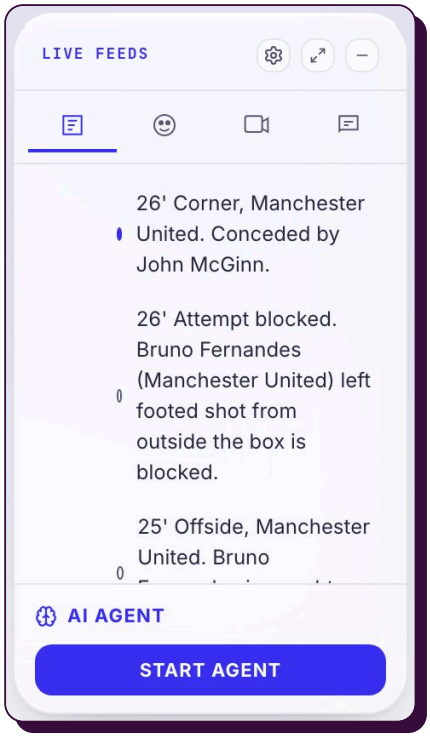
Item	What it does
Go Live, Stop Event, Resume Event, Start Fresh	The same as the status banner, shown by state.
Publish Leaderboard	Live or stopped events. Sends the current top 20 to every phone as a Leaderboard buff.
Play View	Opens the viewer for this event in a new tab.
Classic Play View	Opens the classic web viewer (only when your organisation has it).
Analytics	Opens the event's analytics page.
Buff Settings	Scoring, badges, branding, themes, notification triggers and the teaser.
Media Gallery	Upload and manage images used by logos, sponsors, buffs and backgrounds.
Video & Global Sync	Shown only when the platform team has enabled it for your organisation.
Demo Scripts	Demo organisations only. Scripted timelines for sales demos.
Playground	Test tools for AI quality. Not for running an event.
Commentator View	Opens the read-only view your commentators see.

Item	What it does
Mute Sounds / Unmute Sounds	Turns the dashboard's sounds, such as the send sound, off or on.
Back to Events	Returns to the Control Center.

LIVE FEEDS and the AI agent

Before the first line, the panel says **Press GO LIVE to start event feeds**. After **STOP**, the last lines stay listed and the button returns to **START AGENT**.

When to use it: watch LIVE FEEDS to know what the AI is reading and to spot a feed that has gone quiet. Press **START AGENT** if GO LIVE did not start it, or after a stop.

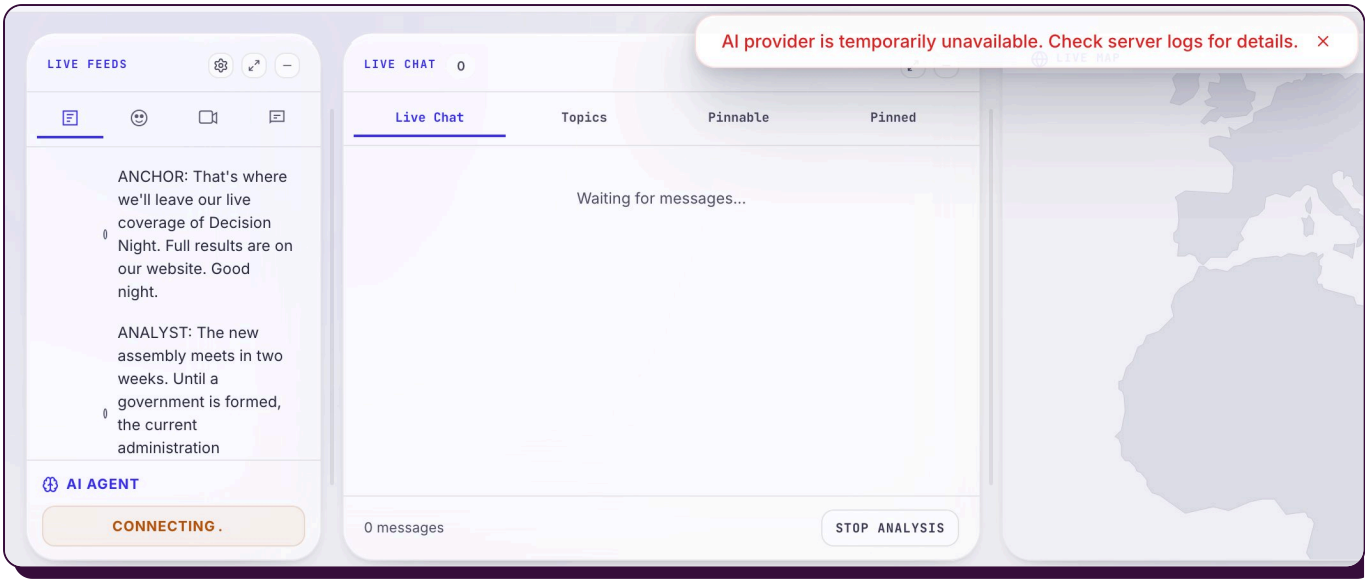


LIVE FEEDS: commentary lines, newest at the top, and the AI AGENT control.

Control	What it does
Commentary tab (first icon)	The live feed lines, newest at the top, each with the match minute when the feed carries one.
Other tabs (AI Analysis, Video, Social)	Not built yet. They show **Coming soon**.
Cog	Opens **AI CONFIGURATION**.
Maximise	Shows more of the feed at once.
START AGENT	Starts the AI agent for this event. It shows **CONNECTING** while it starts, then **STOP AGENT**. On success a message names the AI provider.
STOP AGENT	Stops the agent. New lines are still shown but no longer become proposals.

Watch out

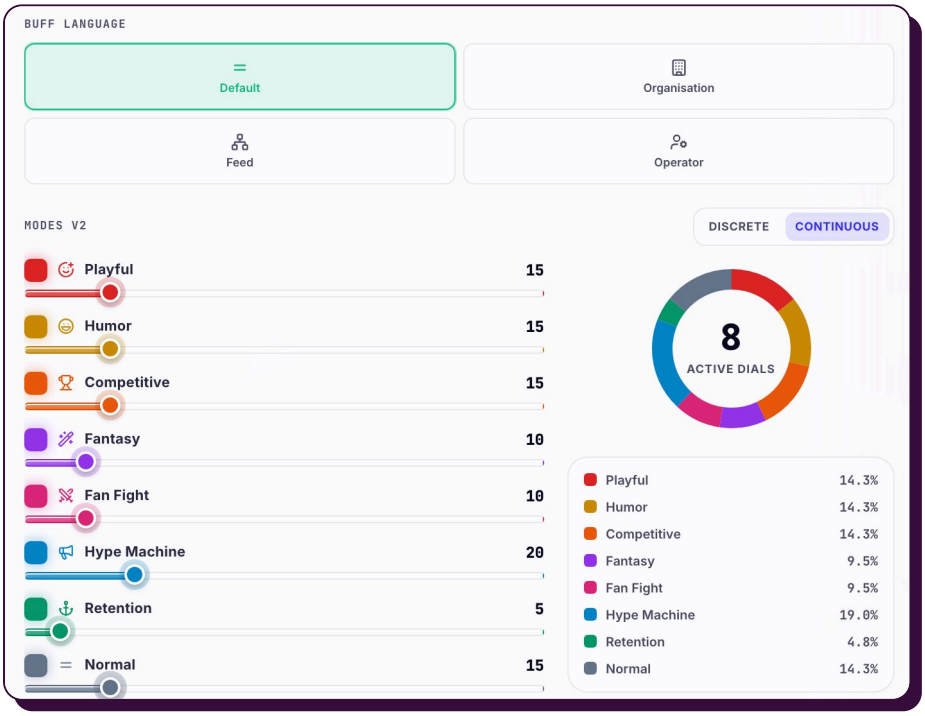
Lines that arrived before the agent started never become proposals. If the agent fails to start with an AI provider error, the event is still live and the feed still shows; you can keep running the show from the deck while the platform team fixes the AI. **No LLM provider configured** means no AI is set up at all.



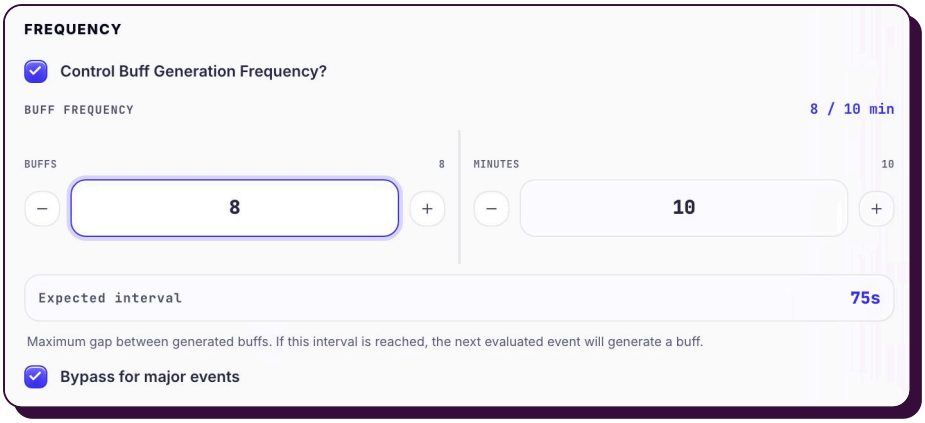
● START AGENT when the AI provider is unhealthy: "AI provider is temporarily unavailable. Check server logs for details." over LIVE FEEDS and LIVE CHAT, with the button stuck on CONNECTING.

AI CONFIGURATION

Open it with the cog in LIVE FEEDS. Settings apply to this event only, and nothing changes until you press **SAVE SETTINGS**.



● Buff Language on Default, and Continuous mode with eight weighted dials and the donut chart of active dials.



● Frequency at 8 buffs in 10 minutes, giving an expected interval of 75s, with Bypass for major events on.

Section	Control	What it does
Buff Language	**Default**, **Organisation**, **Feed**, **Operator**	The language the AI writes in. **Default** and **Organisation** use your organisation's language. **Feed** follows the language of the commentary. **Operator** always writes English.
Mode	**DISCRETE** or **CONTINUOUS**	Discrete uses one tone: **Playful**, **Humor**, **Competitive**, **Fantasy**, **Fan Fight**, **Hype Machine**, **Retention** or **Normal**. Continuous mixes all eight by weight, with a slider each and a donut showing the share. Tone never changes the facts.
`JIL Types`	Tick boxes in **Voting**, **Knowledge** and **Rating**	Which buff types the AI may propose (Join in Live buff types).
Confidence	**CONFIDENCE THRESHOLD** slider, 0 to 100	The lowest AI confidence a proposal needs to reach you. Default 25.
Advanced Context	Free text, up to 8000 characters	Extra instructions sent with every prompt.
Dynamic Context	**Include Dynamic Context**, a threshold and a summary	Keeps a running list of key moments for the AI to remember.
Frequency	**Control Buff Generation Frequency?**, **BUFFS** and **MINUTES**, **Bypass for major events**	Caps how many proposals arrive, for example 8 in 10 minutes. The bypass lets big moments through anyway.
Frequency	**ON-DEMAND: DEFAULT N FEEDS**	How many recent lines **GENERATE BUFF** uses by default.
Steering	**STEERING GUIDANCE** rule box and **Add**	Short rules sent on every generation, for example "Don't propose buffs about the referee". Delete a rule with its bin icon.
Live Chat	Chat, pinned topics, starred messages, pinned chats	Feeds what fans are saying into the prompt.

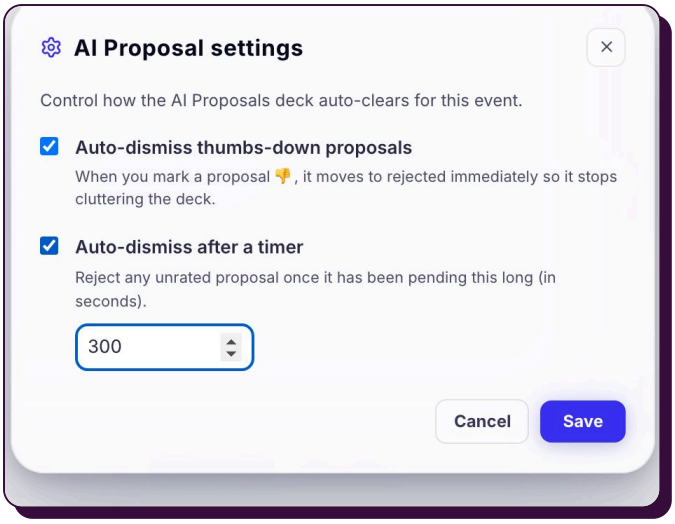
When to use it: before kick-off, once per event. Tick only the buff types the client has signed off, set the tone and the frequency, add steering rules for anything off limits, and press **SAVE SETTINGS**. During the show, add a steering rule if the AI keeps proposing something you reject.

AI PROPOSALS

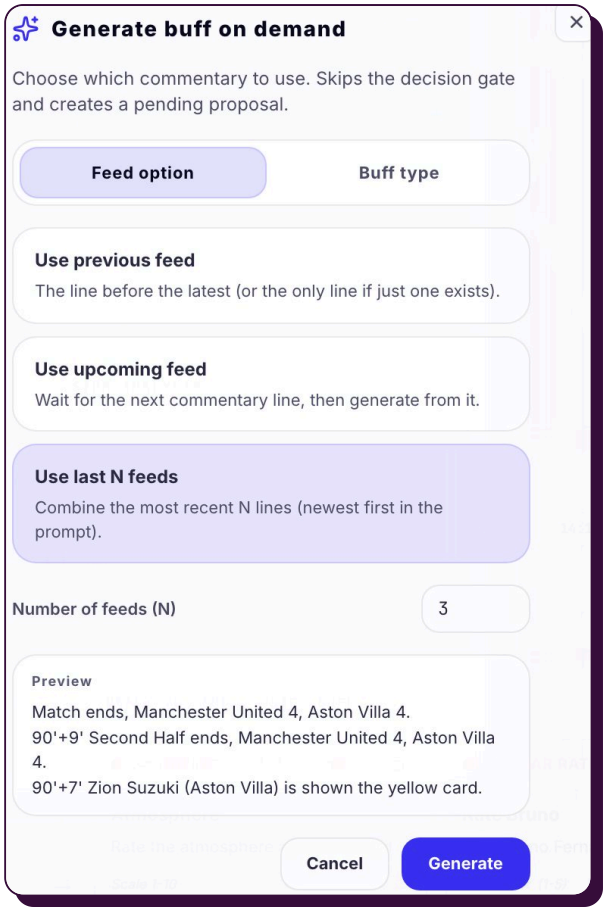
Each proposal in AI PROPOSALS is a buff the agent wrote from the feed, waiting for you to approve, edit or dismiss it.

Each card shows the buff type, whether it came from the feed alone (**Feed**) or the feed plus chat (**F+C**), the AI's confidence, the tone and its age. With no proposals the panel says **AI proposals appear when feed agent detects events**.

Control	What it does
Star filter	Shows only starred proposals.
GENERATE BUFF	Opens **Generate buff on demand**: use the previous line, wait for the next line, or combine the last N lines (with a preview), and optionally pick a buff type. It skips the frequency check and creates a proposal.
Cog	Opens **AI Proposal settings**: **Auto-dismiss thumbs-down proposals**, and **Auto-dismiss after a timer** (300 seconds or more). Press **Save**.
APPROVE (on a card)	Turns the proposal into a buff in **READY TO SEND**.
Thumbs up, thumbs down	Rate the proposal. Ratings are counted in analytics.
Star	Saves the proposal to favourites.
X	Dismisses the proposal.
Card body	Opens **Edit AI Proposal**, where you can change the text and then **Approve & Add to Deck**, **Save Changes** or **Dismiss**.



AI Proposal settings: auto-dismiss thumbs-down proposals, and unrated ones after a timer.



Generate buff on demand, using the last three lines.

When to use it: throughout the live show. Approve good proposals quickly, since the moment passes. Edit when the idea is right and the wording is not. Use **GENERATE BUFF** straight after a big moment if nothing has arrived.

Watch out

Approving does not send. An approved proposal waits in **READY TO SEND** until you press **SEND**. If two producers act on the same proposal, the second gets "Proposal not found or already handled".

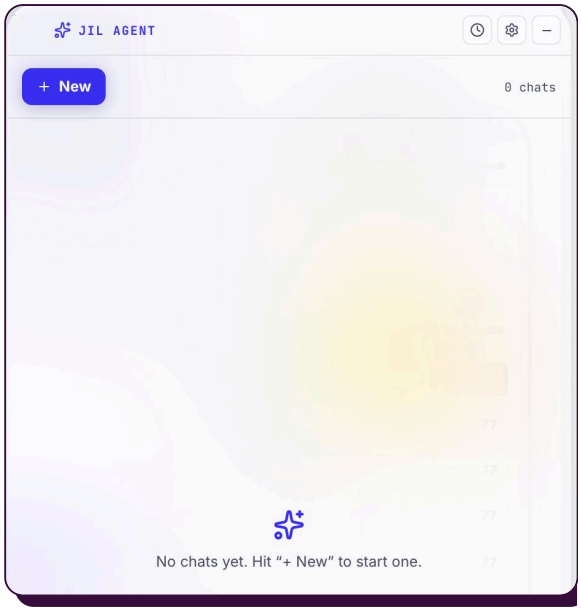
Watch out

Proposals, on-demand generation, AI translation and the `JIL Agent` all need a working AI key on the platform. Without one, GENERATE BUFF answers "Buff generation failed" and nothing reaches the panel; write buffs by hand from the deck.

The `JIL Agent` panel

Organisations that have it see a sparkle button at the bottom right. It opens the `JIL Agent`, a chat assistant that can act on the event: create, schedule, send and close buffs, approve proposals, mine chat for ideas and queue reports. It is separate from the feed AI agent.

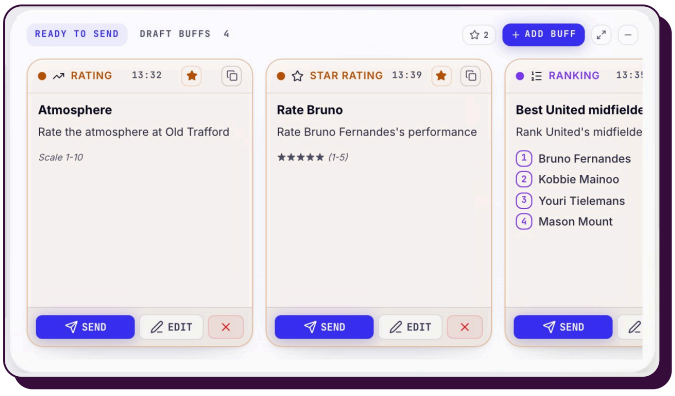
When to use it: for multi-step jobs that would take several clicks, such as rescheduling a set of buffs. Check what it proposes: it asks you to confirm before deleting a buff, stopping the event or approving proposals in bulk.



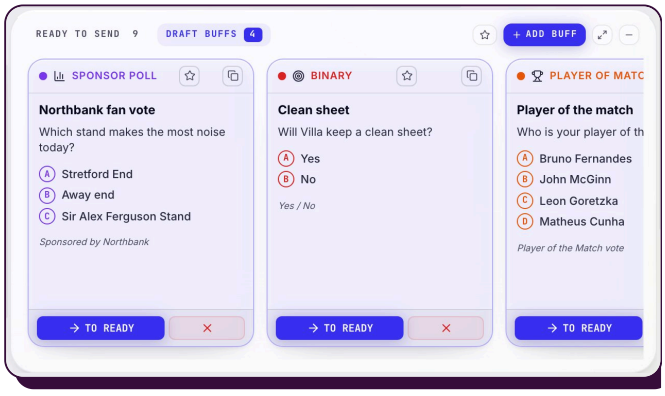
The JIL AGENT panel opened from the sparkle button, before any chat: + New, 0 chats and "No chats yet".

Control	What it does
+ New	Starts a chat. Type a request, for example "schedule a quiz at half-time".
History, settings and minimise icons	Past chats, the agent's display settings, and folding the panel away.

The deck: READY TO SEND, DRAFT BUFFS and FAVORITES



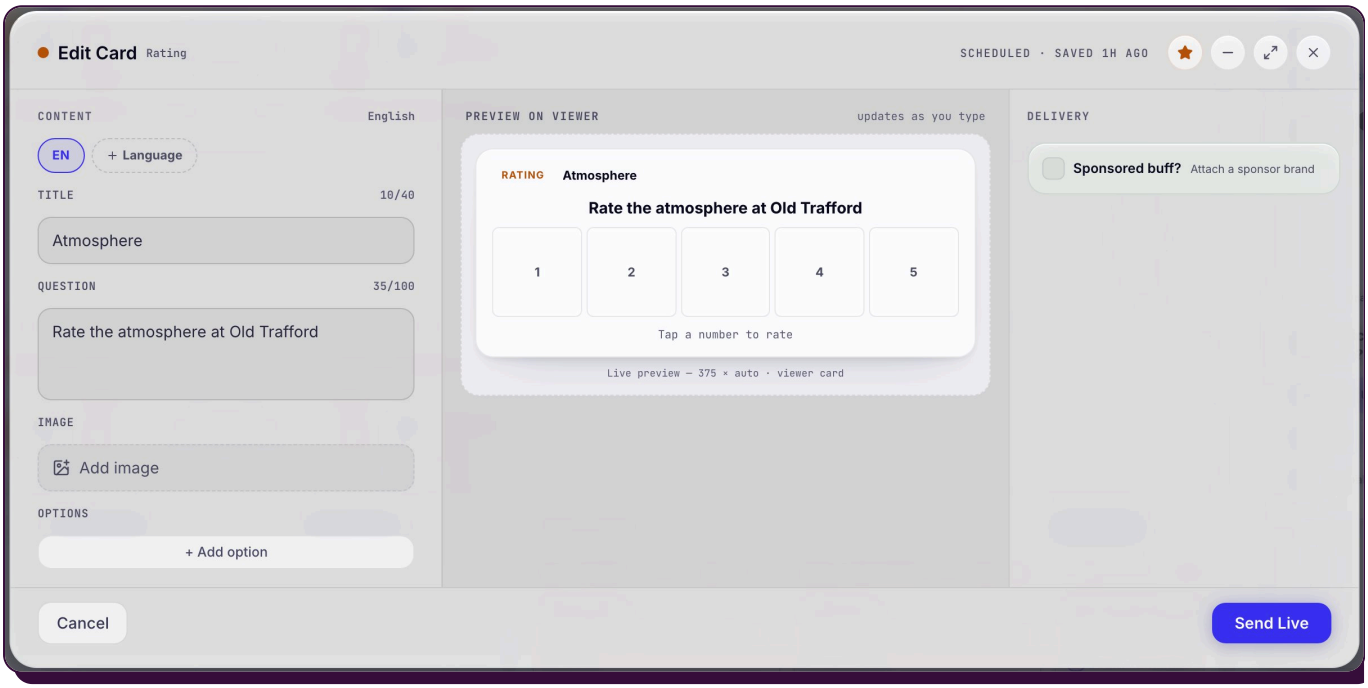
READY TO SEND: scheduled cards show their fire time.



DRAFT BUFFS: prepared buffs waiting to be promoted.

Control	What it does
READY TO SEND tab	Buffs ready to go now, newest first, then scheduled buffs with their fire time.
DRAFT BUFFS tab	Buffs written in advance, kept out of the way until you need them.
Star toggle (with a count)	Filters the deck to your favourites, from every lane.
+ ADD BUFF	Opens Create New Buff. From DRAFT BUFFS it opens with **Save as draft?** on.
SEND	Sends the buff to every phone now.

Control	What it does
SCH	Opens **SCHEDULE BUFF** to fire it later.
EDIT (scheduled cards)	Changes the scheduled time.
TO READY (draft cards)	Moves a draft into READY TO SEND.
X	Deletes the buff, or cancels a scheduled one, after a confirmation.
Star and Clone icons (card header)	The star adds the buff to favourites; **Clone** copies it into a new draft.
Card body	Opens **Edit Card**: change the content, then **Send Live** or **Cancel**. **Save Changes** appears once you have changed something.



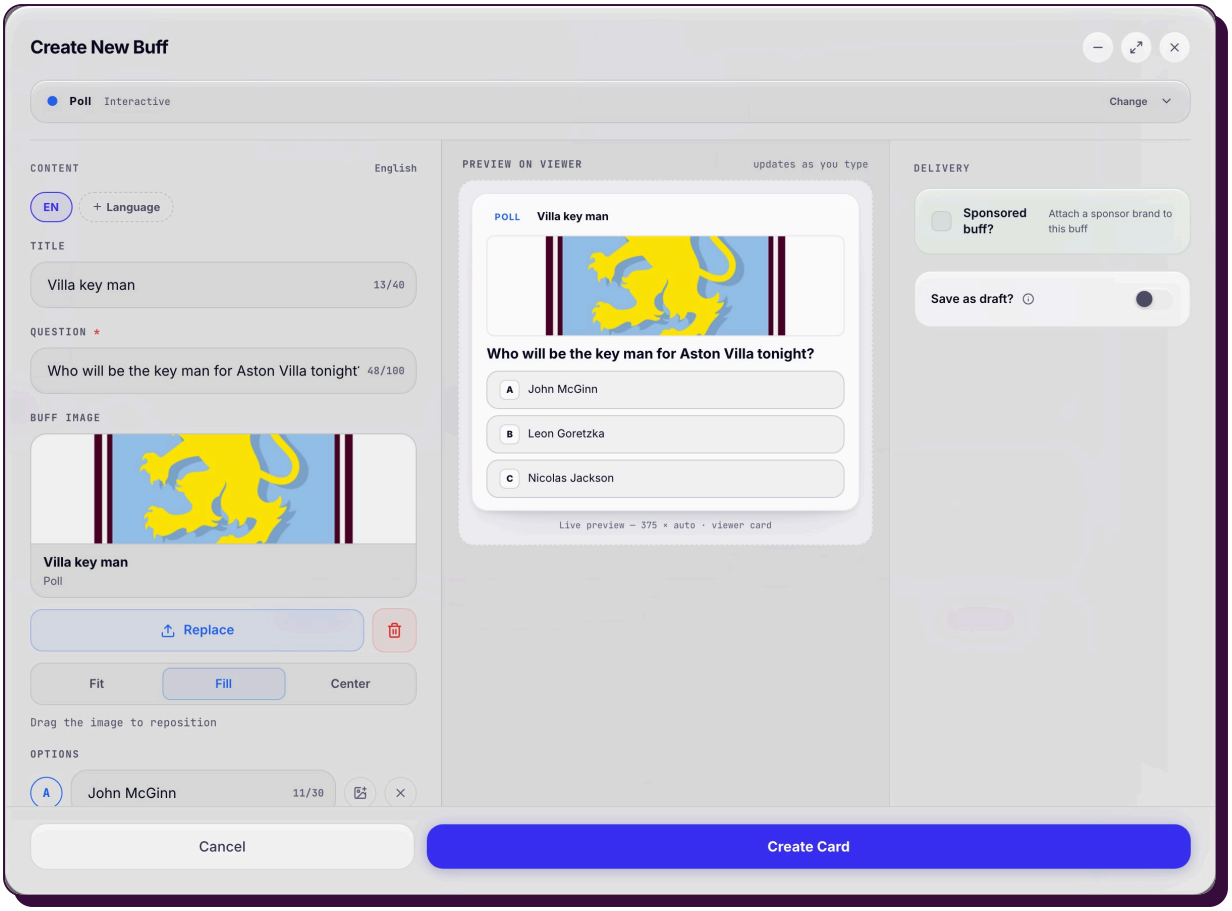
Edit Card on a scheduled rating, with its fields, the live preview and Send Live.

When to use it: build DRAFT BUFFS before the show (predictions for each half, the sponsor poll, a player of the match vote) and move them to READY TO SEND as the moment approaches. Star the ones you will need at a known point, such as half-time.

> **Tip**
> To reuse a rehearsal deck in another event, use the import and export icon in the top bar. Imported buffs arrive as new drafts.

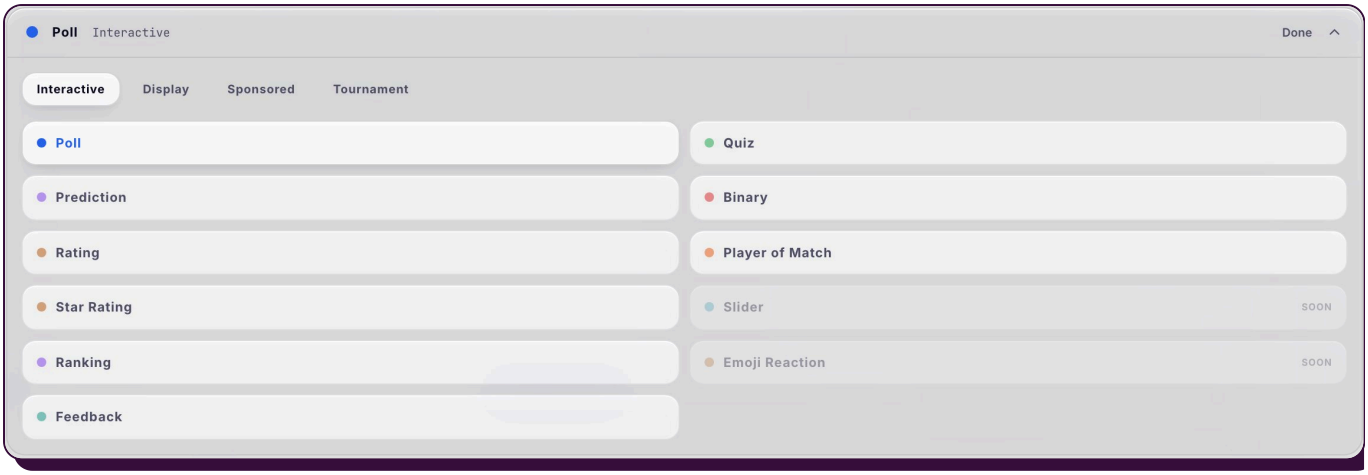
Create New Buff and the buff types

Open it with **+ NEW**, **Create Buff** or **+ ADD BUFF**. The modal has a type picker at the top, then three columns: **CONTENT**, **PREVIEW ON VIEWER** (updates as you type) and **DELIVERY**.



● Create New Buff for a poll with a title, question, buff image and options; the live preview in the middle; Sponsored buff? and Save as draft? on the right.

Control	What it does
Type pill and Change	Opens the type picker with tabs **Interactive**, **Display**, **Sponsored** and **Tournament**. Types marked **SOON** cannot be created yet.
TITLE	Optional display title, up to 40 characters.
QUESTION (or Subject, Headline)	Required, up to 100 characters.
BUFF IMAGE	Pick from the gallery, then **Fit**, **Fill** or **Center**, and drag to reposition.
OPTIONS	2 to 6 answers, up to 30 characters each, each with an optional image.
Sponsored buff?	Attaches a sponsor brand from the sponsor manager.
Save as draft?	Puts the buff in DRAFT BUFFS instead of READY TO SEND.
Defer (predictions only)	"Resolves later for bonus": marks the prediction to be resolved later. See "Deferred predictions" below.
Minimise, maximise, close (top right)	Minimise keeps your half-written buff as a chip while you use the dashboard.
Create Card	Creates the buff in the deck. It does not send it.



The type picker on Interactive: Poll, Quiz, Prediction, Binary, Rating, Player of Match, Star Rating, Ranking and Feedback, with Slider and Emoji Reaction marked SOON.

Type	Category	What the viewer does
Poll	Interactive	Picks one of 2 to 6 options; sees the split.
Quiz	Interactive	Picks an answer; you mark the correct one and can add an explanation. Correct answers score.
Prediction	Interactive	Predicts an outcome. Can be deferred and resolved later for a bonus.
Binary	Interactive	Chooses between exactly two options, such as Yes or No.
Rating	Interactive	Rates a subject on a number scale.
Player of Match	Interactive	Votes for one of the listed players.
Star Rating	Interactive	Rates a subject from 1 to 5 stars.
Ranking	Interactive	Drags 3 to 5 items into order.
Feedback	Interactive	Types a free-text answer, up to the length you set.
Info Card	Display	Reads a headline and image. No answer.
Sponsor Poll	Sponsored	Answers a poll presented by a sponsor. Shown over the main buff.
Sponsor Card	Sponsored	Sees sponsored content, with an optional call-to-action button.

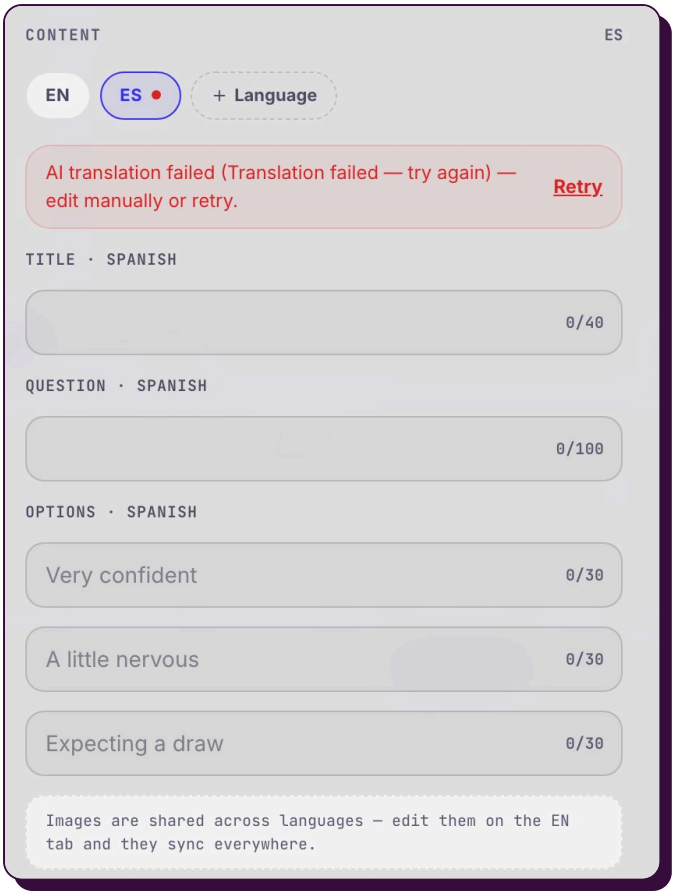
Watch out

The **Rating** hint says 1 to 10, but manual Rating buffs are created on a 1 to 5 scale. Check the preview before you send. Sponsor Poll and Sponsor Card need a name in **Sponsor Name** even if **Sponsored buff?** is ticked.

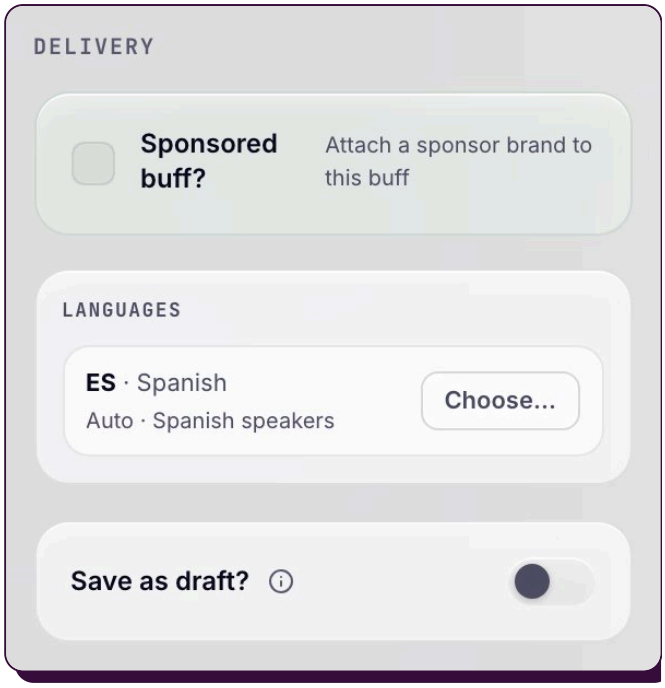
When to use it: whenever the deck has nothing that fits the moment, and before the show to prepare drafts.

Language tabs

When your organisation has multi-language buffs, a row of language pills sits at the top of **CONTENT**: **EN** first, then one pill per translation, and **+ Language**.



CONTENT on the **ES** pill: the notice shown when AI translation fails, with **Retry**, above the Spanish fields.



LANGUAGES in **DELIVERY**: ES · Spanish goes **Auto** to Spanish speakers.

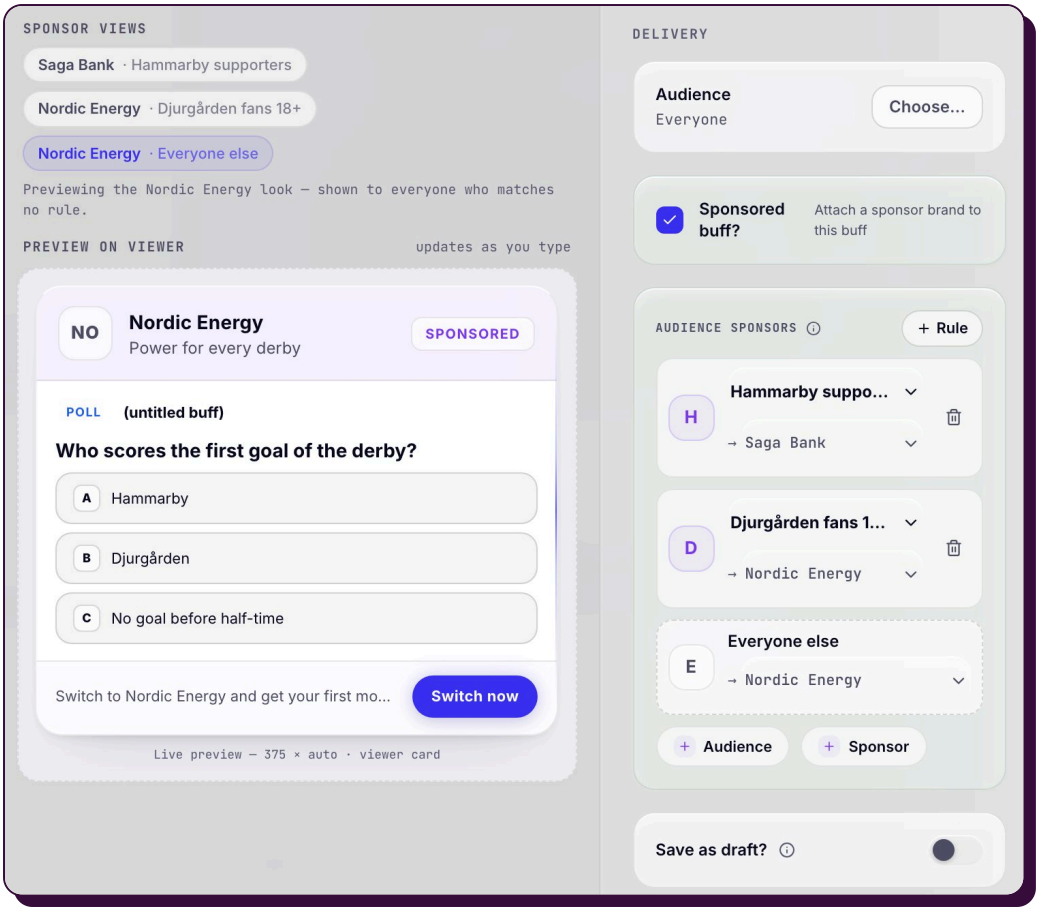
Control	What it does
+ Language	Adds a language. The AI translates the title, question and options into it.
Language pill	Switches the fields to that language so you can check or edit them.
Retry	Tries the AI translation again after a failure. You can also type the translation by hand.
LANGUAGES (DELIVERY column)	Each translation goes **Auto** to viewers whose profile language matches, or to a custom audience with **Choose…**.

