

## ORCV Race Management

### Communications guide (during race)



#### 1. Background

**Topyacht** has an inbuilt means of sending SMS messages and also emailing boat contacts prior to a race, we are not covering that here.

**Blue Water Tracks** (together with **Garmin** site and tracker devices) are used to display yacht tracker information on the ORCV race web site.

**Hootsuite** is a web based publishing tool for social media in which you can prepare articles for posting to Facebook.

**Facebook** is used extensively for social commentary, particularly leading up to and during races.

**Joomla** is used for the ORCV web site (the content management system), used to create and edit web site articles, some of which can be "featured" in the web site news feed. It includes documents, media (such as photos), events (DT Register) and Email (Acymailer). Managing the web site is well beyond these notes, provided here is a subset of content "how to" create and publish race related news articles.

**Tip: Use Chrome as a browser for all systems, it works the best.**

#### Typical race comms

##### **Pre race**

(If required) **Topyacht** SMS and/or Email last minute messages

Set up **Blue Water Tracks** (incl boat and crew profiles)

(If required) Skipper & Navigators briefing – in person or via the web (eg via Teams)

Set up sked sheets with Sat phone numbers

Set up in Word the competitor profiles and template text for the Finishing Facebook article (see also Finishing guide)

Crew changes (via phone) the day of the race – then reflected in Topyacht, BWT, Hootsuite

Verify trackers are working

Sign on sked via radio

Pre-start comms via radio

## **Start**

Start countdown on VHF and/or Flares

Final start list to RD team & Kordia for skeds

**Facebook** & **Web article** about the start

## **Sked**

Receive Sat phone positions

Email positions to Kordia, plus phone call too (especially first sked)

If streaming or HF radio available, listen in. Alternatively find an online listen site such as <https://www.sdr.hu/?q=kiwisdr>

Receive positions from Kordia via email

Log exceptions

**Facebook** & **Web article** if appropriate

## **Finishing**

30mins out comms (radio or mobile)

Approaching finish comms via VHF

Finish recording (**most important bit**) and VHF confirmation of finish time

**BWT** log finish time

**Hootsuite** to **Facebook** "finished" article incl time

Add to Email for Kordia of finished boats sent prior to next Sced

Greet the boat and get some photos of crew (**important**)

## **Post race**

**Topyacht** publish results to web site – not too much comms until after presentation

**Topyacht** SMS reminder of presentation time

Presentation preparation (trophies, results etc)

Presentation with lots of photos

**Web article** on Presentation and **Facebook** promotion of it

## 2. Policy

It is expected that during a race there will be a variety of communications:

- Web site article, at least a preview, daily and a post race review
- Facebook updates, three times per day and on boat race completion
- NOK updates typically daily and on boat race completion
- Emails to media organisations with photos as required
- Postings to on line news sites as required

eg during a Christmas race, there would be three updates per day in one form or another at 9am, 12pm and 6pm.

***There is a social media policy users must adhere to***

## 3. Sending messages via Topyacht

Topyacht is used for SMS and Email messaging to Skippers and crew. Note Clickatell is cheaper than Topyacht. There is no additional set up in Topyacht for messaging, the assumption is that skippers and crew have entered accurate information.

To send messages from Topyacht, login and navigate to the series. Click on the relevant icon.



The options from there are reasonably self explanatory, the key is that you can send to particular people – eg chasing up incomplete paperwork. Also it is important to keep the message short, definitely within one text.

**Enter Email message for  
ALL Entrants in Stanley Race**

**Then press the Send Email button**

☐ ONLY select Entrants who have not paid.  
☐ Crew NOT marked as checked.

☐ Main Contact Only  
☐ All crew for Offshore Race  
☐ Boats with incomplete checklist items.

**From**

**Recipient**

**Email Subject**

**Message**

**Enter SMS message for  
ALL Entrants in Stanley Race**

**Then press the Send SMS button**

☒ Nominated Point of Contact  
☐ Nominated and Additional Contact  
☐ Crew members - Offshore Race  
☐ Crew members - Offshore Race details NOT Confirmed  
☐ NOK for Crew Members - Offshore Race  
☐ Boat Emergency Contacts - Offshore Race

**Response**

**From**

**Club**

**Message - you MUST NOT exceed 160 chars, ie the space provided below**  
If you do the message may not send!

ORCV: Type rest of  
 Message here

129

Note that for mobile SMS to work, ensure the phone numbers are complete and format is reasonably consistent. It doesn't need the +61 prefix, the 0417..... format is fine.

## 4. Trackers (Blue Water Tracks)

Note this guide covers functions used by Race Directors. A separate guide explains how to set them up in Garmin, see [https://orcv.sharepoint.com/:w:/s/RaceDirector/EZwBK36sc1Emuy-ijNQ4-UBpZKN4XaA3PK\\_IQdOZoCF0Q?e=K3cI2u](https://orcv.sharepoint.com/:w:/s/RaceDirector/EZwBK36sc1Emuy-ijNQ4-UBpZKN4XaA3PK_IQdOZoCF0Q?e=K3cI2u)

### Part 1 - Garmin service and InReach devices

The device – note ORCV web site link for user “how to” guide.

