

Check that YourPlay is working on all EGMs



It is a legal requirement that all operating electronic gaming machines (EGMs) must be connected to the YourPlay system or else they must be turned off. We expect that you have processes in place to check and ensure that EGMs are operating with YourPlay at your venue.

Follow these steps to conduct your checks daily:

Step 1

- Run the YourPlay EGM Connectivity Report from the IGS BOS Portal to identify any issues from the previous day.

To access the YourPlay EGM Connectivity Report:

1. Log-in to the IGS BOS portal
2. Navigate to Reports > Monitoring Reports and select 'YourPlay EGM Connectivity Report'
3. Select the required date range.

Note: this report is from the previous day.

Manually test any EGMs that appear on the YourPlay EGM connectivity report, by following these steps:

1. Insert venue manager test card (with PIN) to the card reader – testing the card reader.
2. Enter the PIN – testing touch screen.
3. Check the display screen for time limit and net loss limit – check the YourPlay system is working.

Step 2

- Walk around to check YourPlay is connected on each of your EGMs using the venue manager test card.
- Check that the YourPlay player information equipment, such as your kiosk and card encoder, is functioning as it's supposed to, with a casual card.

Step 3

If any of your EGMs are not connected to the YourPlay system or the system is not working:

1. Take all reasonable steps to connect EGMs to YourPlay and ensure the EGM is not available for game play until the issue is resolved.
2. Record the YourPlay error and the action taken to stop game play in your Gaming machine fault register and your Responsible Gambling Register.
3. Contact your EGM service provider and log a job to have the fault resolved.
4. If required, contact IGS Service Desk to report the issue on 1300 764 495.

It is important to note:

- If you become aware that EGMs are not offering YourPlay, and you continue to operate the EGM, you run the risk of us taking enforcement action.
- The only circumstance where the EGM/s can remain operating when YourPlay is not, is if there is a *known scheduled* outage of YourPlay.