Images are shared across languages: edit them on the **EN** tab. Only the text is translated, so answers and scoring are the same in every language.

When to use it: for an international audience, on buffs that matter, such as the sponsor poll and the big predictions.

Audiences and audience sponsors

When your organisation has targetable signup fields (such as age group or supporter club), **DELIVERY** shows an **Audience** row with **Choose…**, and **Sponsored buff?** turns into a list of **AUDIENCE SPONSORS**.



● Audience sponsors: Hammarby supporters see Saga Bank, Djurgården fans 18+ see Nordic Energy, and everyone else falls back to Nordic Energy; the Sponsor views chips switch the preview.

Control	What it does
Audience and Choose…	Targets the buff at a saved audience. **Everyone** means no targeting.
+ Rule	Adds an audience and sponsor row. Rows apply top down and the first match wins.
Everyone else row	The fallback sponsor for viewers who match no row.
SPONSOR VIEWS chips	Switch the preview between each sponsor's version.
Bin icon	Removes a row.

Saved audiences are built in **Buff Settings**, **Audiences**, by an admin.

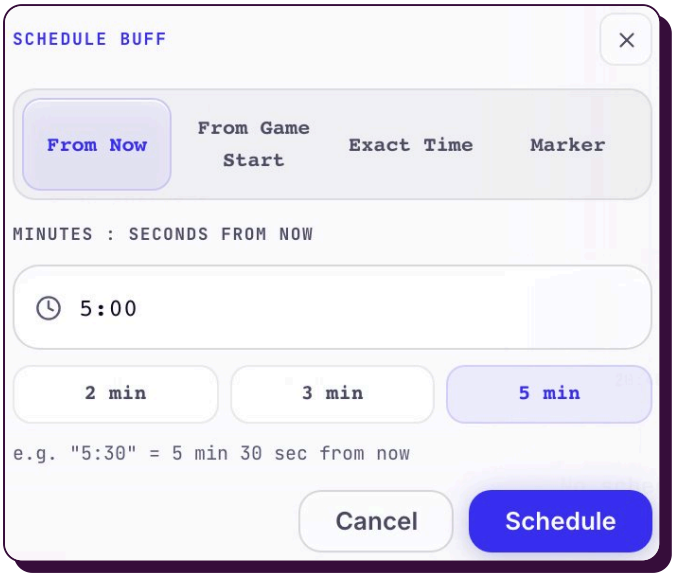
Watch out

The **Audience** row only appears when the organisation has targetable signup fields. In one organisation, **DELIVERY** showed only **Sponsored buff?** and **Save as draft?** even with audience targeting on. If the row is missing, see chapter 8, Troubleshooting and support.

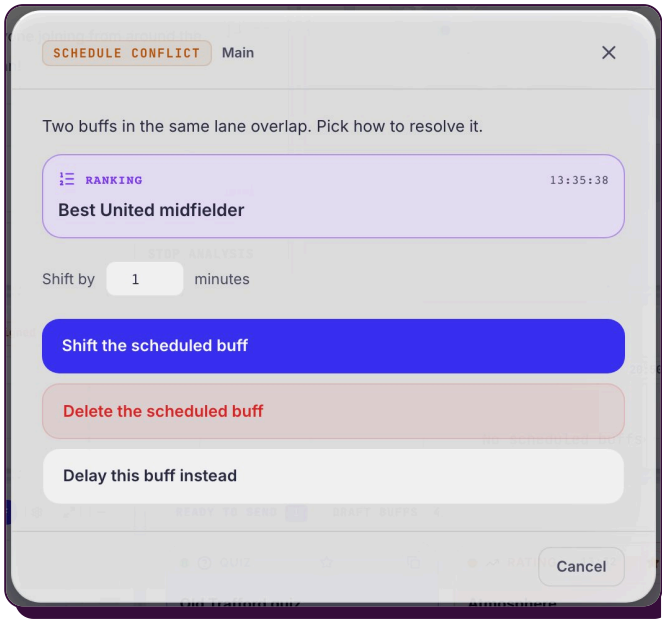
When to use it: when two sponsors share a buff, or a buff only makes sense for one group of fans.

SCHEDULE BUFF

Press **SCH** on a ready card. The buff fires on its own at the chosen time.



● SCHEDULE BUFF on From Now, with 5:00 typed and quick picks of 2, 3 and 5 minutes.



● SCHEDULE CONFLICT: Shift the scheduled buff, Delete the scheduled buff or Delay this buff instead, with a Shift by box.

Tab	What you set
From Now	Minutes and seconds from now, or **2 min**, **3 min**, **5 min**.
From Game Start	Minutes after kick-off. Before kick-off it is worked out when you press GO LIVE.
Exact Time	A date and time in your organisation's timezone.
Marker	Minutes after a timeline marker, such as "Second-half kick-off".

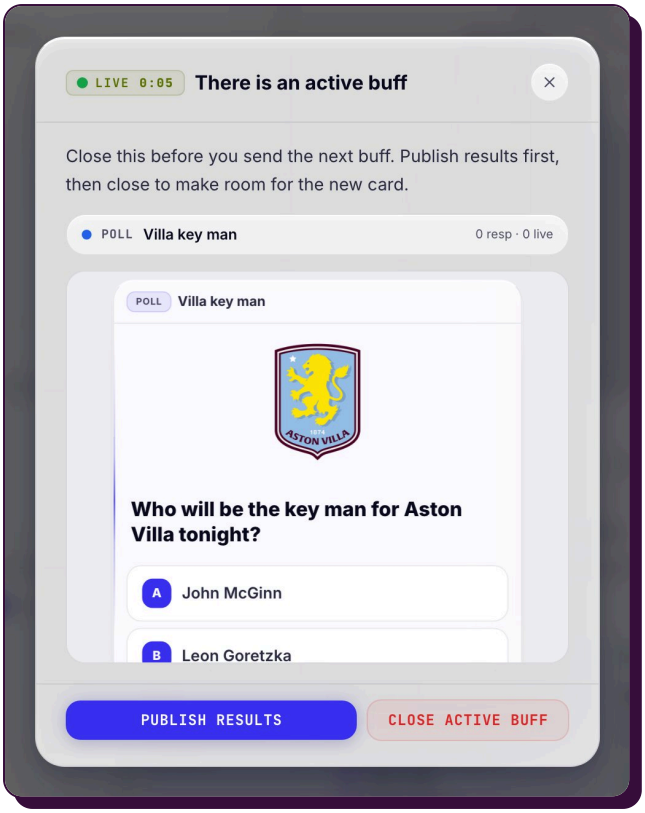
Press **Schedule**. If another buff in the same lane would overlap, **SCHEDULE CONFLICT** asks how to resolve it.

Button	What it does
Shift the scheduled buff	Sends yours and moves the scheduled one later by the **Shift by** minutes.
Delete the scheduled buff	Sends yours and deletes the scheduled one.
Delay this buff instead	Reschedules yours to after the scheduled one.
Cancel	Changes nothing.

When to use it: for anything tied to a known point: a prediction two minutes after kick-off, a quiz for half-time, a sponsor card at the break.

Sending, and the one-live-buff rule

Viewers see one main buff at a time, plus one overlay (an info card or sponsored buff) on top.



There is an active buff, opened by SEND while a poll is still live: the live poll, then PUBLISH RESULTS and CLOSE ACTIVE BUFF.

If you press **SEND** while a main buff is live and its result is not published, the dashboard does not send. **There is an active buff** opens instead:

Button	What it does
PUBLISH RESULTS	Publishes the live buff's result.
CLOSE ACTIVE BUFF	Closes the live buff.
Defer	For a deferred prediction: parks it to resolve later.
Cancel	Drops the queued send.

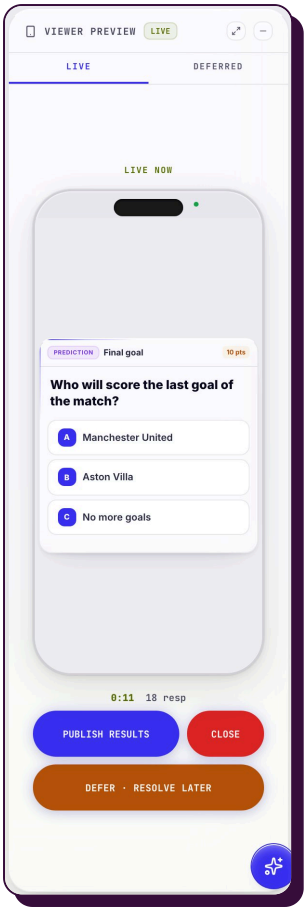
Once the slot is clear, the new buff goes out automatically. If the live buff's result is already published, SEND closes it and sends the new one straight away.

Rule

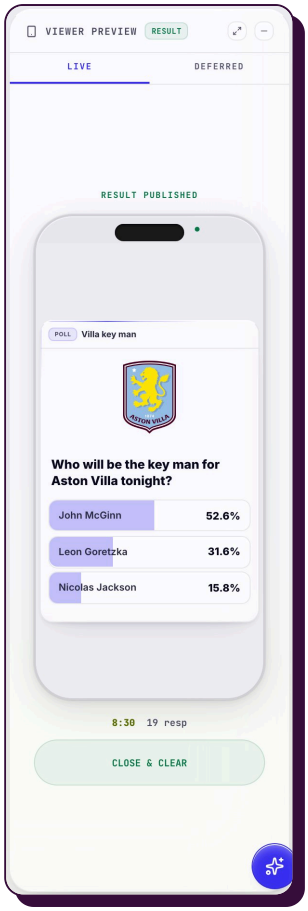
One main buff on air at a time. Publish the result, defer or close the live buff before the next one, or the next one waits.

VIEWER PREVIEW

The right-hand panel shows exactly what is on the phones. It has two tabs, **LIVE** and **DEFERRED**.



A live prediction: publish, close, or defer it.



After PUBLISH RESULTS: the split, and CLOSE & CLEAR.

Control	Shown when	What it does
Badge above the phone	Always	**LIVE NOW**, **RESULT PUBLISHED**, or a draft preview of the card you selected.
Timer and resp count	A buff is live	Time on air and responses to this buff.
PUBLISH RESULTS	Interactive buff live	Shows the result on every phone and scores quizzes. Fans see "Results incoming" until you press it.
CLOSE	Live, no result	Takes the buff off the phones after a confirmation. It cannot be undone.
DEFER · RESOLVE LATER	A prediction created with Defer on	Parks the prediction in the DEFERRED tab and frees the slot.
CLOSE & CLEAR	Result published	Closes the buff and clears the slot for the next one.
Overlay Close	An info card or sponsored buff is on top	Closes the overlay. Overlays have no results.

When to use it: all the time. Watch the response count, publish when it levels off, then close and clear before the next buff.

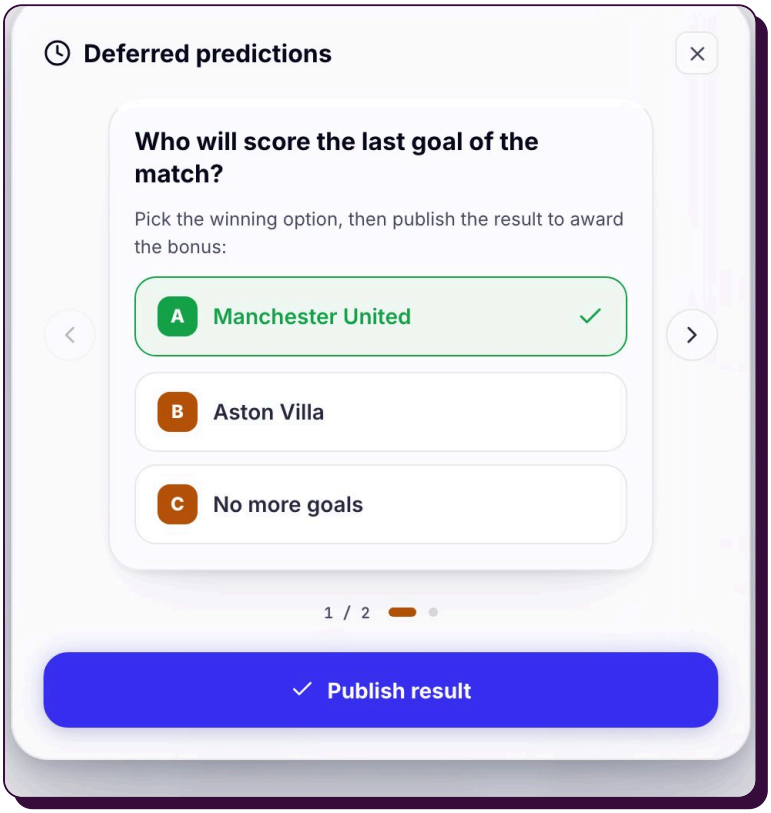
Watch out

Results never publish themselves. Display-only buffs (info cards, sponsor cards) have no PUBLISH RESULTS button: close them when you are done.

Deferred predictions

A deferred prediction is answered now and resolved later, when the outcome is known ("Who will score the last goal?"). Viewers earn base points when they answer; correct predictors get a bonus when you resolve it.

Create a **Prediction** with **Defer** on and send it. When you have enough answers, press **DEFER · RESOLVE LATER** in **VIEWER PREVIEW**: it moves to the **DEFERRED** tab and frees the slot. When the outcome is known, press **PUBLISH RESULTS** on the **DEFERRED** tab, pick the winning option in **Deferred predictions** and press **Publish result** (the arrows move between pending predictions). Chapter 6, Workflows, has the full procedure.



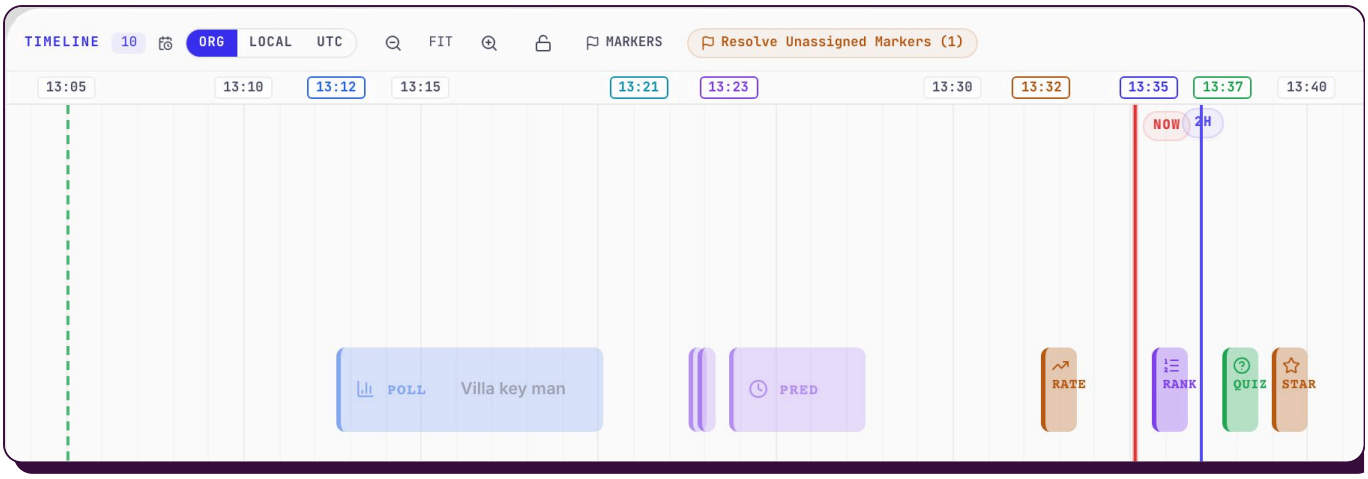
Deferred predictions: Manchester United picked as the winner of "Who will score the last goal of the match?", 1 of 2, and Publish result.

Watch out

The Defer switch only marks the prediction. If you press **CLOSE** instead of **DEFER · RESOLVE LATER** while it is live, it ends as closed, never reaches the DEFERRED tab, and nobody gets the bonus.

When to use it: for outcomes decided later in the show: final score, man of the match, who leaves the villa, election results.

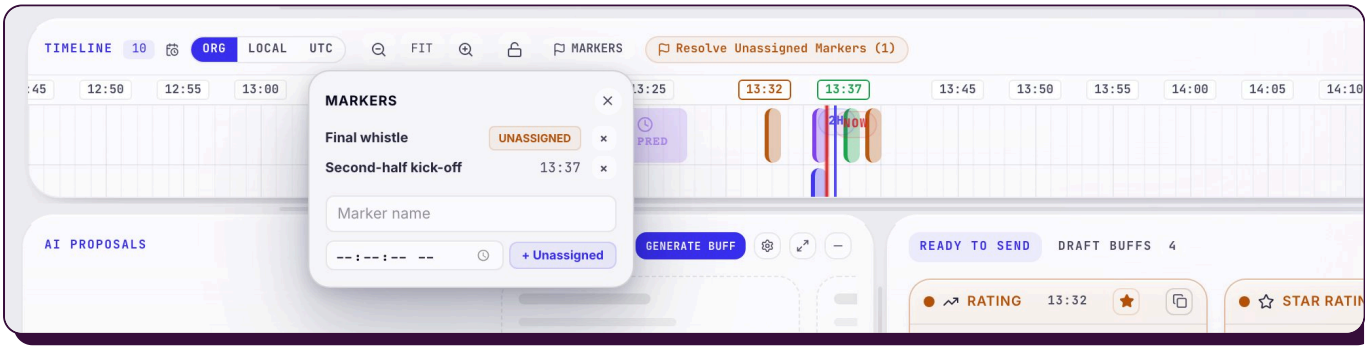
TIMELINE and markers



The TIMELINE toolbar and main lane: sent buffs to the left of NOW, scheduled rating, ranking, quiz and star rating to the right, the dashed KO line and the 2H marker.

Control	What it does
ORG, LOCAL, UTC	Switch the time labels. Nothing moves.
Zoom out, FIT, zoom in	Change the scale. **FIT** shows everything.
Lock icon	Unlock to drag scheduled buffs to new times; lock again to stop accidents.
MARKERS	Opens the markers list.
Resolve Unassigned Markers (n)	Sets a marker whose time was unknown live now, or at a time you choose.
A buff block	Opens its popover: **Edit Time**, **Edit Card**, **Cancel schedule** or **Delete**; for a live buff, **Publish results** and **Close**.

The top lane is the main buff, the bottom lane the overlays. **KO** marks kick-off and **NOW** the current time.

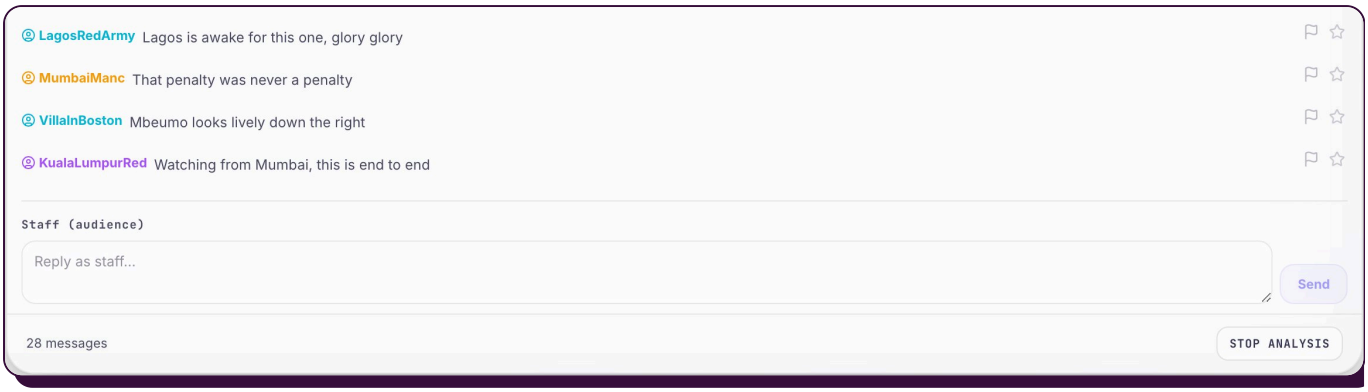


MARKERS with an unassigned Final whistle marker and a timed Second-half kick-off, the Marker name box and + Unassigned.

Markers are named milestones. Add a **timed** marker when you know the time, or an **unassigned** one when you do not (the final whistle). Schedule buffs relative to a marker, then press **Resolve Unassigned Markers** when the moment happens: every buff scheduled against it fires at its offset.

When to use it: before the show, to lay out the running order; during it, to see what fires next and to set markers live at the real moment.

LIVE CHAT moderation



The foot of LIVE CHAT: fan messages with flag and star controls, the Staff (audience) reply box, the message count and STOP ANALYSIS.

Control	What it does
Live Chat tab	Every message, newest at the bottom.
Flag icon	Flags a message. Flagged messages are hidden in the dashboard, with a **SHOW / HIDE FLAGGED** toggle.
Star icon	Stars a message. Starred messages appear as pinned chats in the Commentator view and can feed the AI.
Topics tab	Trending topics the AI finds in chat, by window.
Pinnable tab	Messages the AI suggests highlighting, with **Pin this message** and **Dismiss**.
Pinned tab	Messages you pinned.
Staff (audience) box (Reply as staff…) and Send	Replies to the room as staff. Only when your organisation has two-way chat.
Message count	The number of messages in this event.
START ANALYSIS / STOP ANALYSIS	Starts or stops the AI chat analysis that fills Topics and Pinnable. GO LIVE starts it.

When to use it: keep one eye on chat throughout. Flag abuse, star the best lines for the commentators, and use staff replies to point fans at the live buff.

Watch out

The **Pinned** tab is stored in your browser only: another producer or browser will not see your pins. Use the star for anything the commentators must see. Flagging hides a message in the dashboard; do not rely on it to remove the message from fans' phones. On the build we tested, starring and flagging two-way chat messages failed (see chapter 8, Troubleshooting and support).

The **LIVE MAP** panel beside chat drops a dot for each chatting fan, centred on the event's market. The dots illustrate a worldwide audience; their positions are not accurate.

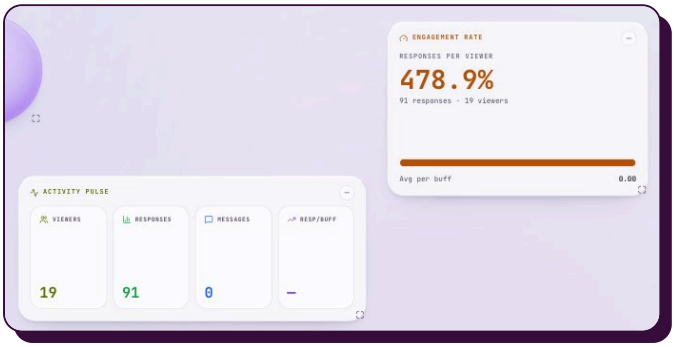
Leaderboard publish

More actions, **Publish Leaderboard** sends the current top 20 to every phone as a Leaderboard buff. Pressing **STOP** does the same with the final standings.

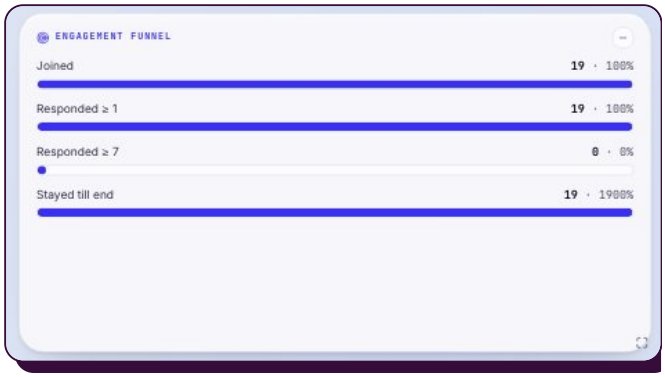
When to use it: at half-time and other natural breaks. The leaderboard takes the main slot, so publish it between buffs and close it before the next one.

Insight widgets and the infinity canvas

The infinity icon in the top bar turns the dashboard into a zoomable board where every panel floats. **Add component** (the plus at the bottom) adds analytics widgets and notes.



Activity Pulse and **Engagement Rate** floating on the canvas.



Engagement Funnel: joined, responded and stayed till the end.

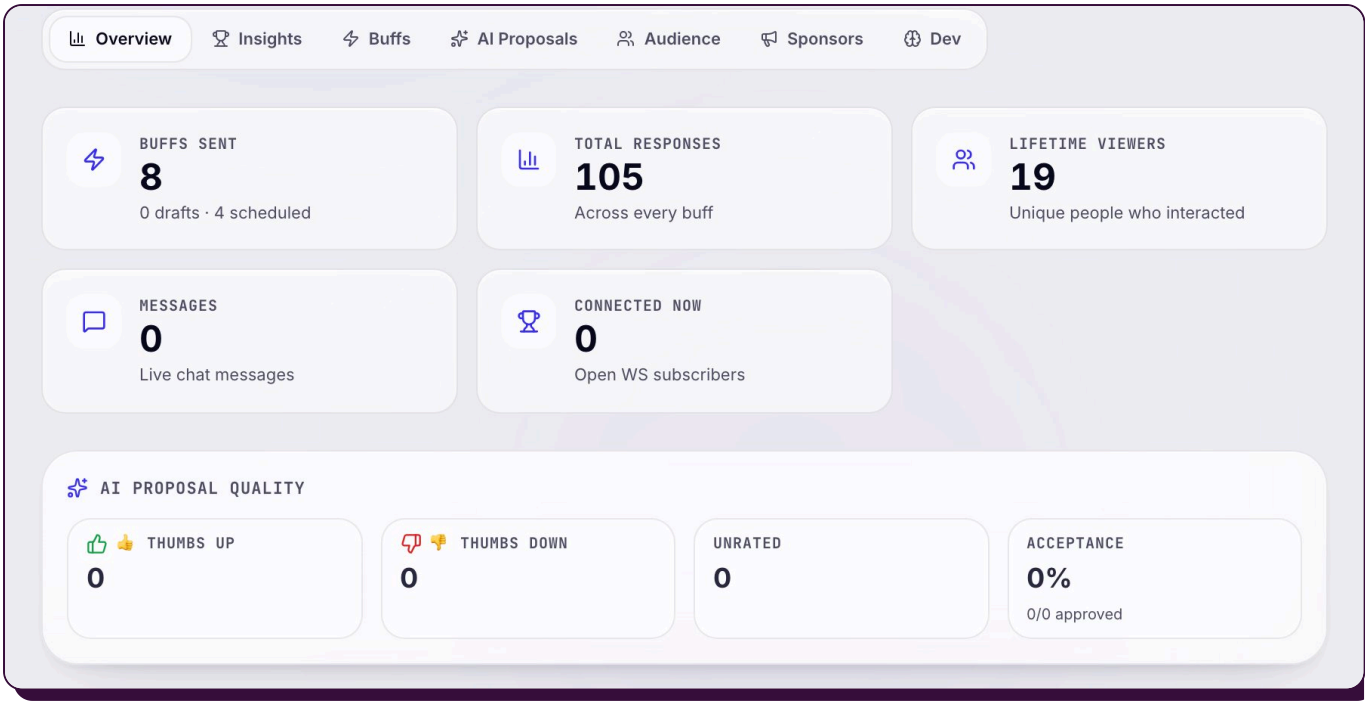
Widget	What it shows
Analytics	Viewers, responses, messages and the top buffs.
Engagement Rate	Responses per viewer, and the average per buff.
Top Buffs	Buffs ranked by responses.
Activity Pulse	Viewers, responses, messages and responses per buff at a glance.
Active Players Over Time	A chart of active players.
Player Joins (cumulative)	The join curve, with the peak.
Engagement Funnel	Joined, responded and stayed.

The toolbar at the bottom zooms, fits all panels, resets the layout and locks the canvas. Drag a panel by its header; Ctrl or Cmd with scroll zooms; Space and drag pans. Layouts are saved in your browser.

When to use it: on a large second screen, or when a client wants to watch the numbers live. The fixed layout is quicker for producing.

Analytics

More actions, **Analytics** opens the event's numbers, live or after the show. **Back to dashboard** returns.



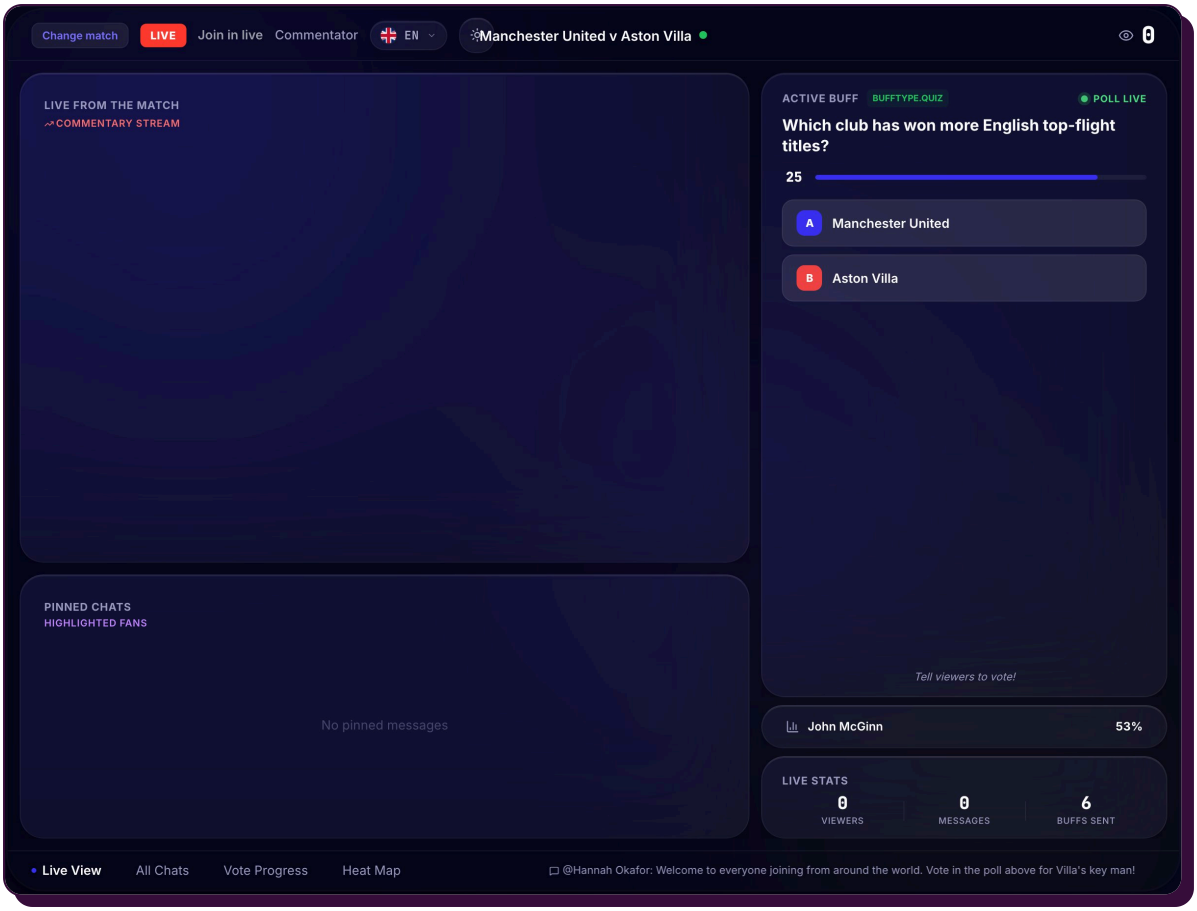
● The Overview tab after the match: tiles for buffs sent, total responses, lifetime viewers, messages and connected now, and the AI PROPOSAL QUALITY row.

Control	What it does
Generate Report	Builds a report (HTML slideshow, PDF, PowerPoint, CSV or JSON). It appears under **RECENT REPORTS** when ready.
Tabs	**Overview**, **Insights**, **Buffs**, **AI Proposals**, **Audience**, **Sponsors** and **Dev**.
KPI tiles	**BUFFS SENT**, **TOTAL RESPONSES**, **LIFETIME VIEWERS**, **MESSAGES**, **CONNECTED NOW**.
AI PROPOSAL QUALITY	Thumbs up, thumbs down, unrated, and the share approved.
SENT BUFFS	Each buff with its responses and option split; the correct answer is ticked.

When to use it: at half-time to see what is working, and after the show for the client. Chapter 6, Workflows, covers reports in full.

Commentator view

More actions, **Commentator View** opens what your commentators see. Commentators land on it when they sign in; it is read only.



The Commentator view (Live View): the active quiz with its countdown, pinned chats, the last result and live stats, with the latest staff chat line along the bottom.

Tab	What it shows
Live View	The commentary stream, pinned (starred) chats, the active buff with its countdown and "Tell viewers to vote!", the last result, and live stats.
All Chats	The fan message feed.
Vote Progress	The live results full screen, for reading out.
Heat Map	The live map.
Change match	Back to the list of events.

When to use it: give it to presenters and commentators so they can drive fans to the buff and read out results. Star the chat lines you want them to mention.

Watch out

Check the Commentator view against the dashboard before you rely on it on air. In testing, its counters showed 0 and its commentary stream stayed empty while the dashboard had both.

Join in live

05

The audience experience



This chapter walks through Join in Live from the fan's phone, area by area: opening the match link, joining, the play screen, every buff type as the fan sees it, results, the leaderboard, groups, chat, profile and settings, and the extras around the edges. Use it to know exactly what your audience is looking at, so you can answer their questions on the day and understand what each setting you change does on their screen. Everything shown is the browser viewer at `/play/<match>`; nothing needs to be downloaded.

Opening a match

Fans reach the match through one link, `/play/<match>`, where `<match>` is the match's ID, its short code or its slug. You hand it out as a link or as the QR code from the dashboard. A slug is looked up and the address bar is rewritten to the match ID, so a link stays valid if the match name changes.

While the match loads, the fan sees the Join in Live logo, a spinner and **Loading match…**. Once it has loaded, the phone asks the screen not to sleep, so it stays awake between buffs (browsers without that feature simply ignore it).

> **Note**
> There are two viewers. The classic browser viewer described in this chapter only opens when **Classic play view** is switched on for your organisation. When it is off, `/play/<match>` forwards the fan straight to the separate play app. A fan who scans a QR code and lands in the play app is not seeing a fault. Ask a super admin which one your organisation uses before you brief your team.

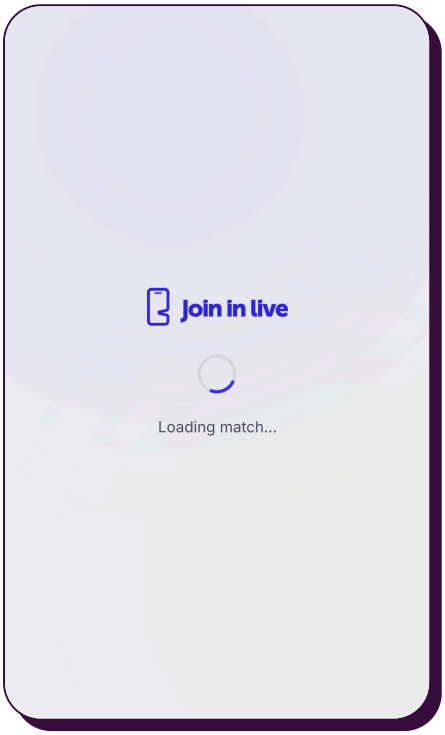
Someone who opens the site without a match link gets a landing page, **Join the action, live.**, telling them to use the link their organiser shares.

Consent and cookies

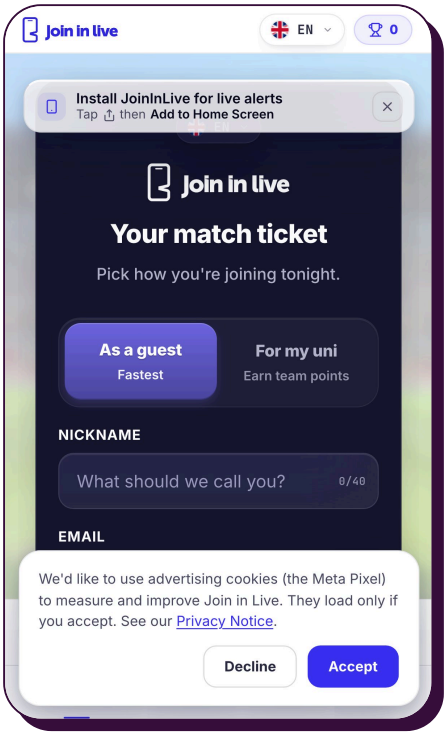
Two notices can appear the first time a fan plays in a browser.

- The cookie banner reads "We'd like to use advertising cookies (the Meta Pixel) to measure and improve Join in Live. They load only if you accept." With **Decline** the pixel never loads; **Accept** loads it. Either choice lets the fan carry on.
- **Welcome to the match** reads "By continuing, you agree to our **Terms and Conditions** and **Privacy Notice**." The links open the public `/terms` and `/privacy` pages. **Continue** dismisses it, and the browser remembers, so it shows at most once.

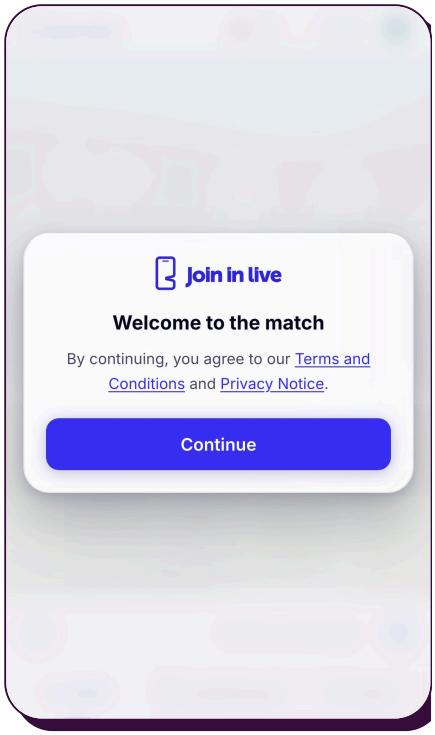
The join form carries its own consent line (**By joining, you agree to our Terms and Conditions and Privacy Notice.**).



Before either notice: the loading state while the play page fetches the match.



The advertising cookie banner, with Decline and Accept.



Welcome to the match: one tap on Continue accepts the terms.

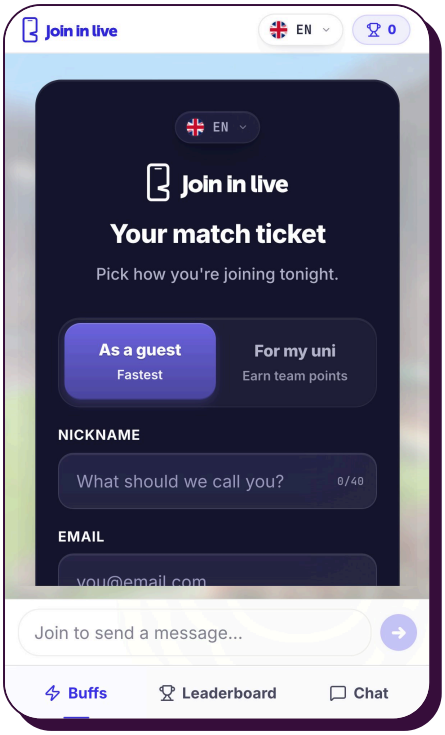
Joining

As a guest

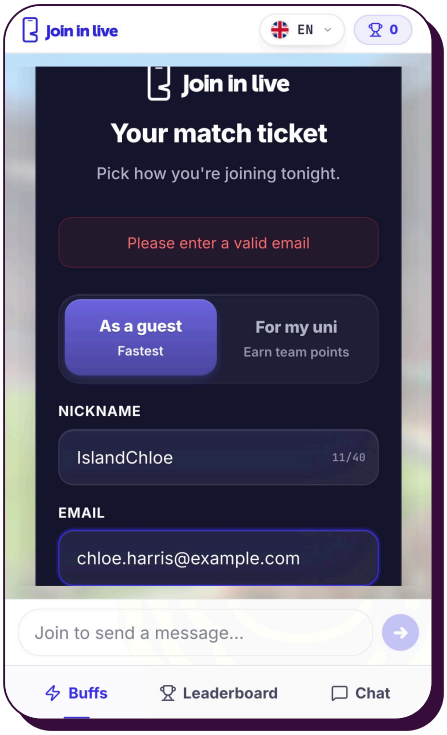
On an open match the fan does nothing. As soon as the match loads, the phone joins them as a guest with a generated name and a default avatar, so the header shows a name straight away. The same browser keeps the same guest identity. Guests can answer buffs, score points, see the leaderboard, chat, and create and join groups.

