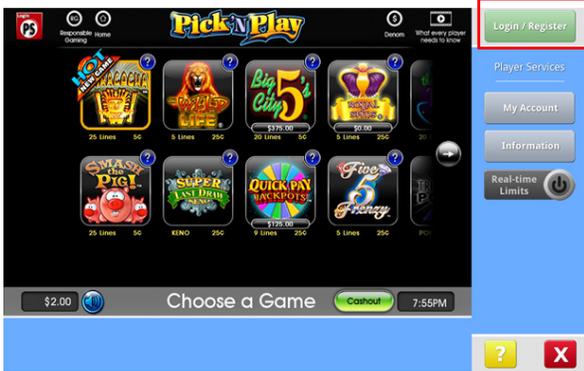


# PLAYER SERVICES ACCOUNT

- The Player Services Account is a responsible gaming tool.
- The account allows users to set time/ spend limits, review their time/ spend history and learn how VLTs work.
- Registration is voluntary and anonymous.
- The red 'X' closes the Player Services Window and the 'PS Login' button reopens it.

## Registration

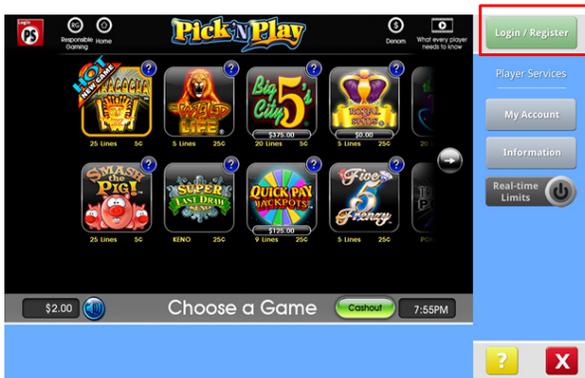
- Player selects 'PS Login' to view the Player Services Window.
- To register the player selects the 'Login/ Register' button on the Player Services Window.



- The player selects the 'Register' tab to enter a new Player ID (9 characters - letters or numbers) and Password (4 to 10 characters - letters or numbers).

## Login

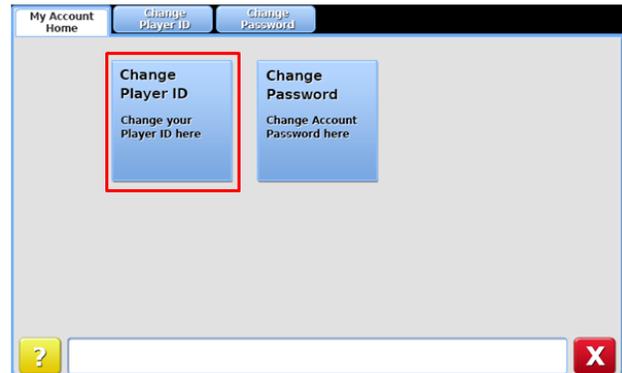
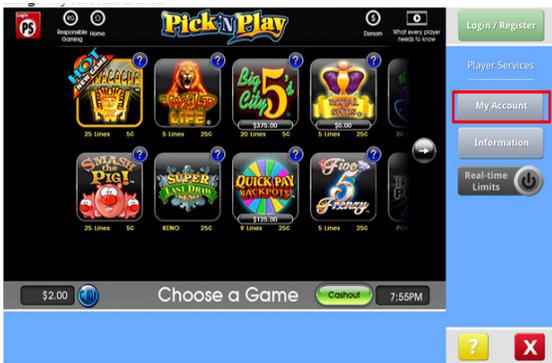
- Player selects 'PS Login' to view the Player Services Window.
- To login the player selects the 'Login/ Register' button on the Player Services Window.



- To login the player selects the 'Login' tab to enter existing Player ID and Password.

## Player ID and Password Change

- Player ID and Passwords can be changed after Login by selecting 'My Account' on the Player Services Window.



- Player selects 'Change Player ID' tab to enter existing Player ID, new Player ID (9 characters - letters or numbers) and will confirm Player ID change by entering existing password.

