



YourPlay venue staff guide

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Introduction

YourPlay allows players to track the time and money spent on gaming machines. It is available on every electronic gaming machine in Victoria.

If asked, staff at venues with gaming machines must help players register for YourPlay and encode YourPlay player cards so they can use the system.

Players can register for and access YourPlay information:

- online at yourplay.com.au
- at a kiosk or service counter in a venue
- by calling the YourPlay help desk.

Staff must issue cards to register players and ensure the venue has a stock of casual cards available.

This guide will help staff with key tasks at the venue service counter.



At a venue service counter, staff can:

- issue cards
- register a player
- encode casual cards
- help players reset or change a PIN
- help players update limits and personal messages
- unlock a card
- add YourPlay to a loyalty card.



At a kiosk or at yourplay.com.au, players can:

- register
- view and update their account information
- set and change their limits and personal message
- see their activity statement and generate reports.



Over the phone, players can:

- find out more about YourPlay
- register
- update their account information
- set and change their limits and personal message
- request activity statements.



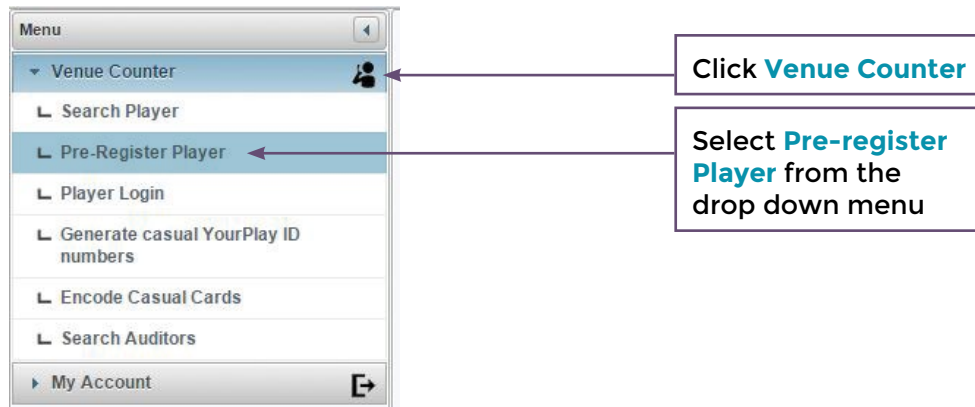
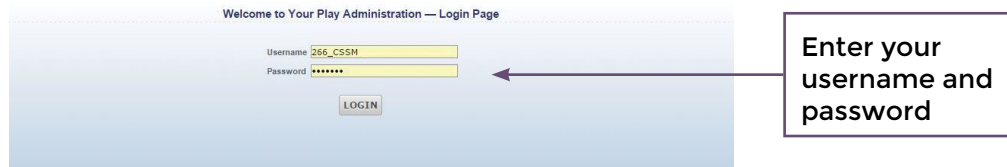
At a gaming machine, players can:

- track their play in time and money
- receive messages when they reach their limits
- choose if they want to **stop playing** or **continue playing** when they reach their limit and the gaming machine disables
- track the time and money they spend over their limit, if they continue playing.

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Register a player

Go to <http://yourplay.igsmonitor.com.au/vp>



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Register a player

1) Fill in player information

The screenshot shows a 'Pre-Register Player' form with several sections:

- Personal Information:** Fields for First Name *, Last Name *, Username *, Gender *, Age Group *, Email, and Registration Source. There are also checkboxes for 'Participate in Research' and 'Previously Registered'.
- Address:** Fields for Country * (set to Australia), Residential Postcode *, Postal Address, L State, L Postcode, and L City / Suburb.
- Limits:** Fields for Loss Limit Period (No Limit), Loss Limit (amount), Time Limit Period (No Limit), and Time Limit (h/m).
- Personalised Message:** A text area for a message.
- Confirm Pre-registration:** A checkbox with the text: "By clicking in the checkbox you hereby declare that the Terms and Conditions are accepted and that all provided data are correct and that an identification document is provided in order to complete the pre-registration".