The join form

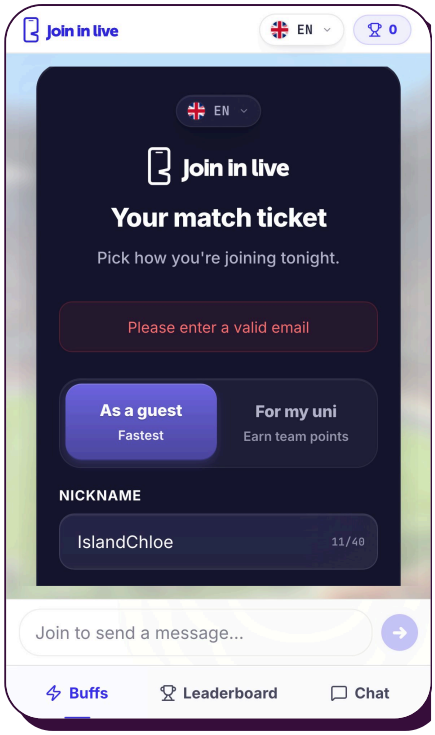
When your organisation requires registration before play, the Buffs area shows a dimmed match preview with the join form on top. No buffs arrive until the fan has joined.



Your match ticket: the join form with the guest and university modes.



Nickname and email filled in, ready for Join Match.

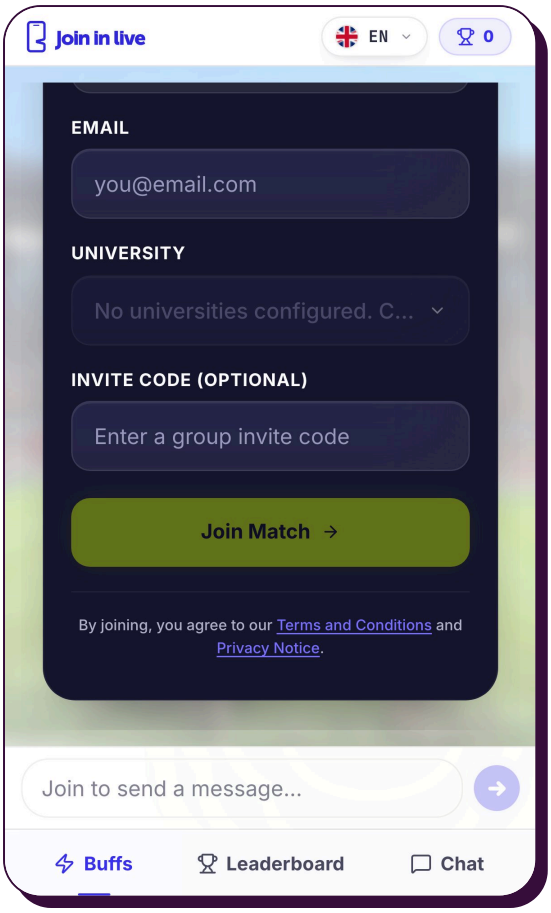


An email without a proper ending shows Please enter a valid email.

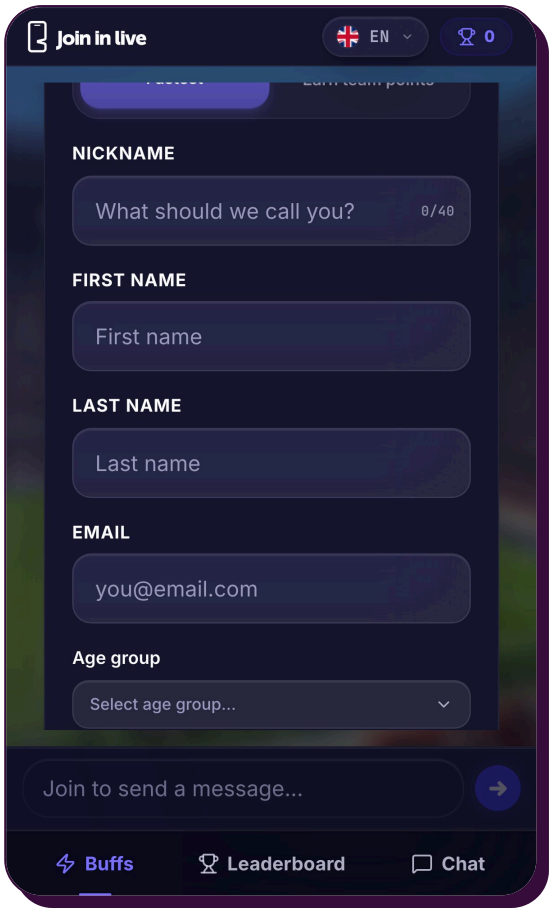
Field	What the fan sees	Rules
Title	**Join the Match**, or **Your match ticket** on a university organisation	
Mode	**As a guest** (**Fastest**) or **For my uni** (**Earn team points**)	University organisations only. **As a guest** is the default
Nickname	Placeholder **What should we call you?** with a counter	Up to 40 characters. This is the name on the leaderboard
First name, Last name	Only when your organisation requires them	**First name is required**, **Last name is required**
Email	Placeholder you@email.com	**Please enter a valid email**
University	Only under **For my uni**	Picked from your organisation's allowlist
Invite code (optional)	Placeholder **Enter a group invite code**	Filled in automatically from a group invite link
Extra profile fields	For example **Age group**	Only when your organisation collects them
Join Match	Shows **Joining...** while it works	**Email and name are required** if either is empty

Joining with an email that already exists signs the fan back into that account. If they type a different nickname, their display name changes.

Universities and required names



For my uni adds the University picker. With no partner universities set up it reads No universities configured.



With first and last name required, the form asks for both, here with an Age group field below.

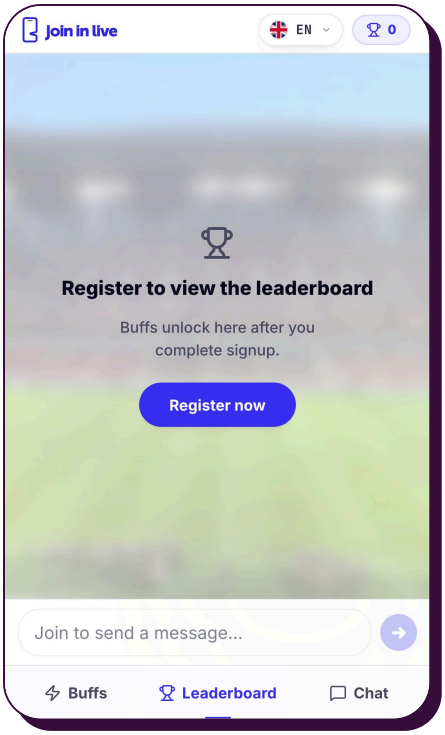
A fan who chooses **For my uni** must pick a university from your allowlist; their points then count towards it. A fan who joined as a guest can add a university later with **Add university** on the Leaderboard tab. That choice is permanent.

What a fan sees before joining

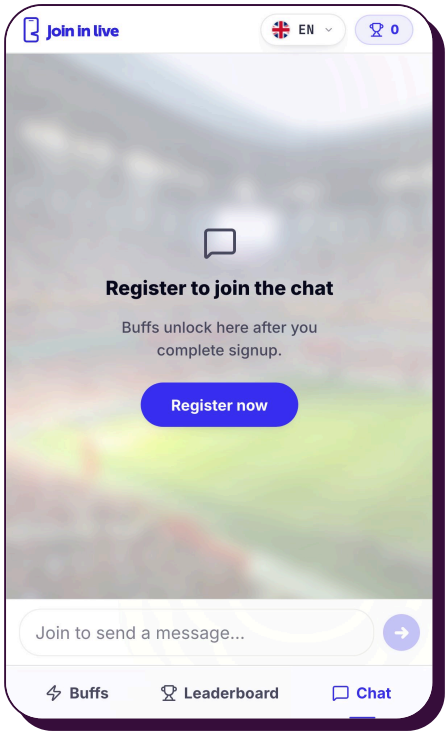
With registration required, the Leaderboard and Chat tabs are locked too. Both read **Buffs unlock here after you complete signup.** and offer **Register now**, which goes back to the form.

Coming back after the session expires

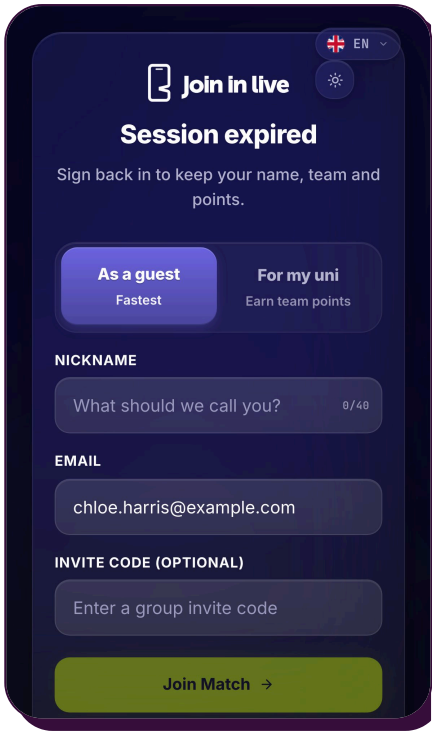
A fan's sign-in lasts 24 hours. A registered fan who comes back after that sees **Session expired** and **Sign back in to keep your name, team and points.**, with their email already filled in. Pressing **Join Match** carries on with the same name and points. Guests are simply joined again as guests.



Leaderboard tab: Register to view the leaderboard.



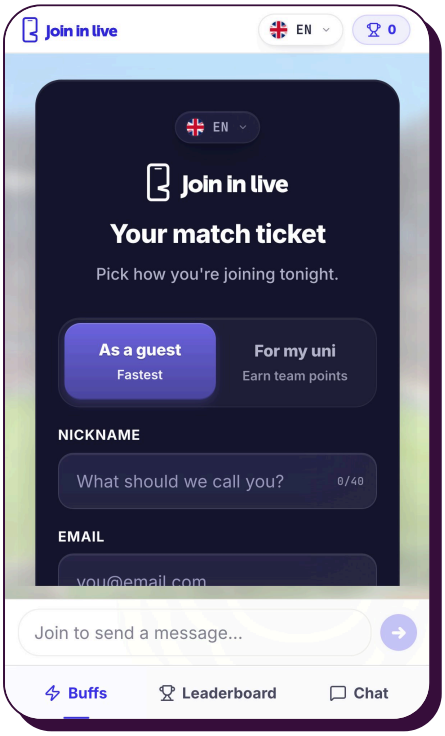
Chat tab: Register to join the chat.



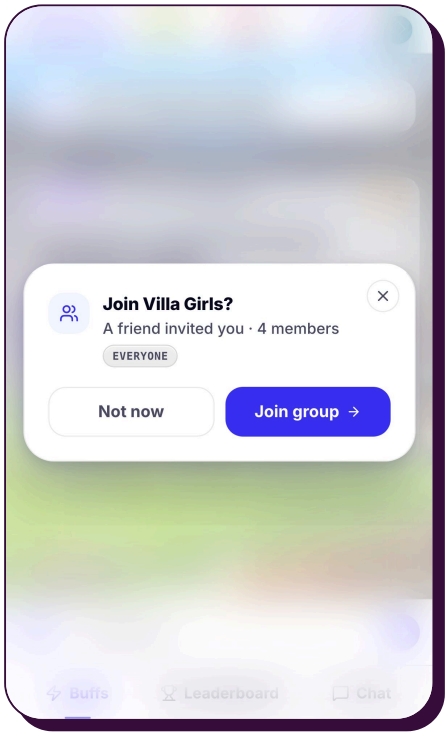
Session expired: a registered fan signs back in to keep their name and points.

Group invites

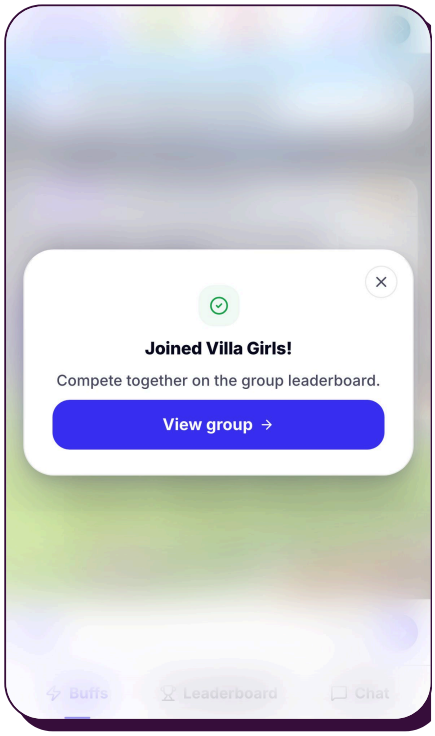
Fans invite friends with a short link (`/p/<match>/<code>`) or a group code. What the friend sees depends on whether they have joined.



Not joined yet: the join form comes first, and the invite waits.



Joined: Join Villa Girls? with the member count and age rating.



After Join group: Joined Villa Girls! and View group.

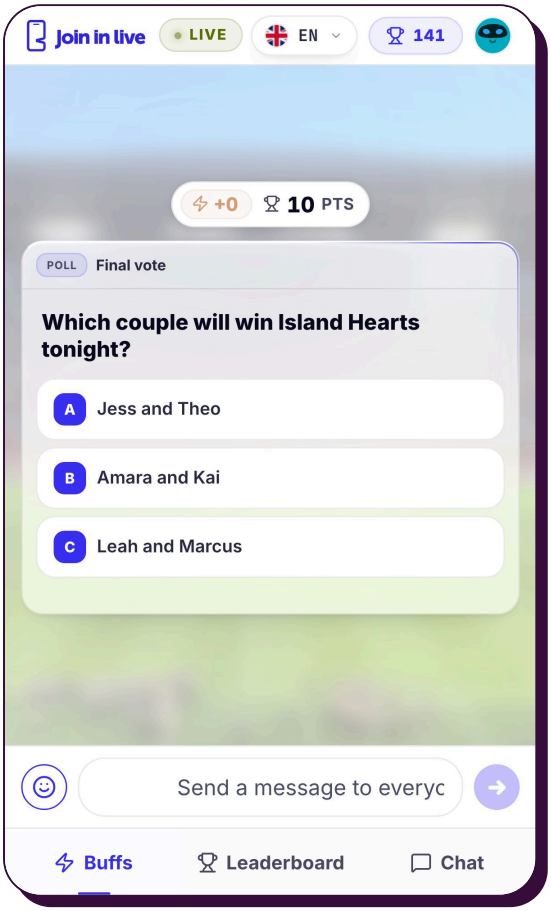
1. The invite is remembered while the fan joins, so it survives the sign-up.
2. Once joined, the fan sees **Join {name}?**, **A friend invited you** and the member count, with **Not now** and **Join group**.

3. **Join group** shows **Joined {name}!** and **Compete together on the group leaderboard. View group** opens the group's board.

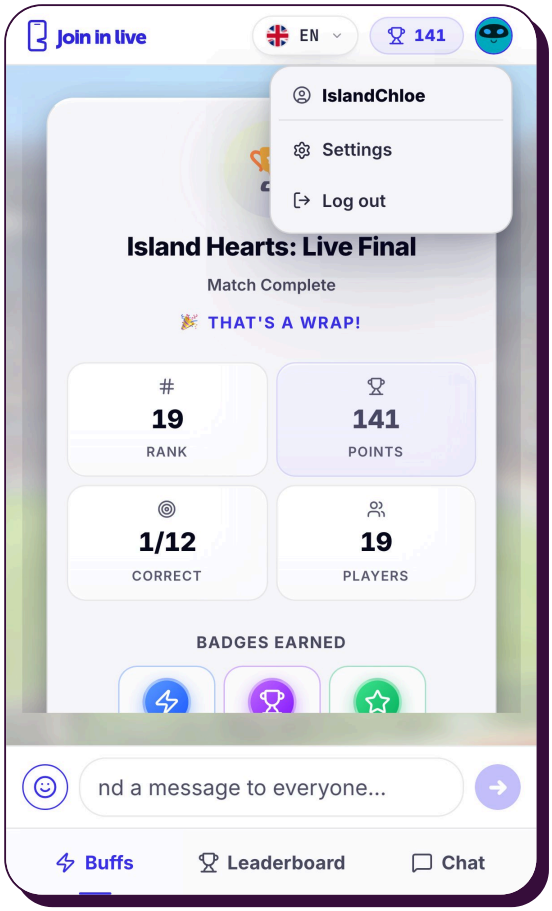
Other outcomes the fan may see: **You're already in {name}**, **Group full**, **That invite link is invalid or expired.**, **You are already in the maximum number of groups.** and, for age-rated groups, **Share your age** or **You can't join this group.**

The play screen

Every screen shares the same frame.



The frame around a live poll: logo, LIVE, language, score chip and avatar on top, chat box and tabs below.



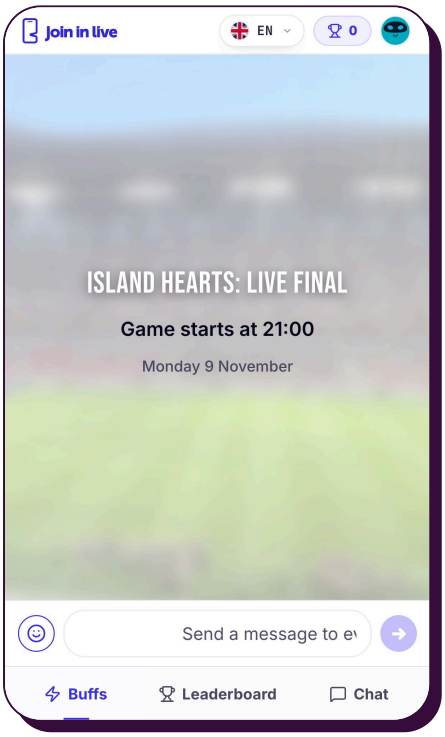
Tapping the avatar opens a menu with the fan's name, Settings and Log out.

Part	What it shows
Logo (top left)	The client's logo for this match, else your organisation's partner logo, else the Join in Live logo
LIVE badge	Shown while the match is live and the phone is connected
Language switcher	A flag and language code, for example **EN** (see "Language picker")
Score chip	A trophy and the fan's points in this match
Avatar	Opens a menu with the fan's name, **Settings** and **Log out**
Chat box	**Send a message to everyone...** (or **Join to send a message...** before joining) with an emoji button
Tab bar	**Buffs**, **Leaderboard**, **Chat**
Background	The image or video set in Branding

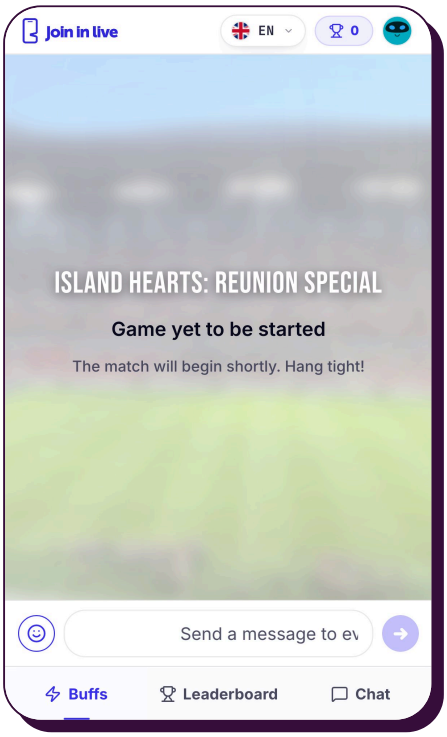
A dot on **Buffs** means a buff arrived while the fan was on another tab. A red number on **Chat** counts unread messages.

Buffs tab before and between buffs

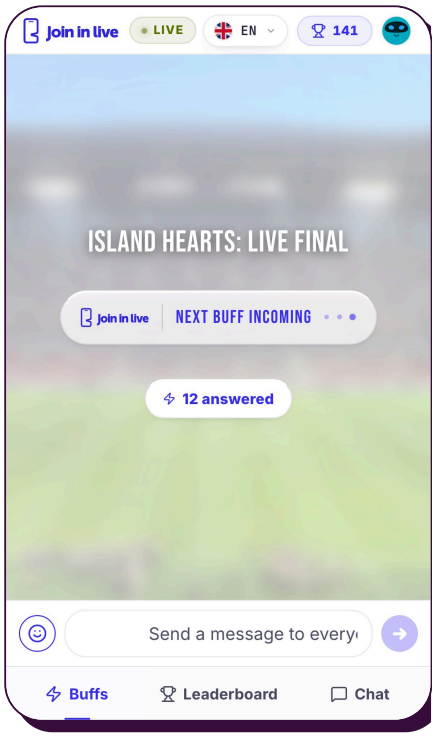
The first buff you send flips a draft match to live on the fan's phone without a refresh.



- Draft with a start time: Game starts at 21:00 and the date.



- Draft with no start time: Game yet to be started.

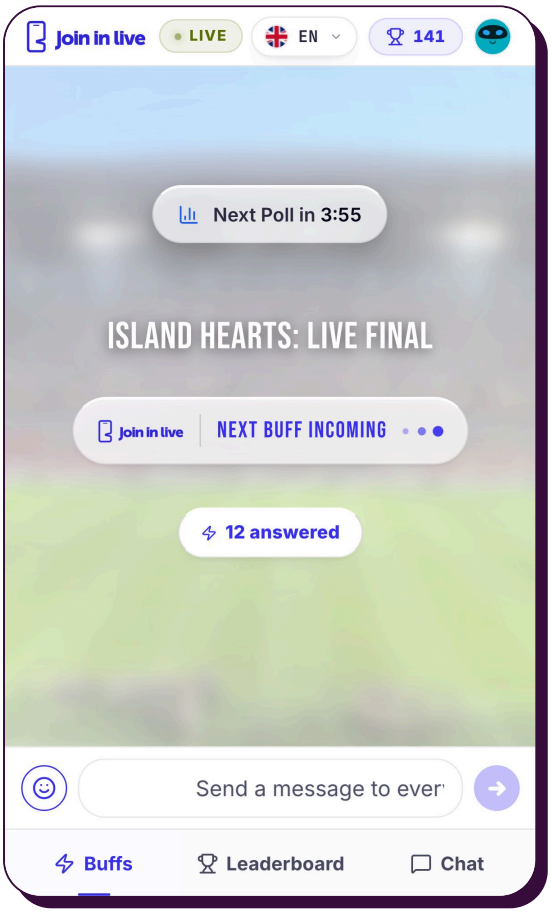


- Live, between buffs: NEXT BUFF INCOMING and the fan's answered count.

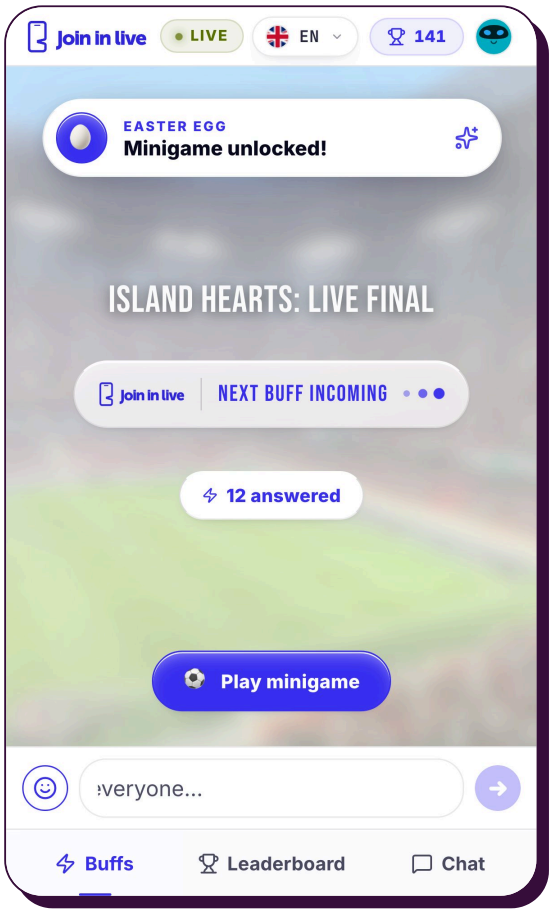
Match state	What the fan sees
Draft with a future start	The match banner, **Game starts at {time}** and the date
Draft with no start	The match banner, **Game yet to be started**, **The match will begin shortly. Hang tight!**
Live, nothing on screen	The match banner, the **NEXT BUFF INCOMING** card and a chip counting the buffs this fan has answered (**12 answered**)
Live, teaser on	Above the card, a countdown to the next scheduled buff, for example **Next Poll in 3:55**
Stopped or completed	The post-match summary

> **Tip**
> The teaser is the **Upcoming Teaser** tab in **Buff Settings**. It only counts down to buffs you have scheduled, so it is most useful when you plan buffs on the timeline.

Tapping the **NEXT BUFF INCOMING** card five times unlocks a hidden **Play minigame** button (a penalty shootout) when minigames are on for your organisation. Minigame goals do not score leaderboard points. If a buff arrives mid game, an **Answer now** strip takes the fan back to Buffs.



With a poll scheduled a few minutes ahead and the teaser on, the waiting screen counts down to it.



Five taps on NEXT BUFF INCOMING: Minigame unlocked! and Play minigame.

Buffs, type by type

How a buff arrives

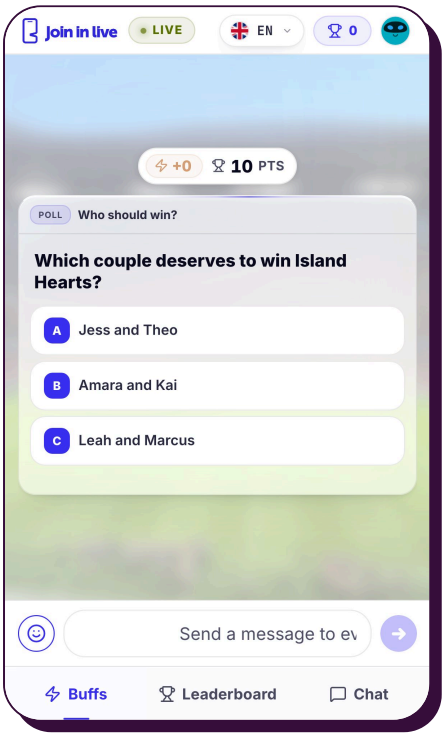
When you send a buff it appears in the middle of the Buffs tab. If the fan is on Leaderboard or Chat, they get a **New buff, tap to play** toast and a dot on **Buffs**. If the tab is in the background and the fan allowed notifications, they get a browser notification.

Display buffs (info card, sponsor card, sponsor poll, call to action, next fixture) sit in a strip at the top, so they never hide a live question. They have their own close button and leave by themselves after their display time.

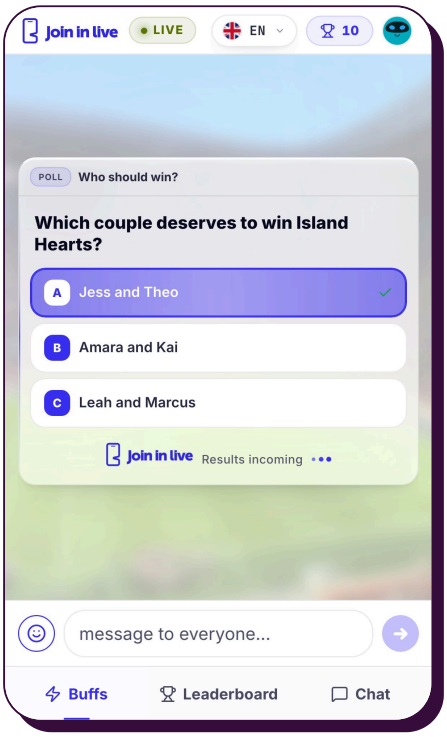
Above each live, unanswered buff that scores, a points badge shows what it is worth: the speed bonus (for example **+5**, draining to **+0**) and the base points (**10 PTS**). The card header shows the buff's points too, for example **20 pts**. The badge is a guide; the server decides the award.

After answering, the fan's choice is highlighted with a tick and the card shows **Results incoming** until you publish the result. A fan who reloads mid buff gets their own answer back, so nobody can vote twice. When you close a buff it disappears; when you publish results the card turns into its result view and the leaderboards refresh.

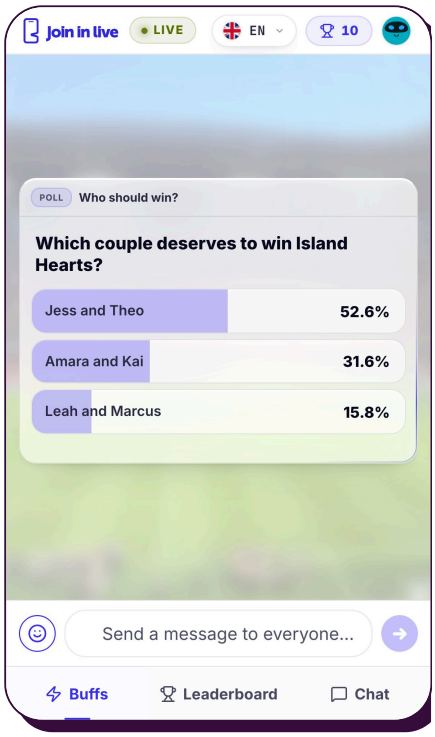
Poll



Live: three lettered options and the points badge.



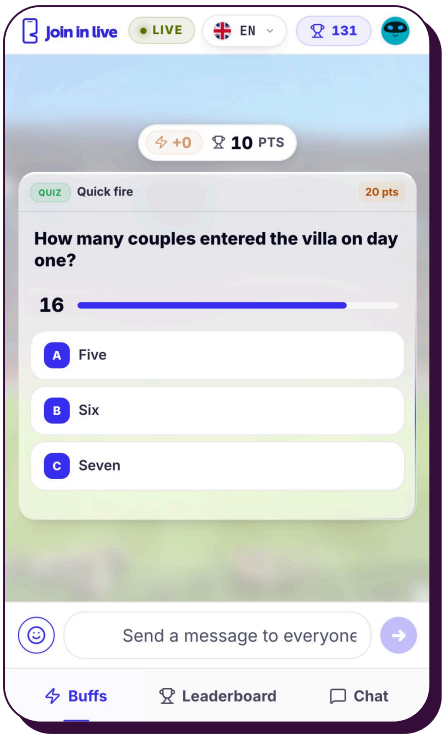
Answered: the pick is ticked and the card waits for results.



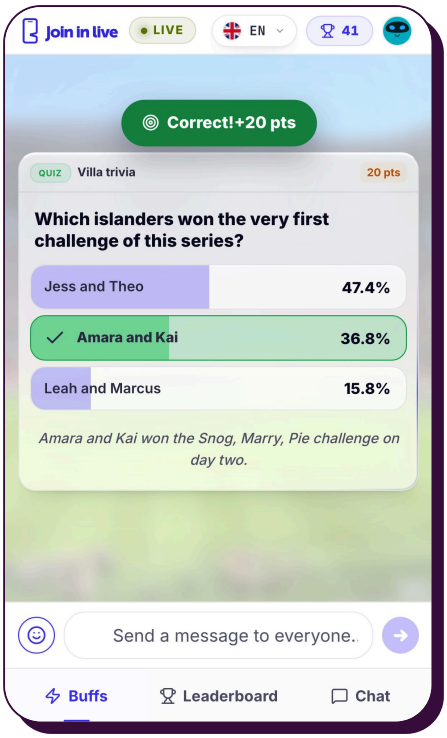
Results: the vote share for each option.

The fan taps one option (A, B, C, with optional images). Results show percentages, or raw counts if your organisation turns that on.

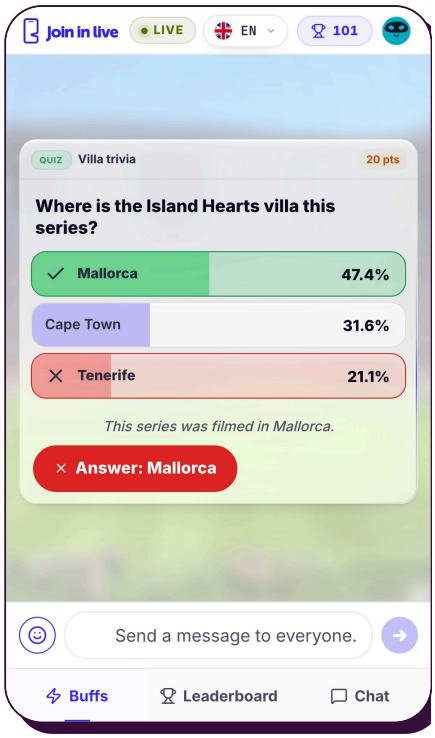
Quiz



Live: the countdown bar runs across the card.



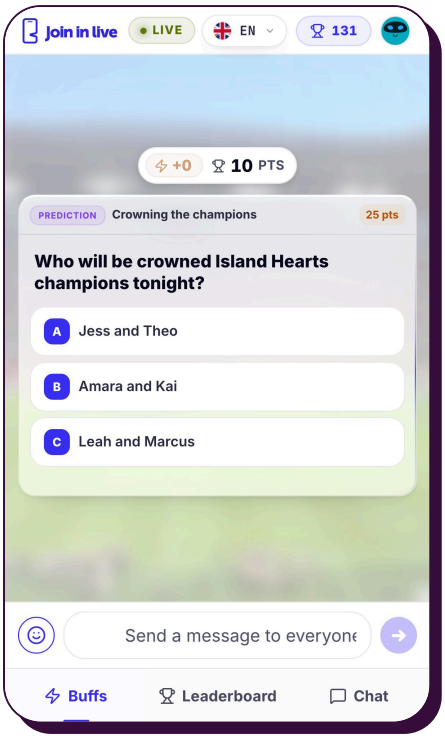
Right answer: Correct! with the points won, and your explanation.



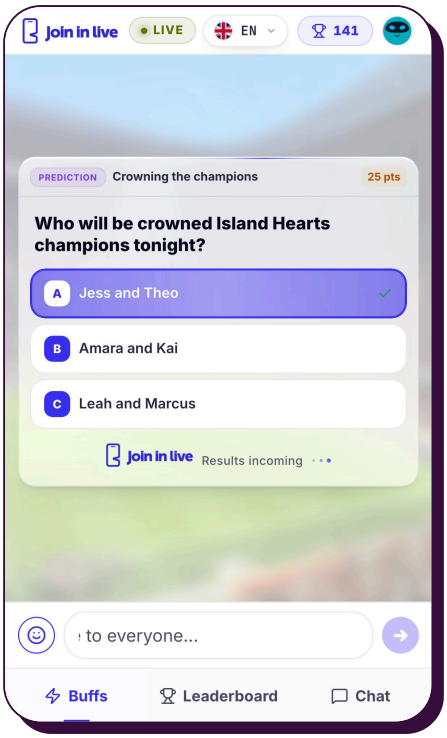
Wrong answer: the pick is marked and Answer: shows the right one.

- The fan answers before the timer runs out. Under five seconds the countdown turns red. When it reaches zero the card says **Time's up!** and no more taps count.
- When you publish the result, the correct option is highlighted, a wrong pick is marked, and **Answer: {answer}** appears with the explanation you wrote.
- A correct fan sees **Correct!** and the points won (base points, the correctness reward and any speed bonus).

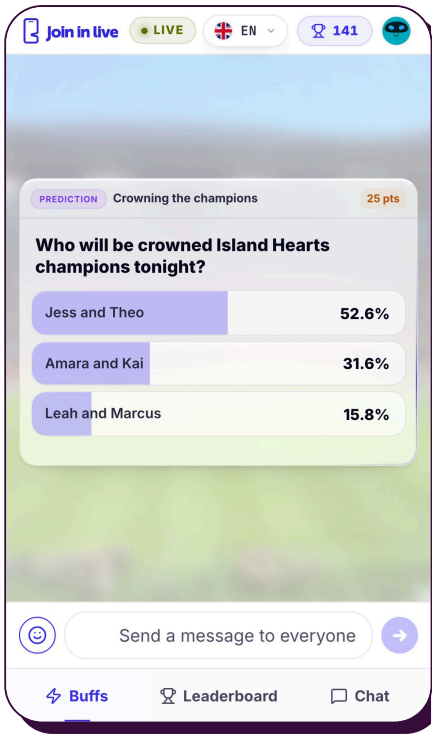
Prediction



Live: a prediction worth 25 points.



Answered: Results incoming while the show plays out.

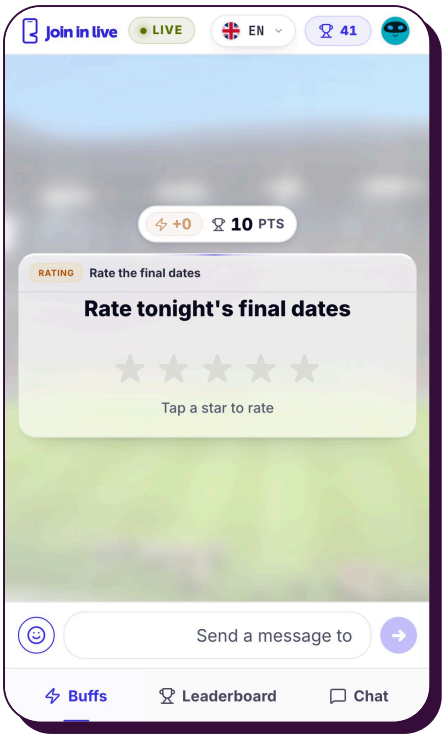


Resolved: the prediction comes back with the result.

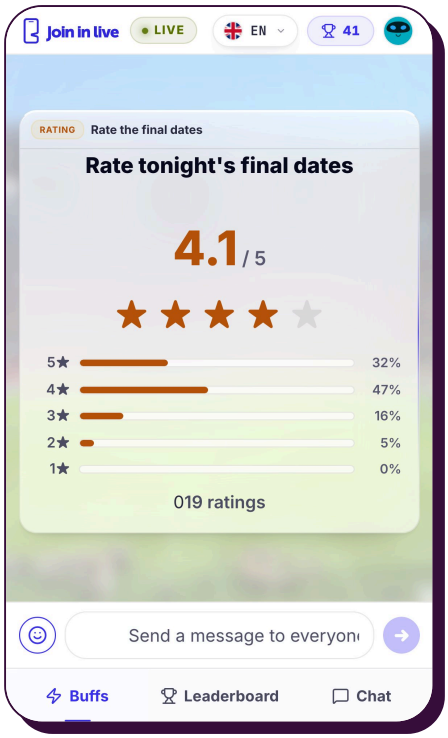
Fans pick the outcome they expect and earn the base points straight away.

When the outcome is only known later (who wins, who scores last), you defer the prediction (see chapter 4, The producer environment). Fans who answered see a card with a **Locked in** badge, **Your prediction is locked in. The result will be revealed later, and any bonus lands then.** and **Awaiting result**. It fades back to the waiting screen after about nine seconds so it does not block anything. When you publish the outcome, the prediction comes back on screen with the result, and correct fans get a **Prediction bonus** on top of the points they already earned.

