

Help Page

Link to guide video on how to register, and submit a deck list to tournament by Celio Network: <https://youtu.be/UqS5RNjn5ic>

Link to PTCGO Tournament Series on how to check in to the tournament, check into matches, and find your opponent's Pokémon Live in-game name: <https://youtu.be/Q9EhHBEbkDI>

Link to Limitless Help Page on how to join and participate in the tournaments and answer any questions you have: <https://docs.limitlesstcg.com/player.html>

Frequently Asked Questions

- Why am I not in the tournament after I registered?

This can happen because:

- 1) You didn't submit a decklist/YouTube link
- 2) There was a technical glitch on the limitless website
- 3) You posted an incorrect decklist/YouTube link and were dropped

Once the tournament starts, that's it. No more applicants can be permitted to join. The Judge has no ability to affect the roster beyond removing players.

However, if you think it was a technical glitch, you can request a Judge to verify if you are still in the tournament and, if yes, can wait until the next round for Limitless to automatically resolve the issue.

- Why did I lose? I'm still in a match.

Most often, this is because you didn't check in, which needs to be done at the start of each match. Failure to do this twice in a row will result in disqualification.

The player is responsible for checking in each round, not the Judge. If you are unable to do so due to website error, immediately request a Judge (before the check in timeout) and tell them of the issue so they can make note of the problem and not count it against you.

However, If neither is the case, then request a Judge to review the problem.

- My opponent has not responded. What should I do?

In most cases, give it a little time. You will not be given a win until the check in timer runs out and your opponent has not checked in.

If your opponent has checked in, but has not sent a match request by the check in timeout (5 minutes), contact a Judge to make them aware of the situation. At the 20 minute mark, if still no response from your opponent on Limitless, a Judge will give out a win.

- I don't know what I'm supposed to do. Can you tell me?

Keep in mind that a Judge may not have the experience to accurately answer this question. However, there is a suggested order of who to contact first to answer this question.

- 1) Reach out to your opponent. They would be more immediately able to respond to your question and are likely willing to help teach you.
- 2) Take a quick look through the Help Page to find clues on what to do next.
- 3) Request a Judge if all of the above fails. However, first request through Limitless before trying out Discord. It'll make it easier to help you as the Judges are likely helping multiple people and would prefer if all help requests are in one place.

It is also recommended to ask on Discord for help, but not required.

- I can't register/submit a decklist for the tournament. Can you do it for me?

Unfortunately, Judges cannot do this for you. They are responsible for only managing the tournament and are unable to interact with the registration process.

If you think this is due to some bug or issue, reach out to Limitless via the contact link or Discord below. Requesting a Judge's help will not guarantee to resolve the issue, but you can try seeking advice through the tournament Discord posted on the front page.

- I can't send a friend request/match invite. Can you help?

Keep in mind that a Judge may not have the experience to accurately answer this question.

A fix that can be recommended would be to log out of the game and log back in to fix the problem. However, if it's error code 42055, you need to clear out the game data cache to remove buggy code. This will not delete your game. It only clears out temporary stored information.

If still an issue, try removing friends from your roster to make room for your opponent. Contact the Judge if this does not work.

- I wanted to give the win to my opponent, but the match was timed out!

No worries! Just reach out to a Judge and they will get this fixed right away!

- My opponent didn't win! The score is wrong!

If this is the case, report it immediately to a judge to reset the match to correct a score or discuss it with your opponent to choose a winner. However, if a match reset cannot be done or neither party can agree on a victor, then a tie score will be given. If proof of the match victor can be provided on Discord, then that will be used to determine the victor. This ruling does not apply if a bug is involved.

If you have any more questions, go reach out the tournament Discord listed on the front page.
Best of luck!