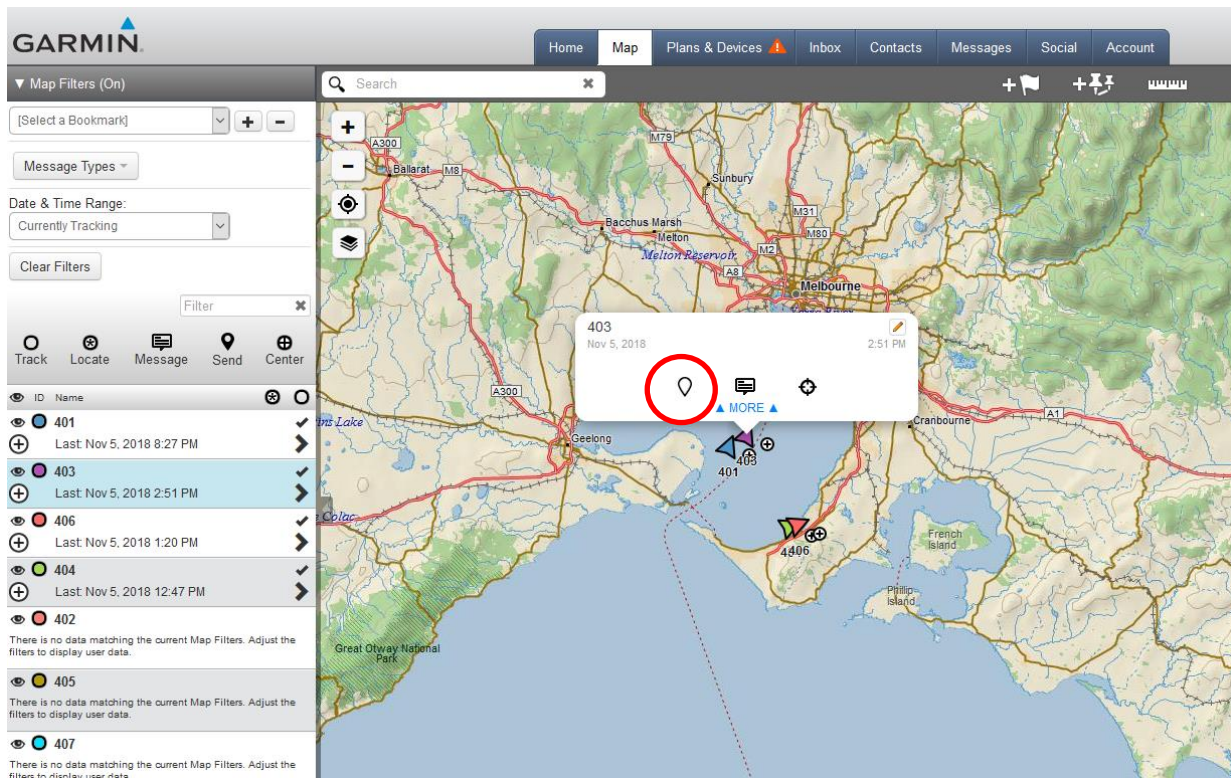


Key functions of the Delorme device (varies slightly depending on model) are:

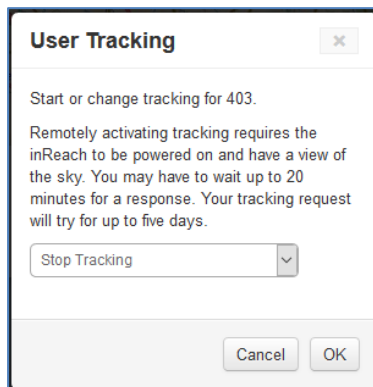
- power on via display screen and buttons
- turn on tracking via Tracking screen and then see whether a position has been sent
- distress button

In setting them up, the ORCV SME (Simon for now) would need to charge them via a USB cable and also sync using “InReach Sync” the application and a USB cable when service plans are changed or firmware upgraded. Occasionally syncing fixes problems if the device appears to be playing up.

There is a three step process to position reporting – step 1 is the position report being picked up by the satellite, step 2 is it being sent to Garmin to be displayed in their system. Step 3 is it being displayed on BWT. To check for successful steps 1 and 2, head to <https://inreach.garmin.com> and using credentials supplied appropriate for the device in question. Each tracker name has an IME number assigned to it (identifier of the hardware device). This user interface has a map function as well as an indication of the last time an update was received on the **map** tab.



Through this Garmin user interface it is possible to click on a tracker on the map, click on the **Activate** icon and change interval, eg 10mins. Note it takes until the previously defined interval has expired for the change to take effect.



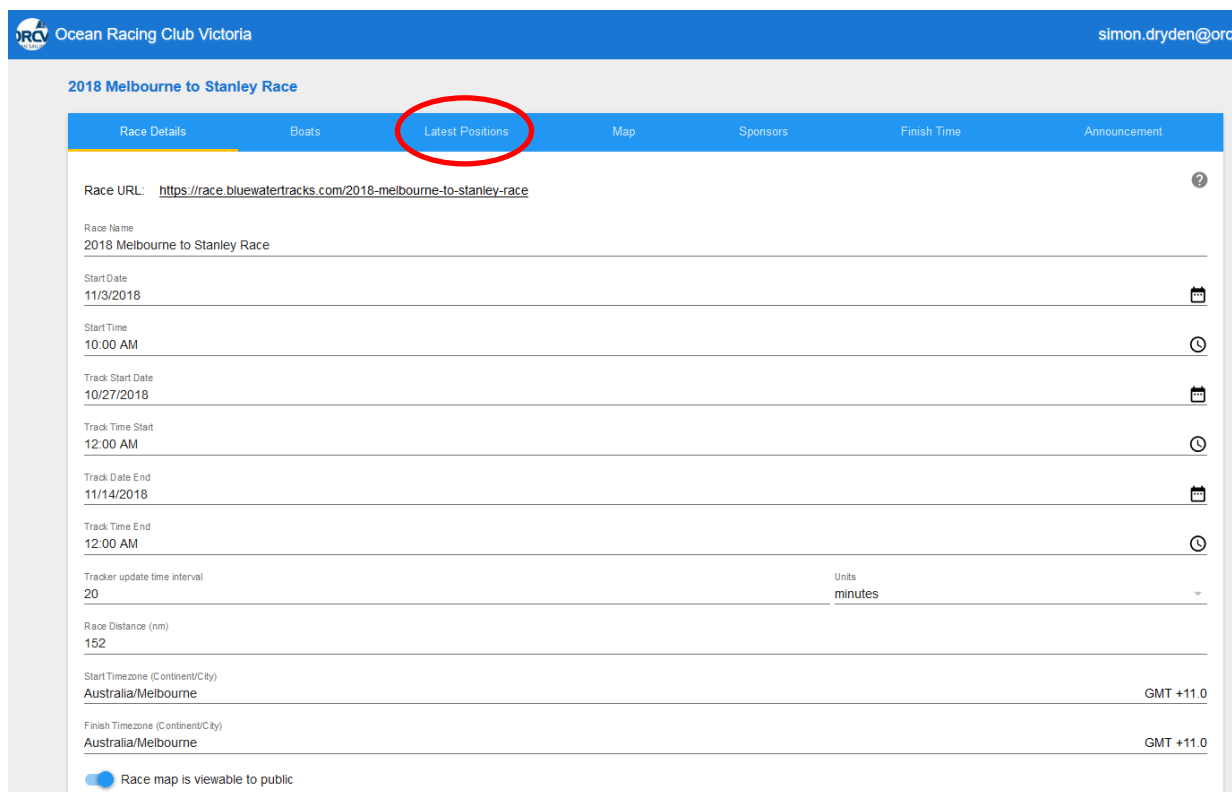
***Do not change any settings unless you are trained and authorised to do so, it is technology which is critical in case of an incident.***