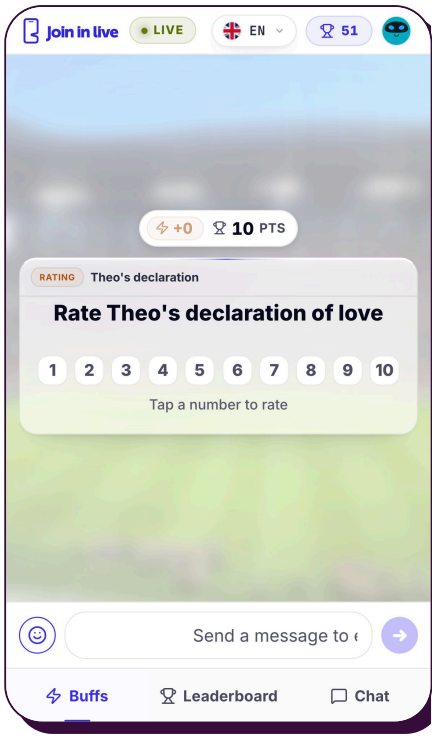
Ratings



Star rating: Tap a star to rate.



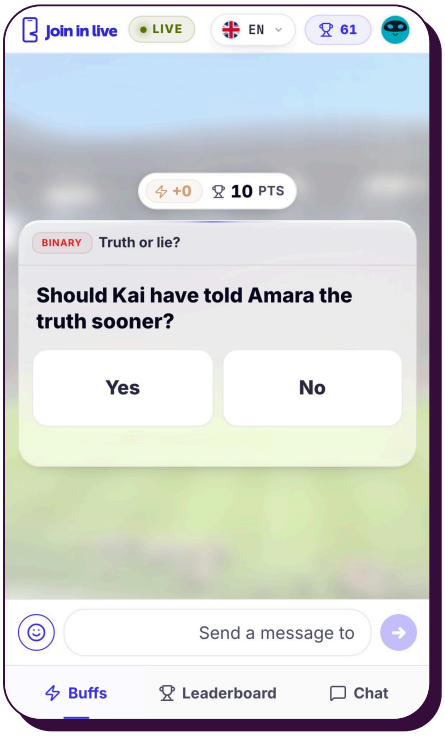
Star rating results: the average and the spread of votes.



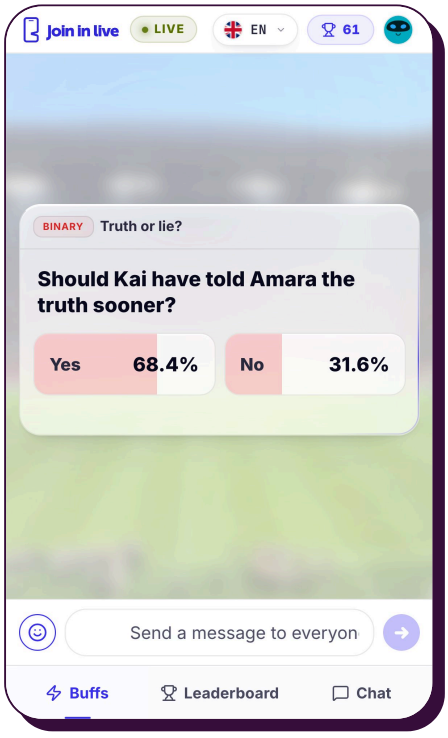
Number rating: Tap a number to rate.

Star ratings use five stars. Number ratings show a row of number cells; the range depends on how the buff was made, so check the dashboard preview before you send. Results show the average and the number of ratings.

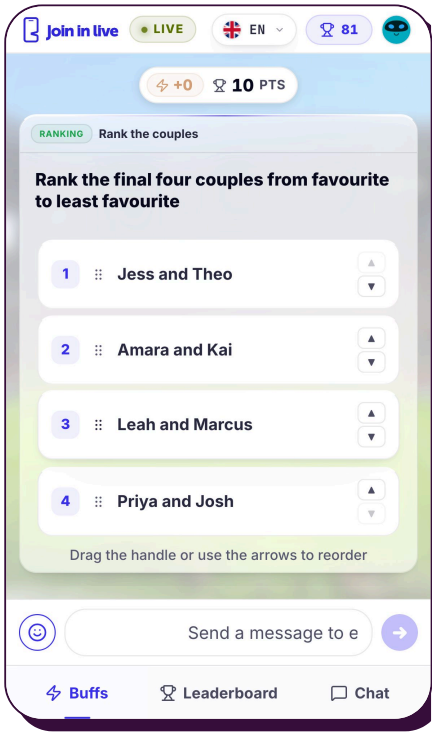
Binary and ranking



Binary: two large buttons.



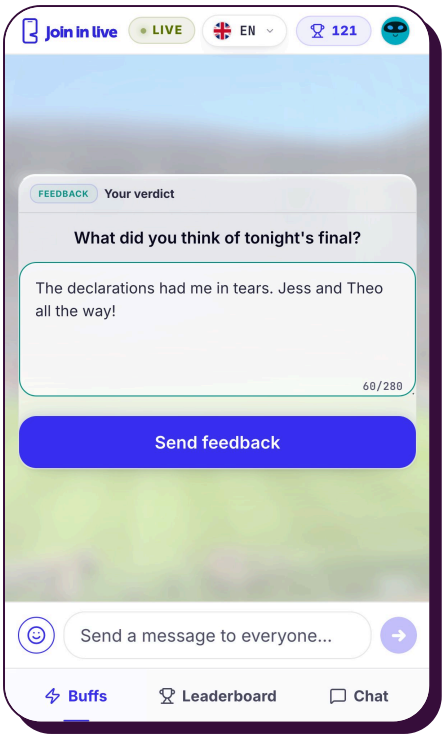
Binary results: the split between the two.



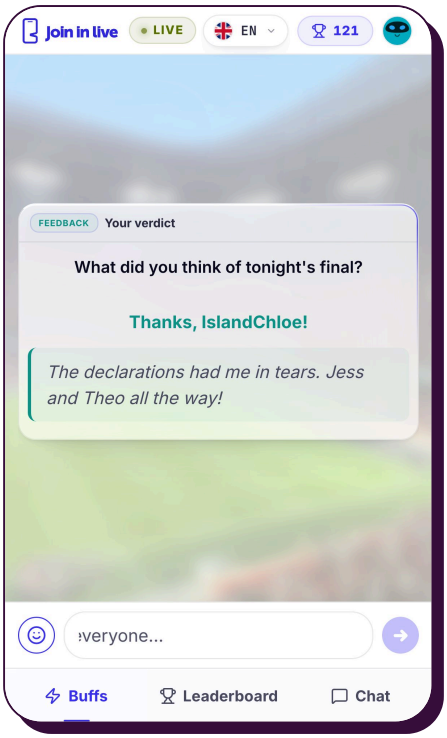
Ranking: drag the handle or use the arrows.

A ranking lists three to five items. The fan reorders them (**Drag the handle or use the arrows to reorder**), then presses **Submit Ranking**. Results show the **Consensus Ranking**.

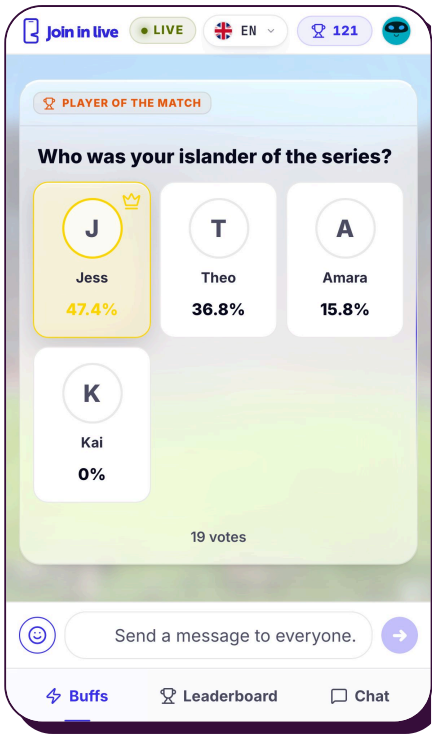
Feedback and player of the match



Feedback: free text with a character counter.



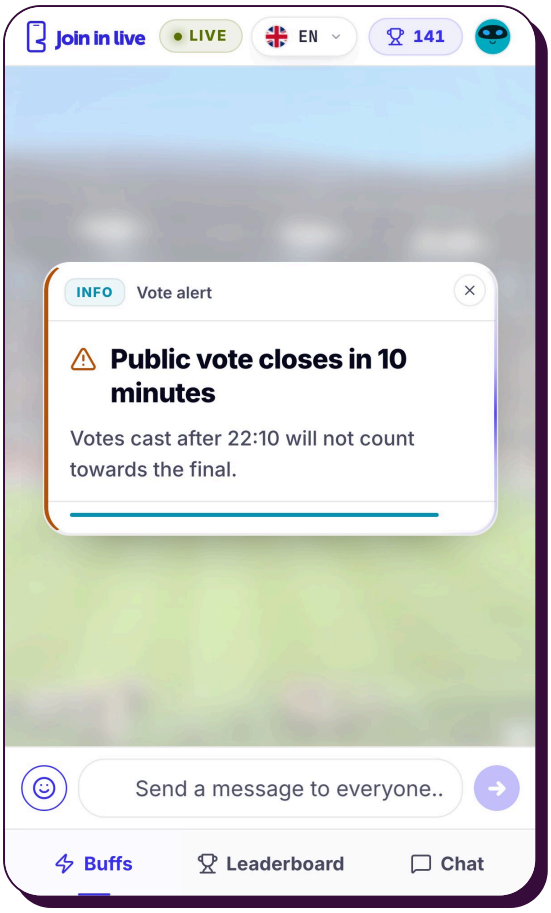
After Send feedback: a thank you with the fan's text.



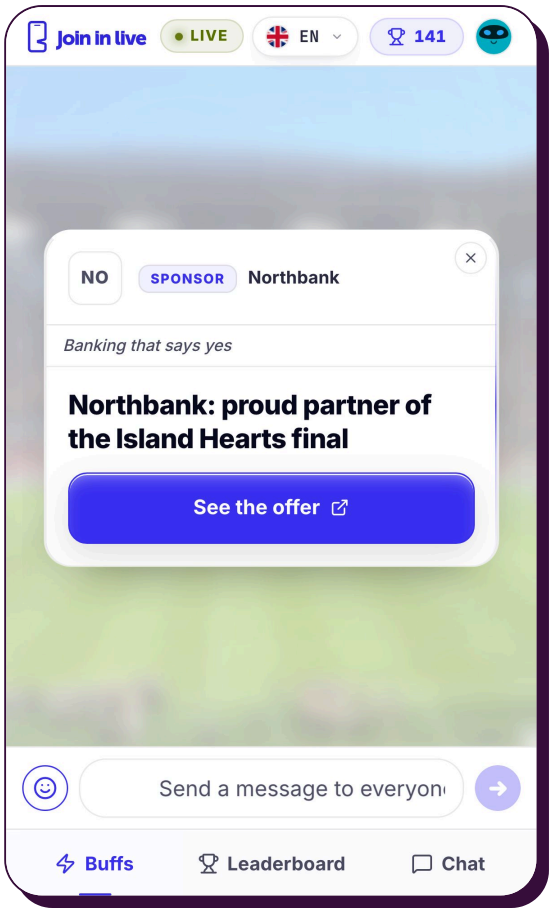
Player of the match results: the winner is crowned.

- **Feedback**: the fan types an answer and presses **Send feedback**. Other fans never see it. The limit is set on the buff (500 characters by default).
- **Player of the match**: the fan votes for one name from a grid. At results the winner gets a crown and the card shows the vote share and the number of votes.

Display cards



Info card in the alert style, with a bar showing how long it stays up.



Sponsor card with the sponsor's headline and button.

Display cards ask for no answer. An **INFO** card shows a headline, text and an optional image, in an info or alert style, with a bar that runs down over its display time. A **SPONSOR** card shows the sponsor's name, headline and an optional button that opens the sponsor's link. Views of these cards and taps on them feed the sponsor views and clicks in analytics.

Types fans can receive but you cannot create in the modal

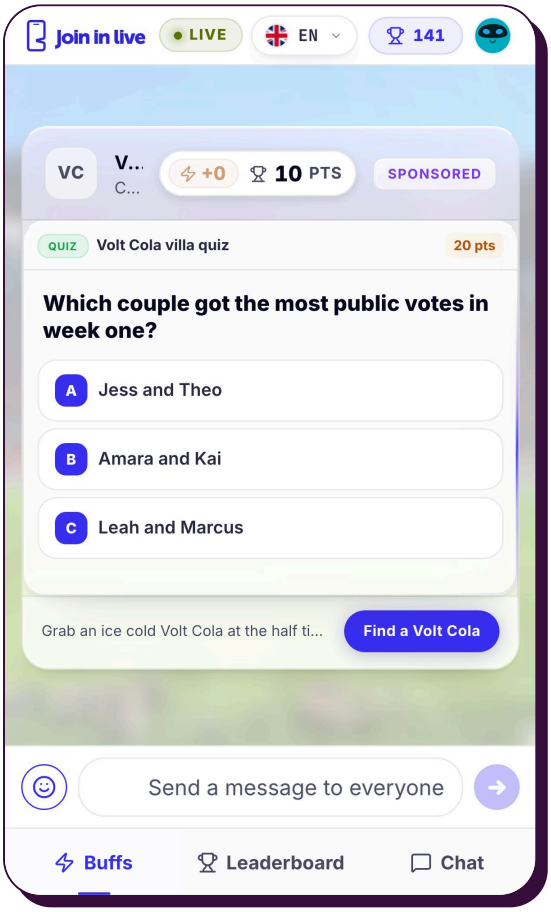
Some types render on the phone but are marked **SOON** in Create New Buff. They can still arrive from the AI or from an import.

Type (badge)	What the fan does
Slider (SLIDER)	Drags a bar between two labels, then **Submit**; results show the crowd average
Emoji reaction (REACT)	Taps one of two to six emoji; results count each one
Bracket (BRACKET)	Picks a winner in each matchup across round tabs, then **Submit Picks**
Call to action (CALL TO ACTION)	Taps one button that opens a link
Share card (SHARE)	Shares through the phone's share sheet, or copies the link
Next fixture (NEXT FIXTURE)	Sees the next match and taps **Set a Reminder** (the tap is counted; no reminder is sent)
Leaderboard (LEADERBOARD)	Reads a podium of the top fans. You send this with **Publish Leaderboard** or STOP
Session summary (YOUR MATCH SUMMARY)	Reads their own stats for the match

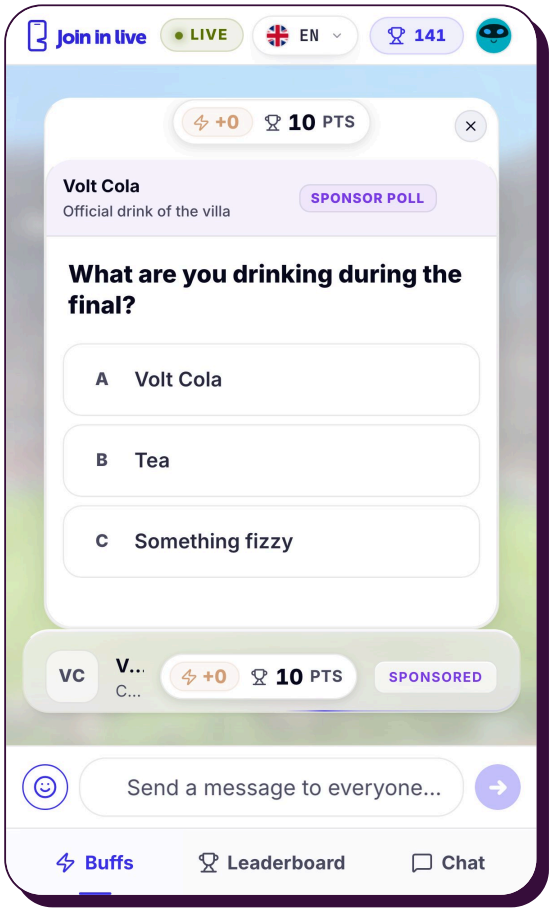
Promo and shout-out appear in the type list but cannot be created at all.

Sponsored buffs

Any buff can carry a sponsor you set up in the sponsor manager. The fan sees the sponsor's logo and name and a **SPONSORED** badge around the normal buff, plus the sponsor's line and button at the foot of the card.



A quiz presented by Volt Cola inside the SPONSORED frame.

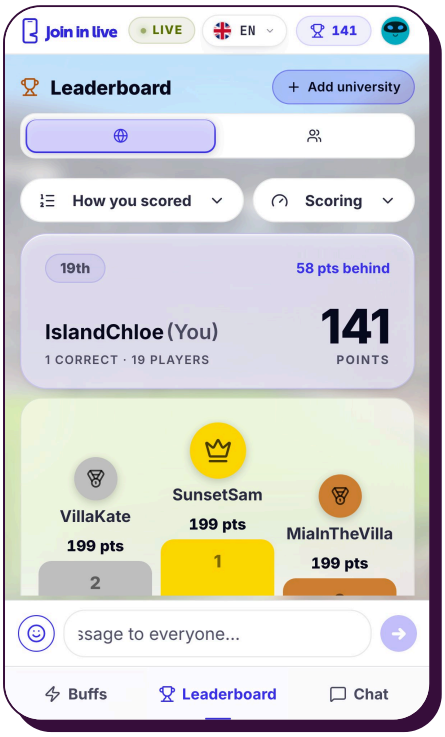


A sponsor poll runs in the top strip alongside the live quiz.

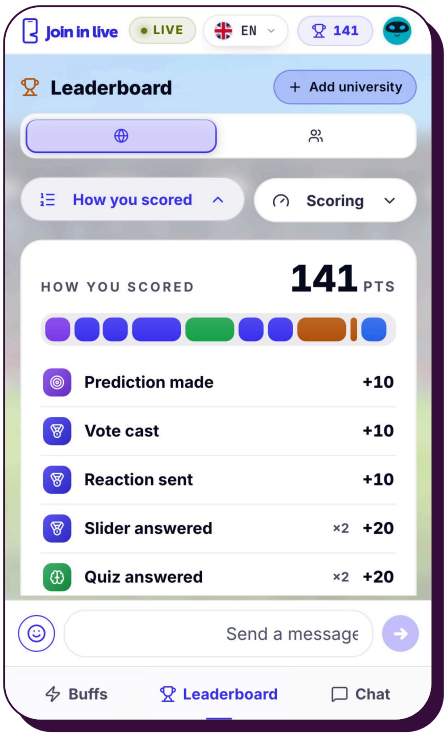
A **SPONSOR POLL** is a poll in the sponsor's own header. Because it sits in the display strip, it can run while a main buff is live. With audience targeting, different fans can see a different sponsor on the same buff (see chapter 6, Workflows).

Leaderboard

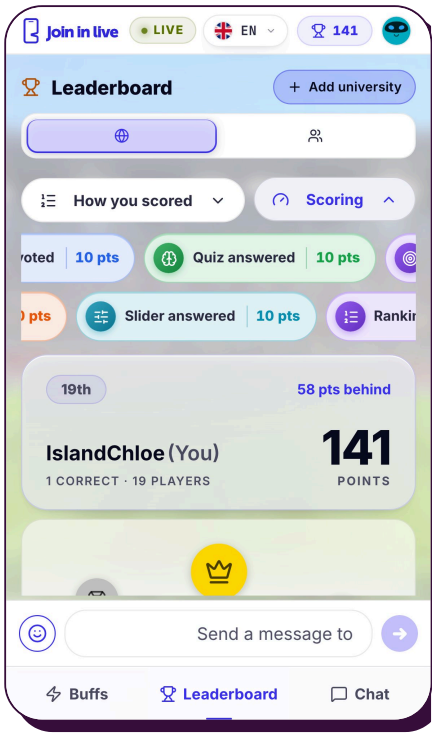
The Leaderboard tab opens on the global board. Icon tabs at the top switch between the global board and **Groups** (when groups are on). University matches add **My university** and **All universities**.



The fan's own rank card on top, then the podium and the rest.



How you scored: every award with its points.



Scoring: what each buff type is worth in this match.

Control	What it does
Rank card	The fan's place, points, correct answers and player count, with **{n} pts behind** or **You're in the lead**
How you scored	Lists each award, newest first, with a total: for example **Prediction made**, **Vote cast**, **Reaction sent**, **Quiz answered**, **Speed bonus**, **Correct answer**, **Prediction bonus**. Multiplied awards show the factor (**×2**)
Scoring	The rules for this match: points per buff type and any fast-answer bonus
Add university	For guests on a university organisation: picks a university for good

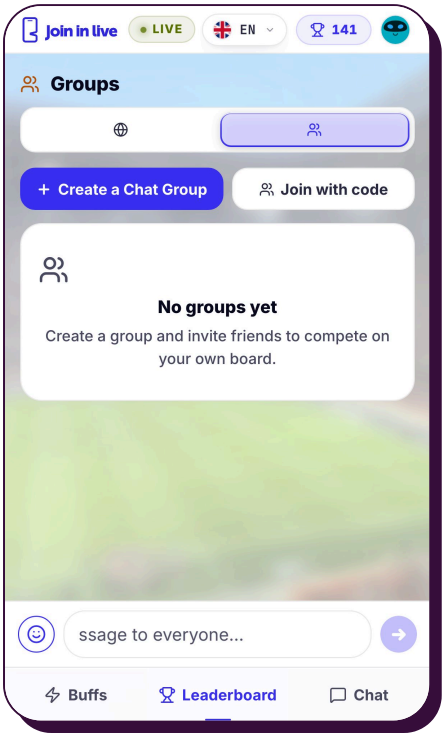
The board refreshes every 15 seconds and straight after each result you publish. When nobody has scored it shows **No scores yet**.

Watch out

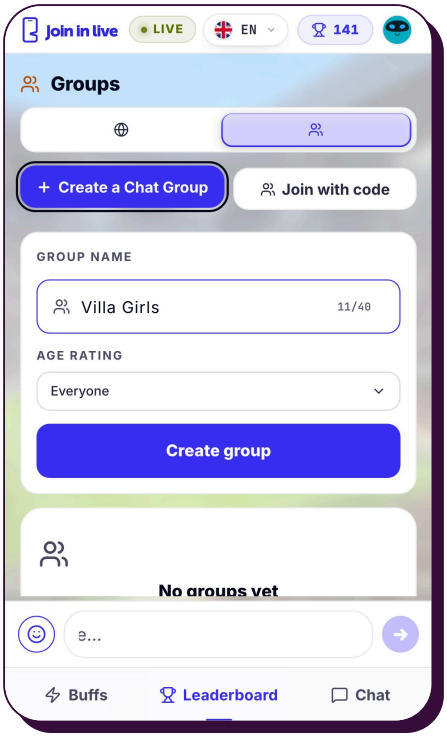
On the build these screenshots were taken from, **How you scored** could stay on its loading placeholder for a fan. Their points are still counted and still show in the rank card. Tell fans to check the rank card if they ask.

Groups

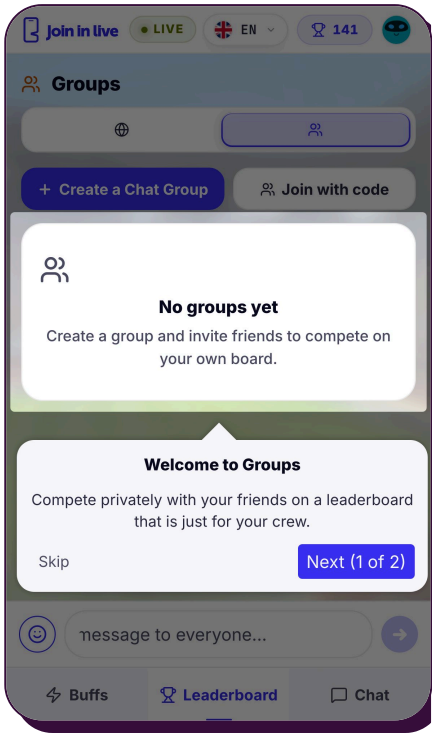
Groups are private leaderboards with their own chat. Fans manage them from the **Groups** tab of the leaderboard. Groups belong to one match, and a fan can be in up to five groups per match by default.



No groups yet: Create a Chat Group or Join with code.

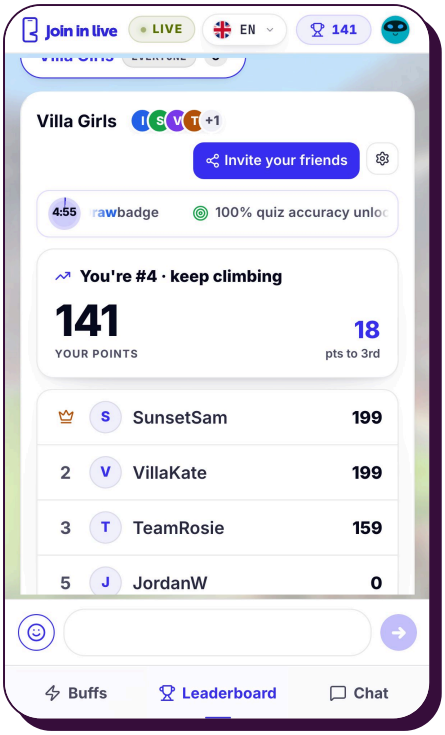


Creating a group: a name and an age rating.

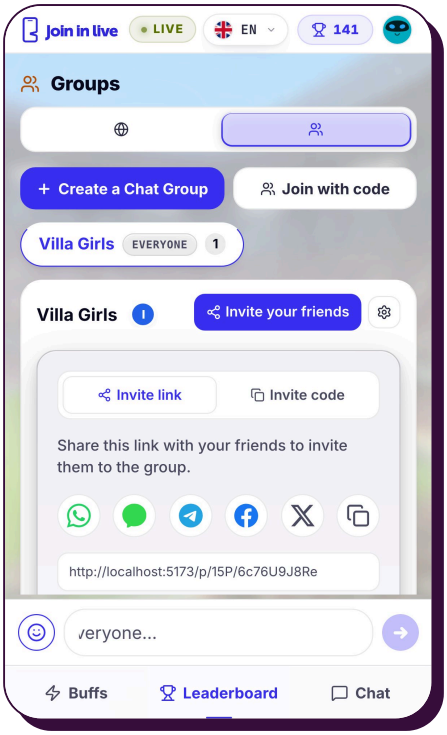


The first visit shows a short tour, Welcome to Groups.

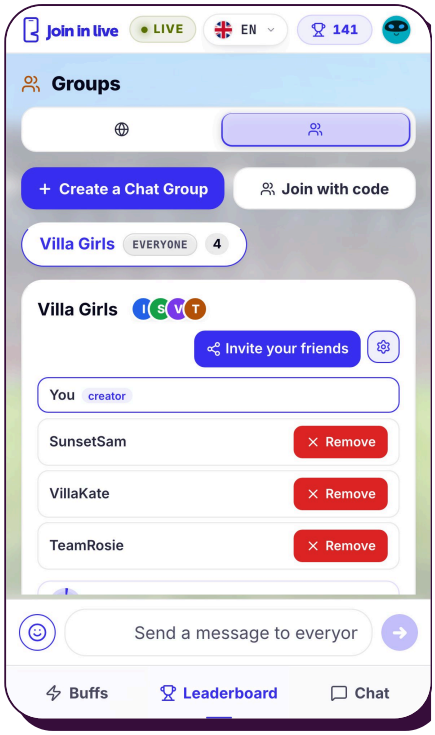
1. **Create a Chat Group** asks for a **Group name** (up to 40 characters) and an **Age rating** (**Everyone**, **Under-18** or **18+**, as your organisation allows). Press **Create group**.
2. **Join with code** takes an invite code and **Join group**.
3. **Invite your friends** shows an **Invite link** tab and an **Invite code** tab, share buttons for WhatsApp, iMessage, Telegram, Facebook and X, and a copy button.



The group board: the fan's position and the members by points.



Invite your friends: link or code, and share buttons.

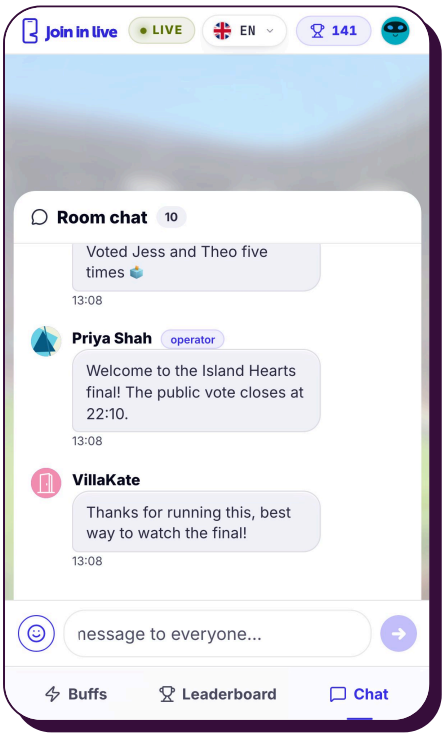


The creator's Manage group, with Remove for each member.

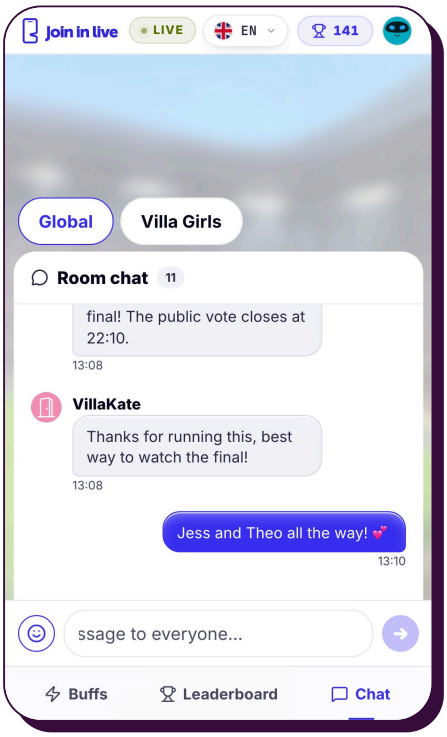
The group board shows a status strip (for example **You're #4 · keep climbing** and the points to the next place) and rotating nudges such as who just overtook the fan. The creator's gear opens **Manage group** (remove members) and **Delete group**. The creator cannot leave a group, only delete it; members can **Leave**.

Chat

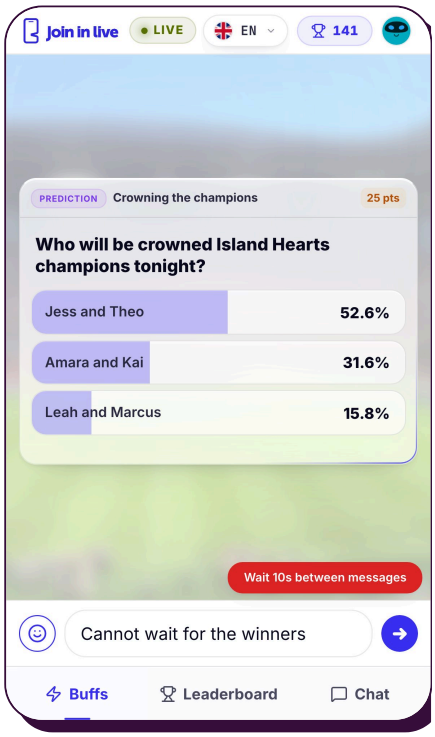
The Chat tab holds the conversations a fan can use. Chips at the top switch between them.



Room chat, with a staff message tagged operator.



Chips for room chat and each of the fan's groups.



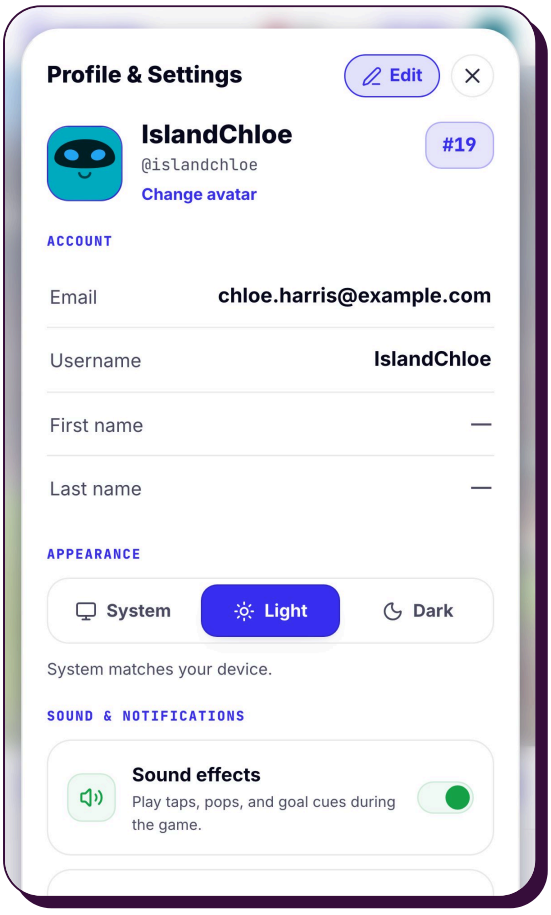
Sending too fast: Wait 10s between messages.

Conversation	When it shows	What it is
Global	Two-way chat and global chat are on	Room chat: everyone sees everyone. Your staff replies carry a role tag
Commentators	Two-way chat is off and messages to commentators are on	One way: the fan's messages go to your commentators, and the fan sees only their own under **Your Messages**
Each group	The fan is in groups	That group's private chat

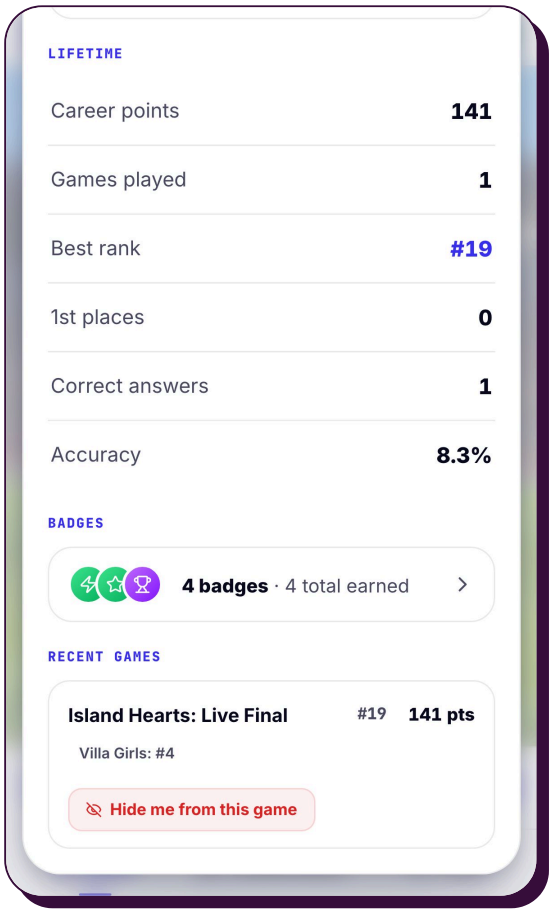
Room chat messages are up to 500 characters; messages to commentators up to 280. Your organisation sets the wait between a fan's messages (10 seconds by default). A blocked message goes back into the box. The emoji button opens **Reactions**, **Sports** and **Faces**. When no conversation is available the tab says so, for example **Create or join a group to chat**.

Profile and settings

The avatar menu's **Settings** opens **Profile & Settings**.



The top: account, appearance, and sound and notifications.



Lower down: lifetime stats, badges and recent games.

Section	What is in it
Header	Name, handle, the fan's rank from their last game and **Change avatar** (icons, plus **Upload a photo** when your organisation allows photos)
Account	**Edit** opens **Email**, **Username**, **First name** and **Last name**, then **Save**. A username can change once every 30 days
Complete your profile	Your organisation's profile fields, when it collects any. Changing age group can remove the fan from age-rated groups
Appearance	**System**, **Light** or **Dark**. **System matches your device.**
Sound & Notifications	**Sound effects** and **Browser notifications**, both on by default
Lifetime	**Career points**, **Games played**, **Best rank**, **1st places**, **Correct answers**, **Accuracy** across all matches
Badges	Badges earned, with the total
Recent games	Each game with rank and points, and **Hide me from this game**

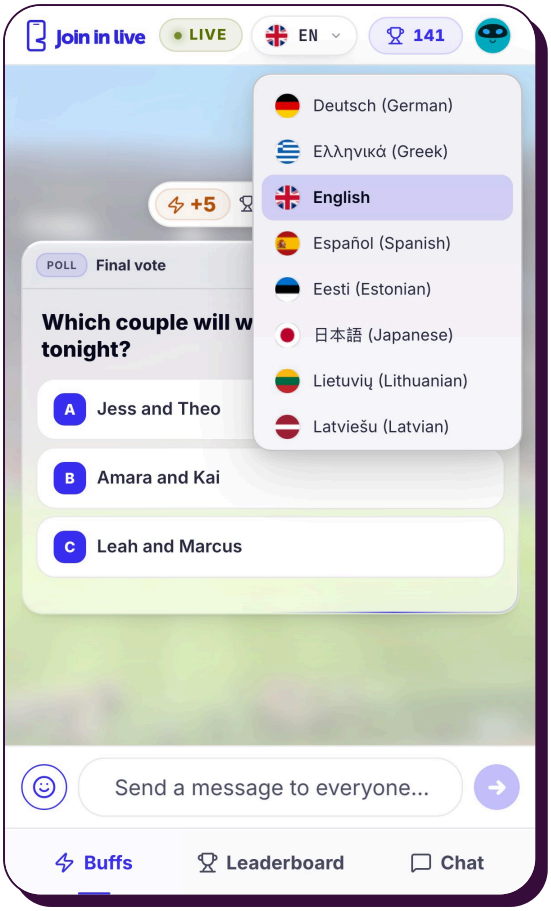
Hide me from this game needs a second tap (**Tap again: hiding is permanent**). It removes the fan from that match's leaderboard for good.

> **Note**
> Lifetime stats fill in once a match has ended. While the match is live they can read 0.

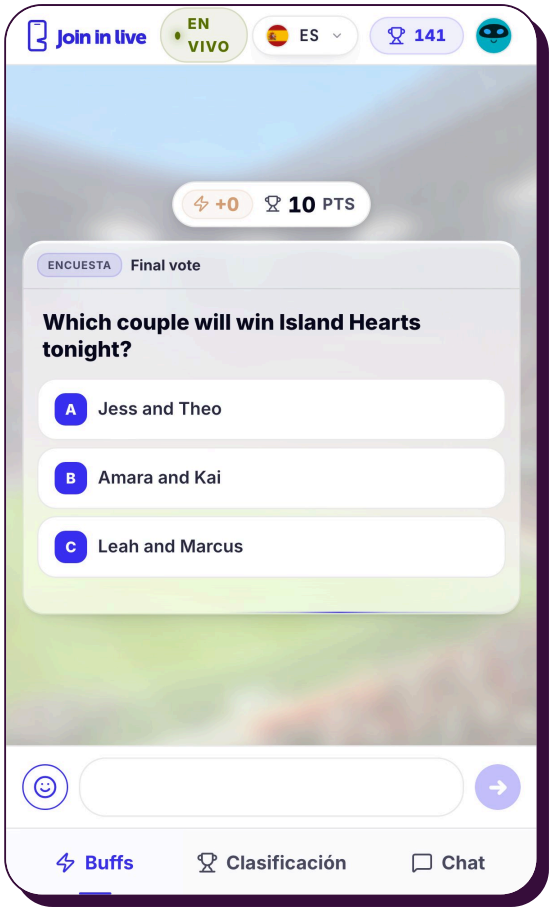
Appearance and sound choices are stored on the phone, not the account.