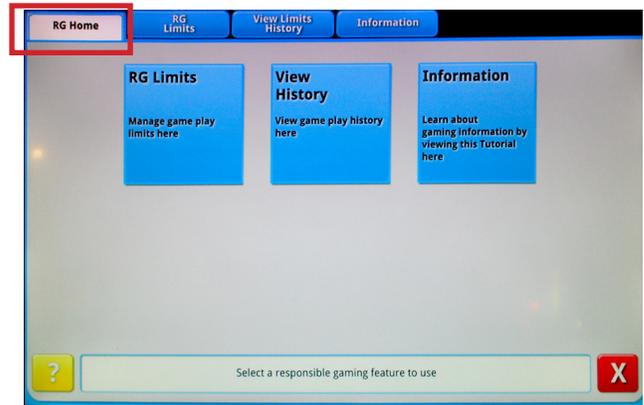
- Player selects 'Change Password' tab to enter existing Password and the new Password (4 to 10 characters - letters or numbers).



- The player will need to register for a new account if they forget their Player ID and/or Password. As no personal information is collected through the account registration process, there is no ability to verify account holders.

### RG Home Menu

- The RG Home Menu allows the player to set time and spend limits, review time and spend history and to learn more about VLTs.
- The player selects the 'Information' button on the Player Services Window on the main menu to enter the RG Home Menu.

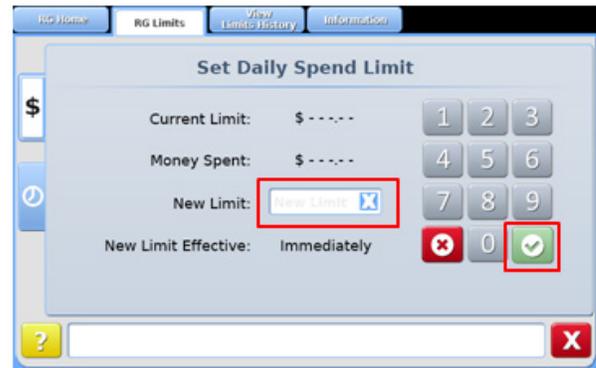


### Set Time and Spend Limits

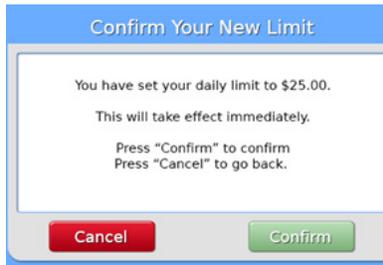
- The player selects the 'RG Limits' on the RG Home menu.
- The RG limits screen allows players to view, set and change their time and spend limits.

### Set Spend Limits

- To set spend limits the player selects the '\$' tab.



- The player selects 'Press to Set Limit' for a specific time period to add desired limits.
- Time Periods:
  - Session - Tracks the spend limits for that particular session, from login to logout
  - Day - Tracks the spend limits for that game day (9:30am to 2:00am)
  - Week - Tracks the spend limits for the week
  - Month - Tracks the spend limits for the month
- A screen pops up allowing for the addition of a limit.
- The green  button is used to submit the new limit and a pop-up window appears requesting player confirmation.

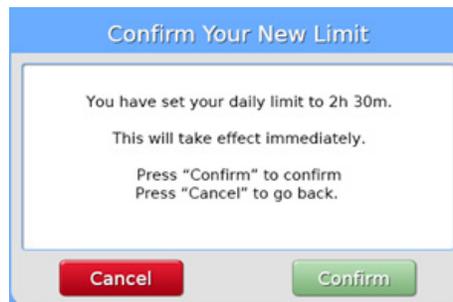


### Set Time Limits

- To set time limits the player selects the 'clock' tab.



- The player selects 'Press to Set Limit' for a specific time period to add desired limits.
- Time Periods:
  - Session - Tracks the spend limits for that particular session, from login to logout
  - Day - Tracks the spend limits for that game day (9:30am to 2:00am)
  - Week - Tracks the spend limits for the week
  - Month - Tracks the spend limits for the month
- A screen pops up allowing for the addition of a limit.
- The green ✓ button is used to submit the new limit and a pop-up window appears requesting player confirmation.



### Track Time and Spend Limits

- The player selects 'RG Limits' on the RG Home Menu to track time and spend limits.
- When limits have been previously set and played against, the RG Limits will display as follows:

#### Parameters Tracked:

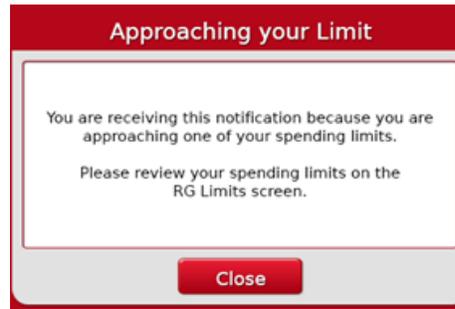
- Money Spent – Indicates the current used value for the chosen period
- Money Left – Indicates the current remaining value for the period
- Current Limit - Indicates the values that have been set for the chosen period

#### Color Legend:

- Gray - No limit set
- Blue - Limits are set
- Yellow - Approaching set limit
- Red - Limit reached



- When the player is approaching their spending limit, a pop-up notification is displayed to the player.