## Part 2 - Blue Water Tracks

The Blue Water Tracks user interface provides ORCV race followers with an interactive view of the race as well as a calculated leader board. It has information for Boats, Crews and Races and provides that information in an interactive user interface. It "polls" the Garmin InReach site and extracts position and other data, it takes up to 5 minutes to pass through to BWT so be patient.

Using sophisticated algorithms, BWT calculates an ETA based on average speed and then does the maths to determine the leader board and other data. Important to note is the extrapolation based on the previous position report, worst case showing boats on land if that's the way they were heading at the previous position report. This is why it is important for Race Directors to change the position reporting interval at the start and finish of races. Position reports are like a text message, they cost the ORCV so we need to optimise reporting, setting back to 30 minute intervals during a race.

Setup involves logging into the BWT back end <https://portal.bluewatertracks.com> then setting up the race. Note only authorised and trained ORCV representatives should alter the Tracker device configuration, do not touch that bit. Each race has a unique URL (to embed into the ORCV web site) as well as times for the race start (which must be edited if there is a delay). Using the left hand menu navigate to Races and then select the **Race** (which should have already been set up during the Tracker allocation).



Ocean Racing Club Victoria simon.dryden@orc

2018 Melbourne to Stanley Race

**Latest Positions** (highlighted)

Race URL: <https://race.bluewatertracks.com/2018-melbourne-to-stanley-race>

Race Name: 2018 Melbourne to Stanley Race

Start Date: 11/3/2018

Start Time: 10:00 AM

Track Start Date: 10/27/2018

Track Time Start: 12:00 AM

Track Date End: 11/14/2018

Track Time End: 12:00 AM

Tracker update time interval: 20 Units: minutes

Race Distance (nm): 152

Start Timezone (Continent/City): Australia/Melbourne GMT +11.0

Finish Timezone (Continent/City): Australia/Melbourne GMT +11.0

☒ Race map is viewable to public

Verify the information specific to the race, which importantly includes the start date and time, Distance and update interval. From the top menu verify **Sponsors** has been set up (the sponsors logo). Note the tab **Latest Positions**, the Race Director team uses that a lot during the race to verify Trackers are working properly and identifying problems.

From the top menu, within the Race, click on **Boats** and verify Tracker allocation.



ORCV Ocean Racing Club Victoria simon.dryden@orcv.org.au

2018 Melbourne to Stanley Race

Race Details		Boats	Latest Positions	Map	Sponsors	Finish Time	Announcement
View: All Search...							
<input type="checkbox"/>	Boat	Sail No	Skipper	Crews	Trailer		Photo
<input type="checkbox"/>	ALIEN	R880	Justin Brennan	8	106		
<input type="checkbox"/>	ARCADIA	S17	Peter (PJ) Davison	10	104		

2. Select the Boat using this checkbox

1. Click the Edit icon

Set up of a race by the Race Directors also includes the allocation of Handicaps, allocation of crew as per Topyacht and ensuring a photo and profile exists for both the boat and crew. Race Directors should conscript volunteers and the media team to assist with the profiles. A separate set of instructions exist for that as we expect skippers and crews to do some of this work, see <https://www.orcv.org.au/sailing/how-to-use-the-tracker/skipper-crew-tracker-instructions>.

All this is accessed by selecting the Boat via the **Checkbox** and then clicking on the **Edit** icon. A similar process is typically used to change things, selecting the item and then clicking the Edit icon.

For example, to enter Measurement handicaps (AMS and IRC) or Performance Handicap (PHS) as well as Division, click the **Add** icon, choose the appropriate handicap and enter the value plus the Division.

2019 Melbourne to King Island Yacht Race ESCAPADE

General		Trackers	Crews	Positions	Handicaps	Time
<input type="checkbox"/>	Name	Rating	Division			
<input type="checkbox"/>	AMS		2			
<input type="checkbox"/>	PHS		2			

**Add Handicap**

Handicap name: IRC

Rating:

Division: 1

SAVE CANCEL


Rows per page: 1-2 of 2

To add click the + icon

***If Handicaps are not entered, the Leaderboard will not function.***

Under **General** there is also a **Public Message** field and a **Status** field for each Boat in the race, this is handy as it pops up when people click on a boat. The **Status** field is used for Retirements for example.




Ocean Racing Club Victoria

simon.dryden@orcv.org.au

2018 Melbourne to Stanley Race
ALLEN

GeneralTrackersCrewsPositionsHandicapsTime

Status  
Racing

Public message  
Alien is well known and a regular competitor in the ORCV races, coming runner up in the 2017-18 Offshore Championship series. With Justin Brennan at the helm, Alien will be fast and competitive.

SAVE SAVE & SEND EMAIL TO CREW CONTACTS

Within the Race menu, there is a **Finish Time** tab which is important for the Finish team to record within the Leaderboard a yacht's Finish time and hence the unofficial elapsed time and corrected time. This would duplicate Topyacht functionality and the results published so it is important it be stated as unofficial.

