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.



	plave	er123			_			****	**			
	(1)	Pla	yer ID)					Pas	sword		
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q	W	e	r	t	У	u	i	0	р	4	5	6
а	S	d	f	g	h	j	k		\boxtimes	1	2	3
	ABC/ =?^	Z	x	С	V	b	n	m			0	
												_

• 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.



My Account Home	Ciange Player ID	Ciange Password	
	Change Plaver ID	Change Password	
	Change your Player ID here	Change Account Password here	
	r layer to there	i assinci a nere	

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).

My Ass Hom	tount en	Cl Pla	hange iyer ID		Ciange Pacowor	4						
Andre	w	Disuss	10	A	ndrew1	979			****	*	uand	
	current	Player	ID		IN C	ew Play	erib			Passw	lora	
	0	#	\$	%	&	,	*	+	-	7	8	9
7	w	e	r	t	У	u	l	0	р	4	5	6
	5	d	f	g	h	j	k			1	2	3
	ABC/	z	x	с	v	b	n	m			0	
		_	_	_	_				_			
2												X

• 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.



RG Home	RG Limits	View Limits History	Informatio	n	
	RG Limits	View History		Information	
	Manage game play limits here	View game pla here	y history	Learn about gaming information by viewing this Tutorial here	
?	:	Select a responsible ga	iming feature to	o use	X

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.



5	Current Limit:	\$	1 2 3	
	Money Spent:	\$	4 5 6	
D	New Limit:	New Limit	789	
	New Limit Effective:	Immediately	800	1

- 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 we 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.



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- A screen pops up allowing for the addition of a limit.
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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

R	Home RG Limit	s View Limits History	Information		RG	Home RG Limit	ts View Limite History	Information	
	Session	Day	Week	Month		Session	Day	Week	Month
\$	Money Spents Server	Your Winnings: \$25.00	Money Speni: \$100.00	Money Spenit جرین	\$	Time Spenis -ith -mm	Time Spenis 5h 30m	Time Speni: 20h 45m	Time Speni: 40h 15m
	Money Left: جرمہ	Money Left: \$125.00	Money Left: \$75.00	Money Left: جریب		Time Left: -hii -mm	Time Leit: 2h Om	Time Left: 9h 15m	Time Left: 9h 45m
0	Current Limit: Şəşəə	Current Limit: \$100.00	Current Limit: \$175.00	Current Limits Secret	0	Current Limit: -hh -mm	Current Limit: 7h 30m	Current Limit: 30h Om	Current Limit: 50h 0m
	Press to Set Limit	Press to Change Limit	Press to Change Limit	Press to Set Limit		Press to Set Limit	Press to Change Limit	Press to Change Limit	Press to Change Limit
?					2				

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

Approaching your Limit	
You are receiving this notification because you are approaching one of your spending limits. Please review your spending limits on the RG Limits screen.	
Close	

• 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.

RG Home RG Limits Vision Information	
Change Daily Spend L	imit
\$ Current Limit: \$100.00	1 2 3
Money Spent: \$25.00	4 5 6
✓ New Limit: 200.00 ☑	789
New Limit Effective: Immediately	800
?	
RG Home RG Limits Limits History Information	
Change Daily Time Li	mit
\$ Current Limit: 6h 0m	1 2 3
Time Spent: 4h 15m	4 5 6
Ø New Limit: 05.00 €	789
New Limit Effective: Immediately	800
2	

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

Confirm Your New Limit	Confirm Your New Limit
You have set your daily limit to \$200.00 This will take effect immediately. Press "Confirm" to confirm Press "Cancel" to go back.	You have set your daily limit to 5h 0m This will take effect immediately. Press "Confirm" to confirm Press "Cancel" to go back.
Cancel	Cancel

View Limits History

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- 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.

Kanonie	Limits	Gaming in	Information						
Playing Vide	Playing Video Lottery Terminals								
Video Lotter a cast to play over time.	y Terminals (VLTs) are y these games. Althoug	a form of gambling ente h you may win occasio	ertainment. As with o nally, the longer you	other forms of entertainment, there is play, the more money you will lose					
What are m On average. run. If you ti old always I likely to pay happened p time it lands previous flip totally indep	y chances? VLTs keep about eight ink you can beat the c avour the 'house'. Som out or becomes "due" reviously. To further u on heads, the chance s, and previous flips h eendent of previous spi	per cent of all wagers p dds by gambling longe te players mistakenly b to pay. In reality, every derstand this concept, of getting a head on th ave no effect on curren n.	llayed, That means th r, think again. You ma elie that if a machine spin has an equal ch think of a coin filp. If e eleventh filp remair : or future flips. VLTs	he machines always win in the long ay be of the lucky few that win, but the has not paid out for a while, it is more ance of winning no matter what has are of uning no natter what has so 50-50. The coin has no memory of works the same way. Each spin is					
?		Ве	gin	X					

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.

0 Credits Remaining						
Session ending in:	٦					
20 seconds						
Insert money to continue.						
Logout Back						

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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