



YourPlay

Victorian Pre Commitment

How To Guide?

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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 how to encode the necessary player cards, in order to be compliant by December 1st 2015.

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.

Links.....

Intralot: 1300 764 495 / customerservice@igsmonitor.com.au

YourPlay: 1300 838 031 / support@yourplay.com.au

Amtek: 1300 426 464 / enquiryamtek.com.au

eBET: 02 8817 4700 / support@ebetgroup.com

This Guide will show you how to encode a:

Casual Player Card

Registered Player Card

Member Loyalty with Pre Commitment

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Before you can encode any player cards, you must have the CSSM VPN client connected. You will find this VPN client on your cashier or reception computers (depending on where you will be encoding player cards).

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, reception (if using as a service point) and end banks with gaming room.
- The casual player card must be pre encoded with a YourPlay ID number by venue staff and be provided with a YourPlay brochure that does 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. Mercury recommends that you have extra cards available to replace those used.

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Casual Player Card

How To Encode

- Ensure CSSM VPN Client is connected
- Open eMember application on your Metropolis desktop.
- Click on 'Print YourPlay Card' icon, (left hand side of screen, 2nd from bottom)
- This will direct you to the CSSM website
- Use BOS portal username and password to login
- Click 'Venue Counter' (top left hand corner)
- Then 'Generate YourPlay ID Numbers' (4th option down)
- In the quantity field, type in the number of ID's you want to generate
- Then click 'Generate IDs'
- This will generate YourPlay IDs for you to encode on your Casual Player Cards
- Then click on 'Encode Casual Card' (5th option down, under generate YP IDs)
- You will find all the YourPlay IDs you have generated in previous step
- Click 'Encode Card'
- Then select 'Use Loyalty Portal'
- Your card printer will then fire up and encode your Casual Card .

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Registered Player Card

- Registered player cards will be issued by your staff to players who register for YourPlay. Players can 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.

How To Encode

- Players must be registered first before you can issue them a Registered Player Card.
- If they have not registered, follow the instructions below.
- To register a player in venue at cashier or reception desk you must
 - Ensure CSSM VPN Client is connected
 - Open eMember application on your Metropolis desktop.
 - Click on 'Print YourPlay Card' icon, (left hand side of screen, 2nd from bottom)
 - This will direct you to the CSSM website
 - Use BOS portal username and password to login
 - Click 'Venue Counter' (top left hand corner)
 - Click 'Pre Register Player' (2nd from top)
 - Fill in all required fields
 - Once you click 'Register' at bottom of page, you will generate a YourPlay ID

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Registered Player Card (Cont'd)

Once the player is registered follow the prompts below

- Click 'Venue Counter' (top left hand corner)
- Click 'Search' (1st Option)
- Enter the search option fields, ie. YourPlay ID#, First Name, Last Name etc
- Once player has been found, click on 'Issue Card'
- Then select 'Use Loyalty Portal'
- Player will be requested to enter a PIN
- Your card printer will then fire up and encode the registered Player Card

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Member Cards with Pre Commitment

- 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

How To Encode

- Ensure CSSM VPN Client is connected
- Open eMember application on your Metropolis desktop
- Enter member badge number in search field (White box middle top)
- Once member details are shown, click on 'Print Member Card' (top of page)
- You have two choices here
 - Member Only - Print member only card
 - YourPlay - Print member card with Pre Commitment
- Select YourPlay
- This will direct you to the CSSM website

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Member Cards with Pre Commitment

- Use BOS portal username and password to login
- Click 'Venue Counter' (top left hand corner)
- If member has pre-registered, go straight to 'Search' (1st option)
 - Register the member if they have not already done this (2nd option)
- Enter the search option fields, ie. YourPlay ID#, First Name, Last Name etc
- Once player has been found, click on 'Issue Card'
- Then select 'Use Loyalty Portal'
- Player will be requested to enter a PIN
- Your card printer will then fire up and Print and encode your members' new loyalty and pre commitment card
- Dispose of their old member card