2019 Melbourne to King Island Yacht Race

Race Details	Boats	Latest Positions	Map	Sponsors	Finish Time	Announcement
Australia/Melbourne	GMT +11.0				Q Search...	
Boat	Sail No	Skipper	Finish Date	Finish Time		
ADDICTION	S16	Richard McGarvie	2019/03/09	19:14:31.000	CLEAR FINISH TIME	
ALIEN	R880	Justin Brennan	2019/03/09	18:06:14.000	CLEAR FINISH TIME	
ARCADIA	S17	Peter (PJ) Davison	2019/03/09	17:42:25.000	CLEAR FINISH TIME	
ARCHIE	SM35	S Bell J Sloan	2019/03/09	17:58:55.000	CLEAR FINISH TIME	
AUDERE	B454	John Cain	2019/03/09	16:52:15.000	CLEAR FINISH TIME	
CADDEDA	ATIS10005	Garry Cantwell	2019/03/09	15:20:07.000		

There is also a **Time** tab for a Boat in a Race which is used by Race Directors to record exceptions by Boat, for example penalties and later starts.

2019 Melbourne to King Island Yacht Race
ESCAPADE

GeneralTrackersCrewsPositionsHandicapsTime

If this boat starts at a different race start time, you can specify here, otherwise leave it blank.

Start Date ( GMT + 11.0)

Start Time (GMT + 11.0)

SAVE CLEAR

Enter a value in hours and minutes (hhh:mm) for time that does not count towards the overall race time. This field is used if the race director suspends a race that has started and then resumed the race at a later time. This field should normally be left blank.

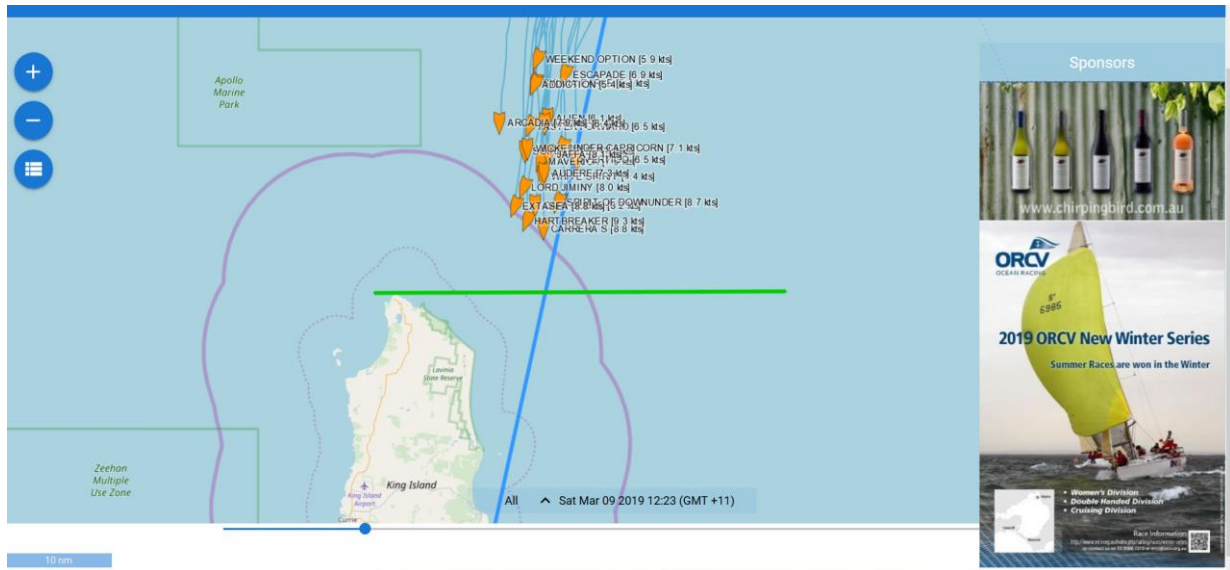
Suspended Time (hhh:mm)

SAVE CLEAR

Penalty Time (hhh:mm)

SAVE CLEAR

The result should be a rich user experience for followers of the race and fantastic exposure for our Sponsors.



## 5. Facebook posts via Hootsuite

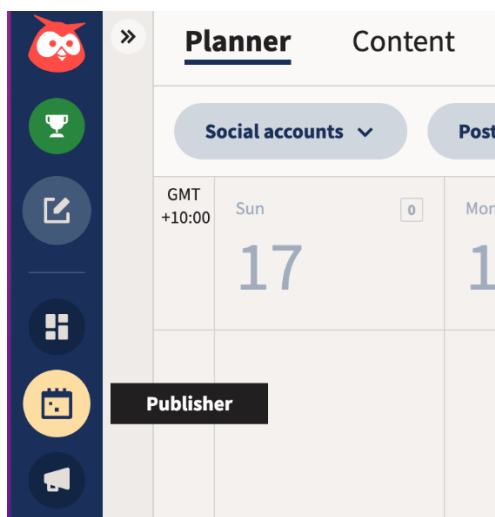
Hootsuite is effectively a queuing system for Facebook posts. It means they can be prepared well prior to posting and scheduled for automated posting to the ORCV Facebook site.

We post "Well done" posts to Facebook after each boat finishes a race. It includes details about the boat and crew, allowing their followers to know they've finished and at what time.

