SASK VLT

PLAYER SERVICES ACCOUNT

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

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.
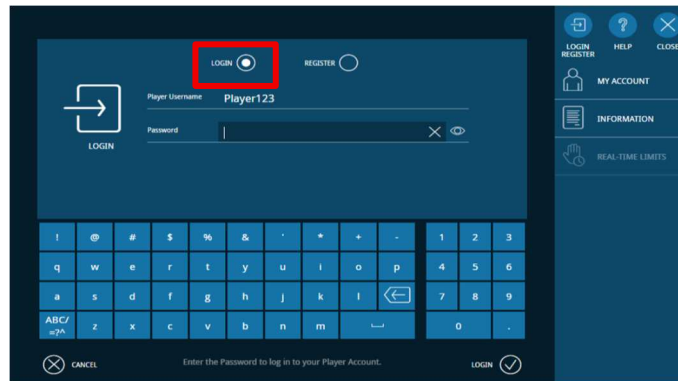

- The player selects the 'Register' button to enter a new Player Username (up to 9 characters - letters or numbers) and Password (4 to 10 characters - letters or numbers). Click submit once the player information is entered. Prior to entering player Username and Password a 'Terms and Conditions' section is presented. To navigate select the right arrow through the pages until clicking 'I Agree' to complete the general terms and conditions section.
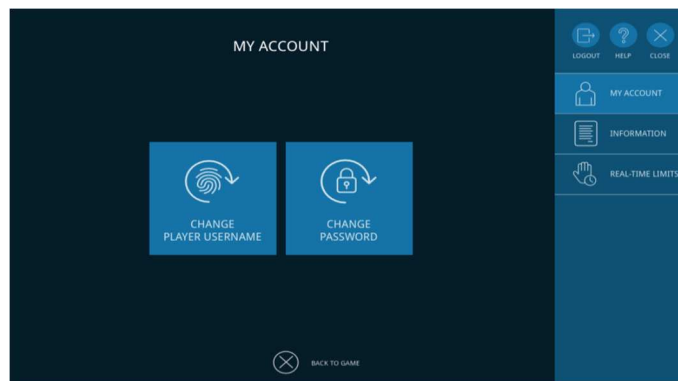
LOGIN

- To login the player selects the 'Login/ Register' button on the Player Services Window.
- To login the player selects the 'Login' button to enter existing Player Username and Password.


PLAYER USERNAME AND PASSWORD CHANGE WITH MY ACCOUNT

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

- Player selects 'Change Player Username' to enter existing Player Username, new Player Username (up to 9 characters - letters or numbers) and will confirm Player Username change by entering existing password. Click submit once complete.
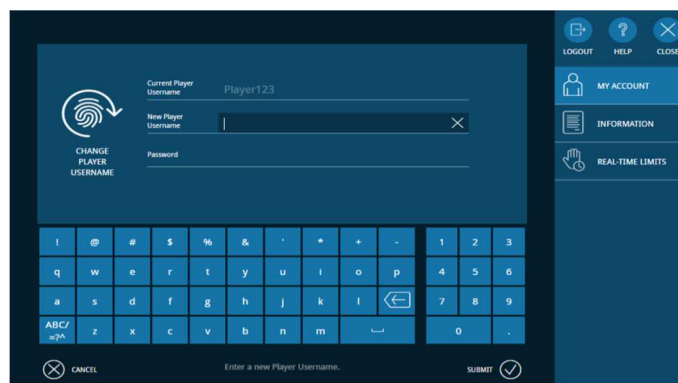

- Player selects 'Change Password' to enter existing Password and the new Password (4 to 10 characters - letters or numbers). Click submit once complete.