Callouts from the right side of the image point to the following fields:

- Red asterisk * fields: First Name, Last Name, Username, Gender, Age Group, Country, Residential Postcode, and the confirm checkbox.
- Activity Statement: Activity Statement Delivery dropdown.
- Limits: Loss Limit Period and Time Limit Period dropdowns.
- Personalised Message: The message text area.
- Terms and conditions: The confirm checkbox.

You must fill in the boxes with the red asterisk *. Other information is optional.

Activity Statement

Limits

Personalised Message

Terms and conditions

Activity Statement

An annual activity statement will be available online in July each year. Players can view it at a kiosk or online. It will be either posted or emailed to players who selected those options.

Limits

Ask the player if they want to set a limit on the amount of money or time they spend, or both.

Do not suggest a limit but let the player choose for themselves.

- **Loss period:** choose no limit, daily or weekly limit
- **Loss limit:** choose an amount for the loss limit (only if a loss period is selected)

And/or

- **Time period:** choose no limit, daily or weekly limits
- **Time limit:** choose a time limit in hours and minutes (only if a time period is chosen)

A player can also choose to set 'No limit' if they just want to track their spending.

If they can't decide, tell them they can change their limit if it's not working for them at any time. Or they can set 'no limit' and track their play and set limits later, if they want to.

2

Register a player

Personalised Message

Ask the player if they want to add a personal message. This will be displayed at the gaming machine as they approach their limits or when a limit is reached.

Terms and Conditions



Tell the player that YourPlay is subject to terms and conditions which are outlined in the terms and conditions brochure. Offer them a copy.

Confirm that they accept the terms and conditions by ticking the box.

2) Click **Register**

3) Write down the **YourPlay ID** displayed as you will need it later.

3

Issue a card for a player who has already registered

Players can register in various ways. The player's YourPlay account is activated when they come to a venue, show their ID and collect their card.

A player must pick up a card within 90 days of registering for YourPlay. If they don't, they will have to register again.

Go to <http://yourplay.igsmonitor.com.au/vp>

Enter your username and password.

1) Click **Venue counter** in the dropdown menu and select **Search Player**

The system needs information to find the exact player and will not show a list of players to choose from. You will need to enter more information until it can find the individual player.

2) Search Player by entering some of the following criteria until the system identifies the player. For example:

- **YourPlay ID:** The player's pre-commitment number (if you wrote it down)
- **Username**
- **First and last name**
- **Email or postcode.**

If you cannot find the player, please call the YourPlay helpdesk for assistance on 1300 764 495.

Their status will be 'provisional' which means they have not been issued with a card.

The screenshot shows a 'Search Player' interface. At the top, there are search criteria fields: YourPlay ID, Username (with a dropdown menu), First Name, Last Name, Email, Postal Address, Residential Postcode, and Last Card Issued at. A 'Search' button is located below these fields. Below the search fields, there is a table with the following columns: YourPlay ID, Username, Account Status, First Name, Last Name, Email, Postal Address, Residential Postcode, Last Card Issued at, and Pre-Registration Date. The table contains one row of data for a player with a 'Provisional' status.

YourPlay ID	Username	Account Status	First Name	Last Name	Email	Postal Address	Residential Postcode	Last Card Issued at	Pre-Registration Date
18072939	Oblivion	Provisional	Obliv	Ion			3000		28/09/2010 15:19

3) Click the **Issue Card** button

If your venue issues loyalty cards, select **Using loyalty portal** and follow the instructions of your loyalty provider on how to encode YourPlay cards.

If your venue does not have a loyalty card, choose **Using this portal**

3

Issue a card for a player who has already registered

4) Ask the player for ID. This is to make sure you give the right card to the right person. Then tick the box.

Issue Card (Using this Portal)

Enter your PIN number

Re-Enter your PIN number

Press the "Start" button to commence the encoding procedure

Start

If you have a combined swipe reader/encoder, swipe the card twice and press "OK".

Or if you have a separate reader/encoder, insert the card in the encoder to encode, then swipe the card through the reader and press "OK".