Language picker

The flag and code in the header opens the language list. Each language is shown in its own name with the current language's name in brackets. Only languages a super admin has published appear; anything not yet translated falls back to English. A first-time visitor starts in English. A signed-in fan's choice is saved to their account and applied next time.



The switcher lists every published language by its own name.

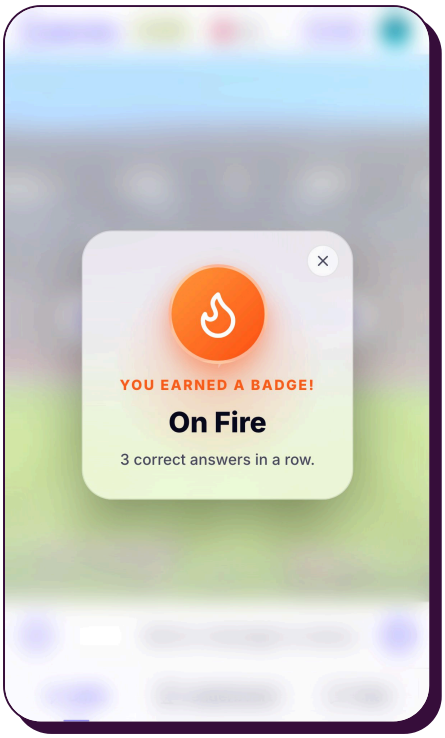


In Spanish: the interface is translated, your poll text is not.

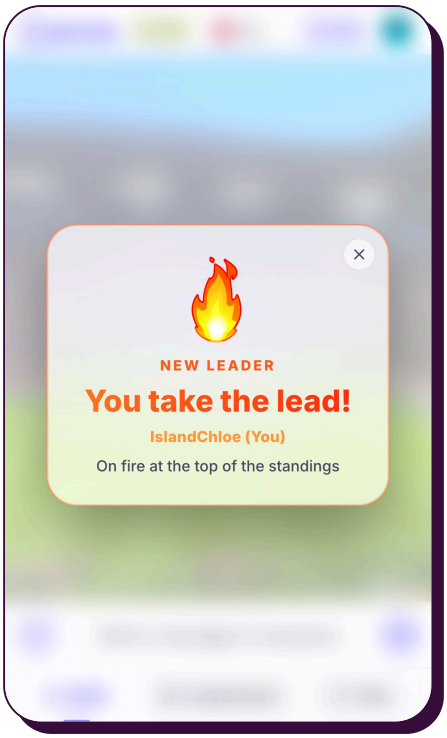
Watch out

The language picker translates the interface only. The text of your buffs stays in the language you wrote it in, unless you add translations to the buff in Create New Buff. The viewer has no right-to-left layout, so Arabic or Hebrew would read left to right.

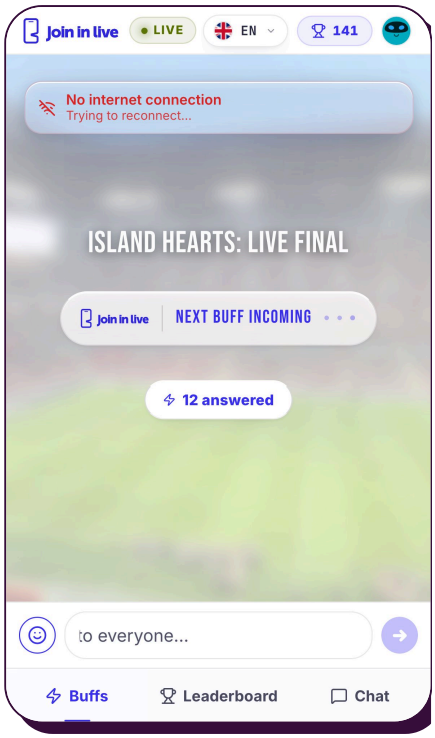
Badges and alerts



A badge lands: You earned a badge! with its description.



The fan takes first place: You take the lead!



Connection lost: No internet connection.

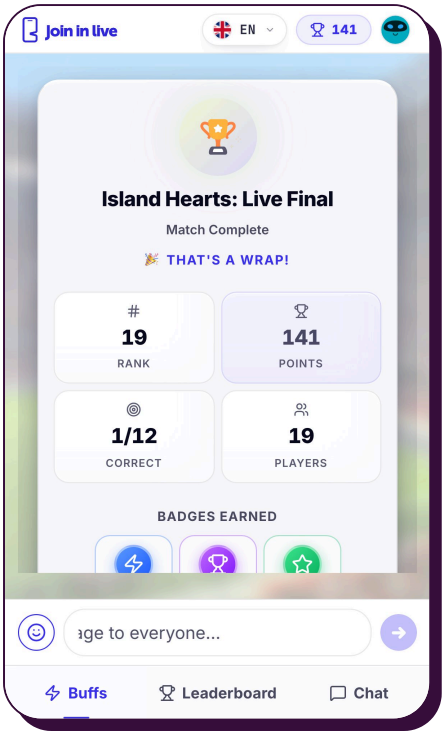
Badge	Description
First Responder	The very first fan to answer this match.
Group First Responder	First to respond in your group.
Quick Draw	Answered a quiz correctly in a flash.
Sharpshooter	100% quiz accuracy (3+ answers).
On Fire	3 correct answers in a row.
Group MVP	Top scorer in your group this match.
Podium Finish	Finished in the top 3.
Centurion	Scored 100+ points in a match.
Regular	Answered 5 or more buffs this match.

Your organisation can switch badges off, rename them, change thresholds and hold the reveal until the end-of-match recap (Buff Settings, **Groups** tab). Other alerts fans may see:

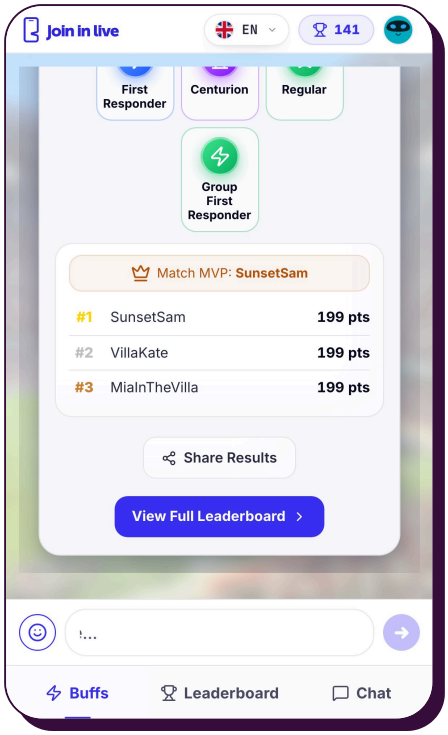
- **New leader**: everyone sees it when first place changes; the new leader sees **You take the lead!**
- **New buff, tap to play**: a buff arrived while the fan was on another tab.
- **No internet connection** and **Trying to reconnect…**, then **Back online**.

Post-match summary

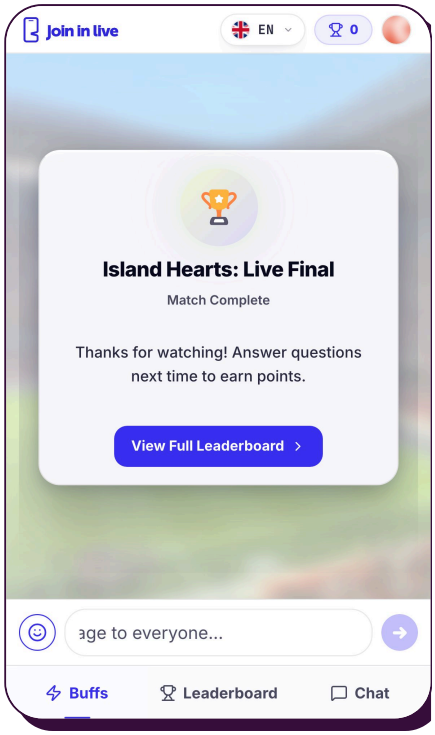
When you stop the match and nothing is on screen, the Buffs tab turns into a recap.



The recap: rank, points, correct answers and players.



Lower down: badges, the match MVP and the top three.



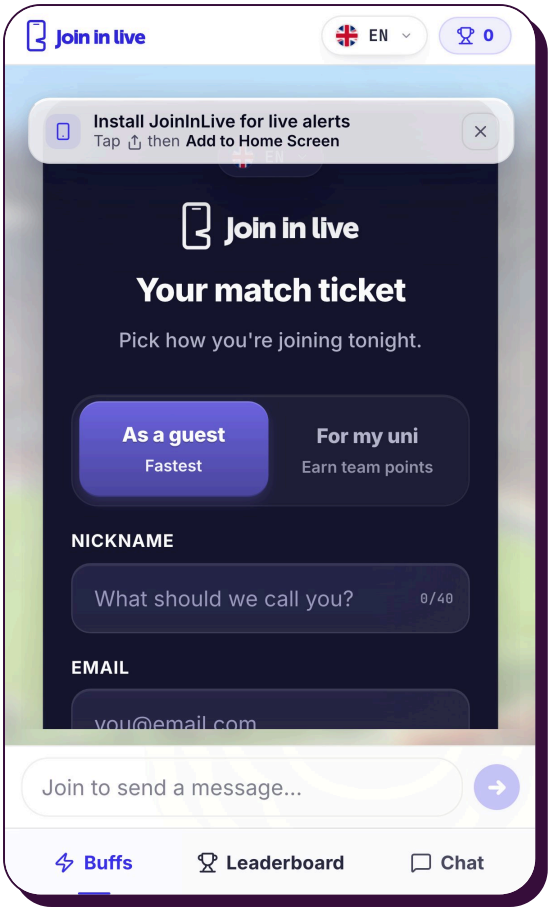
A fan who never answered: Thanks for watching!

- **Match Complete** and **THAT'S A WRAP!**, then **RANK**, **POINTS**, **CORRECT** and **PLAYERS**.
- **BADGES EARNED**, then **Match MVP:** and the top three.
- **Share Results** shares the fan's score through the phone's share sheet, or copies it.
- **View Full Leaderboard** opens the Leaderboard tab.

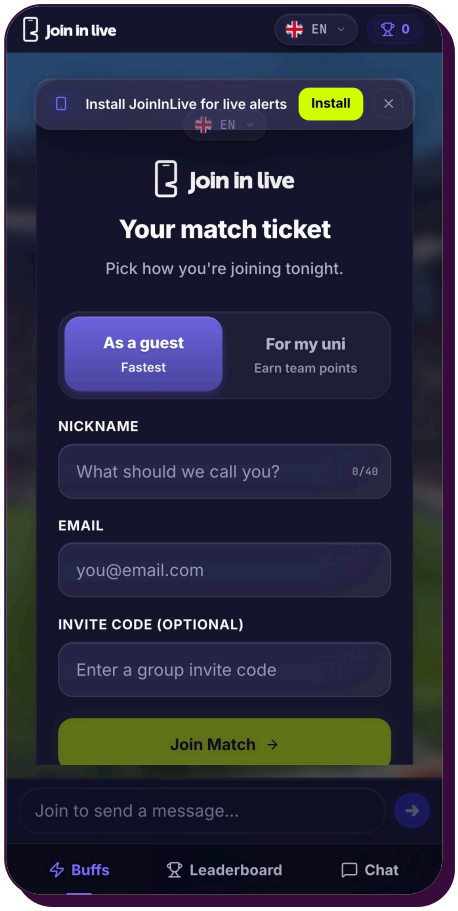
The numbers come from the same leaderboard as the Leaderboard tab, so they always agree.

Install as an app and notifications

Fans can add Join in Live to their home screen. A banner at the top offers it until they close it.



iPhone and iPad: tap Share, then Add to Home Screen.



Android Chrome: one tap on Install.

The banner reads `Install JoinInLive for live alerts`. On iPhone it adds **Tap** (share icon) **then Add to Home Screen**; on Android and desktop Chrome or Edge it shows **Install**.

Notifications:

1. Fans are never asked on page load. The browser asks for permission only after their first answer.
2. If they allow it, each new buff can arrive as a notification titled **New {type}** with the question as the text.
3. iPhones and iPads only get these notifications after Join in Live has been added to the home screen.
4. **Browser notifications** in Profile & Settings turns them off for that phone.

Join in live

06
Workflows

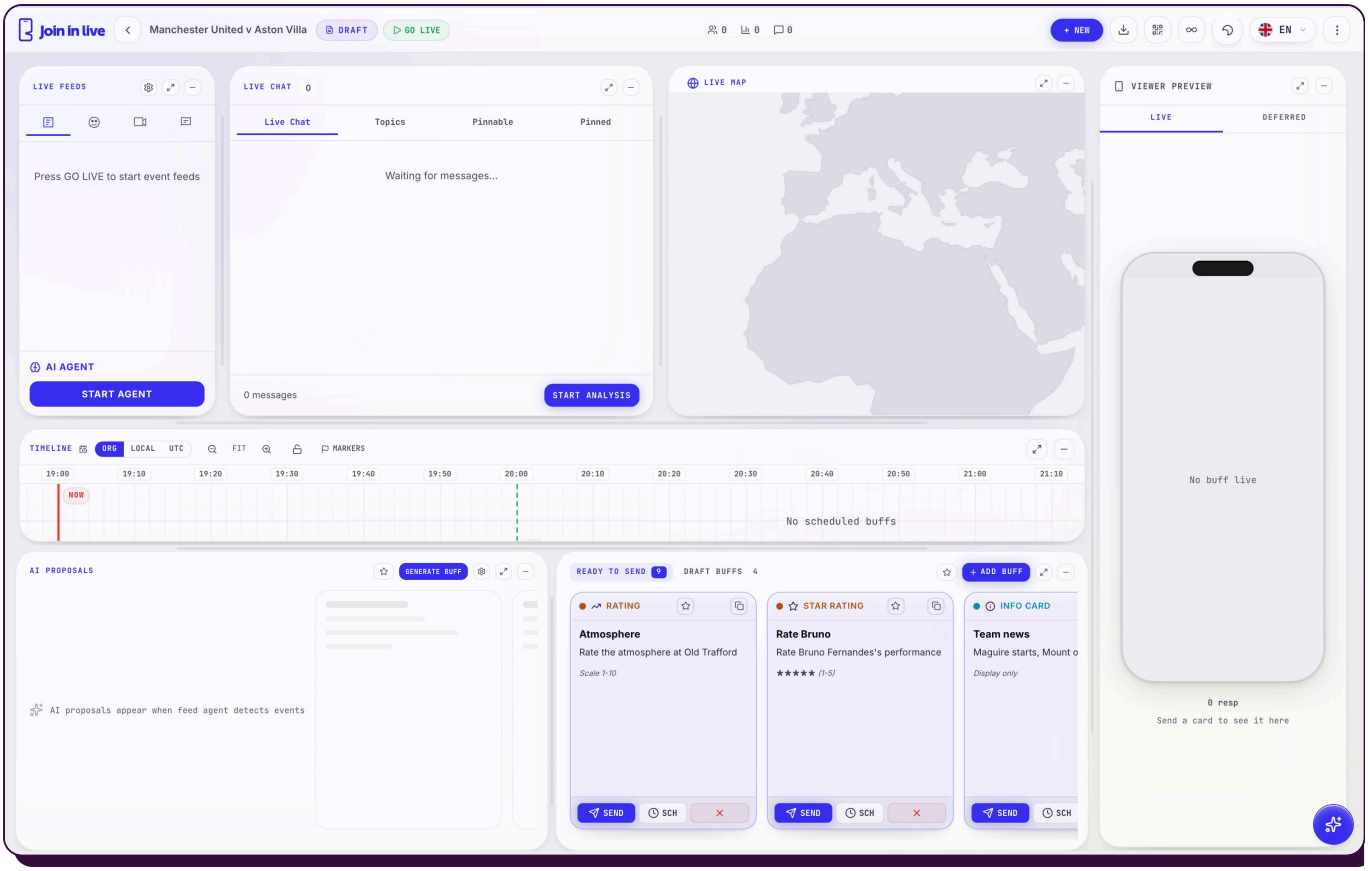


This chapter puts the controls from the earlier chapters together into routines for match day: running an event from start to finish, working through AI proposals quickly, writing and editing buffs, fixing mistakes while live, launching a sponsored buff for a chosen audience, and closing out with the leaderboard, analytics and the report. Each workflow lists the buttons in the order you press them and the screen you should see next.

Run an event end to end

Before the match

1. Open the event from the Control Center. The status banner reads **DRAFT** with **GO LIVE** beside it.
2. If **Event is way past its scheduled time** opens on its own, the event's end passed more than 30 minutes ago. Set **New kickoff** and **Duration (minutes)** and press **Save & reschedule**.
3. Press the cog in **LIVE FEEDS** to open **AI CONFIGURATION**. Check the buff language, the mode and the buff types the AI may propose, then press **SAVE SETTINGS**.
4. Plan your deck: switch to **DRAFT BUFFS**, press **+ ADD BUFF** and write the buffs you already know you want (see "Write and edit a buff"). Star the important ones so they show under **FAVORITES**.
5. On match day, press **TO READY** on each draft you want in play. It moves to **READY TO SEND**.



The dashboard in draft: live feeds, live chat, the live map, the timeline, AI proposals, the ready deck and the viewer preview, with GO LIVE in the top bar.

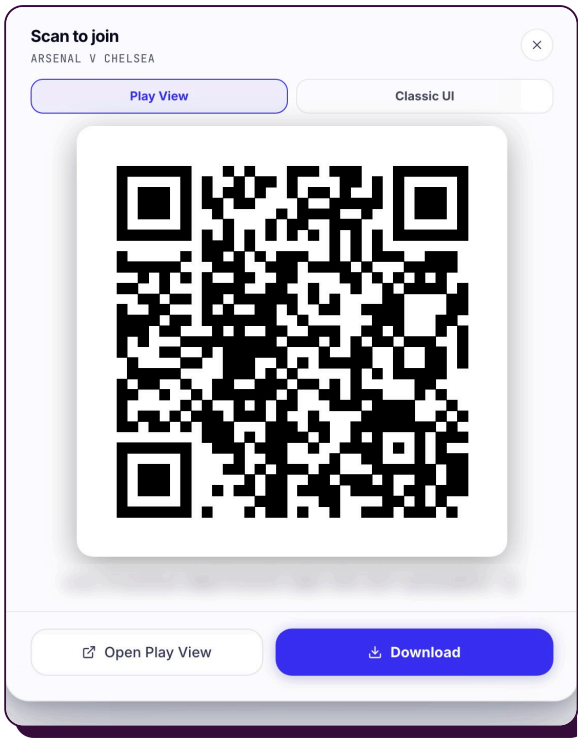
Tip

Before you start, open **Import / Export buffs** from the top bar, stay on **Export** and press **Download JSON**. You then have a copy of the deck if anything is deleted by mistake.

Share the join link

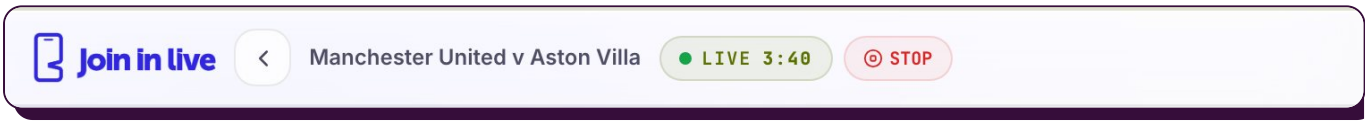
1. Press the QR icon in the top bar (**Show QR code for Play View**).
2. Use **Download** for the screen graphic, or **Copy link** for social posts and messages. **Open Play View** lets you check the fan's view yourself.
3. If your organisation uses the classic viewer, the **Classic UI** tab gives that link instead of the play app link.

Put the code and link up before kick-off so fans have joined when the first buff goes out. Fans who join late still get every buff from then on.



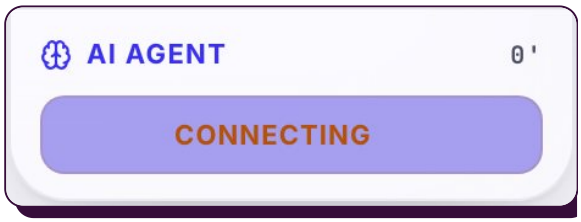
Scan to join, on the Play View tab, with Open Play View and Download.

Go live



The status banner while live: the LIVE clock and STOP next to the event name.

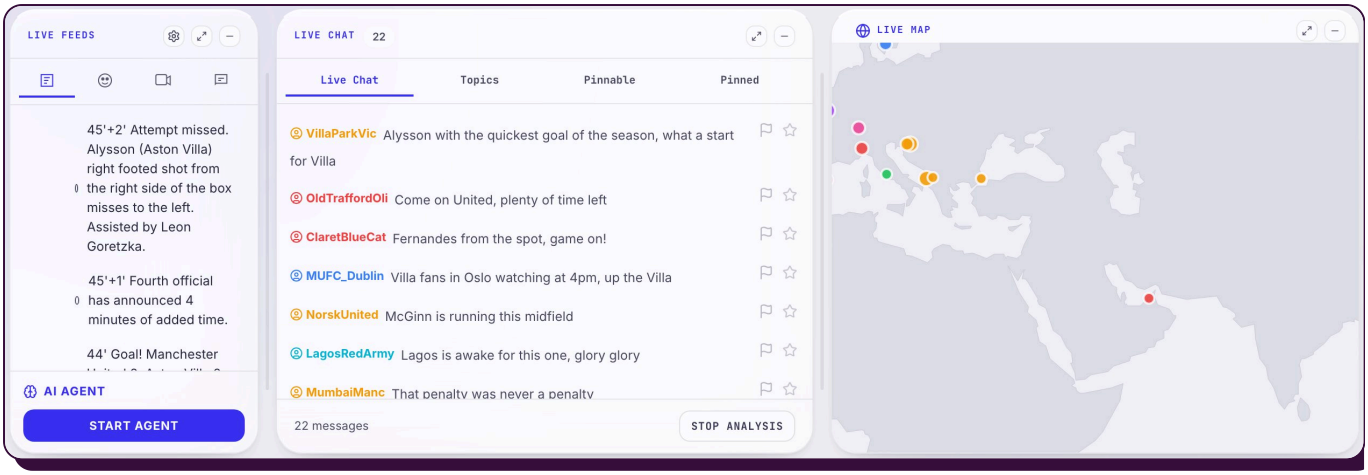
1. Press **GO LIVE**. The banner changes to **LIVE** with a running clock and a **STOP** button, and the flash reads "Event is now LIVE!".
2. Watch the **AI AGENT** strip at the foot of **LIVE FEEDS**. It shows **CONNECTING** for a few seconds, then **STOP AGENT** when the agent is running. If it stays on **START AGENT**, press it.
3. Watch commentary lines arrive in **LIVE FEEDS**. If it still says "Press GO LIVE to start event feeds", check the feed key and the source (see chapter 8, Troubleshooting and support).



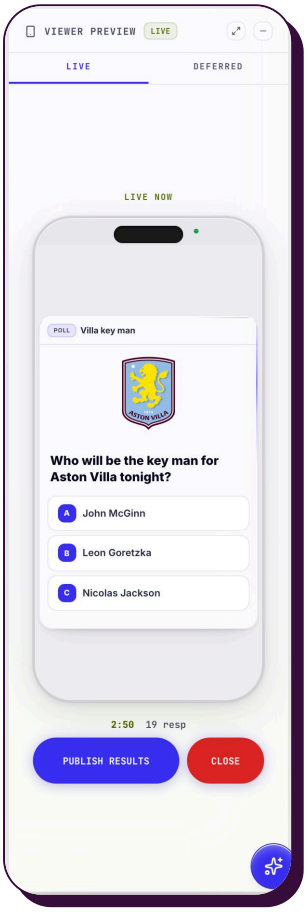
Straight after GO LIVE, the AI AGENT strip at the foot of LIVE FEEDS shows CONNECTING.

During the match

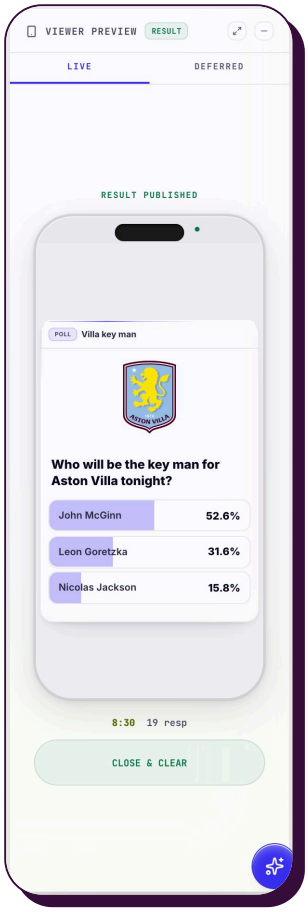
1. Send a buff: press **SEND** on a card in **READY TO SEND**. The flash reads "Card sent live!".
2. Watch the response count under the phone in **VIEWER PREVIEW** grow.
3. When you have enough answers, press **PUBLISH RESULTS**. Fans see the result and points are awarded.
4. Press **CLOSE & CLEAR** to clear the slot before the next buff.
5. To fire a buff later, press **SCH** on its card and pick a delay on **From Now**, a time after kick-off on **From Game Start**, an **Exact Time**, or a **Marker**. Then press **Schedule**. Scheduled buffs fire by themselves and show their time on the card.



The top row during the match: commentary in LIVE FEEDS, fans chatting in LIVE CHAT and dots on the LIVE MAP.



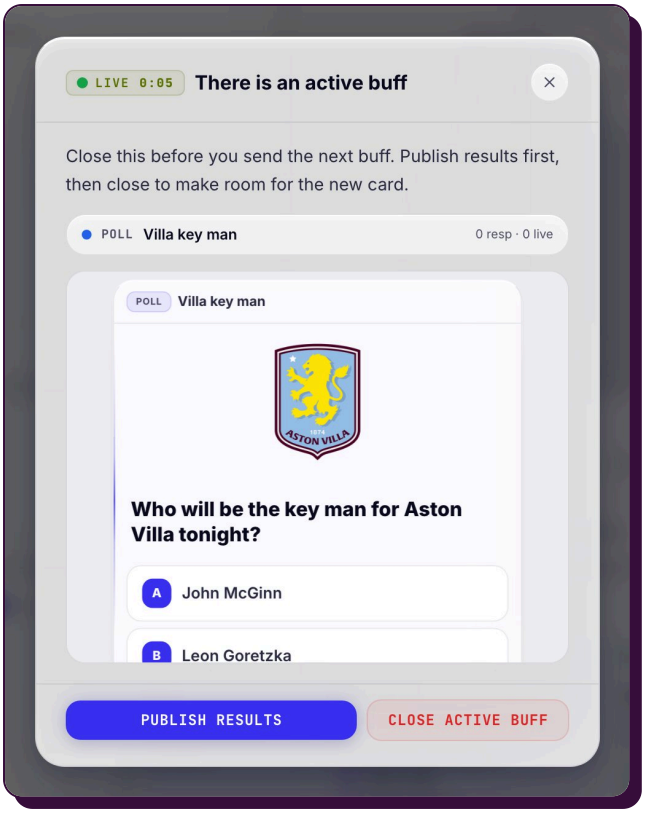
Live: the timer, the response count, PUBLISH RESULTS and CLOSE.



After PUBLISH RESULTS: the vote split and CLOSE & CLEAR.

Rule

One main buff at a time. If **There is an active buff** opens, press **PUBLISH RESULTS** or **CLOSE ACTIVE BUFF** and your card sends by itself (see chapter 4, The producer environment, "Sending, and the one-live-buff rule").



There is an active buff, with the live poll, PUBLISH RESULTS and CLOSE ACTIVE BUFF.

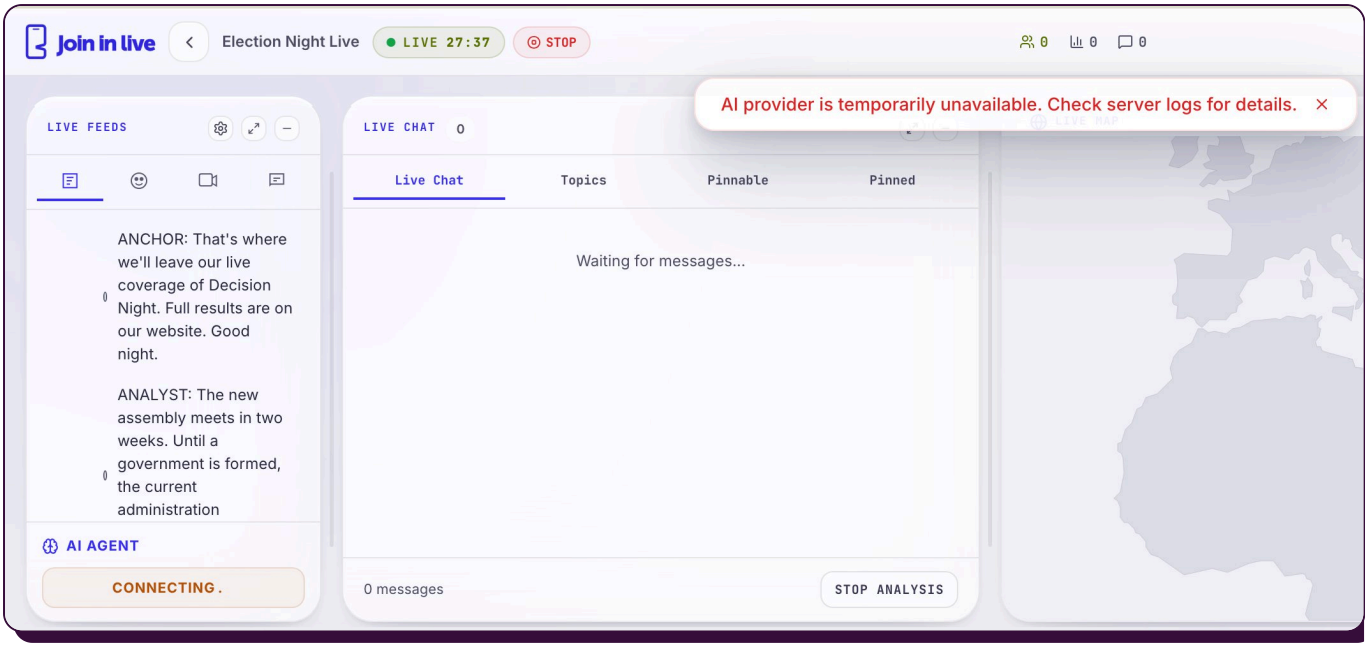
End the match

Follow "Close out the event" at the end of this chapter: publish or close the last buff, resolve deferred predictions, press **STOP**, then pull the numbers and the report.

Review AI proposals quickly

The AI agent reads the live commentary and drafts buffs for you in **AI PROPOSALS**. Nothing reaches fans until you approve and send it.

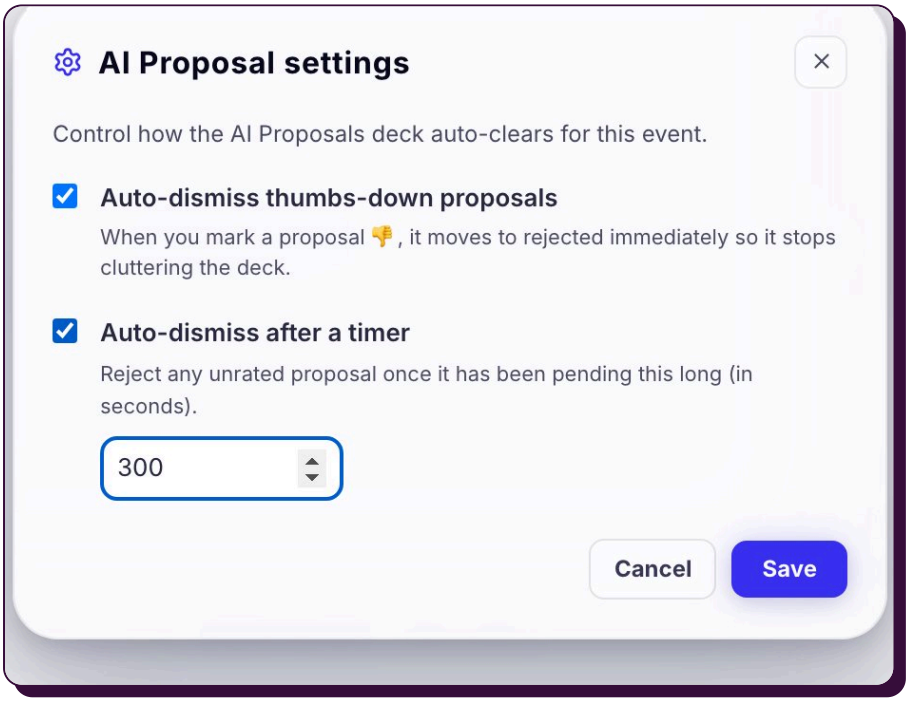
> **Note**
>
> AI proposals need a working AI model. A super admin sets this once for the platform under **AI Provider Configuration**: an API key for Bedrock, Anthropic, OpenAI or OpenRouter, and a model chosen as **PRIMARY** (optionally a **BACKUP**). Without one, **START AGENT** fails with "No LLM provider configured" or "AI provider is temporarily unavailable. Check server logs for details.", and no proposals appear. Every other part of the dashboard keeps working, so you can still run the event with buffs you write yourself.



START AGENT on a stack without a working AI model: the error toast at the top, and the AI AGENT strip in LIVE FEEDS stuck on CONNECTING.

Set the deck to clear itself

1. In **AI PROPOSALS**, press the cog (**AI Proposal settings**).
2. Tick **Auto-dismiss thumbs-down proposals**, so a thumbs down removes a card at once.
3. Tick **Auto-dismiss after a timer** and leave it at 300 seconds (the lowest it allows).
4. Press **Save**.



AI Proposal settings with both auto-dismiss options ticked and the timer at 300 seconds.

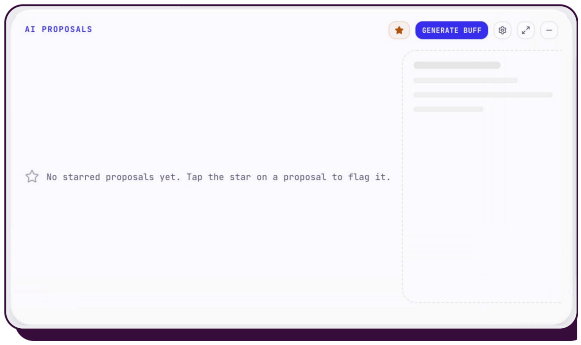
> **Note**
> The timer runs in your browser. If nobody has the dashboard open, proposals are not cleared. Proposals you rated or starred are never timed out.

Work through the cards

Each proposal card shows the buff type, the source (**Feed** for commentary alone, **F+C** for feed plus chat), the AI's confidence, the mode and how long ago it was made.

1. Read the card. If it is right as written, press **APPROVE**. It moves to **READY TO SEND**.
2. If the wording needs work, click the card body to open **Edit AI Proposal**. Fix the question and options, optionally pick a sponsor, then press **Approve & Add to Deck**. **Save Changes** keeps your edits without approving; **Dismiss** throws it away.
3. Rate as you go: **Rate proposal good** (thumbs up) or **Rate proposal bad** (thumbs down). The ratings feed **AI proposal quality** in analytics.
4. Star a card (**Add to favorites**) to keep it for later; the star filter in the header shows only starred proposals.
5. Press the X to dismiss a card straight away, with no confirmation.
6. Send approved buffs from **READY TO SEND** as usual.

When a second producer works the same event, every approve, rating and dismissal shows on both screens. If you both act on one card, the second gets "Proposal not found or already handled".

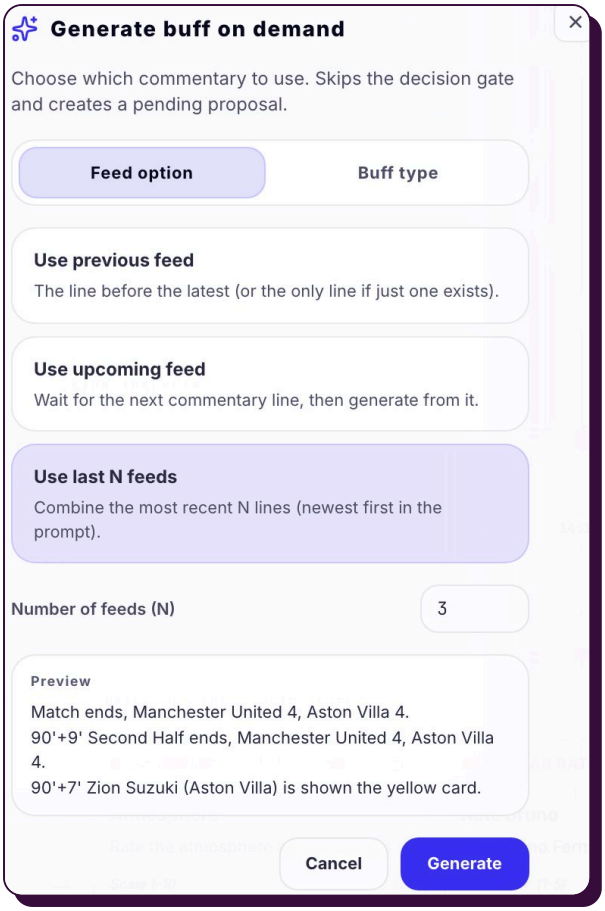


The AI PROPOSALS panel with the star filter on: No starred proposals yet.

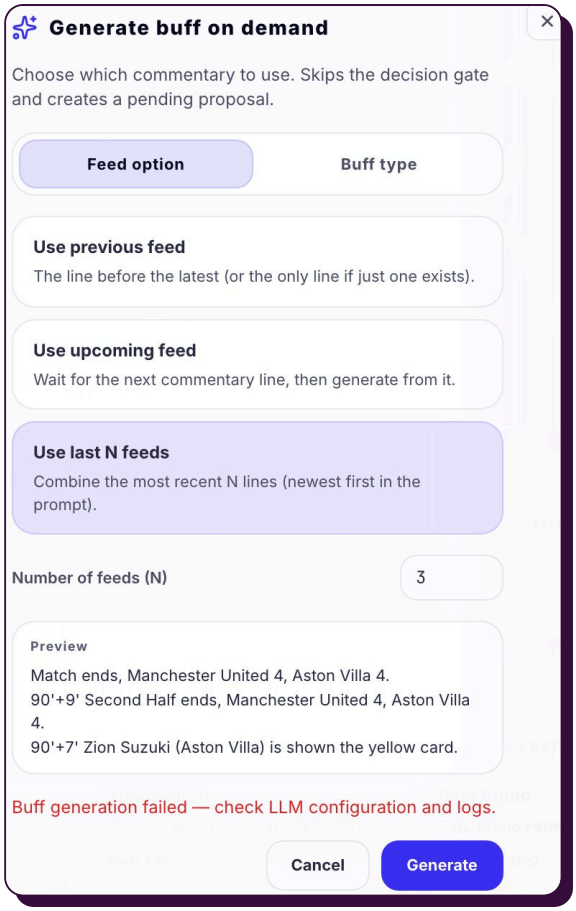
Ask for a buff now

When something big happens and the AI is quiet:

1. Press **GENERATE BUFF** in the **AI PROPOSALS** header.
2. On **Feed option**, pick **Use last N feeds** and set **Number of feeds (N)** (3 is a good start), **Use previous feed**, or **Use upcoming feed** if the moment has not reached the commentary yet.
3. On **Buff type**, pick a type or leave **Any type**.
4. Check the **Preview** text and press **Generate**. A **Generating…** card appears, then the proposal.



Use last N feeds with N = 3, and the preview of what is sent.