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

RG INFORMATON MENU

- The RG Information 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 Information section.
- The player can navigate through the pages with the arrow or select the close button to return to the RG Information Menu.
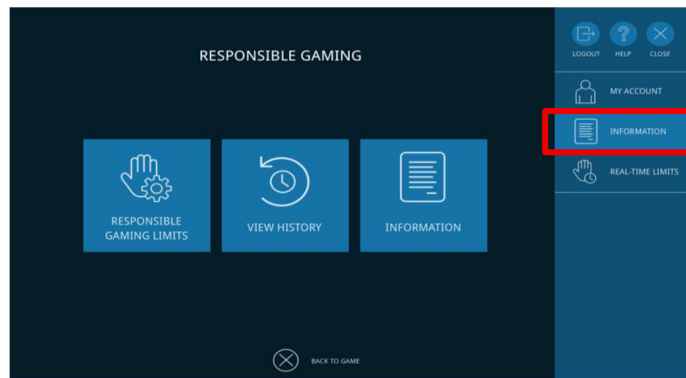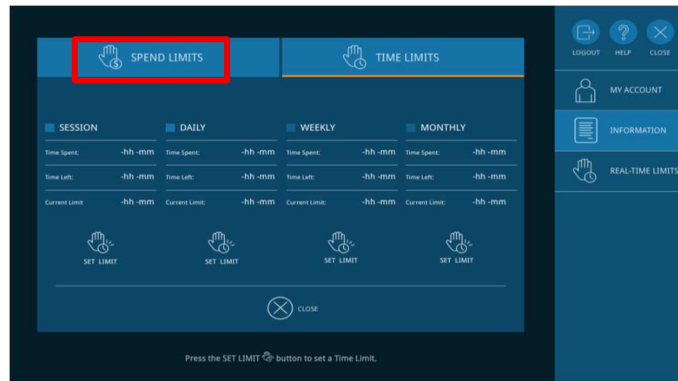
SET TIME AND SPEND LIMITS

- The player selects the 'RG Limits' on the RG Information 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 'Spend Limits' tab.

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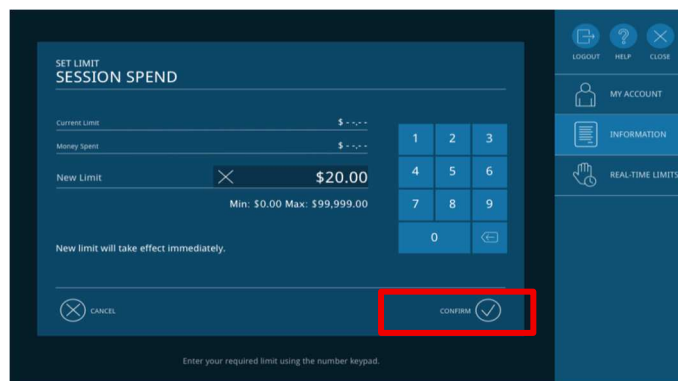
- The confirm button is used to submit the new limit and a pop-up window appears requesting player confirmation.

SET TIME LIMITS

- To set time limits the player selects the 'Time Limits' tab.
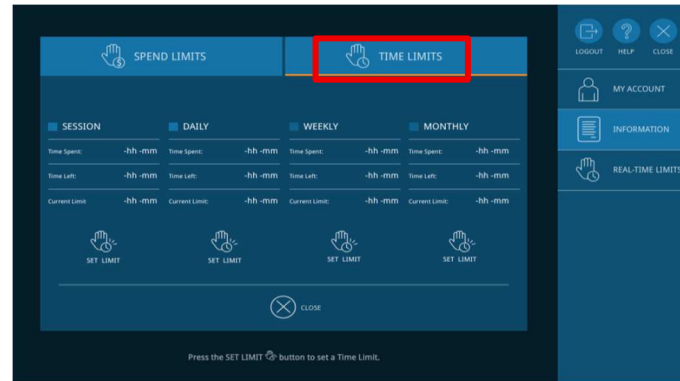
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- The player selects 'Set Limit' for a specific time period to add desired limits.
- **Time Periods:**
    - Session - Tracks the spend limits for that particular session, from login to logout
    - Day - Tracks the spend limits for that game day (9:30am 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.
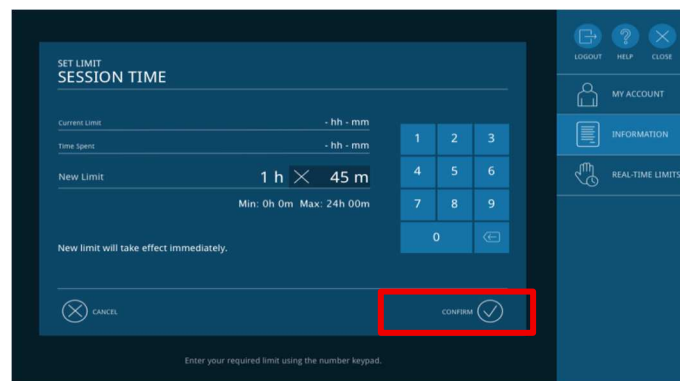
- The confirm button is used to submit the new limit and a pop-up window appears requesting player confirmation.