OK

5) Ask the player to enter a PIN number twice

6) Click **Start**

7) If you are in a non-loyalty venue, swipe the card through the card reader twice and press **OK**.

Account status will change to **Active**

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Reset a PIN, re-issue a card or unlock a card

Go to <http://yourplay.igsmonitor.com.au/vp>

Enter your username and password.

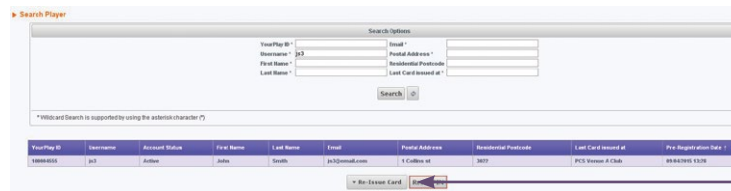
Click **Venue Counter** and select **Search Player**

Search for player using their name, player ID, email, address or postcode.

Re-issue card

If a player has lost or forgotten their card or it is no longer working, select **Re-issue Card**. The player can use the same PIN if they remember it. If they have forgotten select **Reset PIN** first.

Reset PIN



The screenshot shows the 'Search Player' interface. It includes a search options section with fields for 'YourPlay ID', 'Username', 'First Name', 'Last Name', 'Email', 'Postal Address', 'Residential Postcode', and 'Last Card Issued at'. A 'Search' button is located below these fields. Below the search options is a table with columns: 'YourPlay ID', 'Username', 'Account Status', 'First Name', 'Last Name', 'Email', 'Postal Address', 'Residential Postcode', 'Last Card Issued at', and 'Pre Registration Date'. The table contains one row of data for a player named John Smith. Below the table are buttons for 'Re-Issue Card' and 'Reset PIN'.

If a player has a card but has forgotten their PIN, select **Reset PIN**



The screenshot shows the 'Reset PIN' form. It has two input fields: 'Enter PIN' and 'Re-Enter PIN'. Below these fields is the text 'Identification is required' followed by a list of player details: 'YourPlay ID: 100004555', 'First Name: John', 'Last Name: Smith', 'Postal Address: 1 Collins st', and 'Residential Postcode: 3022'. At the bottom, there is a 'Check to continue' checkbox and a 'Submit' button.

Ask the player to enter a new PIN twice

Check their ID matches their YourPlay account name and click **Submit**

Unlocking the card

The YourPlay card will lock if the player enters the wrong PIN three times.

To unlock the card, follow the '**Reset PIN**' process above.

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Update player limits

Players can update their account details:

- at the kiosk
- online
- by calling the YourPlay helpdesk.

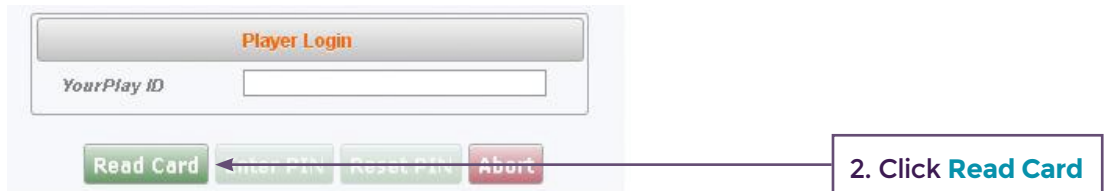
They can also update their limits at the venue service counter if they have their card and PIN.

Go to <http://yourplay.igsmonitor.com.au/vp>

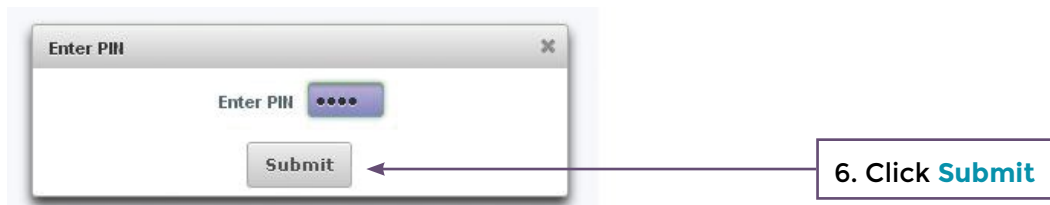
Enter your Username and password.