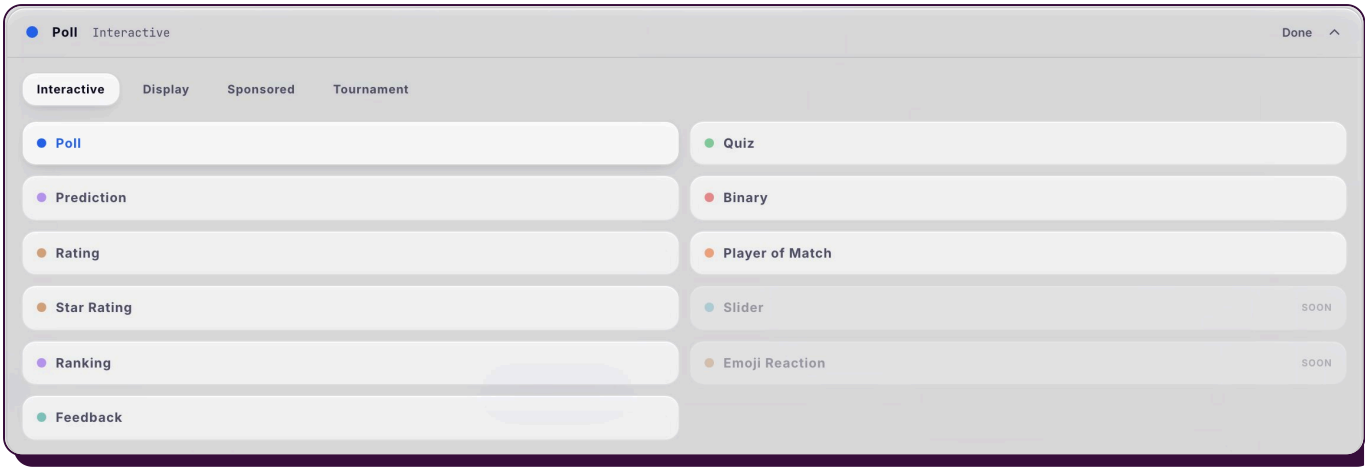
Without a working AI model, Generate fails with this message.

> **Tip**
> If proposals dry up, check in order: are commentary lines arriving, does the agent strip say **STOP AGENT**, and is **CONFIDENCE THRESHOLD** in AI configuration set too high? Lines that arrived before the agent started never become proposals.

Write and edit a buff

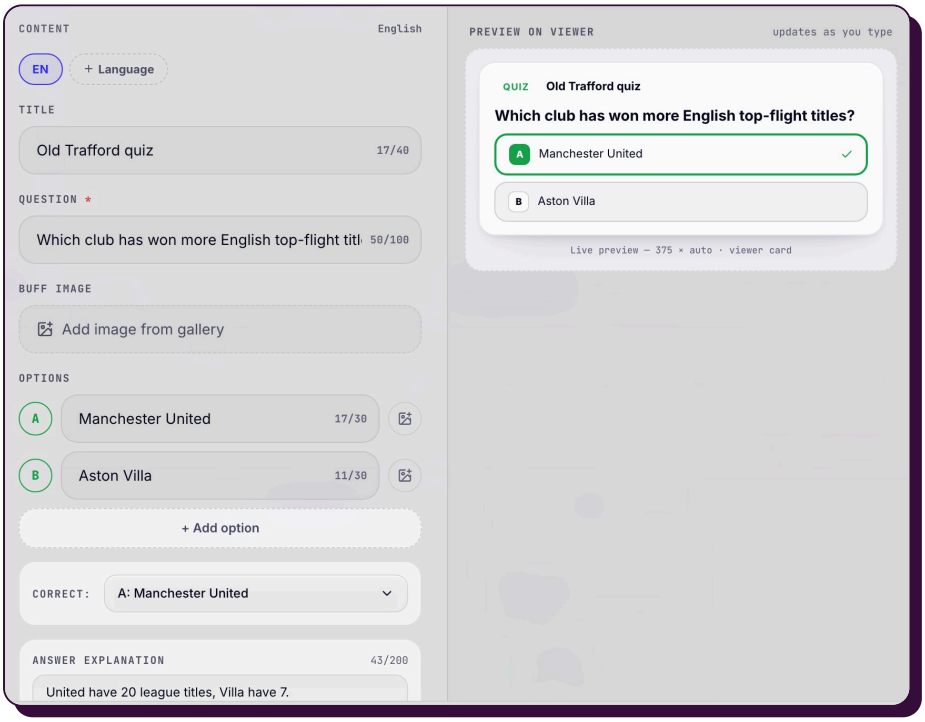
Create a buff

1. Press **+ NEW**, then **Create Buff** (or **+ ADD BUFF** on the deck).
2. The type picker opens on **Poll**. Press **Change** to choose another: tabs **Interactive**, **Display**, **Sponsored** and **Tournament**. Types marked **SOON** cannot be created here yet.
3. Fill the **CONTENT** column. Watch the **PREVIEW ON VIEWER** column update as you type.
4. Set the **DELIVERY** column (sponsor, audience where shown, **Save as draft?**, and **Defer** for predictions).
5. Press **Create Card**. The flash reads "Card created!" and the card joins **READY TO SEND**, or **DRAFT BUFFS** if you ticked **Save as draft?**.



The type picker on Interactive: Poll, Quiz, Prediction, Binary, Rating, Player of Match, Star Rating, Ranking and Feedback, with Slider and Emoji Reaction marked SOON.

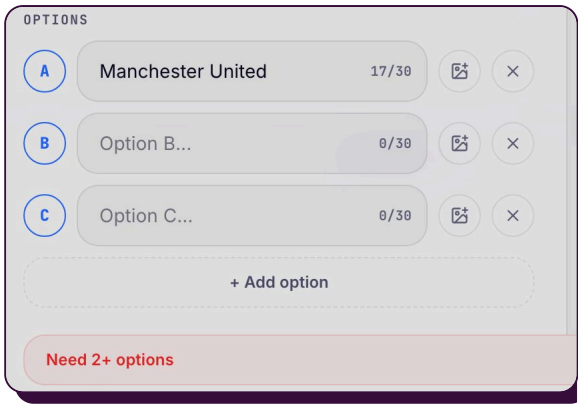
Field	Limit	Notes
TITLE	40 characters	Optional. A short label above the question
QUESTION (or SUBJECT, HEADLINE)	100 characters	Required
OPTIONS	2 to 6, each 30 characters	**+ Add option**. Each option can carry an image
BUFF IMAGE		**Add image from gallery**, then **Fit**, **Fill** or **Center**
CORRECT:	Quiz only	The right answer, revealed on publish
ANSWER EXPLANATION	Quiz only, 200 characters	Shown to fans with the result



The CONTENT column for a quiz, with the correct answer set and an answer explanation, beside its PREVIEW ON VIEWER.

If something is missing, **Create Card** shows the reason above the footer, for example "Need 2+ options", "Question is required" or "Subject must be at least 3 characters".

Minimize keeps a half-written buff as a chip at the bottom of the screen, so you can check the deck and come back to it.



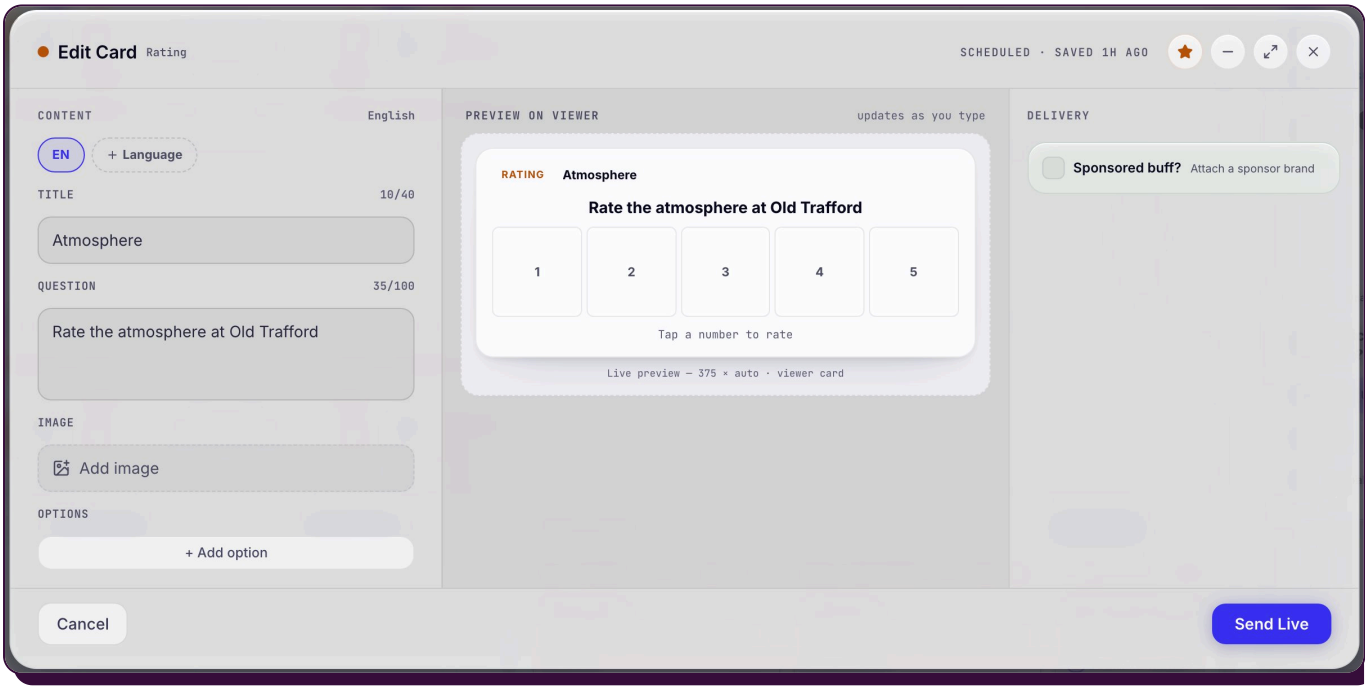
Create Card pressed with only option A filled: Need 2+ options appears below the options.

Watch out

The rating hint says 1 to 10, but a Rating you create here may show five number cells. Check the preview before you send. Sponsor polls and sponsor cards also need **Sponsor Name** typed in, even when you pick a managed sponsor.

Edit a card

1. Click a card in the deck. **Edit Card** opens with the same three columns and a stamp showing when it was last saved.
2. Change the fields. Over-long text blocks sending with a message such as "Question over limit: fix before sending".
3. Press **Send Live** to send it straight away, or **Cancel** to close. Once you change something, **Save Changes** also appears: it keeps your edits in the deck without sending.



Edit Card for a Rating, with the live preview and Send Live.

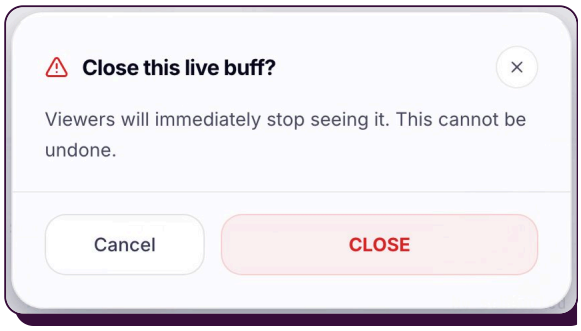
Other card actions in the deck: **Clone** copies a buff into a new draft, the star adds it to favourites, and the X deletes it after **Delete Buff?**.

Override and correct mistakes

Take a buff off fans' screens

Situation	What to press	What fans see
Wrong buff sent, no result yet	**CLOSE**, then **CLOSE** in **Close this live buff?**	It disappears at once. This cannot be undone
Result published, ready for the next buff	**CLOSE & CLEAR**	The result card goes and the slot is free
An info or sponsor card in the top strip	**Close** on the overlay banner in the preview	The card leaves the strip
A scheduled buff should not fire	X on the card (**Delete scheduled buff?**), or **Cancel schedule** on the timeline to send it back to the deck	Nothing; it never fires

Closing without a result means nobody gets the result screen or the correct-answer points. If you only need to fix wording, close it, edit the card or clone it, and send the corrected version.

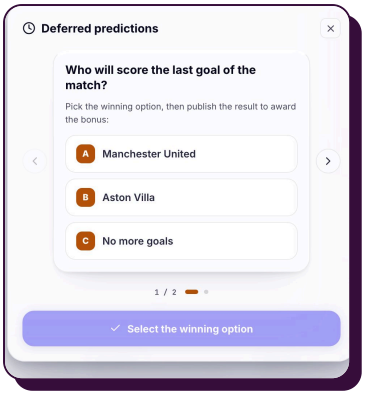


Close this live buff?: Viewers will immediately stop seeing it. This cannot be undone.

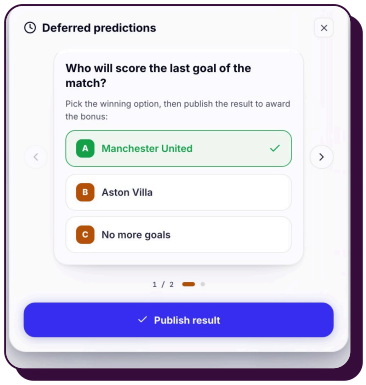
Defer a prediction and resolve it later

Use this when the answer is only known later, such as who scores last.

1. Create a **Prediction** and turn **Defer** on in **DELIVERY** (or press **Add** in the **DEFERRED BUFFS** panel).
2. Send it as usual. Fans earn the base points when they answer.
3. When you have enough answers, press **DEFER · RESOLVE LATER** under the preview. It moves to the **DEFERRED** tab and no longer blocks the next buff.
4. When the outcome is known, open the **DEFERRED** tab and press **PUBLISH RESULTS**.
5. In **Deferred predictions**, choose the winner (**Select the winning option** until you pick one), then press **Publish result**.
6. If a buff is live, you are asked **Close active buff to release result?**. Press **Close & release**.
7. Look for "Deferred prediction resolved: result pushed, bonus awarded". The prediction comes back on fans' phones with the result, and correct fans get the bonus.



The drawer waits for you to pick the winner.

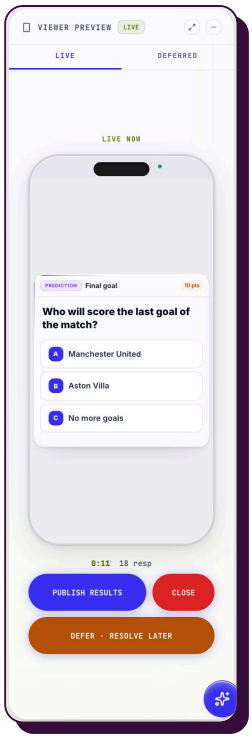


Winner picked: Publish result awards the bonus.

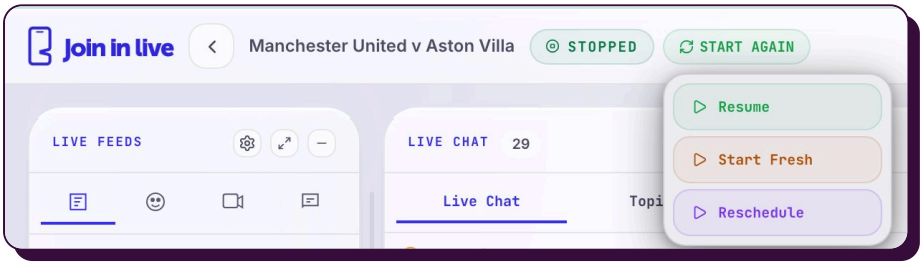
The bonus is the base points times the deferred prediction multiplier set in Buff Settings, **Scoring**, on the **Prediction** row. A deferred prediction you close without a result pays no bonus.

Stop, restart or reschedule

After **STOP** the banner reads **STOPPED** with **START AGAIN**, which offers three ways back.

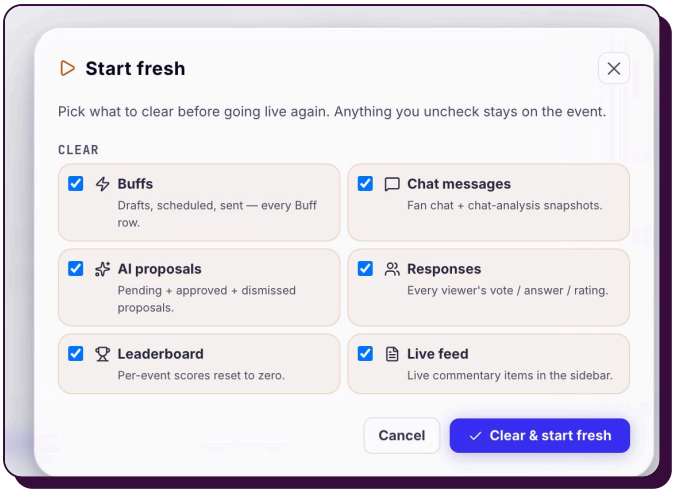


A live prediction with PUBLISH RESULTS, CLOSE and DEFER · RESOLVE LATER.

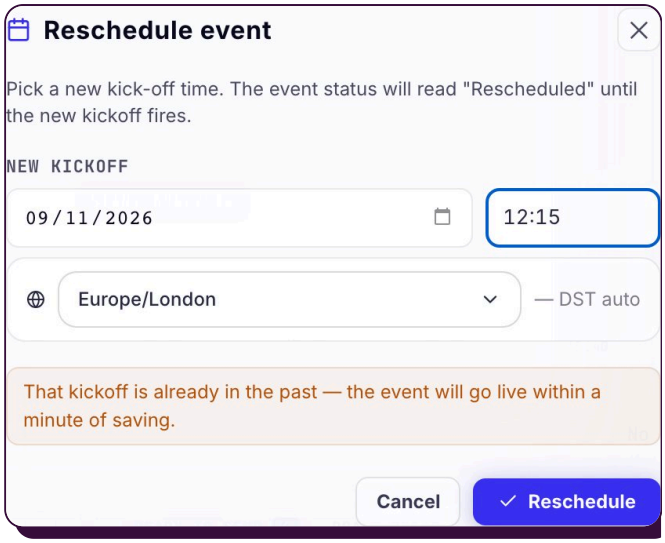


START AGAIN on a stopped event: Resume, Start Fresh and Reschedule.

Choice	Use it when	What happens
Resume	You stopped by mistake	The event goes live again and keeps everything
Start Fresh	A rehearsal is over and the real event is next	**Start fresh** lists what to clear: **Buffs**, **Chat messages**, **AI proposals**, **Responses**, **Leaderboard**, **Live feed**. All are ticked. Unticking **Buffs**, **Responses** or **Leaderboard** keeps them; the live feed, chat and AI proposals are cleared whatever you untick. **Clear & start fresh** clears them and goes live
Reschedule	The event moves to another time	**Reschedule event** takes a new kick-off date, time and time zone. The banner reads **RESCHEDULED** until then



Start fresh: untick buffs, responses or the leaderboard to keep them.

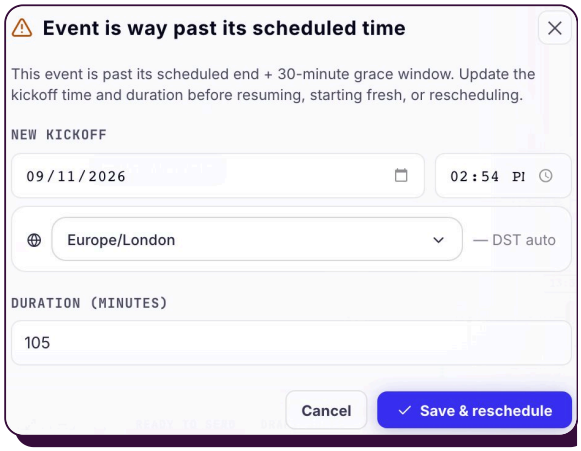


Reschedule event warns when the new kick-off is already past.

Watch out

Start Fresh cannot be undone, and the **Start Fresh** item in **More actions** skips the dialog and clears everything. Unticking **Buffs** keeps your deck for the real event; leaving **Responses** and **Leaderboard** ticked wipes the rehearsal scores. If the kick-off you pick when rescheduling is already in the past, the event goes live within a minute of saving.

If the event is more than 30 minutes past its scheduled end, **Resume** and **Start Fresh** are blocked and **Event is way past its scheduled time** opens. Set **New kickoff** and **Duration (minutes)** and press **Save & reschedule**.



Event is way past its scheduled time, with New kickoff, Duration (minutes) and Save & reschedule.

Launch a sponsored buff with audience targeting

Join in Live does not sell offers or take purchases. Sponsors appear on buffs instead: a sponsor frame on any buff, sponsor polls and sponsor cards with a link out, and their views, reach and interactions in analytics.

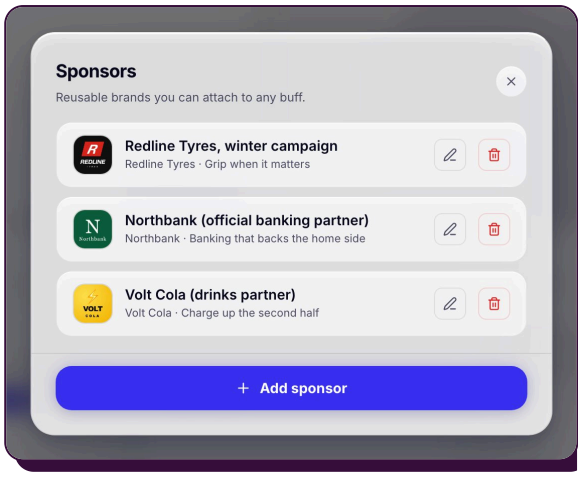
Set up the sponsor

1. Press **+ NEW**, then **Create Sponsor**. The **Sponsors** list shows your organisation's reusable brands.
2. Press **Add sponsor** (or the pencil to edit one). Fill the name, tagline, message, logo, hero image and call to action. **Preview on a buff** shows the result.
3. Save. The sponsor is now available on every event in your organisation.

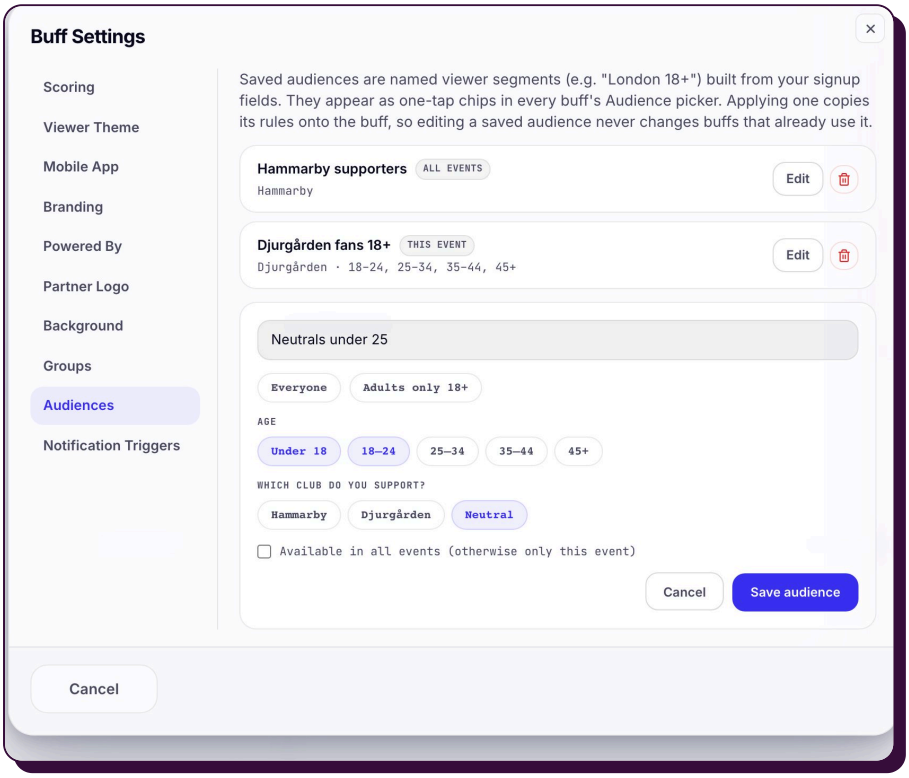
Set up the audiences (organisation admin)

Audience targeting needs your organisation to collect sign-up fields marked as targetable (for example age group or supporter club). An organisation admin manages saved audiences.

1. Open **Buff Settings** from More actions and go to **Audiences**.
2. Press **New audience**, name it (for example "Neutrals under 25") and pick the values for each field.
3. Tick **Available in all events (otherwise only this event)** if you want to reuse it, then press **Save audience**.



The Sponsors manager with Redline Tyres, Northbank and Volt Cola, and Add sponsor.



Buff Settings, Audiences: two saved audiences and a new one being built from age group and supporter club.

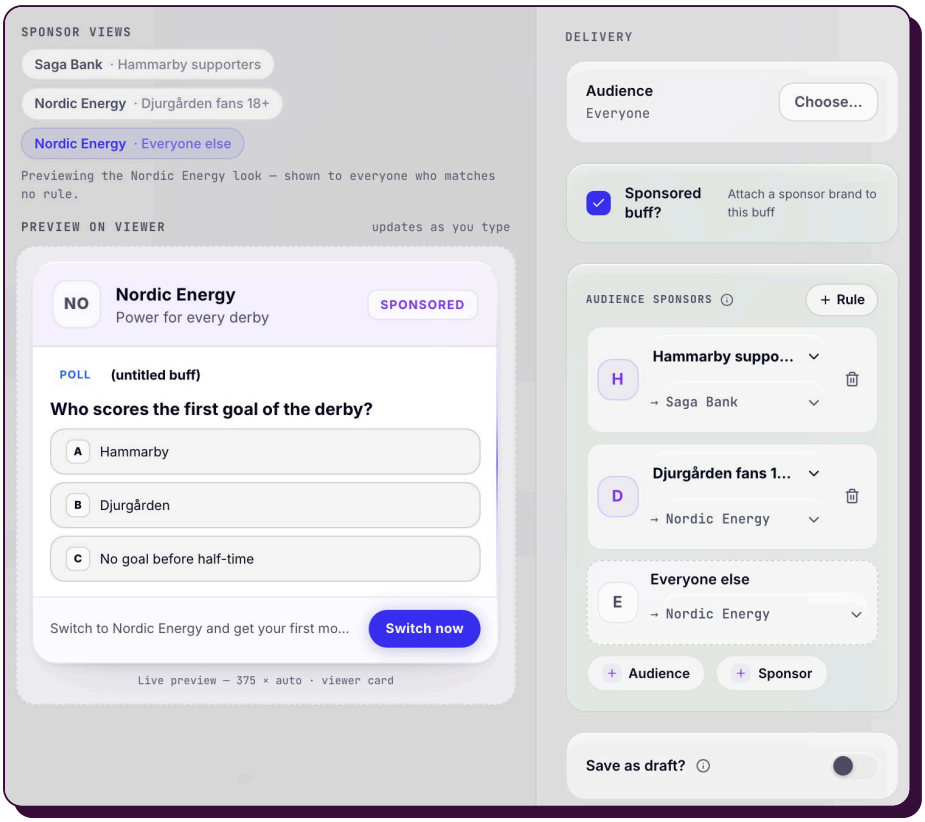
Within one field the values are alternatives (any of them matches); across fields all must match. A fan who has not filled in a targeted field never matches.

Create and send the buff

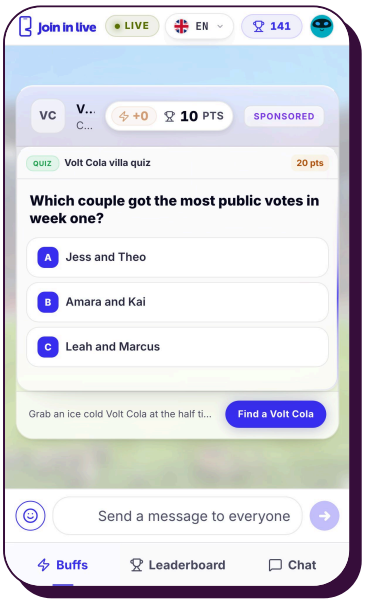
1. Press **+ NEW**, then **Create Buff**, and write the buff. For a sponsor's own poll or card, pick **Sponsored**, then **Sponsor Poll** or **Sponsor Card**, and type the **Sponsor Name**.
2. To frame any buff with a sponsor, tick **Sponsored buff?** in **DELIVERY** and choose one in **Select sponsor** (or **Manage sponsors →** to add one).
3. To show only some fans the buff, press **Choose…** next to **Audience** (if **DELIVERY** shows no **Audience** row, see chapter 8, Troubleshooting and support) and pick **Everyone**, **Adults only 18+** or a saved audience. The picker estimates how many current viewers match. Press **Apply**.
4. To show different sponsors to different fans on the same buff, use **AUDIENCE SPONSORS**: press **+ Rule**, pick an audience and a sponsor for each row. Rows apply top down and the first match wins. **Everyone else** gets the

default sponsor.

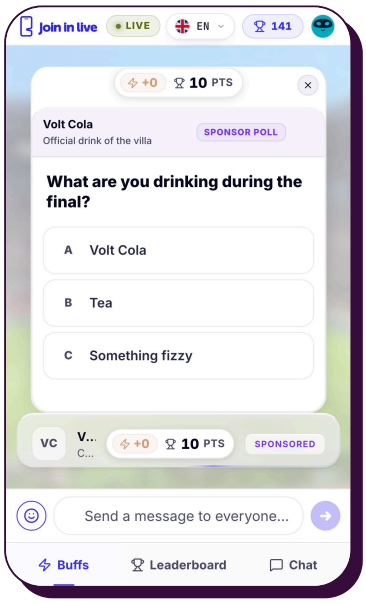
5. Use the **SPONSOR VIEWS** chips above the preview to check what each audience sees.
6. Press **Create Card**, then **SEND** at the right moment. A sponsor poll or card goes in the top strip and can run alongside a live main buff.



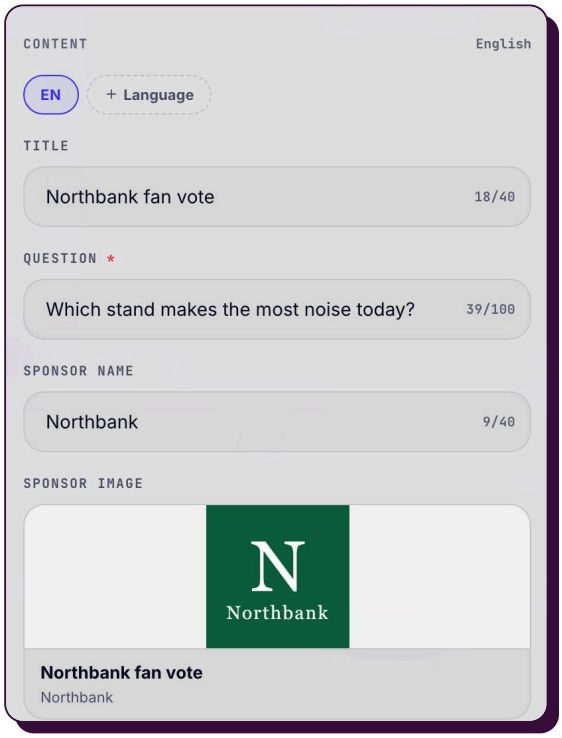
● SPONSOR VIEWS above the preview, and DELIVERY with Sponsored buff? on and two AUDIENCE SPONSORS rows, with Everyone else as the fallback.



● On the phone: the buff in the sponsor's frame.



● A sponsor poll in the top strip alongside the live quiz.



● The CONTENT column for a Northbank sponsor poll: title, question, SPONSOR NAME and SPONSOR IMAGE.

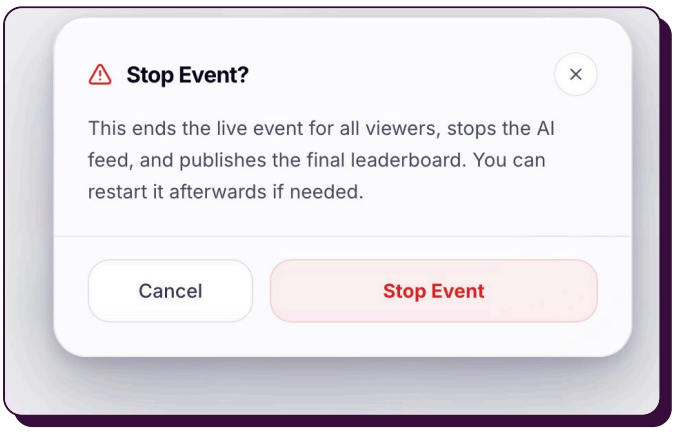
Watch out

Two **AUDIENCE SPONSORS** rows for the same audience are refused ("the first row wins"). Rules copy the audience when you save the buff, so editing a saved audience later does not change buffs that already use it. After the match, read the sponsor's **Views**, **Reach** and **Interact** on the **Sponsors** tab of Analytics.

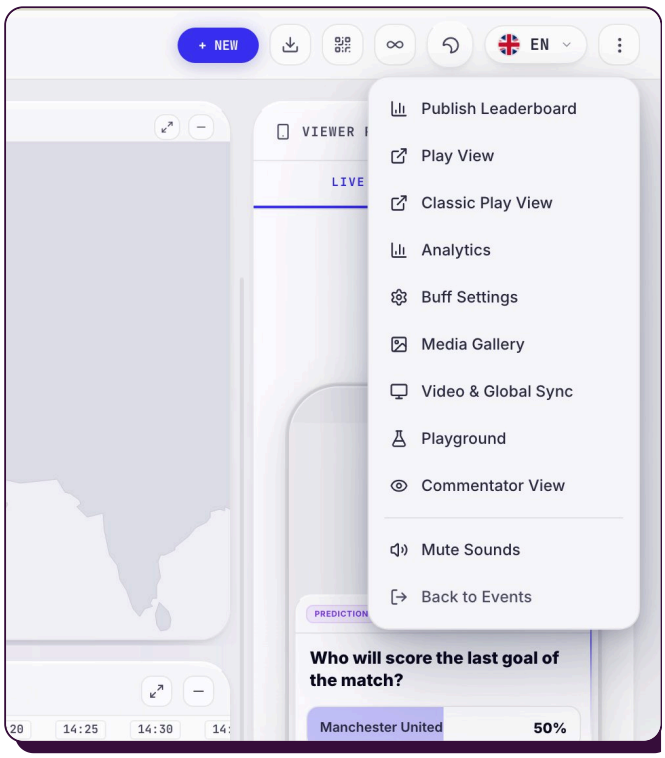
Close out the event

Finish the live part

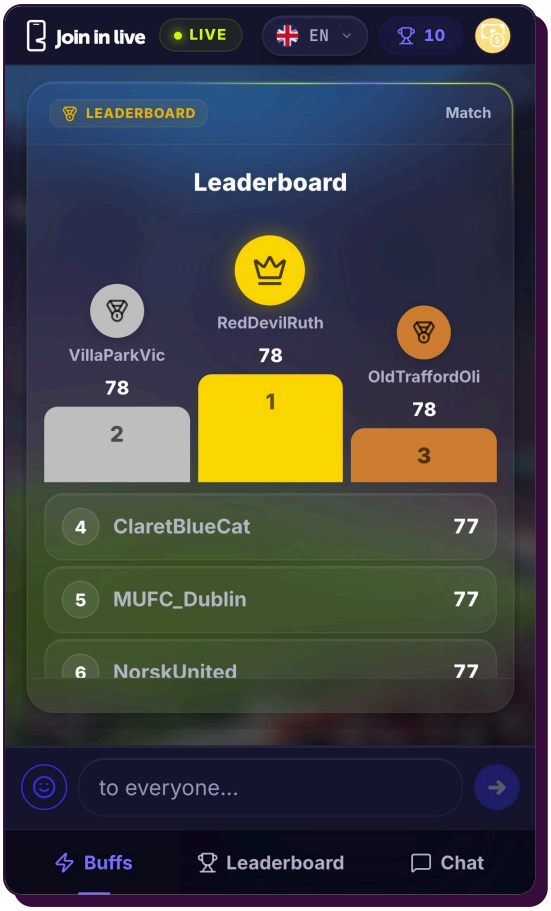
1. Publish the last live buff (**PUBLISH RESULTS**), then **CLOSE & CLEAR**.
2. Resolve any predictions left on the **DEFERRED** tab.
3. Press **STOP** and confirm **Stop Event**. This ends the event for every fan, stops the AI feed and sends the final leaderboard to every phone.
4. To show the standings again at any point, open More actions (three dots) and press **Publish Leaderboard**. It sends the current top 20 as a leaderboard buff and takes the main slot, so use it between buffs.



STOP asks before it ends the event for everyone.



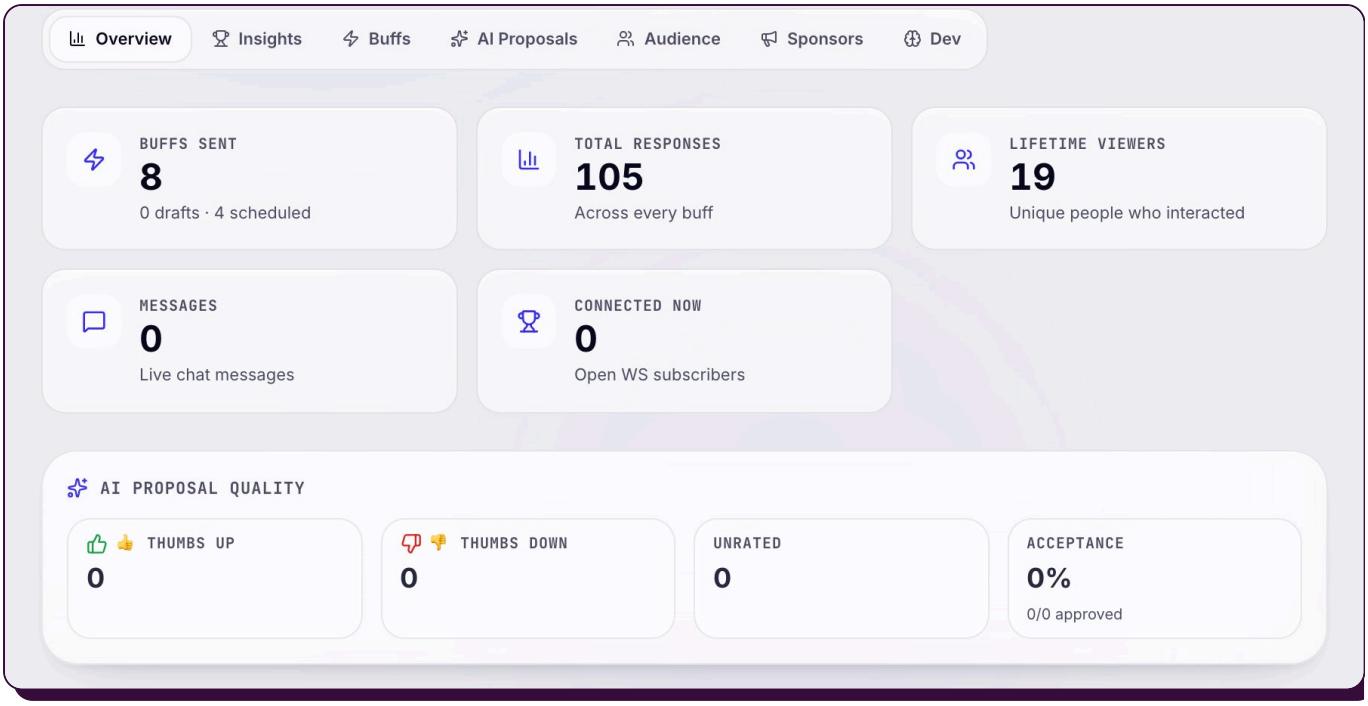
More actions, with Publish Leaderboard at the top.