TRACK TIME AND SPEND LIMITS

- The player selects 'RG Limits' on the RG Information 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/Time Spent – Indicates the current used value for the chosen period
  - Money/Time Left – Indicates the current remaining value for the period
  - Current Limit - Indicates the values that have been set for the chosen period
  - **Color Legend:**
  - Grayed Out - No limit set
  - Blue – Limit set
  - Green – More won than spent (or > 50% of time remaining)
  - Yellow – Approaching set limits (50-80%)
  - Red – Limit reached (80-100%)
- When the player is approaching their spending or time limit, a pop-up notification is displayed to the player.
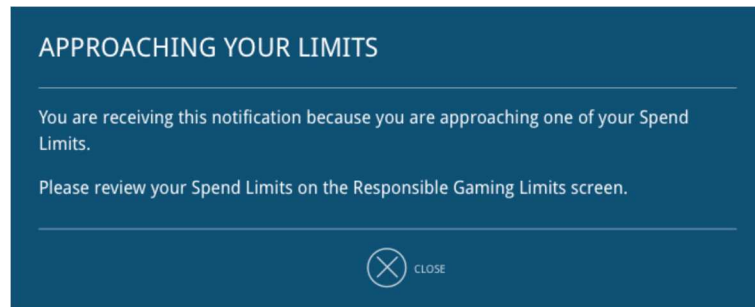

- If the player reaches their spend or time limit, they can log out and continue game play or modify their set limits as required.

CHANGE TIME AND SPEND LIMITS

- The player can change their limits at any point in time.
- The player selects 'RG Limits' on the RG Information Menu to change time and spend limits.
- The player selects either the 'Spend Limits' tab or 'Time Limits' tab to change spend or time limits, respectively.
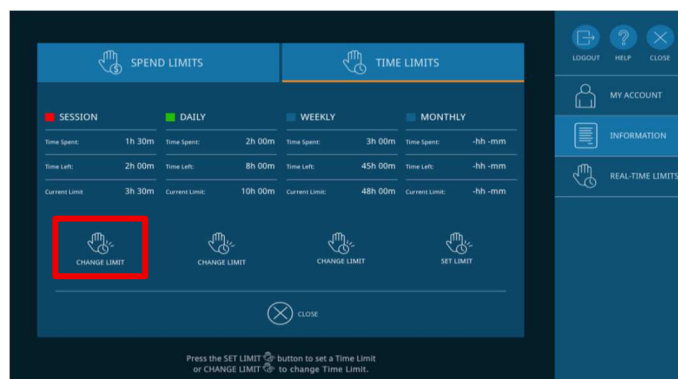
- The player selects 'Change Limit' to change previously set limit.
- A pop-up window is displayed for the player to set new limits.
- When setting the new limits for time or spent, any contradictions will prompt an 'Invalid Amount' message (for example, a daily limit exceeding a weekly limit).
- The confirm button is used to submit the new limit and a pop-up window appears requesting player confirmation.
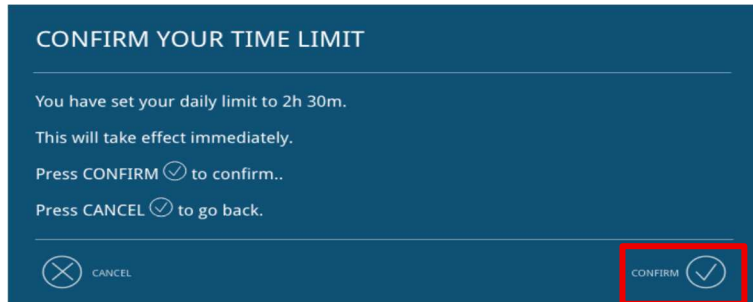

VIEW LIMITS HISTORY

- The view history screen will display the time and spending history for the previous session, day, week or month.
- Player selects 'View History' on the RG Information Screen.

