



Chess.com's Fair Play Team Confirms Legitimacy of Puzzle Rush Survival Record

In recent communications, Chess.com user Joseph (JosephReidNZ), an elite performer in Puzzle Rush Survival, reported concerns about unauthorised sharing of his gameplay videos online. As someone who relies on a specialised Eye-Gaze device due to cerebral palsy, Joseph faced unique challenges in recording his high scores, particularly his impressive runs of 1,005 and 1,234 points. This led him to reach out to Chess.com's support team to ensure that his scores were accurately verified and recognised.

Challenges with Accessibility in Recording High Scores

Joseph explained that his device setup made it difficult to capture clear recordings of his gameplay. While he eventually succeeded in recording both his 1,005-point and 1,234-point runs, the process was complex due to the limitations of his Eye-Gaze device for screen recording. Joseph shared:

Joseph said, "I did manage to get some videos of my Survival runs... It wasn't easy because I used an Eye-Gaze device, which isn't ideal for recording."

Despite these difficulties, Joseph provided video evidence of his achievements to Chess.com, enabling the Fair Play team to thoroughly review and verify his high scores.

Chess.com's Fair Play Verification Process:

Chess.com's Fair Play and Support teams responded promptly, understanding the importance of validating Joseph's impressive scores. They conducted a detailed examination of the videos Joseph submitted, carefully analysing his gameplay to confirm the legitimacy of his 1,005 and 1,234-point Puzzle Rush Survival scores.

Vlad from Chess.com's Member Support confirmed:

"I've made the corresponding report and sent it to our Dev team... I see the initial report indicating the visual material you shared with me. We'll see what our Devs find, and we'll get back to you as soon as they investigate further."

Through this rigorous verification process, Chess.com officially confirmed both scores as authentic, reflecting its commitment to fairness and accuracy on the platform.

Acknowledgement of Exceptional Skill and Focus:

In addition to verifying his scores, Chess.com's Fair Play team acknowledged the dedication and focus required for Joseph to achieve such high rankings. Recognising the concentration involved, Vlad expressed curiosity about Joseph's methods, showing a genuine interest in learning from one of the platform's top players.

By officially verifying Joseph's scores, Chess.com's Fair Play team provided him with the well-deserved recognition he sought, while their supportive response underscored the platform's inclusivity and respect for players with unique needs.

Conclusion: A Platform Dedicated to Fair Play and Inclusivity

This case highlights Chess.com's dedication to maintaining a fair and welcoming environment. By validating Joseph's accomplishments through a meticulous verification process, the Fair Play team demonstrated their commitment to upholding the platform's integrity while supporting users of all backgrounds. Chess.com's actions not only honoured Joseph's achievements but also showcased the platform's inclusivity, proving that excellence in gameplay is recognised and celebrated, regardless of physical limitations.

Through their comprehensive support, Chess.com has reinforced the value of adaptive technology in empowering individuals to reach the highest levels of success, setting a positive example within the gaming community.