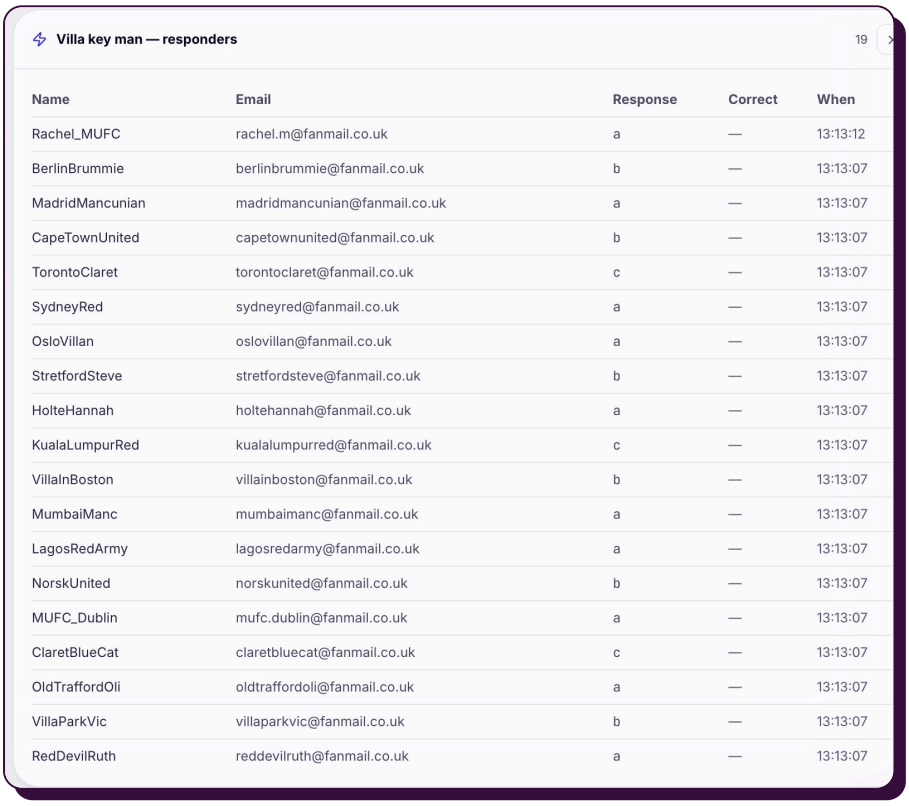
A fan's phone after Publish Leaderboard: the podium and the top scorers.

Read the analytics

1. Open More actions, then **Analytics**.
2. The top row shows **BUFFS SENT**, **TOTAL RESPONSES**, **LIFETIME VIEWERS**, **MESSAGES** and **CONNECTED NOW**.
3. **Overview** adds **AI PROPOSAL QUALITY** (thumbs up, thumbs down, unrated, acceptance) and each sent buff with its results.
4. **Buffs** lists every buff. Click one to see who answered and what they chose.
5. **Insights**, **Audience**, **Sponsors** and **AI Proposals** give the deeper breakdowns. Most Insights widgets have **Export CSV**.



The Overview tab after the match: the KPI tiles above AI PROPOSAL QUALITY.



Name	Email	Response	Correct	When
Rachel_MUFC	rachel.m@fanmail.co.uk	a	—	13:13:12
BerlinBrummie	berlinbrummie@fanmail.co.uk	b	—	13:13:07
MadridMancunian	madridmancunian@fanmail.co.uk	a	—	13:13:07
CapeTownUnited	capetownunited@fanmail.co.uk	b	—	13:13:07
TorontoClaret	torontoclaret@fanmail.co.uk	c	—	13:13:07
SydneyRed	sydneyred@fanmail.co.uk	a	—	13:13:07
OsloVillan	oslovillan@fanmail.co.uk	a	—	13:13:07
StretfordSteve	stretfordsteve@fanmail.co.uk	b	—	13:13:07
HolteHannah	holtehannah@fanmail.co.uk	a	—	13:13:07
KualaLumpurRed	kualalumpurred@fanmail.co.uk	c	—	13:13:07
VillaInBoston	villainboston@fanmail.co.uk	b	—	13:13:07
MumbaiManc	mumbaimanc@fanmail.co.uk	a	—	13:13:07
LagosRedArmy	lagosredarmy@fanmail.co.uk	a	—	13:13:07
NorskUnited	norskunited@fanmail.co.uk	b	—	13:13:07
MUFC_Dublin	mufc.dublin@fanmail.co.uk	a	—	13:13:07
ClaretBlueCat	claretbluecat@fanmail.co.uk	c	—	13:13:07
OldTraffordOli	oldtraffordoli@fanmail.co.uk	a	—	13:13:07
VillaParkVic	villaparkvic@fanmail.co.uk	b	—	13:13:07
RedDevilRuth	reddevilruth@fanmail.co.uk	a	—	13:13:07

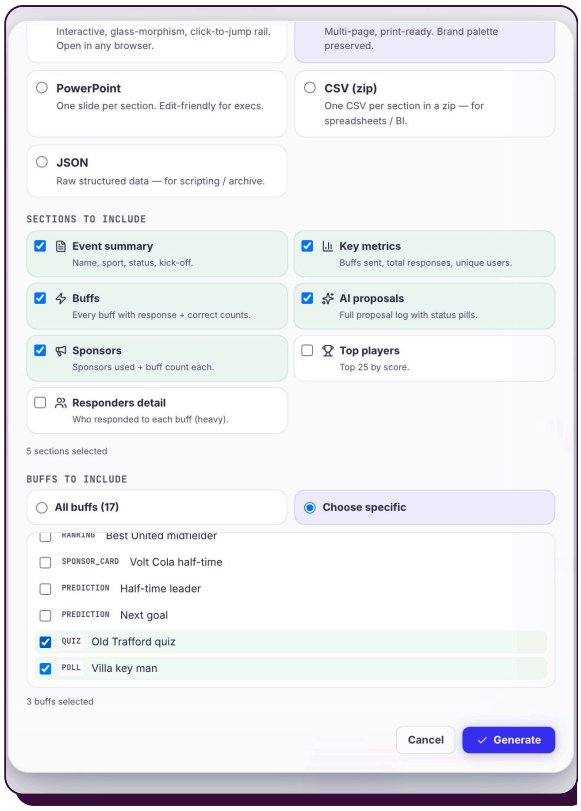
The responders drawer for one poll on the Buffs tab: name, email, response, correct and time.

Generate and download the report

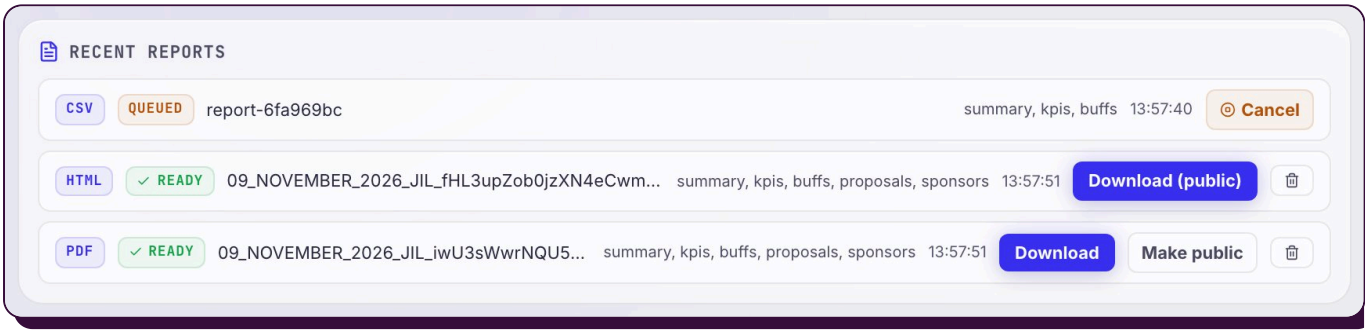
You build the report from the Analytics page, then download it or share a public link.

1. On the Analytics page press **Generate Report**.
2. Choose a format: **HTML slideshow** (the default), **PDF document**, **PowerPoint**, **CSV (zip)** or **JSON**.
3. Under **Sections to include**, keep the defaults (**Event summary**, **Key metrics**, **Buffs**, **AI proposals**, **Sponsors**) and add **Top players** or **Responders detail** if the client wants them.
4. Under **Buffs to include**, keep **All buffs**, or pick **Choose specific** to leave out test buffs.

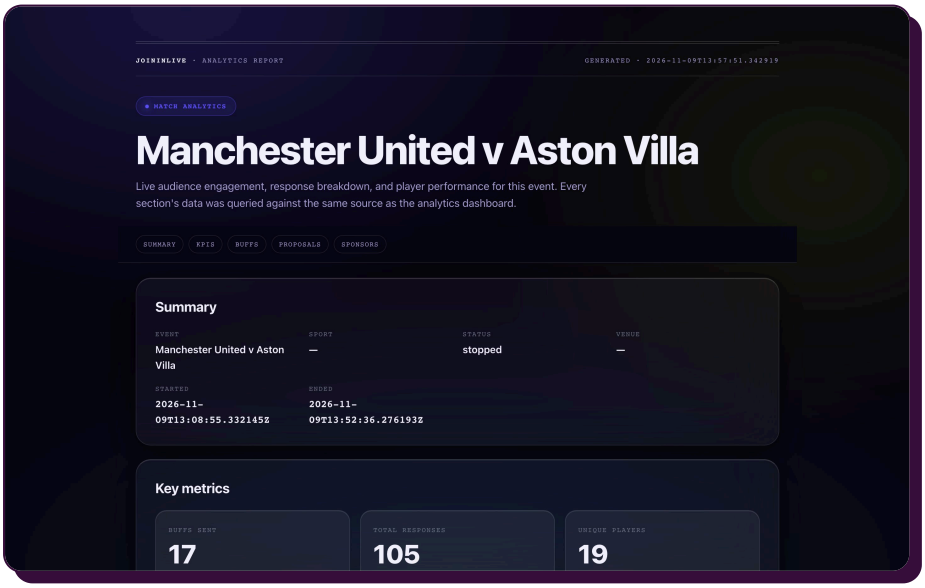
5. Press **Generate**. The report appears in **RECENT REPORTS** as **QUEUED**, then building, then **READY**.
6. Press **Download** to save it.
7. To share it outside the team, press **Make public**; the button becomes **Download (public)** and its link works for anyone.



The lower part of Generate report: PDF document chosen, the default sections ticked and three buffs picked under Choose specific.



RECENT REPORTS with a CSV export queued, a public HTML slideshow and a ready PDF with Download and Make public.



The generated HTML report opened from its public link: the header, section chips, summary and key metrics.

Watch out

A private report can be downloaded for 7 days; after that, generate it again. A public link never expires and needs no login, so only make public what the client may share. The email and domain filters on the Insights tab apply in your browser only and are not applied to reports. A report stuck building for more than 10 minutes is marked **Failed**; delete it and generate again.

Checklist

Before you leave the event

- [ ] Last buff published and closed, nothing on the **DEFERRED** tab
- [ ] **STOP** pressed and the final leaderboard on fans' phones
- [ ] Report generated, downloaded and checked
- [ ] Feed key revoked if it was made for this event only



07

Planning and best practice

Finish setting up a Join in Live event before anyone is watching. This chapter gives you a timeline from the days before the event to the morning after, a way to rehearse with a replayed feed, and advice for each kind of programme: sport, reality and entertainment, news, and podcast or radio.

Pre-event checklist and timeline

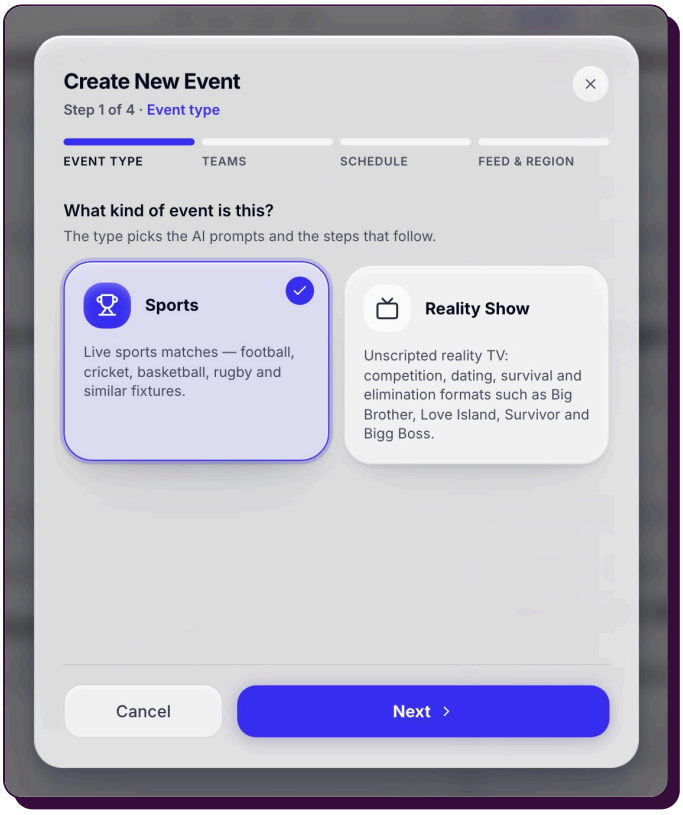
Work through the timeline in order. Each step names the screen where you do it.

Days before

Most of the work happens here, while there is still time to fix what you find.

Checklist

- [ ] Create the event: **+ Create Event** in the Control Center. Pick the event type, add the teams (sport only), set the date, time and timezone, and a **Duration (minutes, optional)** that covers the whole broadcast. For football, 105 minutes allows for half-time.
- [ ] Check the schedule. The platform turns a draft event live by itself once the scheduled start passes, and stops it 30 minutes after the scheduled end. A wrong timezone means a wrong start.
- [ ] Ask your super admin to confirm the organisation settings that change what viewers see: **Require registration before play**, **Classic play view**, **Viewer university**, **Multi-language buffs**, **Speed bonus**, **Leaderboard groups** and the chat switches. See the flag table in the appendix.
- [ ] Create an event-bound feed key: **Organisation**, **Integrations**, **Feed keys**. Choose the event under **Event** and an **Expiry** that covers the event (**Expires in 7 days** is usually enough). Copy the key straight away: it is shown once. Send the key, the event ID (**Copy UUID** on the event card) and the sample request to your feed provider.
- [ ] Set up branding, sponsors and scoring: **More actions**, **Buff Settings** (tabs **Scoring**, **Branding**, **Partner Logo**, **Background**, **Groups** for badges, **Notification Triggers**) and **+ NEW**, **Create Sponsor**.
- [ ] Tune the AI: the cog on **LIVE FEEDS** opens **AI CONFIGURATION**. Set the language, mode, buff types, confidence and frequency for this kind of programme (see "Guidance by event type" below), then press **SAVE SETTINGS**. Nothing applies until you save.
- [ ] Prepare the deck. Write the buffs you already know you will need (pre-match predictions, a half-time quiz, a player of the match vote) and park them as drafts. Schedule the ones with a fixed time using **SCHEDULE BUFF**, tab **From Game Start**, or add a **Marker** such as "Half-time" and schedule against it.
- [ ] Decide where fans will find the link: the QR button in the dashboard header (**Download** saves a print-ready PNG), the **Join short code** in **Edit Event Settings**, or the **Home** link (`/home/<slug>`) for a big screen.
- [ ] Rehearse (see "Rehearse with a replayed feed" below).



Step 1 of the Create New Event wizard: the event type picks the AI prompts and the steps that follow.

The event type you pick in step 1 decides which AI prompt pack writes the proposals and whether the wizard asks for teams. The types on offer are the prompt categories a super admin has switched on for your organisation. In the captured platform these are **Sports** and **Reality Show**. The type is locked while the event is live, so get it right before kick-off.

The hour before

In the last hour, check that everything you set up works end to end.

Checklist

- ☐ Sign in fresh. An admin session lasts 8 hours, so a login from the morning may expire during an evening event.
- ☐ Open the event dashboard (**Enter** on the card) and keep it open. The AI agent starts when you press **GO LIVE** in the dashboard. An event that goes live by its schedule, or from **GO LIVE** on the event card, only changes status and does not start the agent.
- ☐ Ask the feed provider for a test line and check it appears under **LIVE FEEDS**. Lines sent before the agent starts are stored and shown, but they never become proposals.
- ☐ Ask your super admin to run the provider **Health check** in **AI Settings** if the AI matters for this show.
- ☐ Open **AI Proposal settings** (the cog on **AI PROPOSALS**). Turn on **Auto-dismiss thumbs-down proposals** and **Auto-dismiss after a timer** (300 seconds or more), then **Save**. The timer runs in your browser, so it only works while the dashboard is open.
- ☐ Open the join link on a phone. Check the branding, the language and, if registration is required, the join form.
- ☐ Put the QR code and short code where the audience will see them.

Kick-off

1. Press **GO LIVE** in the status banner. If your organisation has viewer registration off, you are asked **Start without viewer registration?** first. Press **Go Live anyway** only if anonymous play is what you want.
2. Watch the **AI AGENT** strip. It reads **CONNECTING** for a few seconds, then **STOP AGENT** when the agent is running. If it still shows **START AGENT**, press it.
3. Buffs scheduled **From Game Start** before kick-off are timed from the moment you pressed **GO LIVE**.
4. Send your opening buff. A prediction on the result, created with **Defer** on, can stay open in the background all match.

Half-time

Fans have no play to watch during the break, so they have time for buffs.

1. If you scheduled buffs against a "Half-time" marker, press **Resolve Unassigned Markers** and set the marker live with **Now**. The buffs fire at their offsets.
2. Half-time is the best slot for a sponsored quiz. Publish its result when the timer ends with **PUBLISH RESULTS**.
3. Use **Publish Leaderboard** in **More actions** to show the standings. It sends a live Leaderboard buff that takes the main slot, so close it before you send the next buff.
4. Fill a quiet spell with **GENERATE BUFF** in the **AI PROPOSALS** panel, using **Use last N feeds**.

Full time

When the final whistle goes, close everything off in this order.

1. Resolve deferred predictions: **VIEWER PREVIEW**, tab **DEFERRED**, **PUBLISH RESULTS**, pick the winner and press **Publish result**. Correct predictors get their bonus.
2. Publish or close anything still live.
3. Press **STOP** and confirm **Stop Event**. This ends the event for viewers, stops the AI feed and publishes the final leaderboard.

After the event

Wrap up the day after, while the numbers are fresh.

Checklist

- [ ] Open **Analytics** from **More actions** and read the **Overview** and **Insights** tabs.
- [ ] Press **Generate Report**, choose a format and sections, and press **Generate**. The report builds in the background and appears under **RECENT REPORTS**. Private reports can be downloaded for 7 days.
- [ ] Press **Make public** only when the client needs a link without a login. A public link is permanent.
- [ ] Revoke the feed key: **Organisation**, **Integrations**, **Feed keys**, **Revoke**.
- [ ] If the same buffs will be useful again, export them: the import and export button in the dashboard header, tab **Export**, **Download JSON**.

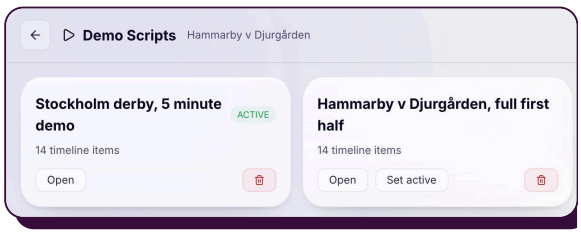
Rehearse with a replayed feed

Rehearse at least once with real-looking commentary, so the producer sees the AI's proposals and the deck fill up before the real show. There are two ways to do it.

A scripted demo (demo organisations)

Demo scripts replay a whole match: feed lines, AI proposals, fan chat, topics, buffs, markers and the clock. They need the organisation's **Demo mode** switched on by a super admin. The **Demo Scripts** item then appears in **More actions**.

1. Open **Demo Scripts** and press **AI generate**. Enter the **Sport**, the two teams if you want them, and a **Duration** of 2 to 10 minutes. Generating needs a working AI provider. You can also press **New script** and write one by hand, or **Import** a timeline.
2. Open the script, check the **Feed** and **AI Proposals** columns, adjust **Simulation pace** if the replay should run faster or slower than the game, and press **Save**.



The Demo Scripts library with two scripts, 14 timeline items each: one marked ACTIVE, the other with Set active.

3. In **Edit Event Settings**, choose the script under **Demo script**. Turn **Use live AI for this event** off for a fully scripted run, or on to have the real AI write proposals from the scripted feed. Leave **Fake fan chat** on for a busy chat.
4. Press **GO LIVE**. If you see **Demo script required**, the script did not link: save it again.

Demo organisations never start or stop by schedule and are never blocked by the past-grace window, so they are safe for repeated rehearsals.

A replayed live feed (any organisation)

The handbook repository includes a mock feed tool (`tools/mock-feed`). It posts scripted lines into an event through the same feed endpoint a real provider uses, with a real feed key, so it tests the whole pipe. It ships with these scenarios:

Scenario	What it plays	Length at real time
`smoke`	One line every 5 seconds, to check the pipe works	25 seconds
`football`	Manchester United 4-4 Aston Villa, real match commentary, 129 lines	about 2 hours
`reality-tv`	"Sunset Island: Elimination Night", subtitles with sound cues and an ad break, 40 lines	11 minutes
`news`	"Decision Night" regional election broadcast, 33 lines	15 minutes
`podcast`	"The Final Whistle" sports radio phone-in, transcribed audio, 31 lines	7 minutes

1. Create a test event and an event-bound feed key for it.
2. Press **GO LIVE** in the dashboard so the agent is running before the first line arrives.
3. Run a scenario, for example `node feed.cjs --scenario football --speed 10` for the whole match in about 12 minutes, or `--start-at 3900` for the second half only. Use `--dry-run` first to see the schedule without sending anything.
4. Watch **LIVE FEEDS** fill and proposals arrive in **AI PROPOSALS**. Practise approving, editing and sending.

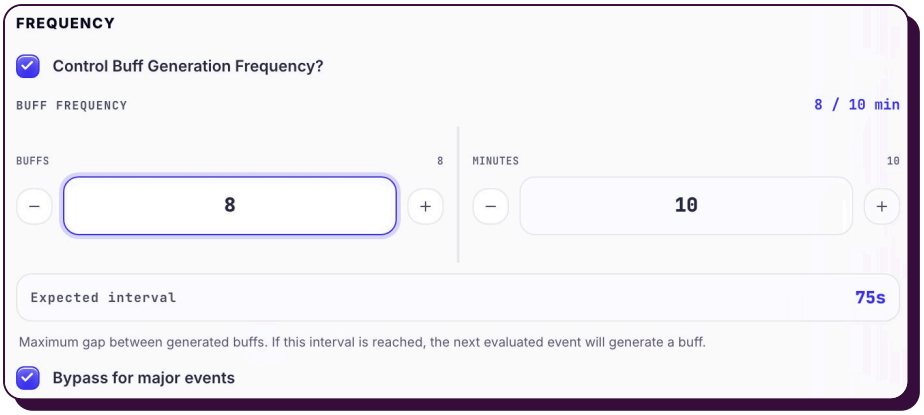
> **Tip**
> With the AI agent on, each line can take several seconds to be accepted while the AI decides. Do not run the replay so fast that lines pile up: a speed of 8 to 10 is a good starting point for football.

> **Note**
> The **LIVE FEEDS** minute marker is read from a leading over number such as `12.1` (cricket). Football minutes such as `31'` show as minute 0. The text itself is unchanged.

When you rehearse in the event you will use for the real show, clear it afterwards with **START AGAIN**, **Start Fresh**. See chapter 4, The producer environment, for what **Start Fresh** actually clears.

Guidance by event type

The live dashboard is the same for every kind of programme. Only the event type you choose, the feed you connect and your **AI CONFIGURATION** settings change. The AI can propose these buff types: quiz, poll, prediction, rating, binary vote, info card, emoji reaction and ranking. In the `JIL Types` section of **AI CONFIGURATION**, tick only the ones that suit the show.



The Frequency section of AI CONFIGURATION set to 8 buffs in 10 minutes, giving an expected interval of 75 seconds, with Bypass for major events on.

These settings matter most whatever the programme:

Setting	Where	What to decide
Buff Language	**AI CONFIGURATION**	**Default** writes in the organisation's language. **Feed** follows the language of the commentary. **Operator** always writes in English.
Mode	**AI CONFIGURATION**	**DISCRETE** uses one tone. **CONTINUOUS** (the default) mixes tones by weight. Tone never changes the facts.
CONFIDENCE THRESHOLD	**AI CONFIGURATION**, **Confidence**	Proposals below it are thrown away. Raise it for fewer, safer proposals.
Control Buff Generation Frequency?	**AI CONFIGURATION**, **Frequency**	Off means one AI call for every feed line. On adds a first check that skips lines that are not worth a buff, and a target such as 8 buffs in 10 minutes.
Bypass for major events	**Frequency**	Leave it on so big moments still get a buff when the rate target is reached.
STEERING GUIDANCE	**Steering**	Short rules sent with every proposal, such as "Don't propose buffs about the referee".
Live chat context	**Live Chat**	Whether fan chat and pinned topics feed into the proposals.

The eight tones are **Normal** (balanced and broadcast-safe), **Playful**, **Humor**, **Competitive**, **Fantasy** (stats and what-ifs), **Fan Fight** (pick sides, no personal attacks), **Hype Machine** and **Retention** (simple questions for casual viewers).

Sport

For a match, set the event up like this.

- **Event type: Sports**. The wizard asks for the home and away team, badge codes and logos, and suggests a 90-minute duration. Add time for half-time and stoppages.
- **Feed:** live match commentary from a data provider, or a FeedCommentary match through **Feed ID**.
- **Mode: CONTINUOUS**, with **Competitive** and **Hype Machine** raised for a derby. Keep **Normal** high for a family audience.
- **Buff types:** quiz, poll, prediction, binary vote and rating work well. A deferred prediction on the final score keeps fans coming back until full time.
- **Frequency:** turn on **Control Buff Generation Frequency?**, for example 8 buffs in 10 minutes, with **Bypass for major events** on so goals and penalties still get buffs.

- **Steering:** a rule such as "Don't propose buffs about the referee" keeps the deck clean on contentious calls.
- **Scoring:** the quiz **Correct Answer Multiplier:** and the **Deferred prediction multiplier** reward the fans who stay all match. **Speed bonus (fastest fingers)** appears only if a super admin has granted it.
- **Manual buffs: Player of Match** is created by hand in **Create New Buff**. Send it after full time, before you press **STOP**.

Reality and entertainment

Reality formats run on opinions and votes, not scores.

- **Event type: Reality Show** ("competition, dating, survival and elimination formats"). The wizard asks for an event name instead of teams, for example "Love Island, Episode 12", and suggests 60 minutes.
- **Feed:** timecoded subtitles. Expect host links, dialogue and sound cues in brackets.
- **Ad breaks:** the feed goes silent, so the AI has nothing to work from. Plan a scheduled buff or an info card for each break, or press **GENERATE BUFF** with **Use last N feeds** to keep the deck moving.
- **Mode: Playful**, **Humor** and **Fan Fight** suit the format. Keep **Retention** in the mix for casual viewers.
- **Buff types:** polls and binary votes ("Who should go home?"), star rating for performances, and a deferred prediction on the elimination that you resolve when the result is announced.
- **Chat:** leave **Include live chat messages** and **Include pinned discussion topics** on, so proposals pick up what fans are talking about.

News

On news, accuracy and neutrality matter more than volume.

- **Event type:** the captured platform has no dedicated news type. Ask your super admin which prompt categories your organisation has, and use the closest one.
- **Feed:** subtitles from anchor, analyst and reporter lines.
- **Mode: DISCRETE** with **Normal**. Avoid **Humor**, **Fan Fight** and **Hype Machine** on serious news.
- **Buff types:** polls on viewers' views and info cards for confirmed results. Use predictions only where the outcome will be published on air.
- **Confidence:** raise **CONFIDENCE THRESHOLD** so only the clearest proposals reach the deck, and read every proposal before you approve it.
- **Steering:** add rules that keep proposals neutral, for example about parties or candidates.

Podcast and radio

Audio-only shows rely on the feed and the chat even more than other formats.

- **Event type:** the captured platform has no dedicated podcast or radio type. Use the closest category your organisation has (a sports phone-in fits **Sports**).
- **Feed:** transcribed audio. Speaker labels such as host, co-host and caller come through as part of the text.
- **Buff types:** polls and binary votes match the phone-in rhythm. Listener polls the presenters read out work well as buffs.
- **Language:** for a bilingual show, set **Buff Language** to **Feed** so proposals follow the language being spoken.
- **Chat:** with no pictures to react to, most of the audience's activity is in the chat. Keep the chat context on and watch **LIVE CHAT** for questions the presenters can pick up.

- HOST: That's all from The Final Whistle. Thanks to everyone who called in. Good night. [JINGLE]
- HOST: Before we go, a reminder that both clubs are back in action next weekend, and we'll be on straight after full time.
- HOST: And one from Aisha in Salford: 'Zirkzee needs to start next week.' Hard to argue after that cameo.
- HOST: A text from Gary in Walsall: 'Villa should have killed the game at four-two.' Plenty of those coming in, Gary.
- COHOST: The listener poll has closed. Was the four-four a fair result? Sixty-one percent say yes, thirty-nine percent say no.
- HOST: I love that. Somebody has to enjoy it.
- CALLER MEGAN: Everyone is moaning about defending, but as a neutral that is why we watch football.
- CALLER MEGAN: Totally neutral! I just want to say that was the best game I've watched all season. Eight goals, two pens, a ninety-sixth minute header.
- HOST: Strong shout. Let's get one more in. Megan in Cardiff, neutral fan I'm told?
- CALLER RASHID: Bruno doesn't miss many. And he set up the late equaliser too. Man of the match for me.
- COHOST: And both taken well. Bruno straight down the middle, McGinn into the bottom corner.
- CALLER RASHID: Both were stonewall for me. Kamara clips Cunha, clear foul. Dalot catches Alysson, clear foul. Referee got both right.
- HOST: Welcome back to The Final Whistle. Let's talk penalties. Rashid in Leicester, go ahead.
- [ADVERT BREAK]
- HOST: Quick break. After this, the penalties. Two of them, one each, and the phones are already full.

LIVE FEEDS expanded on a sports radio phone-in: host, co-host and caller lines, with an advert break in the middle.

Habits that keep a live event calm

- Keep one producer on the deck and, if you can, a second person on **LIVE CHAT**. Every proposal action is broadcast, so two producers on the same event see each other's changes without refreshing.
- Only one main buff can be live at a time. Publish the result and close the current buff before you send the next one, or the dashboard stops you (see chapter 4, The producer environment).
- Leave a gap between buffs. The event's **Min Buff Gap (seconds)** cannot be set below 60.
- Rate proposals as you go. A thumbs-down with auto-dismiss on clears the deck, and the ratings show up later in the **AI PROPOSAL QUALITY** card in **Analytics**.
- Write down the event ID, the feed key name and who your organisation admin and super admin are before the show starts.

08

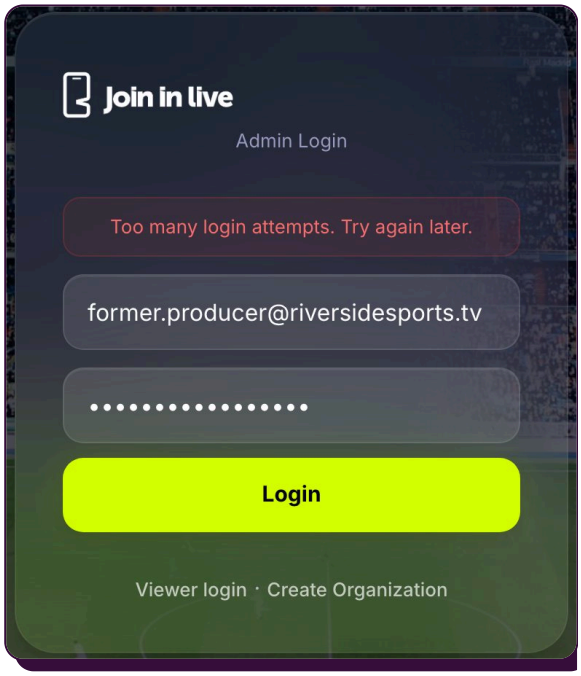
Troubleshooting and support



Most problems on a live day come from a short list of causes: a session or permission, an event's schedule, a feed key, the AI provider, the one-live-buff rule, or an organisation setting that changes what viewers see. Find the symptom in the tables below and apply the fix. If the fix needs more access than you have, the last section says who to ask.

Signing in

These stop you or a colleague getting into the admin screens.



Seven wrong passwords in a row for one email: the Admin Login card shows Too many login attempts. Try again later.

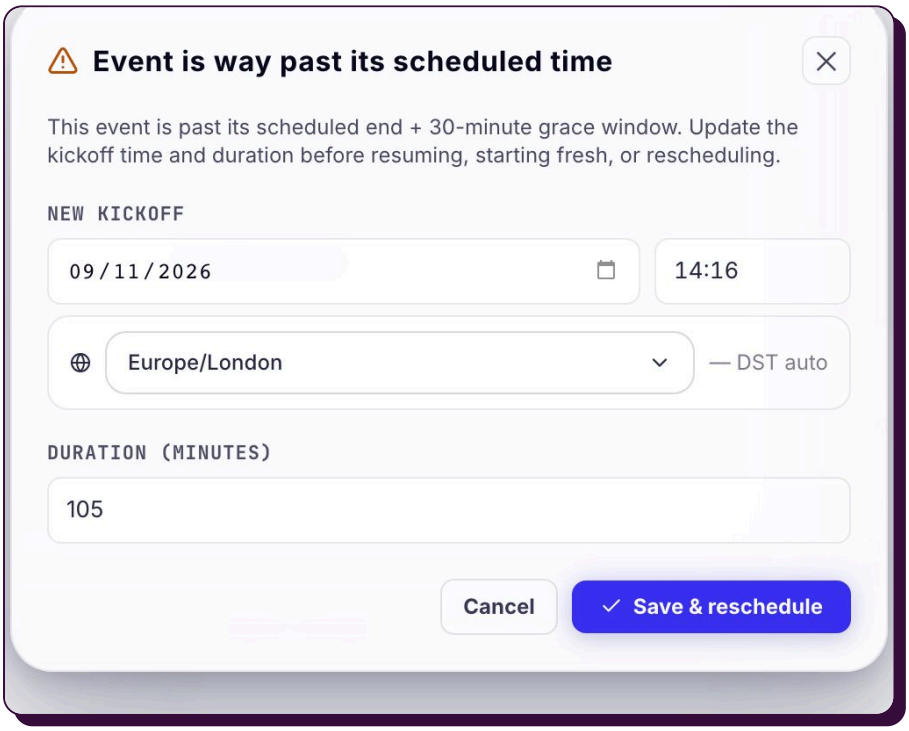
Symptom	Cause	Fix
Invalid email or password	The email or password is wrong. The message is the same for both, so it does not tell you whether the account exists. A removed person also sees this message.	Check the address. There is no "forgot password" link: ask your organisation admin to press **Reset Password** on your row in **Organisation**, **Members**.
A new organisation's founding admin gets Invalid email or password	The admin account is only created when a super admin approves the organisation.	Wait for the approval email, or ask the platform team to approve the organisation.
Too many login attempts. Try again later.	More than 5 attempts for one email, or 30 from one network, within 5 minutes. Successful attempts count too.	Wait 5 minutes, then sign in once with the right password.
Your account has been disabled. Contact your organization admin.	A super admin disabled the person in **People**.	Ask a super admin to press **Enable** on the person.
Buttons start failing during a session, then the login form appears on reload	Your role was changed, or you were disabled or removed. The change takes effect on your next request.	Reload and sign in again. If you cannot, ask your organisation admin.
Signed out partway through a long day	The admin session lasts 8 hours.	Sign in again. Before an evening event, sign in fresh.
Invalid Link on the invitation page	The invitation was revoked, already used, or older than 7 days.	Ask the organisation admin to send a new invitation, or to press **Approve** on the pending invitation, which creates the account with a password they share with you.
An operator cannot see Organisation or Client Hub	Those tabs are for organisation admins only.	Ask an organisation admin to do the task, or to change your role.

Events and schedules

The cause here is an event's schedule, status or settings.

Symptom	Cause	Fix
Event is way past its scheduled time opens by itself	The event is more than 30 minutes past its scheduled end (or start, if it has no duration). **GO LIVE**, **Resume**, **Start Fresh** and **Reschedule** are blocked until the schedule is fixed.	Set a **New kickoff** in the future (the default is an hour from now) and a realistic **Duration (minutes)**, then press **Save & reschedule**. The event returns to draft. Press **GO LIVE** when ready.
That kickoff + duration is still inside the past-grace window	The new time still ends in the past.	Move the kickoff later.
That kickoff is already in the past: the event will go live within a minute of saving.	You picked a past time in **Reschedule event**.	Correct the time, unless you want it to go live straight away.

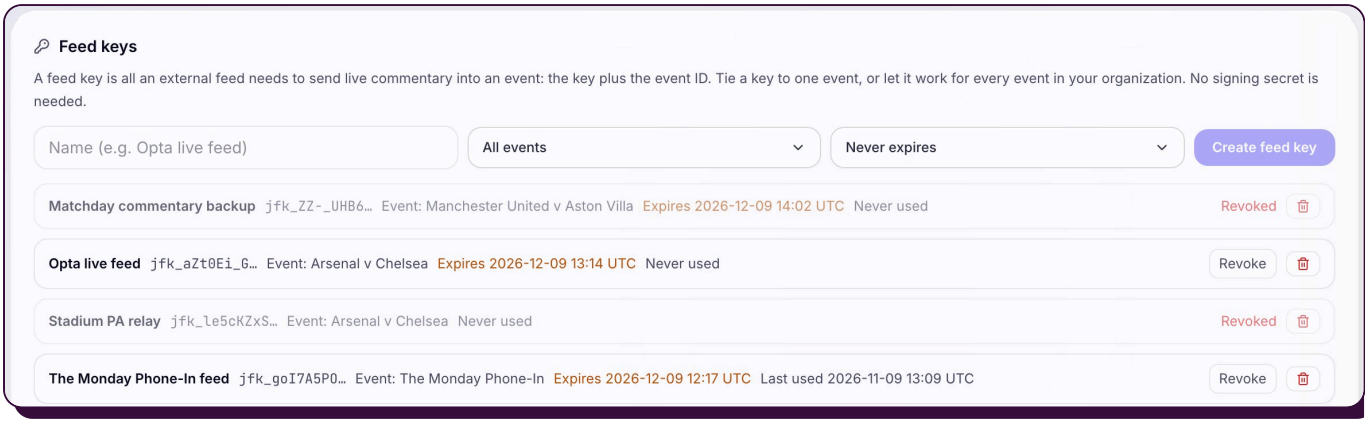
Symptom	Cause	Fix
The match was postponed	The event needs a new start.	Stop it if it is live, then **START AGAIN**, **Reschedule**. The banner reads **RESCHEDULED** until the new kick-off, when it goes live by itself.
Chat, proposals and feed are gone after Start Fresh, although you unticked them	Going live fresh always clears the feed, chat and AI proposals, whatever you untick. The **Start Fresh** item in **More actions** skips the dialog altogether.	Use **Resume** to keep everything. Before a fresh start, export the buffs you want to keep with **Download JSON**.
The event went live on time but no proposals arrive	An automatic start, or **GO LIVE** on the event card, changes status only. The AI agent is not started.	Open the dashboard and press **START AGENT** in **LIVE FEEDS**.
The event type cannot be changed	It is locked while the event is live.	Stop the event, change **Content category** in **Edit Event Settings**, then resume.
Couldn't load your organisation's timezone	The schedule pickers read the organisation timezone, which only organisation admins can load. Operators are likely to see this.	Choose the timezone by hand before saving, or ask an organisation admin to set the schedule.
Demo script required	A demo organisation's event needs a linked script before it can go live.	**Edit Event Settings**, **Demo script**, choose a script and **Save Changes**.
The Min Buff Gap (seconds) you saved shows as 60	The platform does not allow less than 60 seconds.	Nothing to fix: 60 is the minimum.