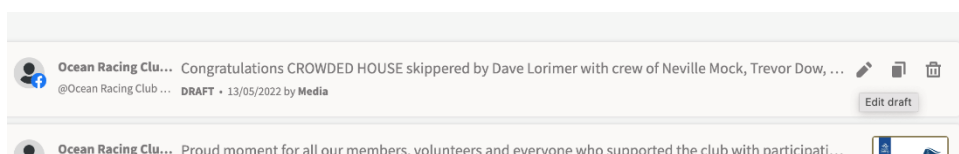
1. Login to Hootsuite [www.hootsuite.com](http://www.hootsuite.com)

Username and Password, see Passwords document

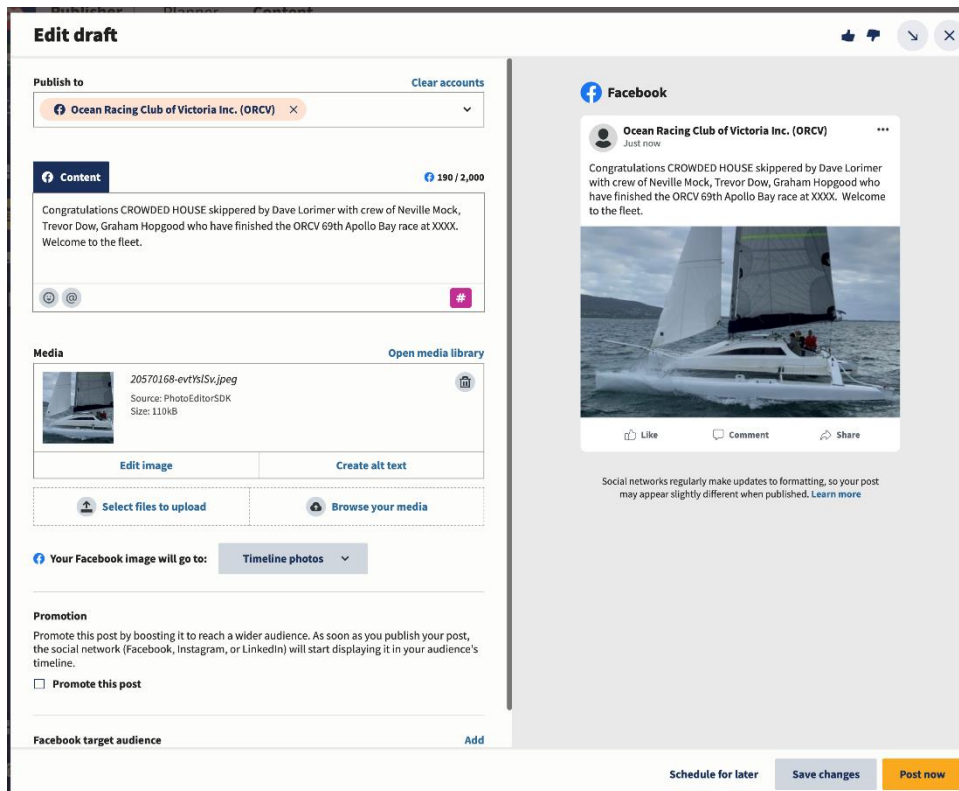
2. Click onto the **Calendar** icon for Publisher on the LHS menu, then across the top select **Content** to show list of articles.



3. Click on the boat you need, by selecting the pencil icon to the RHS (**Edit**)



4. Adjust content such as any last minute crew changes. Add the finish time (where you see XXXX), add any additional personalised content and then select the button **Post Now** (lower RHS).



Feel free to add content such as provisional results and commentary or quotes such as "A great fast run". This will then appear on the ORCV Facebook almost instantly.

***TIP – if time permits during a race, you can make last minute crew adjustments to the listings well before posting when things are quiet. If you do that ensure you select "Save Changes" (don't post).***

## 6. ORCV Facebook – posting/commenting (as ORCV)

***Note posting to Facebook should be done via Hootsuite***

### **About Facebook identities**

It is very important to know who you are when you post a Facebook post, share a post or like a post. Administrators and Editors have a default ORCV identity (which can be changed back to the person's identity) when they post. For the example shown below it is "ORCV" posting, not "Martin Vaughan", note how when using a PC the identity can be changed.

The person posting or commenting on Facebook must have appropriate access rights, contact **Neville Rose** or **Simon Dryden** if you haven't already been set up as an Administrator or Editor. The computer they will use, will need to be logged into Facebook as them. Avoid sharing identities, it gets messy.

***Any race related posts should be from the ORCV not the individual.***



Apple users (Facebook and Pages Apps), from the ORCV page under **More** there is an **Edit Settings** function which allows **Post Attribution** to change, assuming you have those rights.

### **About Facebook posts**

There are policies around posts, refer to the social media policy **xxxURLxxxxx** and familiarise yourself with it. This document does not cover moderation (eg removing posts and blocking people or responding to controversial comments), in such cases escalate to the Race Director who can respond. Particular care should be taken if an incident occurs, in which case Incident Management will take over and create content and respond to comments.

Posts can include photos (ensure you have permission for their use) and links to other posts, videos or web sites. In such cases ensure you check where they are linked to, you never know what is two clicks away.

### **Guidelines for Facebook posts and comments**

We would recommend:

1. Have a clear heading
2. Keep them short and sharp, hotlink off for details
3. Include a photo/image of some sort to grab attention
4. Do not include opinion unless it is that of the ORCV as a whole

## **7. ORCV Web site – posting a news article**

### **1. Getting started**



Web publishing is the responsibility of the Media team, it is rare that Race directors need to directly publish. A situation such as an incident or a last minute Notice to Competitors would be the only exception, but generally a media team representative would be available to assist. The following content is provided just in case.

### **Access**

The web site uses Joomla as it's Content Management System. It is reasonably logical to use and there are a heap of articles and videos out there explaining it's use. Ability to edit is controlled by Simon (Neville and Martin backup), send him a request. To start with he will make you a "Publisher", which limits your permissions to creating articles, images and documents.

URL: <http://www.orcv.org.au/administrator/>

### **Learning how to post**

Start publishing some simple articles to get used to the web site operation, ideally before you do a Race Director role. Do a temporary article (don't Publish) to play with web site functions.

Simon and Martin are happy to assist, if they can see your screen (Skype, Teams etc), but they want you to have a go first.

**Hints:**

- ***Don't do this for the first time in a pressure situation***
- ***Most errors come through formatting problems***
- ***Save regularly, its easy to lose your page edits (we have learnt the hard way)***

## 2. Background knowledge

### **About Articles (web pages)**

It should be noted that there are some standards in place in terms of Race "mini sites" which share a common menu structure and categorisation of pages. These should have all been set up already.