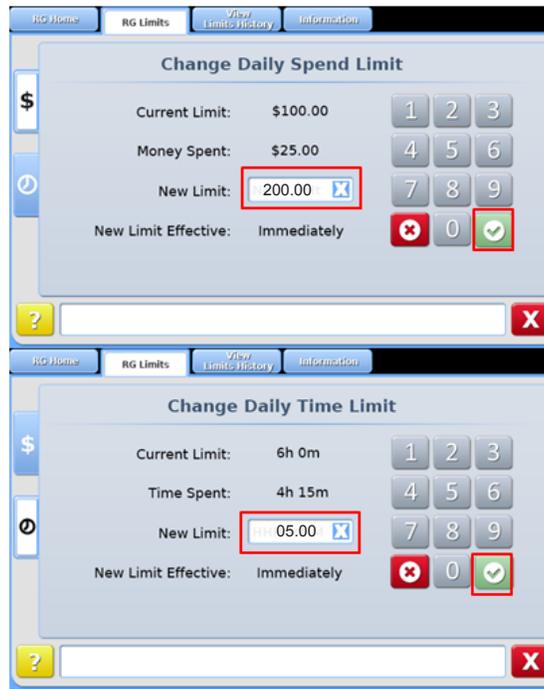
- If the player reaches their spend limit, they can log out and continue game play.

#### Change Time and Spend Limits

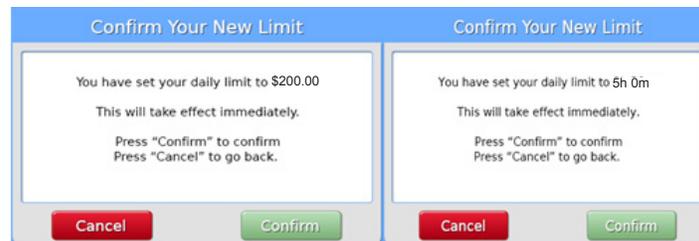
- The player can change their limits at any point in time.
- The player selects 'RG Limits' on the RG Home Menu to change time and spend limits.
- The player selects either the '\$' tab or 'clock' tab to change spend or time limits, respectively.
- The player selects 'Press to Change Limits' to change previously set limit.



- A pop-up window is displayed for the player to set new limits.



- The green  button is used to submit the new limit and a pop-up window appears requesting player confirmation.

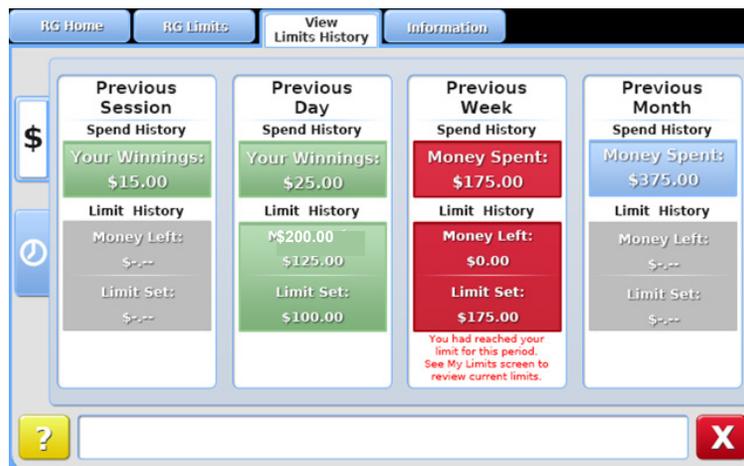


#### View Limits History

- The limits history screen will display the time and spending history for the previous session, day, week or month.
- Player selects 'View Limits History' on the RG Menu Screen.
- The player can switch view between money and time limits by selecting the '\$' or 'Clock' tab.