Event is way past its scheduled time, with a new kick-off, timezone and duration and the Save & reschedule button.

Feeds and feed keys

Feed problems show up at the provider's end as an HTTP status. Ask the provider for the status and message they receive.



Feed keys under Organisation, Integrations: the create form, then each key with its event, expiry and last use; revoked keys are greyed out.

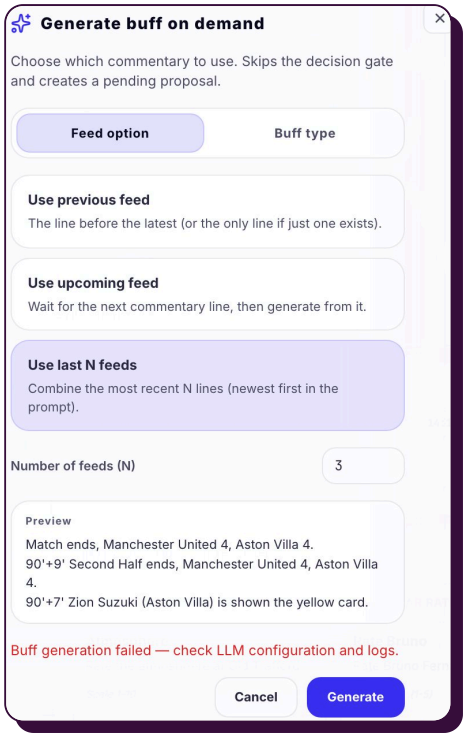
Symptom	Cause	Fix
Provider gets 401 `MISSING_FEED_KEY` or `INVALID_FEED_KEY`	No key sent, or a mistyped key. Anything that does not start with `jfk_` is ignored.	Send the key in the `X-Feed-Key` header (or `Authorization: Bearer`, or `?key=`). If the key was lost, create a new one: it is shown only once.
Provider gets 401 `REVOKED_FEED_KEY` or `EXPIRED_FEED_KEY`	The key was revoked, or its expiry passed. Revoked and expired keys still appear in the list.	Create a new key with a longer **Expiry** and send it to the provider.
Provider gets 403 `FEED_KEY_NOT_FOR_EVENT`	The key is bound to another event or organisation.	Create a key for this event, or one for **All events**.
Provider gets 404	The event ID is wrong.	Copy it again with **Copy UUID** on the event card.
Provider gets 400 `INVALID_PAYLOAD`	The body is not JSON, has no text, or has a bad time.	Send `{"text": "...", "datetimeUtc": "..."}`. The time is optional.
Provider gets 400 `MATCH_MISMATCH`	The event has a **Feed ID**, and the line's `match_id` is different.	Correct the provider's match ID, or the event's **Feed ID**.
Provider gets 503 `QUEUE_UNAVAILABLE`	It is using the old route.	Use `POST /api/feed/ingest?event_id=<event ID>`.
The provider says 200 but a line is missing	A line with the same text and time as one already stored is accepted and ignored.	Nothing to fix for genuine repeats. For tests, send a new time.
An operator cannot create a feed key	Feed keys are for organisation admins only.	Ask an organisation admin.
Press GO LIVE to start event feeds	The event has not started.	Press **GO LIVE**. Lines are still stored while the event is a draft.

The AI is not proposing anything

Work down this list in order. Each step rules out one cause.

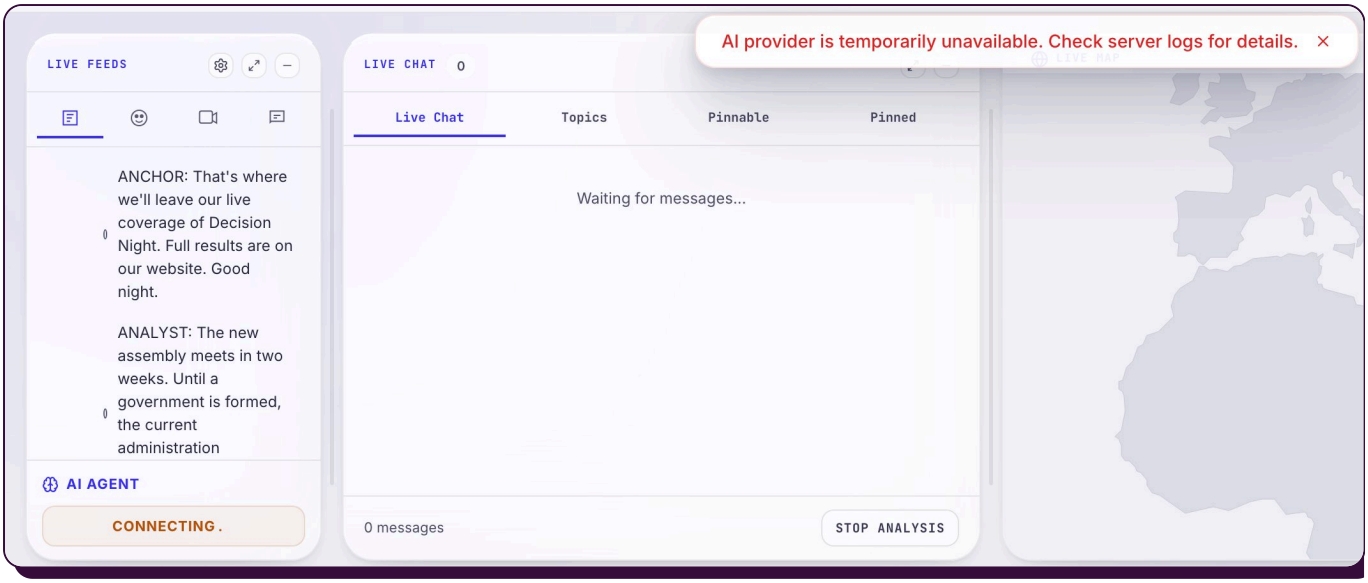
1. **Are lines arriving?** Look under **Commentary** in **LIVE FEEDS**. If nothing new appears, the problem is the provider or the key (see the table above).
2. **Is the agent running?** The **AI AGENT** strip must show **STOP AGENT**. If it shows **START AGENT**, press it. Lines that arrived before the agent started never become proposals, even after it starts.
3. **Did the agent fail to start?** A red message when you press **START AGENT** means the AI provider is the problem:
   - "AI provider is temporarily unavailable. Check server logs for details." The provider's health check failed. The button can stay on **CONNECTING**.
   - "No LLM provider configured." No AI model is set up.
   - **Failed to start agent**, a general failure.

   In each case a super admin must check **AI Settings**: a primary model, a stored key with access to models, and a green **Health check**. The live pipeline can use Bedrock, Anthropic, OpenAI or OpenRouter. Gemini is not one of them.



Generate buff on demand with Use last N feeds and a preview of three lines; Generate failed because the AI provider is not working.

4. **Is the threshold too high?** Open **AI CONFIGURATION** and lower **CONFIDENCE THRESHOLD**. Proposals below it are thrown away without a message.
5. **Is the frequency control holding proposals back?** With **Control Buff Generation Frequency?** on, a first AI check decides whether each line deserves a buff. Lines it judges routine are skipped. If **Bypass for major events** is off, lines are also skipped once the target rate is reached. Turn the control off to send every line to the AI, or ask engineering to read the decision log for the event (`skip_not_significant`, `skip_rate_limit`, `skip_llm_error`).
6. **Are there AI errors?** Open **Analytics**, tab **Dev**, and look at **AI activity** for failed calls.
7. **Still nothing?** Press **GENERATE BUFF** in the **AI PROPOSALS** panel. It skips the decision check. If it fails with "Buff generation failed: check LLM configuration and logs.", the provider is the problem: go back to step 3.



START AGENT with an unhealthy provider: the red message reads "AI provider is temporarily unavailable. Check server logs for details." and the agent stays on CONNECTING.

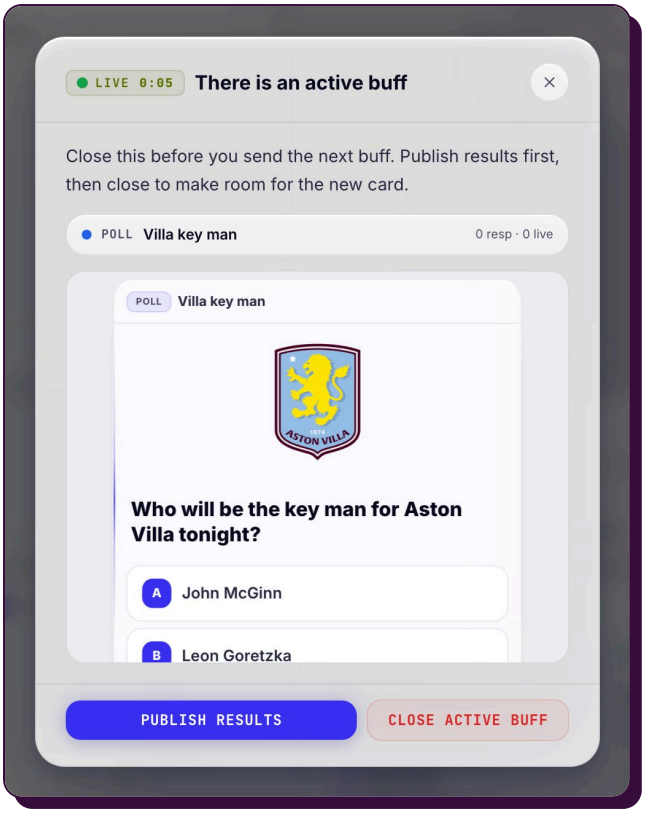
Symptom	Cause	Fix
No commentary yet: nothing to use for previous or last N feeds.	**GENERATE BUFF** has no lines to work from.	Wait for the feed, or choose **Use upcoming feed**.
The `JIL Agent` chat panel answers "No Bedrock model configured"	The agent panel needs Bedrock, whatever model the rest of the platform uses.	Ask the engineering team to configure Bedrock. Use the dashboard controls in the meantime.
Proposals disappear by themselves	**Auto-dismiss after a timer** or **Auto-dismiss thumbs-down proposals** is on. Rated and starred proposals are never auto-dismissed.	Star a proposal to keep it, or change **AI Proposal settings**.
Proposals are not auto-dismissed	The timer runs in the producer's browser.	Keep the dashboard open.
Proposals are in English for a non-English audience	**Buff Language** is set to **Operator**, which always means English.	Choose **Default** (organisation language) or **Feed**, and press **SAVE SETTINGS**.

Buffs

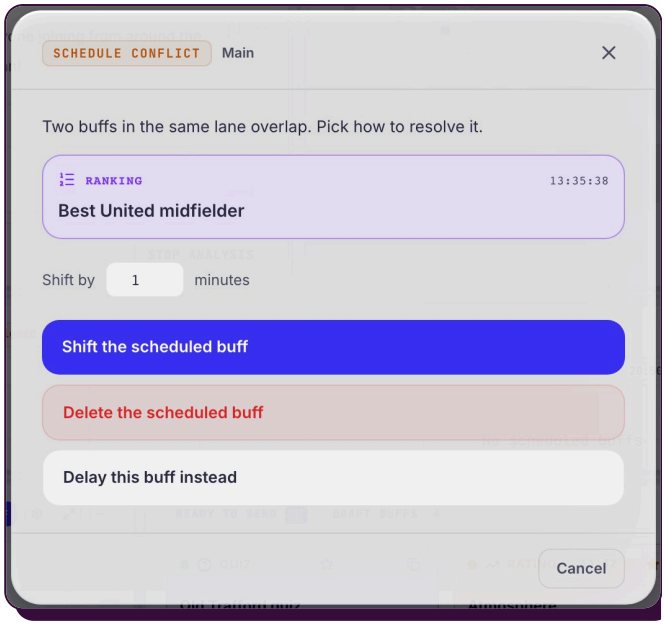
These messages appear while you create, schedule or send buffs.

Symptom	Cause	Fix
There is an active buff when you press send	Only one main buff can be live at a time. The current one has no published result yet.	Press **PUBLISH RESULTS** or **CLOSE ACTIVE BUFF**. Once the slot is clear the queued buff is sent. For a deferred prediction, **Defer** also clears the slot.
SCHEDULE CONFLICT	Another buff in the same lane is scheduled inside this buff's display window.	**Shift the scheduled buff** (send yours now and move the other one by the **Shift by** minutes), **Delete the scheduled buff**, or **Delay this buff instead**.

Symptom	Cause	Fix
Another buff is within {gap}s of this time while scheduling	The time is closer to another buff than the event's minimum gap.	Pick a later time.
A scheduled buff did not fire	Scheduled buffs are fired by a background worker on the server.	Send the buff by hand from **READY TO SEND**, and tell the engineering team the worker may be down.
Question is required, Need 2+ options, Need at least 3 items to rank, Subject must be at least 3 characters	A required field is empty or too short.	Fill the field shown under the form.
Text stops at a limit	**Title** is limited to 40 characters, the question to 100 and each option to 30, with 2 to 6 options.	Shorten the text. Long questions read badly on a phone anyway.
Sponsor name is required	A sponsor card or sponsor poll needs **Sponsor Name** typed in, even with **Sponsored buff?** ticked.	Type the sponsor name.
A type shows SOON	It cannot be created in **Create New Buff** yet. **Promo** and **Shout-Out** cannot be created anywhere.	Use another type. Some **SOON** types can still arrive from the AI or through import.
A rating buff shows a different scale from the one you expected	Manual **Rating** buffs are created on a 1 to 5 scale although the hint says 1 to 10. AI ratings may use other ranges.	Check the phone preview before sending.
A deferred prediction never reached the DEFERRED tab	The **Defer** switch only marks the prediction. While it is live you must press **DEFER · RESOLVE LATER**. **CLOSE** ends it as closed instead.	Next time, press **DEFER · RESOLVE LATER** before the next buff. A closed prediction cannot be resolved, and nobody gets the bonus.
No PUBLISH RESULTS button	Display-only types (info card, sponsor card, call to action, leaderboard and similar) have no results.	Close them when you are done.
The leaderboard covers the main slot	**Publish Leaderboard** sends a live Leaderboard buff.	Close it before sending the next buff.
No Audience row in Create New Buff	The row only appears when the organisation has targetable signup fields. In one captured organisation it stayed hidden even with audience targeting on.	Ask your organisation admin to check the signup fields, and a super admin whether **Audience targeting** is on for your organisation.



There is an active buff: a poll is still live, with PUBLISH RESULTS and CLOSE ACTIVE BUFF to clear the slot.



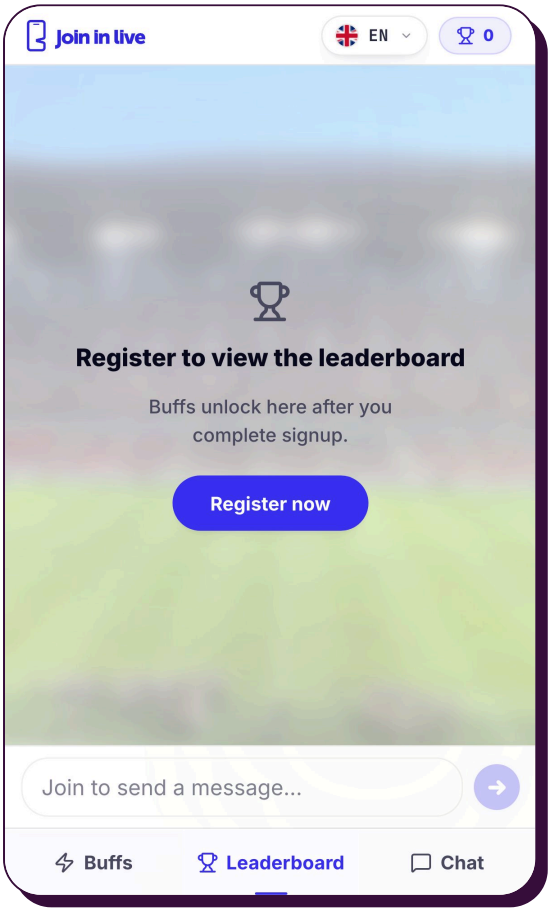
Schedule conflict in the Main lane, with Shift by 1 minutes and the three ways to resolve it.

Viewers

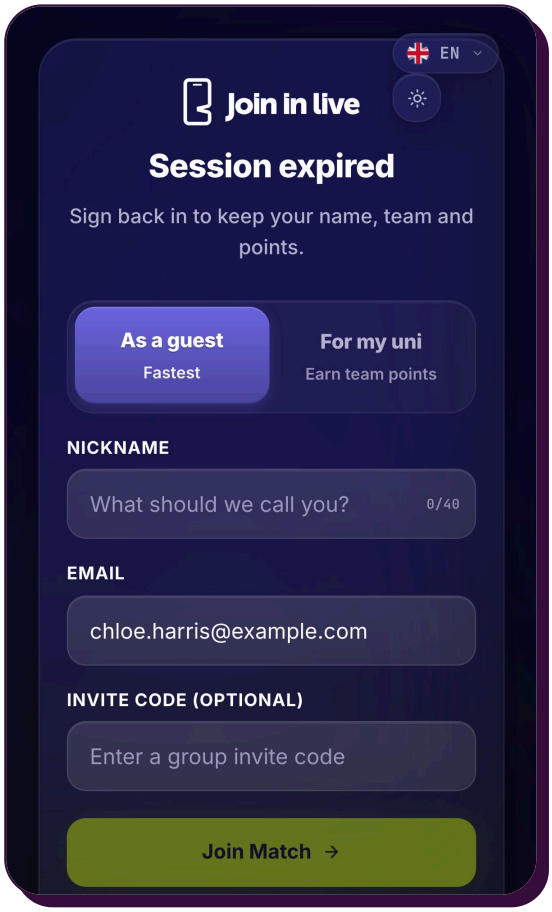
Fans report these, or you see them on their phones. The two screens fans most often ask about are the registration gate and the expired session.

Symptom	Cause	Fix
Fans open `/play/...` and land on a different site	**Classic play view** is off (the default for new organisations), so the link forwards to the play app.	Nothing to fix. If the client needs the classic viewer, a super admin turns **Classic play view** on.
Fans see Register to view the leaderboard or Register to join the chat, and no buffs arrive	**Require registration before play** (or **Viewer university**) is on. Nothing reaches a fan until they join.	Fans press **Register now** and complete **Join the Match**. If the event should be open, a super admin turns the setting off.
Start without viewer registration? at go live	Registration is off for the organisation, so anyone with the link can play anonymously.	Press **Go Live anyway** if that is intended. Otherwise cancel and ask a super admin to turn registration on.
No universities configured. Contact organizer or "University is not in the partner allowlist"	The university allowlist is empty or does not include the fan's university.	A super admin adds it in the organisation's **University allowlist**.
Fans cannot register in the classic viewer at all	The organisation requires email sign-in for everyone (magic link scope set to all), and the classic viewer has no screen to request the emailed link or code.	Send those fans to the play app, or ask a super admin to change the magic link setting.

Symptom	Cause	Fix
A fan does not receive a magic link email	Magic link sign-in is limited to 3 emails per address and 10 per network in 5 minutes. Links last 15 minutes, and 5 wrong codes cancel the code.	Wait a few minutes and request one more. If no email ever arrives, ask the engineering team to check email delivery.
Session expired	A fan's session lasts 24 hours.	The fan presses **Join Match** with the email shown and keeps their name and points.
No internet connection	The phone lost its connection.	The banner turns to **Back online** when the connection returns.
An iPhone fan gets no notifications	iPhone and iPad only receive push when Join in Live is added to the Home Screen (iOS 16.4 or later). The permission prompt only appears after the fan has answered a buff.	The fan adds the site to the Home Screen, then answers a buff and allows notifications.
Fans see percentages instead of response counts, or the other way round	**Raw response counts** decides it for the organisation.	A super admin changes the setting.
The interface is translated but the buff is in English	The language picker changes the interface only.	Write the buff in several languages (needs **Multi-language buffs**, see the appendix).



The Leaderboard tab before a fan has joined, with Register to view the leaderboard and Register now.



Session expired: the fan signs back in with Join Match to keep their name, team and points.

Chat

These affect fan chat and the producer's chat tools.

Symptom	Cause	Fix
Wait {n}s between messages	Each fan has a cooldown between messages, 10 seconds by default.	Nothing to fix. A super admin can lower it to as little as 2 seconds under **Send to commentator**.
Fans have no Global chat	**Global chat** is off, or two-way chat is off, so fans can only message the commentators or their groups.	A super admin turns on **Two-way room chat** and **Global chat**.
Reply as staff… is missing, or replies are refused	Staff replies need two-way chat.	Ask for **Two-way room chat** (organisation admins can switch **Two-way chat** under **Organisation**, **Organization**).
Star or flag fails on a message	On the captured build, starring and flagging two-way chat messages failed with "Message not found".	Report it to the engineering team. Use **Pin this message** on the **Pinnable** tab in the meantime.
Pinned messages are gone, or a colleague cannot see them	**Pinned** messages are kept in your browser only. Starred messages are kept on the server.	Star messages that others (and the commentator view) need to see.
The messages count in the top bar shows 0 while chat is busy	Seen on the captured build: the count, analytics and the commentator view showed 0 against real messages.	Read the chat itself. Report the count to the engineering team.
No topics yet on the Topics tab	Chat analysis needs a working AI provider and some chat to work from.	Check **START ANALYSIS** is running, and see "The AI is not proposing anything" above.

Reports and analytics

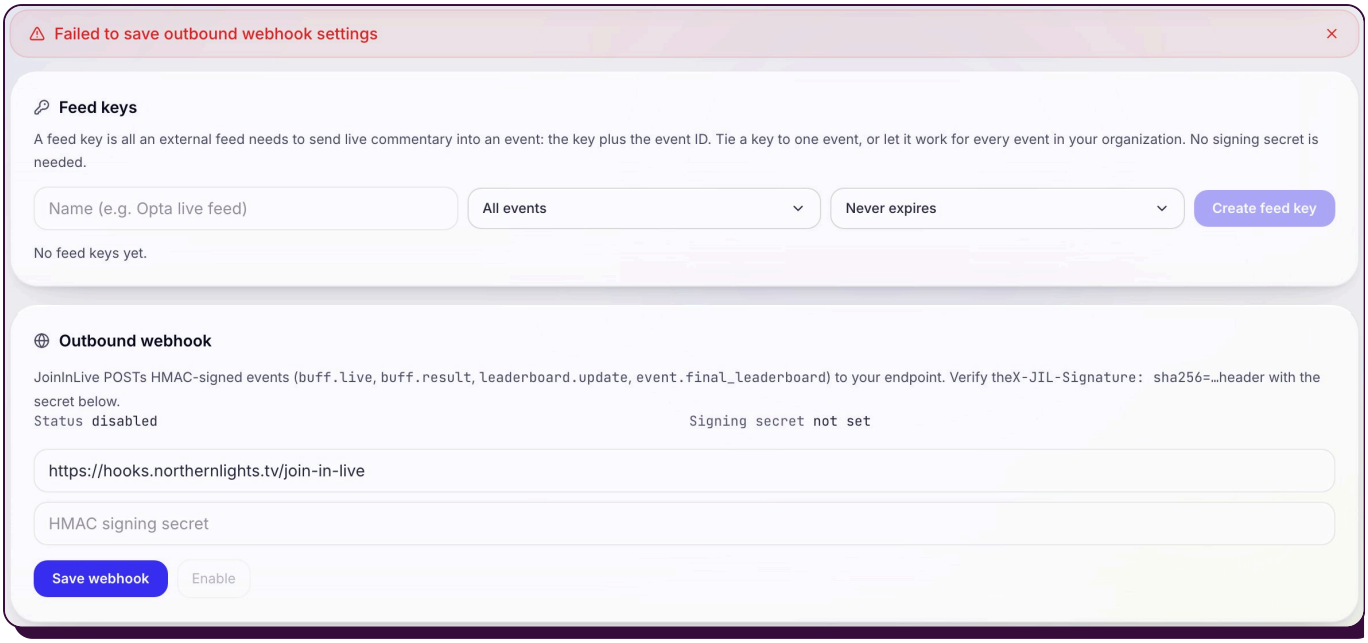
These appear after the event, when you read the numbers or build a report.

Symptom	Cause	Fix
A report stays QUEUED	Reports are built by a background worker on the server. Without it they never start.	Ask the engineering team to check the report worker.
A report changes from Building… to Failed with "Worker stopped responding"	A report building for more than 10 minutes is marked failed by an automatic check every 5 minutes.	Press **Delete** and generate it again.
A cancelled report comes back as READY	The cancel arrived while the worker was already rendering.	Delete it again if you do not want it.
This report is older than 7 days: regenerate it to download again.	Private reports can be downloaded for 7 days.	Generate it again, or use **Make public** for a permanent link.
BUFFS SENT differs between tabs	**Overview** counts buffs that were sent. **Insights** and the report also count drafts and scheduled buffs.	Quote the **Overview** figure for buffs that reached viewers.
Excluded emails on Insights do not apply to the report	Those filters live in your browser only. A report always covers everyone.	Explain the difference to the client, or remove test accounts before the event.
Failed to fetch on the Audience tab	Seen on the captured stack.	Use **Insights** and the report, and tell the engineering team.

Webhooks

These problems affect the calls Join in Live makes to a partner's systems.

Symptom	Cause	Fix
Failed to save outbound webhook settings	The endpoint's host must be a public address that resolves. The message does not give the reason.	Check the URL with the partner. A host that does not resolve publicly is refused.
Enable is greyed out	Delivery cannot be turned on until a URL is saved.	Save the URL first.
The partner misses some events	Delivery is best effort: a 5 second timeout and no retries.	Ask the partner to make the endpoint answer quickly. Missed events are not sent again.
No notification webhook calls at all	All three must be true: a super admin turned on **Notification webhook** and set the URL; the event has **Send notification webhook for this event** on; and the buff type is on in **Buff Settings**, **Notification Triggers**.	Check each in turn. The event setting is greyed out until the organisation flag is on.
Questions fire but not for one buff type	That type is off in **Notification Triggers**.	Turn it on and save. Final scores are not affected by these switches.



Outbound webhook with an endpoint that does not resolve: the banner reads Failed to save outbound webhook settings and the status stays disabled.

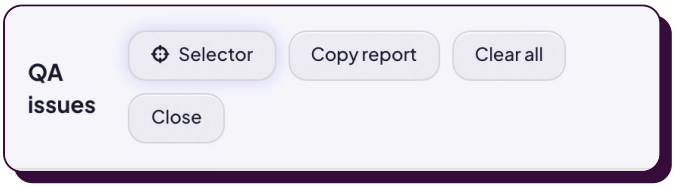
Reporting a visual bug with the QA overlay

When a super admin turns on **Debug popup** for your organisation, a bug button appears at the bottom left of the event dashboard.

1. Right-click the bug button and click the element that looks wrong.
2. Choose a **Severity**, describe the problem under **Description** and press **Save issue**.
3. Left-click the bug button to open **QA issues**. Press **Copy report** and paste it into your bug tracker or an email.

Watch out

QA issues are stored in this browser only. Another browser, another person or **Clear all** loses them. Copy the report before you close the browser or clear its data.



The **QA issues** panel: **Selector**, **Copy report**, **Clear all** and **Close**.



One saved issue: severity, time, description, the element's selector and **Delete**.

Who to contact

Most fixes need someone with more access than a producer. Ask the right person first.

Ask	When	What they can do
Your organisation admin	Team, keys and organisation settings	Invite people, change roles, **Reset Password**, **Approve** a stuck invitation, remove people; create and revoke feed keys; set up the outbound webhook; switch **Leaderboard groups**, **Two-way chat** and **Profile images**; set the organisation timezone; switch signup fields on or off.
A super admin (the Join in Live platform team)	Anything that changes the platform or the organisation's feature set	Approve, suspend or reactivate organisations; **Enable** or **Disable** people; turn organisation settings on or off (registration, classic play view, university mode, speed bonus, multi-language buffs, chat switches, notification webhook, demo mode, debug popup); choose event types; set the AI model and run the provider **Health check**; publish interface languages; switch push notifications on or off.
The engineering team	The servers behind the platform	The report and scheduling workers, live updates to viewers, email delivery, Bedrock for the `JIL Agent`, single sign-on and the client hub service, and anything a log needs reading for.

Tip

When you report a problem, give the event name and ID, the time it happened, the exact message on screen and a screenshot, so nobody has to come back to you for them.

Join in live

09
Appendix

Reference material to keep beside the platform: the languages Join in Live speaks, tables of buff types and points, roles, the organisation settings that change what viewers see and the addresses worth bookmarking.



Languages

Join in Live has two separate kinds of language: the language of the interface (buttons, tabs, messages), and the language of the buffs you write.

The interface

The interface language list is managed by the Join in Live platform team in **Translations** (the **Translation Matrix**). A language appears in the switcher once it has been published and is either set to **Always** or translated past the threshold the team chooses. Missing strings fall back to English, so a new language can go live before every string is translated.

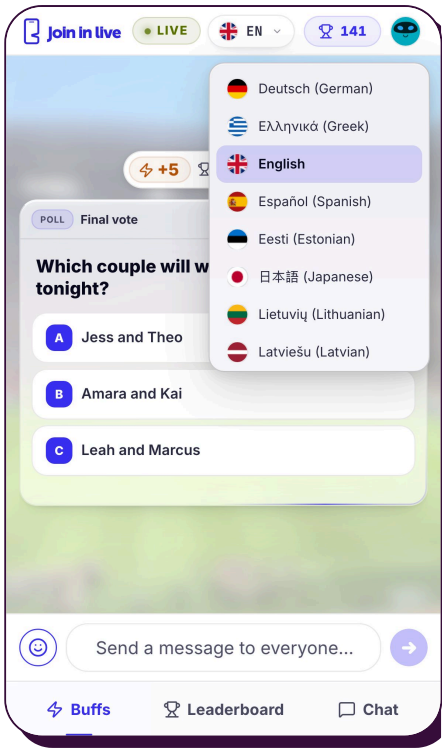
In the captured platform the switcher offers eight languages:

Language	Shown in the switcher as
German	Deutsch (German)
Greek	Ελληνικά (Greek)
English	English
Spanish	Español (Spanish)
Estonian	Eesti (Estonian)
Japanese	日本語 (Japanese)
Lithuanian	Lietuvių (Lithuanian)
Latvian	Latviešu (Latvian)

Your organisation's list can differ: ask the platform team which languages are published for you.

A fan picks a language by tapping the flag and language code in the header of the play screen (for example **EN**) and choosing from the list. A first-time visitor starts in English; the phone's own language is not detected. The choice is remembered in the browser and, for a signed-in fan, saved to their account, so it comes back next time they join.

Admins have the same switcher at the top of the admin screens and the login page. Your choice is saved to your account and follows you to another browser. The organisation's **Preferred language**, chosen at sign-up, is the language the AI writes in when **Buff Language** is left on **Default**.



The viewer's language switcher, opened from the flag and code in the header, lists every published language by its own name.

Watch out

Right-to-left layout is not supported. Arabic or Hebrew text would display left to right.

The buffs

Changing the interface language does not translate the buffs. A poll written in English stays in English on a Spanish or Japanese phone. To reach viewers in their own language:

- **Multi-language buffs** must be on for the organisation (a super admin setting).
- In **Create New Buff** or **Edit Card**, a row of language pills appears above the content. Press **+ Language**, pick a language, and the platform translates the title, question and options with AI. You can edit the translation.
- Each translation is delivered to **Auto · {language} speakers** (fans whose profile language matches), or to a custom audience with **Choose…**.
- Images are shared across languages, and answers and scoring are the same in every language.
- If translation fails you see "AI translation failed: edit manually or retry." with **Retry**.

Reference tables

Buff types and points

Points are the defaults for a new organisation. Change them in **Buff Settings**, tab **Scoring** (0 to 100 per type). "Main" buffs take the centre of the phone, one at a time. "Info" buffs sit in a strip at the top and can run alongside a main buff.

Buff type	Category	Created in Create New Buff	Lane	Default points	What viewers see at results
Poll	Interactive	Yes	Main	10	Percentage per option
Quiz	Interactive	Yes	Main	10, plus the correct-answer reward	The correct answer and the fan's points
Prediction	Interactive	Yes	Main	10, plus the deferred bonus if deferred	The crowd split; deferred predictions are resolved later
Binary	Interactive	Yes	Main	10	The split between the two options
Rating	Interactive	Yes	Main	10	The average
Star Rating	Interactive	Yes	Main	10	The average out of 5 stars
Player of Match	Interactive	Yes	Main	10	The vote share, winner crowned
Ranking	Interactive	Yes	Main	10	The consensus ranking of 3 to 5 items
Feedback	Interactive	Yes	Main	0	Free text, not shown to other fans
Slider	Interactive	SOON	Main	10	The crowd average
Emoji Reaction	Interactive	SOON	Main	10	Count per emoji
Info Card	Display	Yes	Info	0	Display only
Sponsor Poll	Sponsored	Yes	Info	10	Percentage per option
Sponsor Card	Sponsored	Yes	Info	0	Display only, with an optional button
Call to Action	Sponsored	SOON	Info	5	Display only, with a button
Next Fixture	Display	SOON	Info	0	The next match with **Set a Reminder**
Share Card	Display	SOON	Main	5	Display only
Bracket	Tournament	SOON	Main	0	Picks per matchup
Leaderboard	Display	Automatic	Main	0	Sent by **Publish Leaderboard** and by **STOP**
Summary	Display	Automatic	Main	0	The fan's own match summary

SOON types are greyed out in **Create New Buff**, but the AI or an import can still create some of them. **Promo** and **Shout-Out** appear in the picker but cannot be created anywhere.

Extra scoring rules, all in **Buff Settings**, **Scoring**:

Rule	Range	Default	Effect
Correct Answer Multiplier: (quiz)	1.0 to 5.0	1.0	When the quiz result is published, each correct answer earns the quiz's points times this number, on top of the points for answering.
Speed bonus (fastest fingers)	**Bonus points (decays to 0):** 0 to 1000; **Window (seconds):** 1 to 600	10 points over 10 seconds	Extra points that fall to zero across the window. Only shown when a super admin has granted **Speed bonus**.
Deferred prediction multiplier	**Multiplier (×):** 1 to 100	Off; 2 when on	Correct predictors earn the base points times this number when a deferred prediction is resolved.

Roles and permissions

Every admin has one role. **Admin** and the older **Controller** role are the same.

Role	Lands on	Can do	Cannot do
Super Admin (the Join in Live platform team)	`/superadmin`	Approve and suspend organisations, manage every person, set organisation settings and event types, route AI models, publish languages, issue API keys, run client hubs, switch push notifications. Can open any event.	Use the **Organisation** page (super admins do not belong to an organisation).
Admin (organisation admin)	`/admin`	Everything in the organisation: events, buffs, branding, sponsors, scoring, analytics and reports; the **Organisation** page (team, invitations, timezone, three feature switches, signup fields); **Integrations** (feed keys, outbound webhook); the **Client Hub** page.	Change organisation-wide feature settings reserved for super admins.
Operator	`/admin`, Events only	Run events: create and edit events, go live, stop, send and schedule buffs, AI configuration, Buff Settings for scoring, branding and triggers, analytics and reports.	Open **Organisation** or **Client Hub**; create feed keys or webhooks; edit the **Mobile App**, **Groups** (badges) or **Audiences** tabs.
Commentator	The commentator view	Watch the live chat, starred messages and vote progress in a read-only view.	Use the event dashboard, star or flag messages, or reply as staff.
Viewer (fan)	The play screen	Answer buffs, chat, join groups, see the leaderboard.	See AI proposals or anything in the admin screens.

Badges

Badges are set in **Buff Settings**, in the tab labelled **Groups**. The settings apply to every event in the organisation. Each badge can also carry bonus points (0 by default).

Badge	Earned for	Default threshold
First Responder	The very first fan to answer this match	None
Group First Responder	First to respond in their group	None

Badge	Earned for	Default threshold
Quick Draw	A correct quiz answer in a flash	Within the first 0.25 of the timer
Sharpshooter	100% quiz accuracy	3 or more answers
On Fire	Correct answers in a row	3
Group MVP	Top scorer in their group this match	None
Podium Finish	Finishing near the top	Top 3
Centurion	Points in one match	100
Regular	Buffs answered in one match	5

Organisation settings that change what viewers see

A super admin sets these per organisation in **Organizations**, on the organisation's settings page. An organisation admin can switch the three marked "Yes" themselves under **Organisation**, **Organization**, **Features**.

Setting	New organisations	What viewers notice	Organisation admin can change
Require registration before play	On	No buffs, chat or leaderboard until the fan completes **Join the Match**.	No
Classic play view	Off	Off: `/play/...` links forward to the play app. On: the classic viewer opens, and the QR modal gains a **Classic UI** tab.	No
Viewer university	Off	The join form offers **As a guest** or **For my uni**, with university leaderboards.	No
Require first name, Require last name	Off	Extra required fields on the join form.	No
Invite code field	Off	An optional group invite code box on the join form.	No
Leaderboard groups	On	Groups on the leaderboard, group chats and invite links.	Yes
Two-way room chat	Off	A **Global** room chat where everyone sees everyone, and staff replies.	Yes (**Two-way chat**)
Global chat	Off	With it off, fans chat only in groups (or message the commentators).	No
Send to commentator	Off	A one-way "message the commentators" box. Also holds the chat cooldown (2 to 10 seconds).	No
Raw response counts	Off	Results show counts ("7 responses") instead of percentages.	No
Profile images	Off	Fans can upload a photo as their avatar.	Yes
Speed bonus	On	The points badge drains while the buff is live, rewarding fast answers.	No
Minigames	On	The hidden Penalty Shootout minigame during quiet spells.	No

Setting	New organisations	What viewers notice	Organisation admin can change
Upcoming buff teaser	Off	A "buff is coming" banner before scheduled buffs (also needs the event's **Upcoming Teaser** settings).	No
Audience targeting	On	Extra profile fields on the join form, used to target buffs.	No
Multi-language buffs	On	Buffs in the fan's own language.	No
Viewer appearance controls	Off	Fans get a theme picker instead of light and dark only (play app).	No

Addresses and shortcuts

Replace `<id>` with the event ID (**Copy UUID** on the event card) and `<slug>` with the event's short name (**Copy slug**).

Address	What it opens
`/admin`	The Control Center (event list)
`/admin?event=<id>`	The live dashboard for one event
`/admin?event=<id>&view=analytics`	The analytics page for one event, with **Generate Report** and **RECENT REPORTS**
`/admin?event=<id>&view=demo-scripts`	The demo scripts for a demo organisation
`/admin/team`	The **Organisation** page (organisation admins)
`/admin/team#integrations`	Straight to **Feed keys** and **Outbound webhook**
`/admin/client-hub`	The **Client Hub** page
`/superadmin`	The super admin dashboard
`/commentator/<id>`	The commentator view for one event
`/home/<slug>`	**Event Home**: the public page with the QR code, for a big screen or print
`/play/<slug>`, `/play/<code>` or `/play/<id>`	The viewer link. `<code>` is the 3 to 5 character **Join short code**.
`/play/<id>?g=<code>`	A group invite link
`/p/<code>/<group code>`	The short form of a group invite link
`/signup`	Create a new organisation
`/accept-invite?token=...`	Accept a team invitation (from the email)

Key or action	Where	Effect
Enter	Admin login	Signs in
Escape	QR code modal	Closes it
Escape	QA overlay inspect mode	Brings the **QA issues** panel back
Right-click the bug button	QA overlay	Starts inspect mode
Tap NEXT BUFF INCOMING five times	Viewer phone, idle screen	Unlocks the hidden minigame

When every fan plays, the game changes.



Join in live

Built with the JIL handbook builder. Screenshots come from the controller demo running a real Premier League match.