Click **Venue Counter** and select **Player Login**

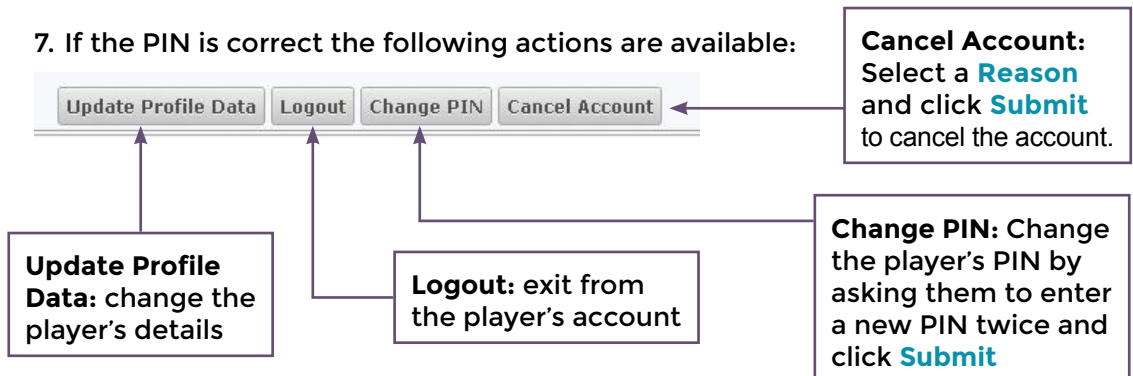
1. Scan or swipe the player's card at the reader



3. If the player is found, a message is displayed and the **YourPlay ID** is revealed
4. Click the **Enter PIN** button
5. Ask the player to enter their PIN using the PIN pad



7. If the PIN is correct the following actions are available:



If a player cancels their account, they have 24 hours to reactivate it. If they don't, they will lose their playing history. If they want to join again, they will need to register for a new account.

5

Update player limits

A screenshot of a web interface titled "Current Limits". It displays a summary of a player's current limits. On the left, "Loss Limit Period" is set to "Daily", "Loss Limit (amount)" is "0", and "Effective until" is blank. On the right, "Time Limit Period" is set to "Daily", "Time Limit" is "0h 0m", and "Effective until" is blank. At the bottom center, there is a button labeled "Update Limits".

To update or modify a player's limits, click on the **Update Limits**

Displays the current limits screen:

A screenshot of a web interface titled "Current Limits" with a close button (X) in the top right corner. It contains several input fields: "Loss Limit Period" is a dropdown menu with "Daily" selected; "Loss Limit (amount)" is a text input field with "0"; "Time Limit Period" is a dropdown menu with "Daily" selected; "Time Limit (secs)" consists of two spinner boxes, the first with "0" and "h" next to it, and the second with "0" and "m" next to it. At the bottom center, there is a button labeled "Submit".

Change limits as requested by player and click **submit**

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Generate and encode casual cards

Staff will need to encode casual cards and put them in the pockets at the front of the green YourPlay brochures.



The green brochure has instructions for players on how to use the card.

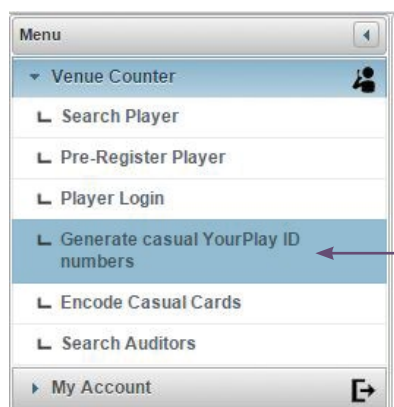
The casual cards have a pre-set PIN (1111), and a default 'No limit.'

