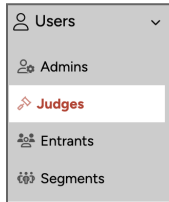


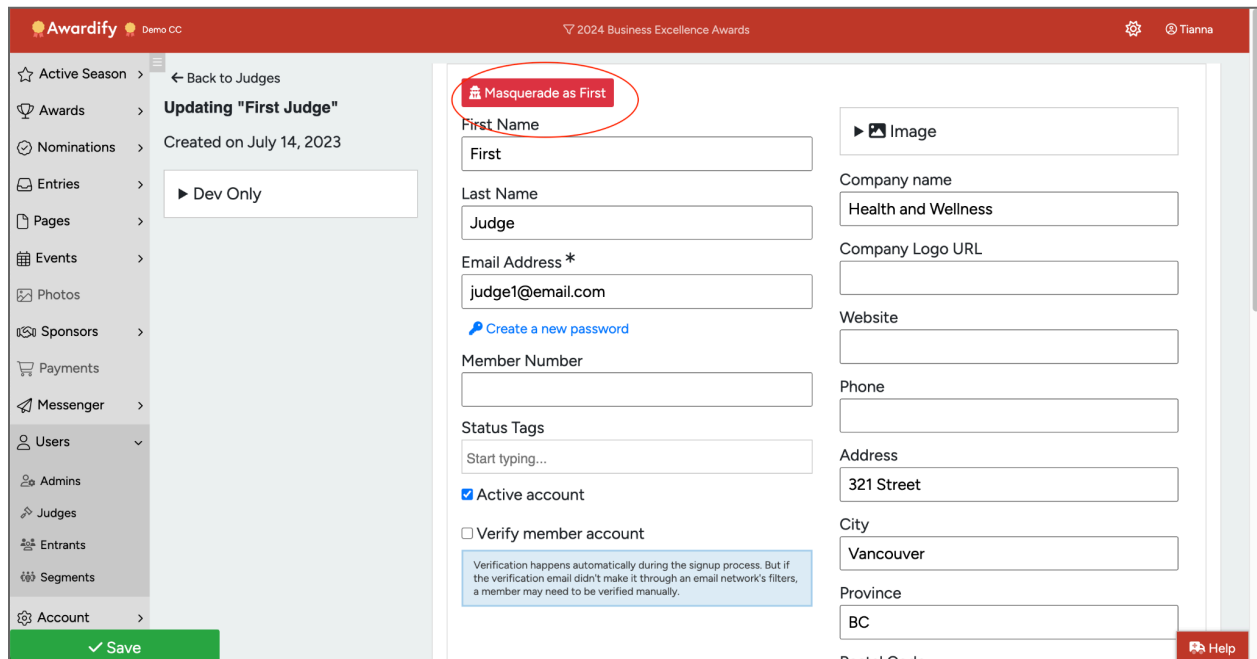
My Judges are Experiencing Problems

Your judges are a crucial part of your awards process, and it is the goal of Awardify to make their role as simple as possible. However if your judges do experience any challenges with the platform, here are a few things to check out to solve these problems.

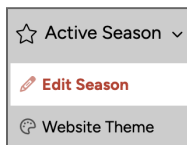


The first step is to fully understand what your judge is seeing. You can do this by using the 'Masquerade' feature. In the Users-Judges view you can click into the judge account and see their details there.

The Masquerade button allows you to look over the shoulder of your judge to see exactly what they are seeing.



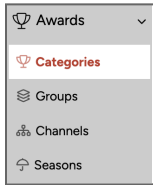
One of the most common issues experienced by your judges is their assignments not loading in their dashboard. This can be caused by a variety of settings. 1) Judging dates are closed 2) Judge assignments are incorrect



1) Judging dates are closed.

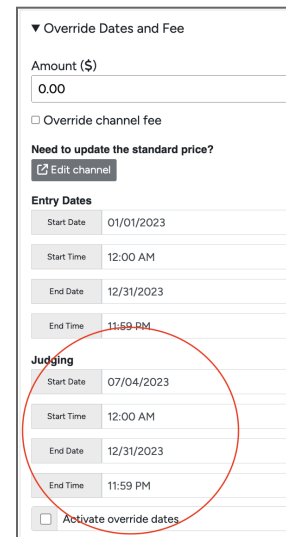
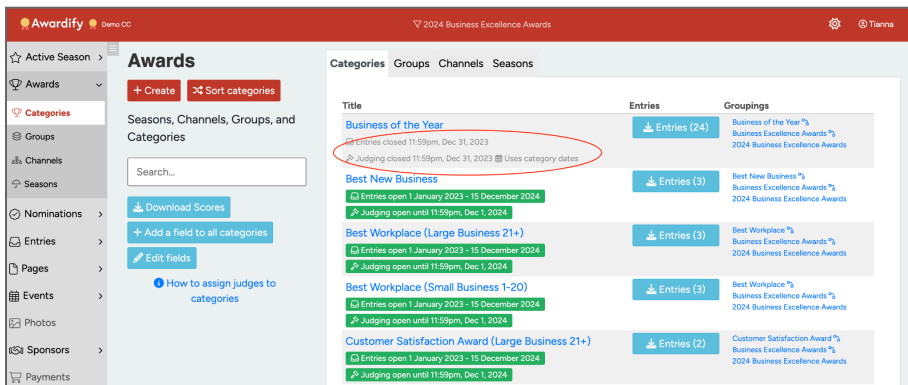
Outside of the set judging dates your judges will not see any entrants in their account. The first place to look is in your Active Season Settings. In the Dates drop down menu you can check that the judge assignments should be available.