RESPONSIBLE GAMING INFORMATION

- The player selects the 'Information' on the RG Information 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.
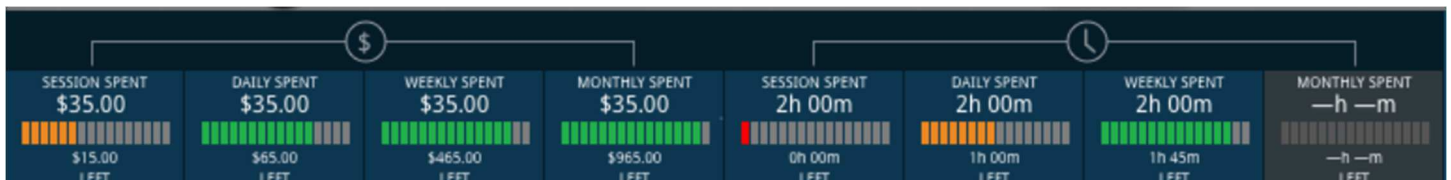
LOGOUT

- The player will be automatically cashed out at the time of logout. The player can log out anytime by clicking the Logout button on the Player Services Window.
- **Inactivity Timer:** if the VLT has been idle for two hours, a message will be displayed warning the player they will be logged out and cashed out.
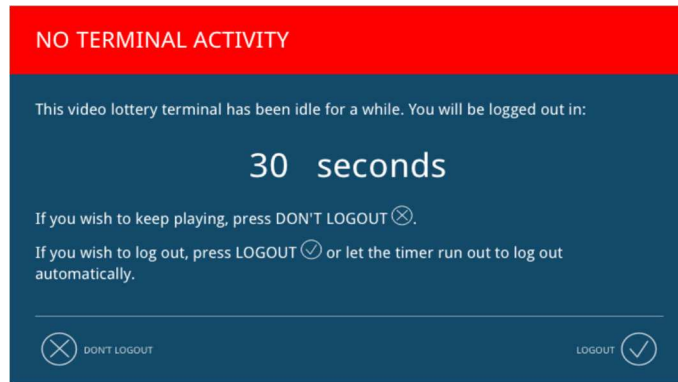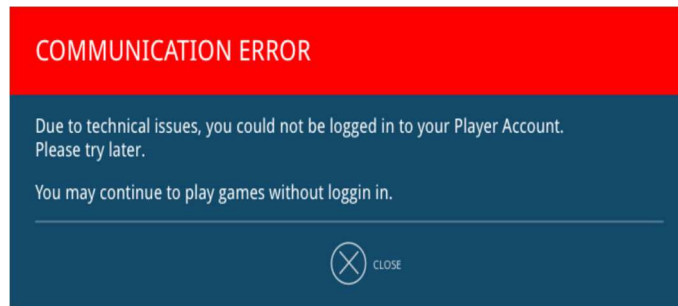

- **Zero Credit Timer:** when the player account is logged in, and there are zero credits available for play; a message displays with a logout countdown timer.
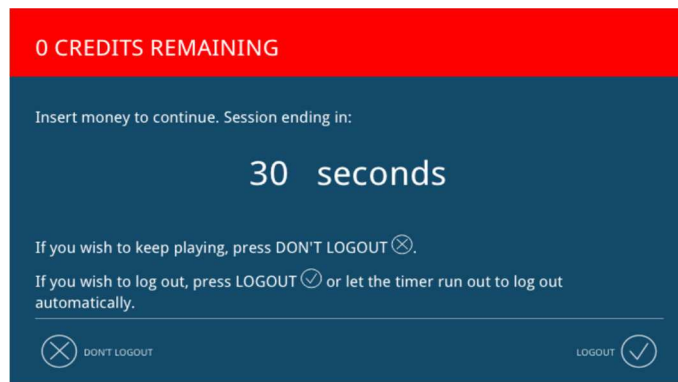
ACCOUNT LOGIN UNAVAILABLE

- 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.

COMMUNICATION ERROR

Due to technical issues, you could not be logged in to your Player Account. Please try later.

You may continue to play games without loggin in.

CLOSE

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