Articles, we generally either have:

- A web page accessed from the menu
- A News article (sometimes Featured on the Home page)
- An advanced page (eg Topyacht results via an embedded iFrame) – discuss Simon/Neville for these

ORCV News articles are designed for longevity as well as for those who don't use Facebook. Facebook is great for broadcasting that an article has been posted, paste in the page URL to a post.

Note each page is categorised, a source of confusion as there are so many of them. Ignore most of the categories as originally they were set up by others to allow for searching. (Our "To do" one day is a massive clean up, moving things to an "Archive" category and getting rid of all the redundant categories). Go with "News" typically or a specific race page (eg King Island) or Training, Safety etc as needed.

### **About Images**

You should always try to include a picture in an article. Images (photos) we need to store in folders. We tend to use the year of racing folder eg "2018 Racing", try to use sub folders or add one if you need to. Worst case set up a folder with your name, don't just dump images into the root folders.

Ensure the file size is reduced before uploading.

### **About Documents**

Uploading a Document also involves uploading a File. The Document step provides a URL so use those rather than just Files. Ensure you upload the

Document prior to writing the article. The Documents also have categories, use categories similar to Images and Articles.

### 3. Posting an Article

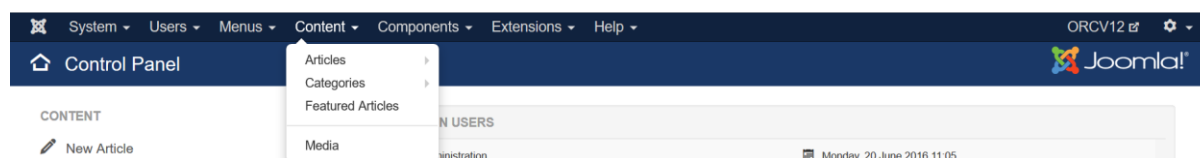
Use of these tools can be complex, this document is limited to Creating, Editing and Publishing an article.

***News feed articles sometimes take time to appear, expect that and don't stress if you cannot see the news article straight away.***

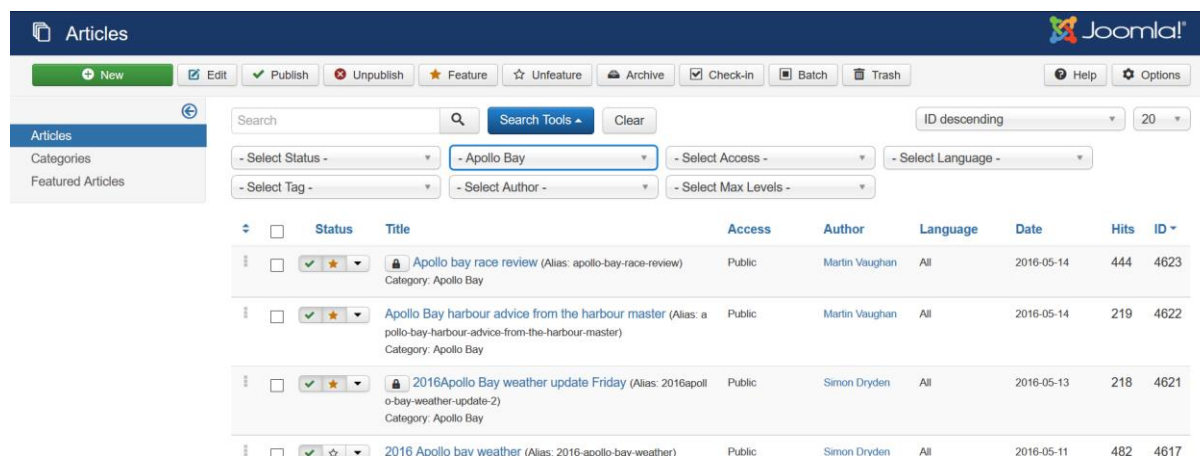
We recommend writing the news article in Word first then copying the text into the news article (via the Notepad function as you don't want the format copied over). Writing an article in Joomla risks you losing the content should an internet problem occur.

To write and publish a news article

1. Once logged in you should see the Joomla home page, note the menus at the top, under **Content**, click **Articles**.

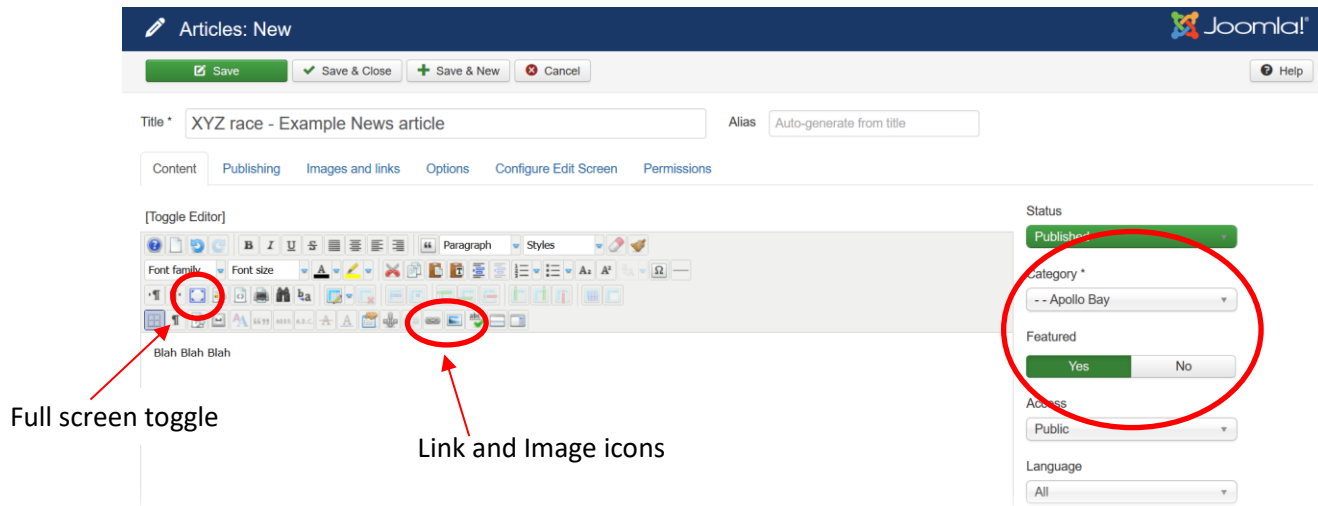


2. Since the page shows all Articles, which is overwhelming, this is where Filtering (hiding) comes in handy using Categories. If you are trying to find an Article, click on **Search Tools**, then on **Categories** and then choose the appropriate category. Shown below is the list filtered on Apollo Bay (eg only the pages that relate to the Apollo Bay race. There is also a separate category for Apollo Bay mini web site menu items. Most races have similar two Categories, if you are unsure which category to use, ask Simon, Neville or Martin).