Players can use the kiosk to change the pre-set PIN, set limits and set up online access to their account, if they chose to.

Go to <http://yourplay.igsmonitor.com.au/vp>
Enter your username and password
Click **Venue Counter**

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Generate and encode casual cards

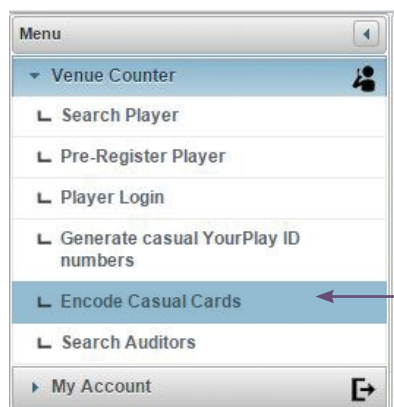


Select **Generate Casual YourPlay ID numbers**

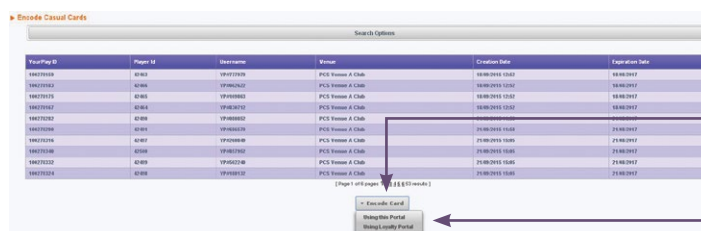


You can enter a number up to 100. Then click **Generate YourPlay ID/s**

To encode casual cards Click **Venue Counter**



Select **Encode Casual Cards**



Click **Encode Card**

Then select **Using this Portal**.

If your venue has loyalty cards, select Using loyalty portal and follow the instructions from your loyalty provider.



Press **Start** and swipe the card twice through the encoder.

A message will tell you the card was successfully encoded.

7

Convert a casual card to a registered card

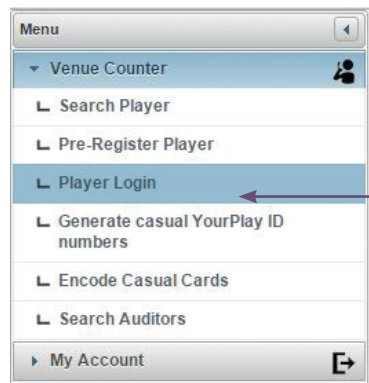
A player can ask you to convert their casual player card to a registered card.

If a player asks you to link their casual YourPlay card to their loyalty card, you must register the casual card first and then encode the loyalty card with their registered YourPlay ID.

Go to <http://yourplay.igsmonitor.com.au/vp>

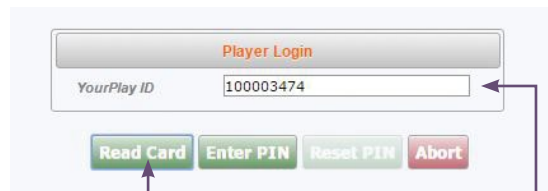
Enter your username and password

Click **Venue Counter**



Select **Player Login** from the drop down menu

Swipe casual player card provided by the player using the card reader.

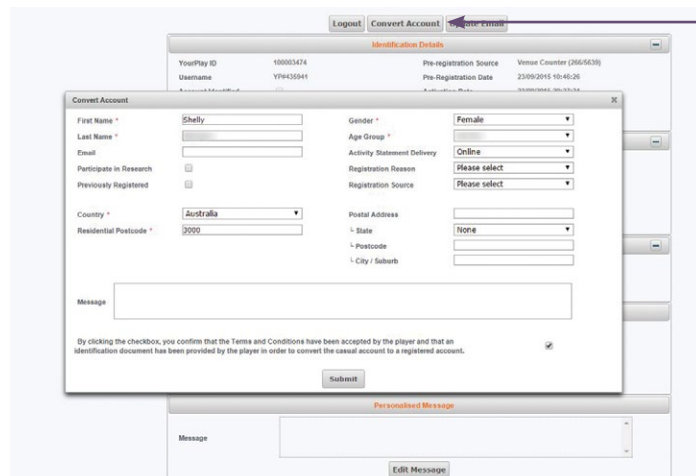


Click the **Read Card**

The YourPlay ID number will appear

Click the **Enter PIN** button and ask the player to enter their PIN.

