



# Testing YourPlay in your venue



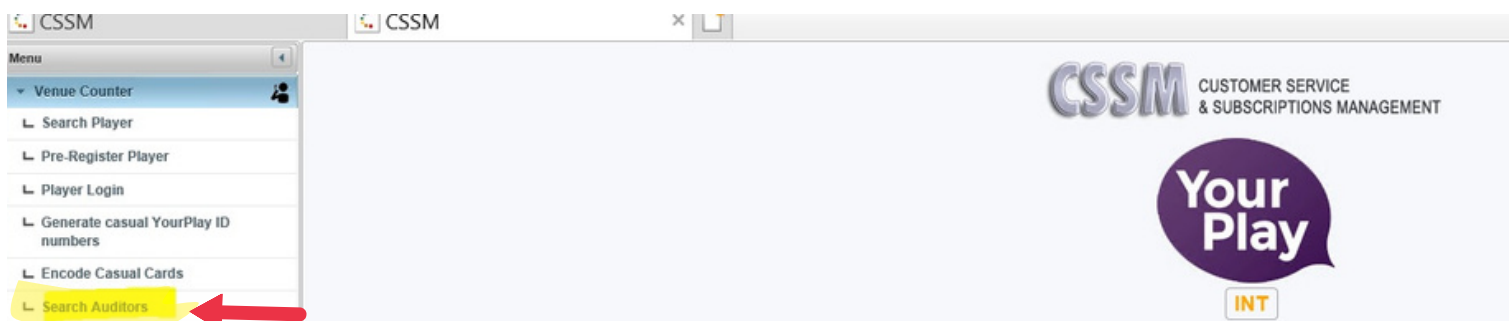
## How to encode a Venue Manager Card

All gaming machines must be connected to YourPlay and have working card readers and interactive display screens. A venue should also have a working card encoder/printer and numeric keypad available at all times.

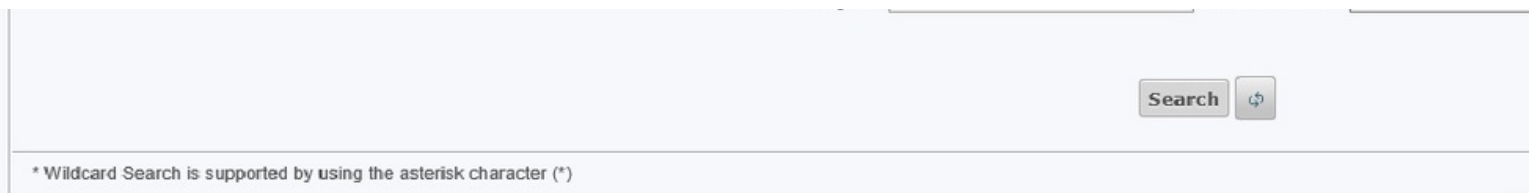
Venue staff should perform a daily check to ensure that YourPlay is operational on each gaming machine. It is recommended that you use your Venue Manager Card to check each gaming machine. If you do not have a Venue Manager Card, please encode a new one using these instructions.

The steps below will guide you through the card printing process. Please keep your Venue Manager Card in a safe place.

### 1. Log into the CSSM Venue Portal and click 'Venue Counter' then 'Search Auditors':



### 2. Click 'Register Auditors' and select Venue Manager:



Auditor Id ↓	YourPlay ID	Auditor Category	Account Status
<a href="#">22068</a>	010000065	VCGLR Inspector	Provisional
<a href="#">21895</a>	020000121	Venue Manager	Cancelled
<a href="#">21428</a>	020000113		Cancelled
<a href="#">21427</a>	020000105		Cancelled
<a href="#">21426</a>	020000097		Active
<a href="#">21425</a>	020000089		Active
<a href="#">15286</a>	020000071	Venue Manager	Cancelled
<a href="#">15234</a>	020000063	Venue Manager	Active
<a href="#">15233</a>	030000038	Technician	Cancelled

Register Auditor

Auditor Category: **VCGLR Inspector**, Venue Manager, Technician

Submit



3. Click 'Submit' and then click 'Issue Card' and select 'via this portal' (if you do not have gaming loyalty) or 'using loyalty portal' (if you have gaming loyalty).

Auditor Id  Auditor Category   
YourPlay ID \*  Account Status   
Results per Page

\* Wildcard Search is supported by using the asterisk character (\*)

Auditor Id ↓	YourPlay ID	Auditor Category	Account Status
22069	020000139	Venue Manager	Provisional

4. Enter the PIN number, repeat to re-enter the PIN.

Issue Card (Using this Portal)

Enter your PIN number

Re-Enter your PIN number

Press the "Start" button to commence the encoding procedure

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*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".*

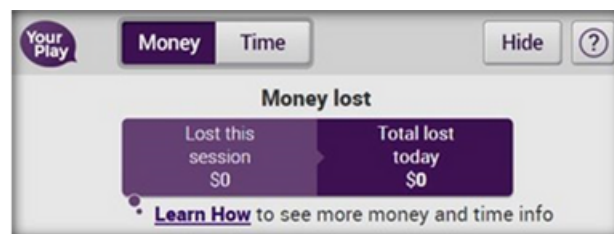
5. After you have entered the PIN, press start. If you have a card printer the printing process with commence. If you have a card encoder swipe the card twice through the encoder followed by pressing the ok button.



**A message will appear at the top of the screen that will say 'Card with ID:xxxxxxxxxx has been successfully written'.**

## **Process at the Gaming Machine**

Please insert the Venue Manager card into each gaming machine, enter the PIN and check that YourPlay is connected. A successful connection will display the purple boxes as displayed below.



This process will also identify if your card reader and player information screens are operational.

If you are not able to connect to YourPlay or the hardware at the gaming machine is not operational, please disable the machine from play, log the fault in your gaming faults register and request a technician attend your venue to rectify the issue.

The process of testing gaming machines should be performed daily to ensure that you have working hardware and that each machine is connected to YourPlay.

Please contact **[yourplay@justice.vic.gov.au](mailto:yourplay@justice.vic.gov.au)** if you require further assistance.