Judging	
Start Date	07/04/2023
Start Time	12:00 AM
End Date	12/01/2024
End Time	11:59 PM

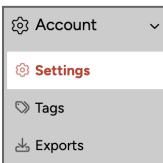


If you are inside of these dates, then the next place to check is whether or not the categories have override dates activated.

To check these settings, open your Categories. At a glance, you may be able to tell if override dates are activated. While entry and judging dates are open they will display under the Category title in a green box. Override dates will not be in the same green box, and there will be a note that it 'Uses category dates'.

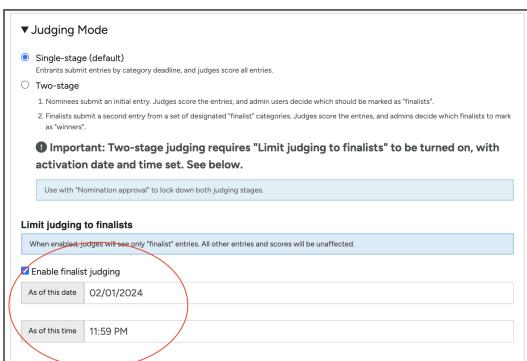
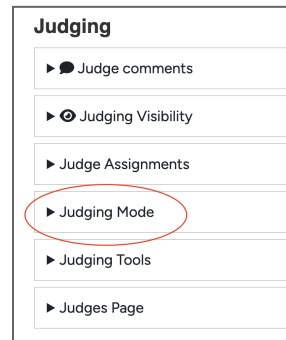


To change this, click in the category and open the 'Override Dates and Fee' dropdown menu on the right hand side. Make the changes you need and hit 'Save'.

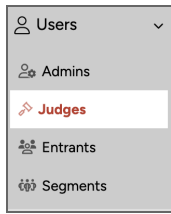


If there are no override dates set, the third place to look is in the account settings. Scroll down to the Judging section and open the 'Judging Mode' dropdown.

Here you will find a 'Limit judging to finalists' setting with date parameters. If you have this setting activated, but no finalists chosen, the judges dashboards will remain empty until there are finalists.



These are the areas where date settings might affect the judge dashboard.

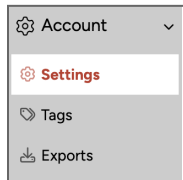
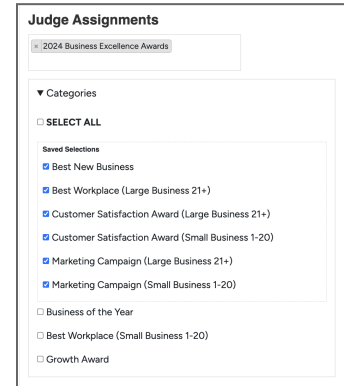


2) Judge Assignments are Incorrect

There are a few places to set your judge assignments. The most common is in the individual judge accounts.

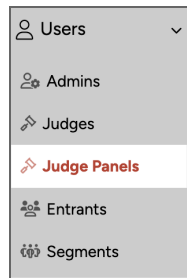
Clicking into a judge account, and scrolling to the bottom, will allow you to select seasons and categories for that judge. It may be that this was a forgotten step, and the judges have not received their assignments yet. If so, set the assignments, and as long as the judging dates are open the judges should be able to view the entrants.

You will also be able to see all judge assignments for each category in the category settings.



Another way that judges can be organized and receive assignments is through panels.

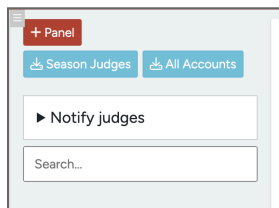
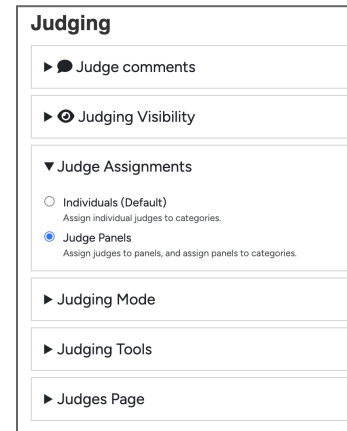
Judge panels are set up in the Account Settings. If this setting is activated you will see a Judge Panels tab appear in the User's menu.



This can affect your judges if they haven't been assigned to a panel, or if the panel itself is missing its assignments.

See our Judge Setup video and [documents](#) for a detailed walkthrough of the panel set up process.

For our purpose right now, we will just take a quick look at adding a judge panel. On the judge panels page you will start by adding your first panel, and then adding the proper settings.



If you are troubleshooting an issue, look through the panels you have created and ensure that all judges and categories have received an assignment.

If you are still experiencing issues after checking these settings, feel free to reach out and our team will remedy the issue as quickly as we can.