



FREQUENTLY ASKED QUESTIONS

What are the rules of 90 Ball Bingo?

Rules can be found at [How to Play 90 Ball Bingo](#)

What equipment do I need to play?

One person in each household will need:

- a Desktop PC, Laptop or iPad/Tablet.
- an email address
- ideally Zoom downloaded for the virtual interaction experience, however other communication tools can be used if agreed between your family and/or friends
- a printer if you prefer to have a paper copy of a Bingo ticket.

How do I get Zoom?

Please refer to

[Laptop Download and Signup instructions](#)

[Zoom Mobile App User Guide](#)

How do I use Zoom to play Home Bingo?

Please refer to:

[Zoom Settings for Windows and OS Devices](#)

[Zoom Settings for iOS Devices](#)

[Zoom Settings for Android Devices](#)

Who am I playing Bingo with?

Friends and family who have invited you to play or who you have invited.

Can children/people play who haven't got an email address or access to laptop/iPad?

Yes - If there is someone in the household who has the required equipment and an email then Bingo tickets can be printed for children or indeed anyone else who does not have the required equipment in that location. The registered person clicks on the ticket for the session. Prints a ticket, then hits 'new button' to create another ticket and prints again.

How do you start?

You can register as a Caller and then invite your Friends and Family to join your Group and play in Bingo Sessions that the Caller has organised.

What is a Caller?

A Caller is the person who wants to set up a Bingo Group and run the Bingo Sessions. The Caller invites Players to a Group, schedules Bingo Sessions for the Group and calls out the numbers during a Bingo Session.

What is a Bingo Group?

A Group is a collection of Players, typically Friends and Family of the Caller who have been invited to play in the Bingo Sessions for the Group. Examples of a Group are "The Smith Family" or "The Village Bowls Team".

Can I be a Caller for multiple Groups?

Yes. A Caller can form as many separate Bingo Groups as they want. There is a pricing structure based on the numbers of Group and the details can be found at [Home Bingo Pricing](#).

How do I register as a Caller?

Click on the "Click Here to Register for FREE and run 3 Bingo Sessions" Button and follow the instructions.



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What is a Session?

A Session is the Date and Time that a Caller has invited his/her Group to play a Bingo game. The Session will also include the location of the Virtual Meeting (how the Group are to join the game e.g. Zoom link).

What is a Player?

A Player is someone who has been invited by a Caller to join a Bingo Group. A Player is able to participate in a Bingo Session organised by the Caller. A Player marks off the numbers on their Bingo Ticket as they are called out by the Caller. (Either on screen or by printing their ticket)

How do I set up a Bingo session and invite players?

Please refer to the [User Guide](#).

How do I register as a player?

You can only Register as a Player if you are invited by a Caller to join a Bingo Group. You will receive an e-mail from a Caller inviting you to join by clicking on a link in the e-mail. The link will take you to a registration page.

Can a Caller remove someone from a Group?

Yes. A caller can remove someone from a Group. However, if a Player has paid the annual fee, they still have access to Home Bingo for that duration and can join other Groups if they are invited by another Caller.

How can I see what Bingo sessions I can join?

A Player can login to homebingo.co.uk and can see which Group(s) they belong to and by clicking on the Group they will see a list of upcoming Bingo Sessions that the Caller has scheduled. From time to time a Caller may send a player an email to notify or remind a player of an upcoming session. (If a player wants to unsubscribe receiving these emails then there is a link within the email which they need to click).

I am a Caller and have invited a Player, but he/she cannot find the invitation email. What do I do?

First ask your Player to check their Junk/Spam folder to see if the invitation e-mail is there. If they find the email they can then Register as normal.

If the Player invited still cannot find their email, then delete that Player from your Players list. Click on the + Button and enter the details of the Player again and send them the invitation again. They should get their invitation now.

I cannot see a drop-down Calendar or Clock to schedule my Session – what do I do?

You can manually enter the date for a Session. Depending on your Browser setting the Date Format will vary so do check whether you have to enter dd/mm/yy or yy/mm/dd. For example, to schedule a session on 31 October 2020, you may need to enter 31/10/20 or 20/10/31.

To manually enter the time you need to enter hh:mm. For example, to schedule a Session for 8.30pm you will need to enter 20:30.

How do children/people without their own equipment join a session?

Providing one person in a household has a device with a camera, then that person can hit the 'Join Meeting' Video and other players can sit next to them with their printed tickets and see other players on screen.

Why can't I see my ticket when the Caller shares their Zoom?

You need to change your Zoom settings so that when a Caller shares their screen, it does not automatically take over your whole view. Please refer to:

[Zoom Settings for Windows and OS Devices](#)



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Why can't I see my ticket on screen and the Caller at the same time on an iOS device?

Unfortunately, this is a limitation of iOS devices, but you can either print your ticket or play the game but only hear the Caller.

How do I minimise Zoom so I can see other players and my ticket on the same screen?

Please refer to the [User Guide](#).

How often can I play?

There is no limit to how often you can play. This is determined by the number of sessions that the Caller of your Group has scheduled. If you are a Caller, the only limitation that you can only run one Bingo Session at a time. You will not be able to login several times and run more than one Session concurrently.

Can I play for money or other prizes?

There are no features on the Home Bingo Platform that allow you to play for money or other Prizes.

What are the Caller registration fees?

Callers will be able to register 1 Group for free and can then schedule and run 3 Games for that Group for free. If a Caller wants to schedule and run more Sessions after their free limit has been used, then the pricing is as follows:

- Callers will be charged £5/year to set up their first 3 groups.
- After that the Caller can purchase an additional bundle of 5 Groups for a fee of £5/year.
- There is no limit to how many bundles of 5 Groups can be purchased, but Callers should be aware that they can only schedule one Home Bingo session at any one time.
- The Caller is also able to participate as a Player in as many Groups as they are invited to for no extra fee.

Note: Remember when you have set up a group there is no limit to how many sessions you want to set up. e.g 'The Smith Family Group' may choose to play bingo every week whilst 'The Village Bowls Group' may choose to play daily.

What are the Players registration fees?

When a Player registers, he/she can play three times in scheduled sessions in one Group for free. After that, a Player will need to pay a fee of £1/year to play in one Group. If a Player wishes to participate in more than one Group, then the fee will be £5/year and a Player can participate in an unlimited number of Groups. For this fee, the Player is also given privileges to be a Caller, in their own right, and can invite other Players to any Groups they create.

Why am I being asked to pay a registration fee when I haven't finished using my free sessions?

Caller – you are trying to set up another Group before using your 3 free sessions in your first group.

Caller – you have been invited to join another Group as a Player before using your 3 free sessions in your first group.

Player - you have been invited to join another Group as a Player before using your 3 free sessions in your first group. Note: If you accept the invitation to the second group Home Bingo will assume you now want to be a member of both Group 1 (after your free sessions have expired) and a member of Group 2 and will charge £5 which is the fee for a player to play in multiple groups. (£1 fee if for playing in 1 Group only).

How long does my subscription last for?

Your subscription fee is for one year. It will need to be renewed on the anniversary of your purchase. You will receive an e-mail prompting you to renew your subscription 14 days before it is due to expire. If you do not renew your subscription you will no longer be able to play in any scheduled Sessions after your subscription has expired.



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If you are a Caller and your subscription has expired you will no longer be able to schedule Sessions and will not be able to invite Players.

How is money collected?

All payments are made through PayPal, which is a secure online service where you can choose your method of payment using Debit Card, Credit Card or a PayPal Account.