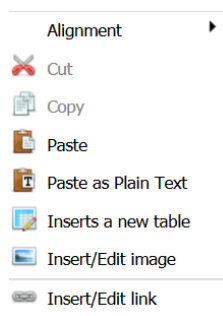




3. Click **New** then add a **Title** (short, snappy and clear), note below that **Featured** must be changed to **Yes** (to appear in main News feed) and the **Category** should be set. **Published** is an attribute that allows the Article to be seen, don't set that until you are ready. **Save** is a handy feature, you can prepare an article, leave unpublished but progressively save it. Don't **Close** until finished, or you may need to go hunting to find the article to edit it.

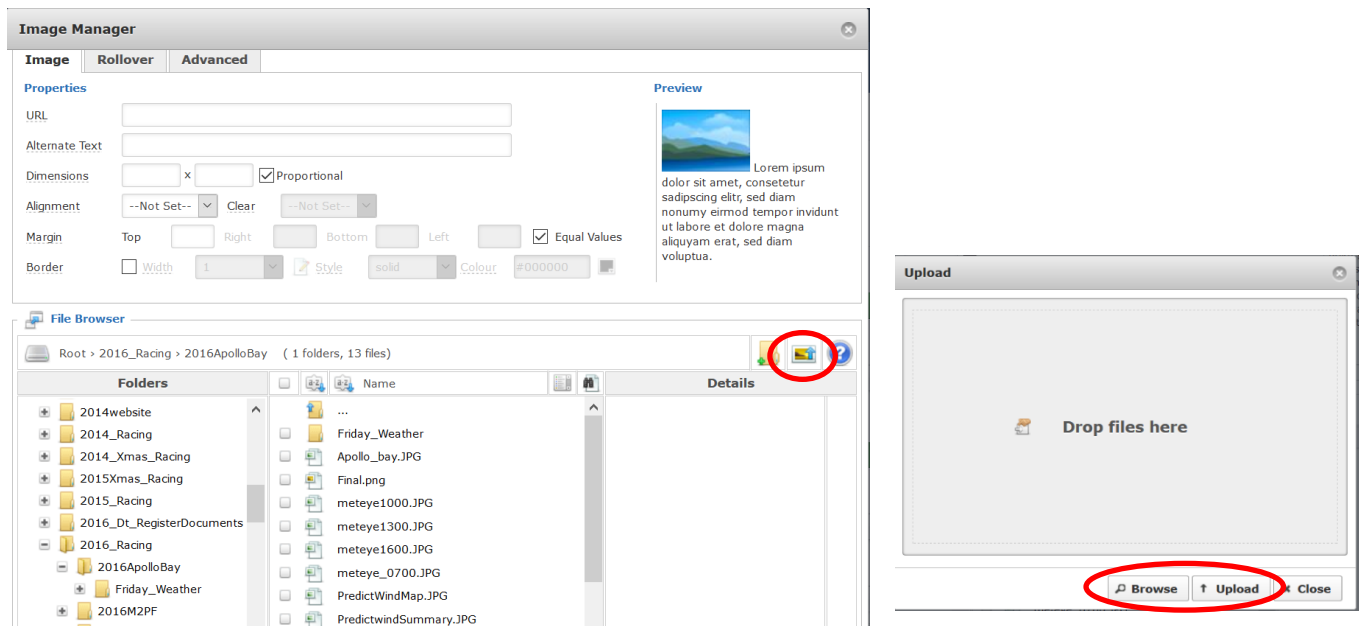


4. Most of the Editing is done with the central pane. There is a handy button to toggle full screen which some people like. The other commonly used functions are the **Link** and **Image** icons. Tips for editing include:
  - a. If pasting text in from Word, **Right Click** (a menu appears as shown below) and select **Paste as Plain Text**. Word has a lot of formatting code cutter if Copy/Paste is used.

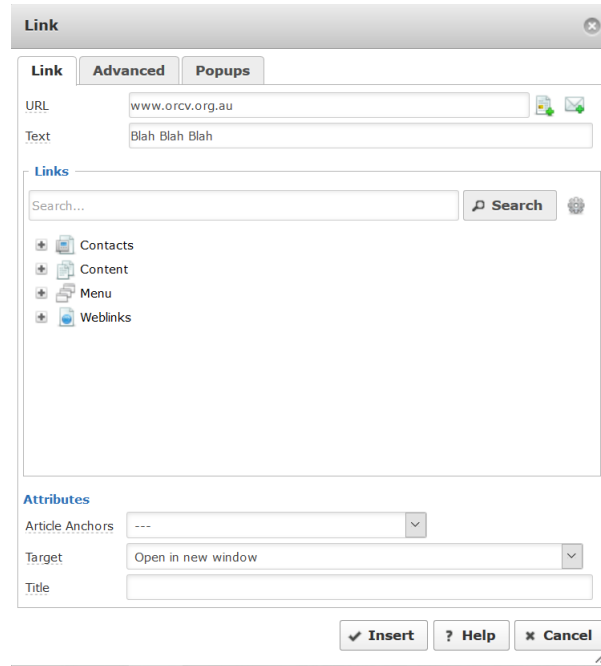


- b. If including an image, click the **Image** icon and the **Image Manager** form will appear. We need to upload an image, then insert into the article. It is important to put images into the right folder, ask if unsure. Shown below is the Apollo Bay race.
  - i. Click on the folder in the left pane, it should open in the middle pane.
  - ii. Click the **Upload** icon. **Browse** for the picture file, then click **Upload**

- iii. On return to the Image Manager click on it, and click **Insert** from the bottom of the form.
- iv. On return to the Article resize the image (click & drag)



- c. If including a hotlink to another article, a document or an external source, you will first need to find the URL and copy it.
  - i. There are many ways to do this, right click a link or click on it then copy (the URL). If the link is a Document on the ORCV web site, and it needs to be uploaded, do that prior to creating the article.
  - ii. From the article, add some text to describe the link. Highlight the text then click the **Link** icon, paste in the link and consider setting **Target** to open in a new Tab or Window depending on the link.



