



## YourPlay venue staff guide

# 1

## 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](http://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](http://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.



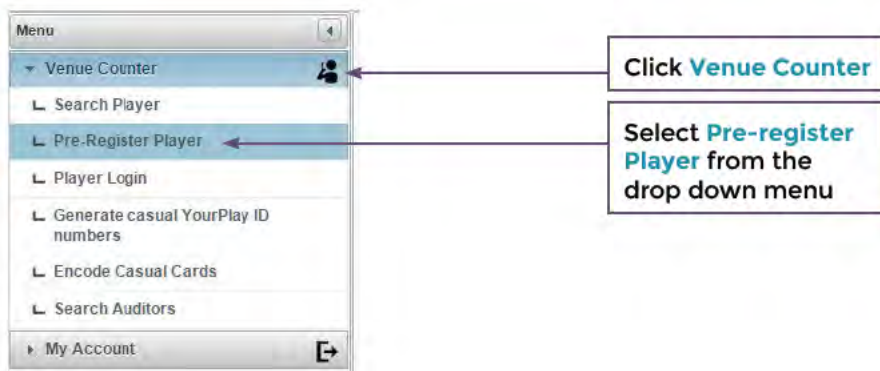
### At a gaming machine, players can:

- 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.

## 2

## Register a player

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



## 2

## Register a player

## 1) Fill in player information

The screenshot shows a registration form with several sections. Callouts point to the following fields:

- You must fill in the boxes with the red asterisk \*.** Other information is optional. (Points to First Name, Last Name, Gender, Age Group, Email, and Participate in Research)
- Activity Statement** (Points to the 'Activity Statement Delivery' dropdown menu)
- Limits** (Points to the 'Loss Limit Period' and 'Time Limit' dropdown menus)
- Personalised Message** (Points to the 'Personalised Message' text area)
- Terms and conditions** (Points to the 'I agree to the Terms and Conditions' checkbox)

**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**

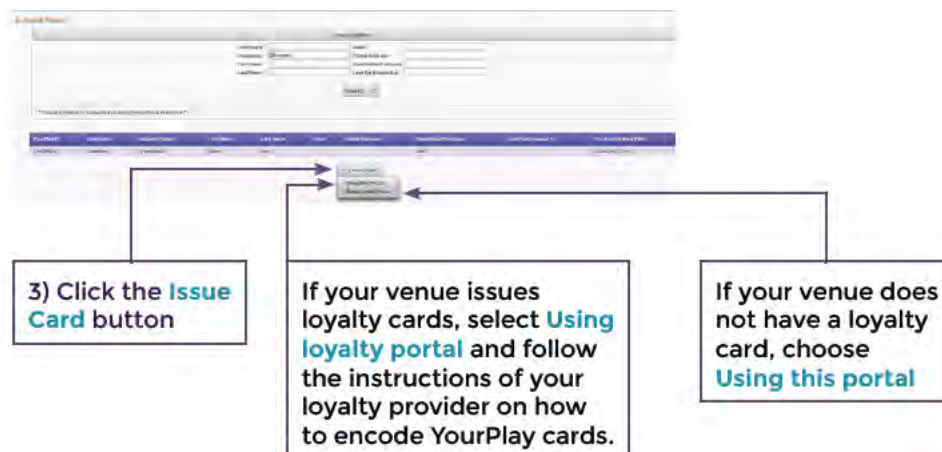
The system needs information to find the exact player and will not show a list of players to choose from. You will need to enter more information until it can find the individual player.

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.



# 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.

The screenshot shows a software window titled "Issue Card (Using this Portal)". It contains the following elements:

- Two input fields for PIN numbers: "Enter your PIN number" and "Re-Enter your PIN number".
- A green "Start" button.
- An "OK" button at the bottom.
- Instructional text: "Press the 'Start' button to commence the encoding procedure".
- Additional instructions: "If you have a combined swipe reader/encoder, swipe the card twice and press 'OK'." and "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'."

Three callout boxes with arrows point to specific parts of the interface:

- Box 5: "5) Ask the player to enter a PIN number twice" points to the "Re-Enter your PIN number" field.
- Box 6: "6) Click Start" points to the "Start" button.
- Box 7: "7) If you are in a non-loyalty venue, swipe the card through the card reader twice and press OK." points to the "OK" button.

Account status will change to **Active**

## 4

## 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 a search interface with fields for Name, Username, Password, and Last Name. Below the search criteria is a 'Search' button. The results section shows a table with columns for Name, Username, Password, and Last Name. The first row shows 'John Smith' with a 'Reset PIN' button next to it.

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 is a section titled 'Identification is required' with the following details: YourPlay ID: 100004555, First Name: John, Last Name: Smith, Postal Address: 1 Collins st, 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.



## 5

## 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>

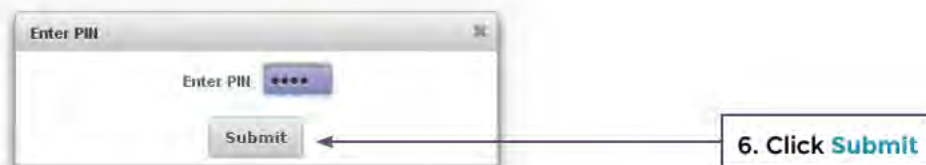
Enter your Username and password.

