



YourPlay

Victorian Pre Commitment

ARE YOU READY?



YourPlay-Victorian Pre Commitment

From December 1st 2015, players will be able to use YourPlay to track how much money and time they spend on gaming machines at any gaming venue in the State, including the Melbourne Casino.

In this guide, we will highlight to you what your Venue needs to do and to have ready in order to be compliant for YourPlay by December 1 2015.

Including:
Player Cards
Signage / Brochures
Equipment
Training
Venue Check List (Separate Sheet)

This is a Venue guide only, for more detailed information please see all relevant documents available through Department of Justice and Regulations, VCGLR and Intralot websites.

YourPlay-Victorian Pre Commitment

Player Cards

Players cards will be used to access YourPlay in Venues.

Players can use a player card for YourPlay only, for a loyalty scheme only or for access to both schemes when playing gaming machines.

Type of Card

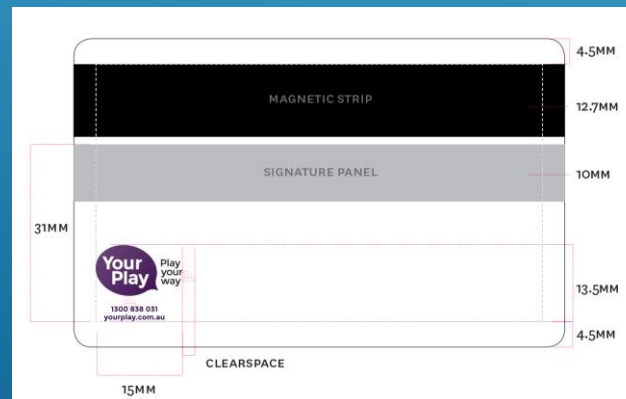
Victorian Pre Commitment Only Venues – Low Coercivity Magnetic Stripe
Loyalty – Member cards can be High or Low Coercivity Magnetic Stripe

YourPlay Branding

All cards issued after December 1 2015 for Victorian Pre Commitment and /or Loyalty must have the YourPlay Logo printed on the reverse of the card.

Below is a sample of the reverse of the card with the YourPlay logo. It is imperative that the logo size is adhered to.

Please see the full YourPlay Style Guide for more detailed Information.
Ensure your card printer also has a copy of the style guide.



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Player Cards

Pre Commitment Only Venues

There are two(2) types of player cards you MUST have available by December 1st 2015.

Registered Player Card

- Registered player cards will be issued by your staff to players who register for YourPlay. Players will register via online, phone, kiosk or in venue.
- Venue staff must encode a player card with a YourPlay identification number and ask the player to set a PIN for the card before they can use it.

Casual Player Card

- If players do not want to register for YourPlay and want to remain anonymous, they can use a casual player card.
- Casual player cards must be made available to players in various locations around the gaming area, including at the cashier station of your Venue.
- The casual player card must be pre encoded with a YourPlay ID number by venue staff and be provided with a YourPlay brochure that will include a pre-set PIN for the card.
- Players can pick up a casual player card and brochure without needing to speak to staff.
- Players can set their limits via the Venue kiosk.
- Casual player cards can be converted to a registered card with the assistance of venue staff.
- You must have at a minimum the same amount of casual players card available as EGMs in the Venue at all times.

For more information on player cards, please see the YourPlay Venue Fact Sheet – No.2, No.4 & No.5

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Player Cards

Loyalty Venues

- Venues which are using the eBET loyalty system and therefore have member cards, can use the Venue member card to register their loyalty member for YourPlay.
- They must also provide players access to the registered and / or casual player card.
- Please see previous page for information on registered and casual player cards.
- For more information on player cards, please see the YourPlay Venue Fact Sheet – No.2, No.4 & No.5

Registering YourPlay Cards

Pre Commitment Only Venues

Pre Commitment only Venues will be able to register players using the IGS Portal.

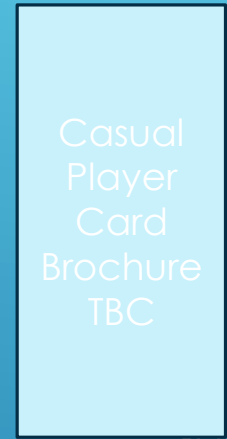
Loyalty Venues

Venues using the eBET Metropolis System will be able to register players via the YourPlay portal through the eMember application.

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Signage / Brochures

- Along with YourPlay, comes new signage and brochure.



Posters – Size A2

Talkers – Size A5

Responsible Gaming Signs – A2

If you have not received your signage, please email VCGLR.

For more information please read:
Player Information Standards/ Mandatory Gaming Signage Document.

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Equipment

- Below is a list of hardware equipment that each Venue must have in order to be compliant for Victorian Pre Commitment.
- At each Pre Commitment Service Point
 - 1x PC
 - 1x Card Printer / Encoder
 - 1x Numeric Keypad
 - 1x Card Swipe
- Venues must also have 1 x Kiosk with the YourPlay Pre Commitment software installed out side the green line area and must have LCD pathways / Player Information Modules (PIM) installed on each EGM.
- For more information please read:
Victorian Player Account Equipment Technical Requirements Document.

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Training

- Training has been available to all Victorian gaming venues.
- Venues which are Pre Commitment only and /or loyalty had the opportunity to do training at Intralot and Department of Justice over the September and October period. This training has since ceased, however if you would like a copy of information booklet, please let us know.
- YourPlay Venue online training provided by Intralot has been open since September.
- All Venues should have received there username and passwords to access this training.
- We encourage all Managers and all staff to do this online training.
- For Venues with loyalty, we recommend you do the above Intralot training as well as the eBET YourPlay training.
- If you have any queries about either of the above online training modules, please call Intralot and /or eBet support to assist the venue.
- Please also refer to YourPlay Venue fact sheet No.3