5. After editing, **Save & Close** the article, it should be published. If need be refresh cookies and reload using Cntrl + F5. Wait for the News feed to refresh if it is featured. Click on the Article and do a final quality check.
6. Consider a Facebook post to the article

#### Hints:

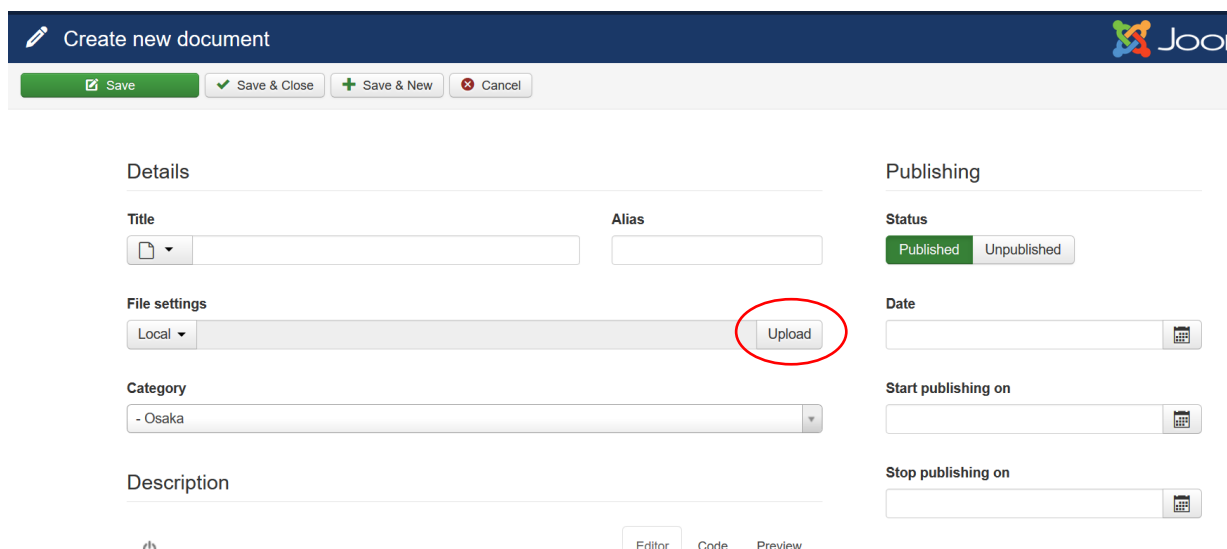
- Articles should have an end date, under "Publishing" tab, enter "Finish Publishing".

#### 4. Uploading Documents

A template (is a certain look, a layout with menus etc) – it is applied via menus, a more advanced topic.

#### To upload a Document

1. From the **Components** menu, select **Documents**
2. Click the **New** button



3. Add a **Title** (that ends up the text of the hotlink in the Article) and set a **Category**, that's really important for finding the Document later
4. Use **Upload**, select the **Folder** then find and **Add** the file (typically a PDF), remember to click **Start upload** to actually upload the file
5. Click **Save & Close**

#### Hints:

- Always upload PDF not Word as they will open rather than go to Downloads. Hint use File Save As then select "PDF" which creates small files, alternatively use a PDF writer like "Cute PDF".
- It is possible to set up a password to restrict download, that's complex so ring Simon Dryden for assistance

## 5. Advanced, tricks and hints

### Images:

- No spaces in Folder name, you can use underscore if need be
- Reduce image file size before uploading to ensure web site isn't slow to load – nothing bigger than 500Kb. Use snip tool or even email send function to reduce
- Ensure you set "Left" Alignment. Set a margin if you want text next to image, try "10" everywhere and "equalise"
- Images side by side, use a table and use headings for image related text
- Use "Images and links" tab on Articles to select the Intro Image, that's the one on the news site, if you don't it will pick one the last image in the article will be used. Snip is handy to focus on a part of an image.
- Google Images is great, use snip though and if it involves proprietary IP then recognise (eg "Courtesy of xyz")

### Menus and Templates:

***For now only Delma, Simon, Neville and Martin should change menus.***

Mini sites have their own menu, "smainmenu" is the main menu. Menus are based on a parent/child structure which sets where the menu sits. There is an article type, we mostly use "Articles - Single Article" for pages, "System Links" for external sites or "Text separator" for headings. They also have templates associated, we mostly use "Cerulean", note specific templates are set up for Mini Sites. Once saved you can reorder the menus.

#### Featuring:

Featuring is a function which works in conjunction with Categories. Featured = Yes means it turns up on home page news. Featured = No (but categorised to a race) means it turns up on a race news page.

#### Videos:

Embedding Video, from Youtube (hopefully on the ORCV channel of course), right click the Youtube image, use "embed code" function to copy code. Go to HTML code view of an Article then paste where needed. This is different to Facebook where you just copy and paste the URL.

#### Embedding Topyacht content, eg Results or Entries:

Uses frames with embedded content – via HTML code. Bit complex, ask Simon, for assistance.

#### Aligning Articles to Events in DT Register:

DT Register is a web site add in which handles event bookings and the calendar. Each event, as it is set up (by the office) points to an Article for details about the event. The article (web page) must exist first.