Click **Submit** to open player's profile.



Click **Convert Account** to open the registration form

7

Convert a casual card to a registered card

The screenshot shows a web form titled 'Convert Account' with three tabs: 'Logout', 'Convert Account', and 'Update Email'. The form is divided into several sections:

- Identification Details:** A table with fields for YourPlay ID (100003474), Username (Y96436941), Account Identified (checkbox), Account Status (Anonymous), Pre-registration Source (Venue Counter (266/5639)), Pre-Registration Date (23/09/2015 10:46:26), Activation Date (23/09/2015 20:27:24), and Last Identification Date.
- Personal Details:** Fields for Gender, Age Group, First Name, Last Name, Email, Residential Postcode, Postal Address, State, Postcode, and City / Suburb. Red asterisks are present next to Gender, Age Group, First Name, Last Name, Residential Postcode, and State.
- Various Questions:** Fields for Activity Statement Delivery (Online), Registration Reason, Registration Source, Participate in Research (checkbox), and Previously Registered (checkbox).
- Current Limits:** Fields for Loss Limit Period (No Limit), Loss Limit (amount), Effective until, Time Limit Period (No Limit), Time Limit, and Effective until. An 'Update Limits' button is below.
- Personalised Message:** A text area for a message and an 'Edit Message' button.

Two callout boxes are present:

- A box pointing to the Gender, Age Group, First Name, Last Name, Residential Postcode, and State fields, containing the text: "Register player by filling in boxes with the red asterisk *".
- A box pointing to the Participate in Research and Previously Registered checkboxes, containing the text: "Other information is optional".

Click **Submit**.

Remember to:

- give the player the blue Terms and Conditions brochure
- tell players they can set up online access to their account by using their card at a kiosk
- tell players they can change their default username and set a password at a kiosk under the 'Your Security' tab.

8


Troubleshooting

Problem	Where to get help
“I need to order more player cards”	Ask your manager to order more cards from your venue’s supplier.
“The freestanding kiosk is damaged or not working.”	Ask your manager to contact the service technician who maintains the kiosk.
“A player needs to reset their YourPlay PIN”	Players may ask staff to help them reset their PIN at the YourPlay portal at the venue service counter . Players can also do this by themselves at a kiosk .
“A player has asked for the YourPlay Help Desk number.”	Players can contact the YourPlay Help Desk on 1300 838 031 . This number is also on the YourPlay brochures and on the back of the cards.
“The YourPlay screen on the gaming machine says: ‘YourPlay not available.’”	Venue staff can contact the IGS service helpdesk on 1300 764 495 .
“How can I find out more about getting training?”	Online training is available – please ask your manager how to access it.
“I’ve completed the training, but am still unsure how to answer a player’s question about their limits”	The YourPlay Terms and Conditions brochure explains how limits work. The player can call the YourPlay Help Desk 1300 838 031 for more detail.
“YourPlay is not available, does the gaming machine still work?”	Yes, the gaming machine will work but you must attempt to resolve the issue as soon as possible.
“A player has lost their player card.”	You can replace registered player cards at the venue service counter . But if a player loses their casual card , their playing history will be lost along with their playing card. They can register to stop this happening.
“I’m having trouble with or cannot log on to the YourPlay portal at the venue service counter”	Report it to your manager or call the IT specialist or IT support used by your venue.
“I’m having trouble encoding a YourPlay card through the Loyalty Portal at my Loyalty Venue.”	“Please contact your loyalty provider to troubleshoot your loyalty hardware”.



Get Help

 YourPlay Help Desk 1300 838 031
10am-6pm 7 days a week

 IGS service helpdesk 1300 764 495
(venue staff only)

 support@yourplay.com.au

 yourplay.com.au