

USAJPA Virtual Competition Frequently Asked Questions:

Where and when is it located?

This is a virtual competition and will be held on Zoom. Check event in MemberPlanet, emails, or Facebook for information on dates and times.

What time is the competition?

Please check event in MemberPlanet, emails, and/or Facebook for exact times. We normally list the central time zone so be sure you get the right time for your time zone!

I'm having issues with registration. What should I do?

If you're a member of the USAJPA, make sure you're logged into Member Planet in order to register. If you have any additional issues, email us at contact@usajigsaw.org for assistance.

I've never done a virtual event. What should my set-up look like?

You must be on camera in a setting and setup that allows contest organizers to clearly see your puzzling space for the entire competition. You should also have a timer on hand that is clearly visible on screen and be prepared to start the timer in unison with the organizers and other participants. Cell phone timers are allowed. (Quick tip - in your display settings, change auto-lock to "never" so you don't have to reopen your phone to hit the stop button.)

Are tools allowed?

The only tools allowed are box top holders and trays for sorting puzzle pieces. The box can also be used for sorting purposes. Specifics on size limitations can be found in the [official rules](#) for each division. Tools will be allowed for opening the outer packaging on camera.

Magnifying glasses, using a phone camera, spatulas, or other potential tools are not allowed.

Will there be an in-person component to this competition?

No, this is only a virtual event.

I can't make it this time. When will there be another one?

We are not sure yet. Continue to check our website and/or emails for upcoming events.

Can I register in Pairs or Teams if I don't know yet who my puzzling team will be?

Yes, we will collect information for all competitors before the competition, but that information need not be finalized until the competition weekend.

Does everyone on a team or in a pair need to register?

No. Only one person from each team/pair needs to sign up and pay the registration fee.

Is there a minimum age required to participate?

No, not for virtual competitions (we do have an age limit of 16 for our in-person National Competition). Please keep in mind that the individual event will be a 500-piece puzzle.

What are the prizes for the contest winners?

We're still figuring out the details, but typically offer a cash prize as well as puzzles prizes.

Can I compete if I live outside the United States?

No, because we do not ship the competition puzzles out of the U.S.

I'm a foreigner living in the U.S. Can I compete?

Yes, this competition is open to U.S. residents.

Do I have to be a member of the USA Jigsaw Puzzle Association to participate in this competition?

No, it is not necessary. However, registration will open earlier for members in order to give them priority.

How do I pay the registration fees?

When registering via Member Planet, PayPal and credit cards can be used to pay the registration fees.

I registered but now cannot attend. Can I get a refund and who do I contact?

If you cancel 30 days before the event you will get a full refund. Please email us at contact@usajigsaw.org to cancel. Because there may be a waiting list, it is preferred that people cancel as far in advance as possible to free up space for other puzzlers.

Is there a registration closing date?

Yes. We have to ensure that we can ship the puzzles to the competitors on time. We typically close registration 4 weeks before the event.

Can I change my pair or team partners?

You can make changes in the makeup of your pair or team right up until the competition. Only the person that has registered the pair or team can change its members. Identifying info for pairs and teams will be confirmed the day of the event to ensure our results include everyone.

What happens with the results of this contest?

Individual times will contribute to a ranking for USAJPA members. We'll also be displaying final times on our website.

Will this event be live-streamed or recorded?

Yes, all virtual competitions will be recorded so we can review if necessary. We may also live-stream some of these events. Please look at event details to see if the competition will be live-streamed.

I am interested in being a sponsor for the event. Where can I get more information on sponsorship?

Please email us at contact@usajigsaw.org and we will send you more information.

I have more questions. Who can I contact?

Please email us at contact@usajigsaw.org.