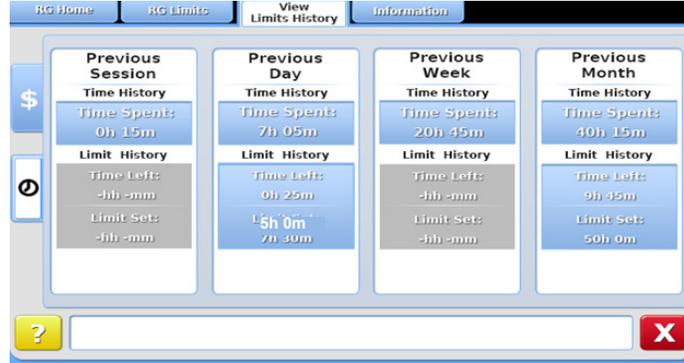
#### View Spend Limits History

- Color Legend:**  
 Gray - No limit set  
 Blue - Money spent  
 Green - Won more than spent  
 Red - Limit reached



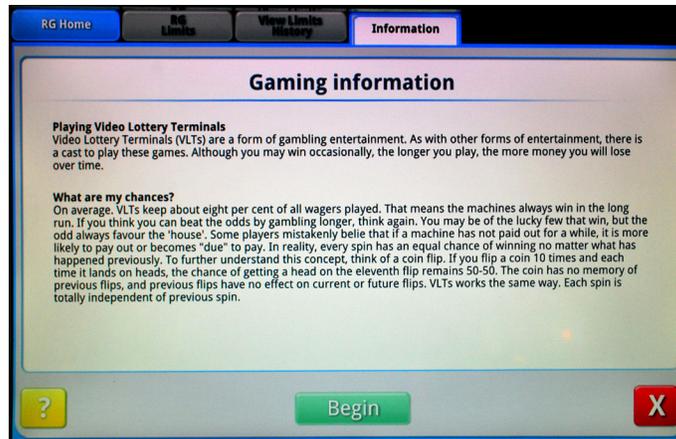
### View Time Limits History

- **Color Legend:**  
 Gray - No limit set  
 Blue - Time spent  
 Red - Limit reached



### Responsible Gaming Information

- The player selects the 'Information' on the RG Menu Screen.
- The Information tab provides an outline on how Video Lottery Terminals (VLTs) work, gaming facts versus fiction and contact information for the Problem Gambling Helpline.



### Real-Time Limits

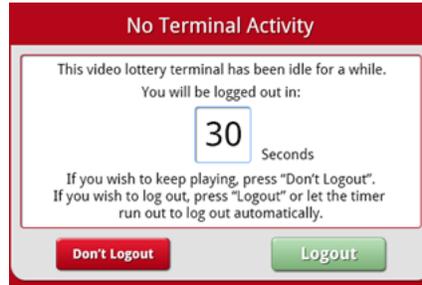
- The real-time values are displayed for the player to track money and time spent during game play.
- The player selects the 'Real-time Limits' button (while logged in) on the Player Services Window on the main menu screen.
- **Color Legend:**  
 Gray - No limit set  
 Blue - Limits are set  
 Yellow - Approaching set limit  
 Green - Won more than spent  
 Red - Limit reached and account will now be logged out



## Logout

The player will be automatically cashed out at the time of logout.

- **Inactivity Timer:** if the VLT has been idle for a configured amount of time, a message will be displayed warning the player they will be logged out and cashed out.

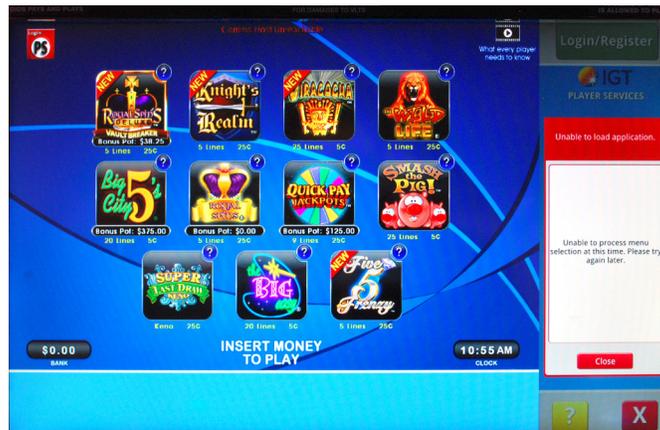


- **Zero Credit Timer:** when the player account is logged in, and there are zero credits available for play; a message displays with a logout countdown timer.



## Account Login Unavailable

- 'Loss of Communication' error messages are used when there is a loss of communication between the Player Services Account and the central system. An error message is displayed when the account login content is unable to load from the central system.



**Account Unavailable (Player Logged In)**

- The machine will automatically cashout when communication is lost while the player is logged into their player account.
- The player will be logged out of their account.
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