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

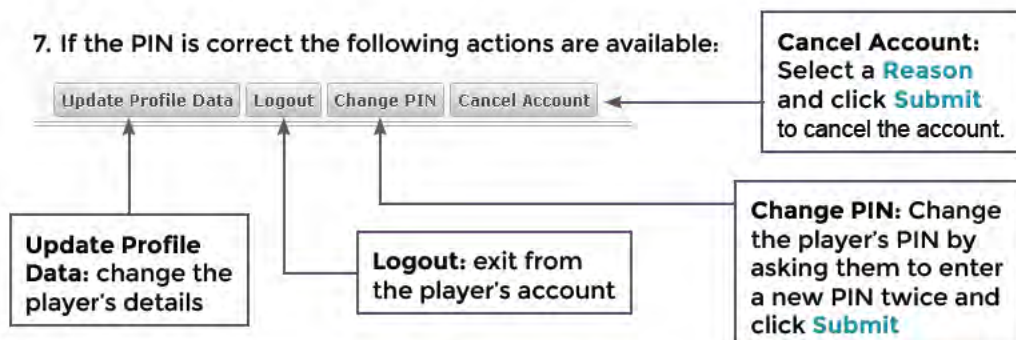
1. Scan or swipe the player's card at the reader



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

Current Limits	
Loss Limit Period	Daily
Loss Limit (amount)	0
Effective until	
Time Limit Period	Daily
Time Limit	0h 0m
Effective until	

[Update Limits](#)

To update or modify a player's limits, click on the [Update Limits](#)

Displays the current limits screen:

**Current Limits** [X]

Loss Limit Period:

Loss Limit (amount):

Time Limit Period:

Time Limit (secs):  h  m

[Submit](#)

Change limits as requested by player and click [submit](#)

# 6

## 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**

6

## 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

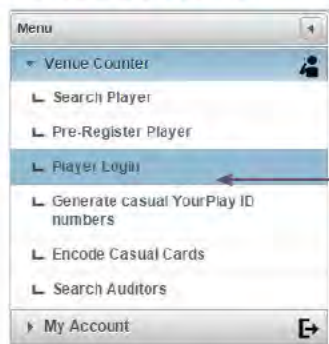
A player can ask you to convert their casual player card to a registered card.

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>

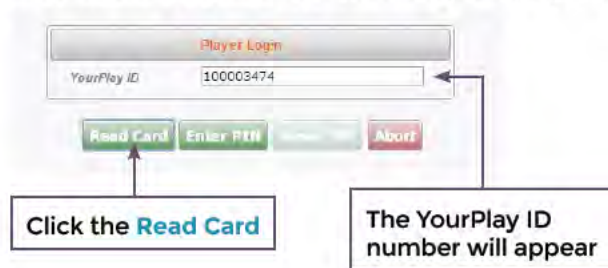
Enter your username and password

Click **Venue Counter**



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

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

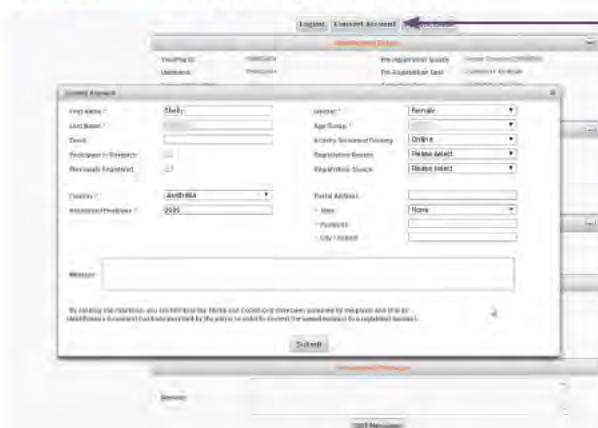


Click the **Read Card**

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

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## Convert a casual card to a registered card

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 <b>your manager</b> to order more cards from your venue's supplier.
"The freestanding kiosk is damaged or not working."	Ask <b>your manager</b> 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 <b>venue service counter</b> .  Players can also do this by themselves at a <b>kiosk</b> .
"A player has asked for the YourPlay Help Desk number."	Players can contact the <b>YourPlay Help Desk on 1300 838 031</b> .  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 <b>IGS service helpdesk on 1300 764 495</b> .
"How can I find out more about getting training?"	Online training is available – please ask <b>your manager</b> 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 <b>YourPlay Help Desk 1300 838 031</b> 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."	<b>You</b> can replace <b>registered player cards</b> at the <b>venue service counter</b> . But if a player loses their <b>casual card</b> , 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 <b>your manager</b> or call the IT specialist or <b>IT support</b> used by your venue.
"I'm having trouble encoding a YourPlay card through the Loyalty Portal at my Loyalty Venue."	"Please contact your <b>loyalty provider</b> 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](mailto:support@yourplay.com.au)

 [yourplay.com.au](http://yourplay.com.au)