



# Gold Rush City

## Kiosk - Initial Setup Guide

Rev. 1.0  
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## Disclaimer

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## Symbols Used in This Guide



Indicates a **Note** or tip that the Operator should be aware of or may be helpful during the set up.



Indicates a **Warning** in which the Operator should pay close attention as an error may occur, damage to the machine, software or injury to the Operator may also occur.

## Introduction

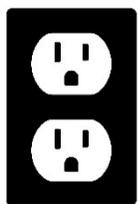
The Initial setup for the GRC Kiosk takes place both in the [Web Portal](#) and in the Physical [Setup](#) of the Kiosk. In the Web Portal the Operator will Create a New User and a PIN for use by the Operator. The Physical Setup of the Kiosk will require a Wired Internet connection and a recommended \$1500 in Seed Money in the form of \$10 and \$20 denominations.

If the Operator does not have the items necessary for the setup or does not have access to the Web Portal, please contact Kiosk Service and Support at **833-503-1724**.

## The Sections for the Initial Setup are:

- [Unpacking](#)
- [Placement](#)
- [Web Portal](#)
  - ▶ [Create a User](#)
  - ▶ [Create a PIN](#)
- [Start Up](#)
  - ▶ [Seed Money](#)

## Items Necessary for Set Up



110v Power



Wired Internet Connection



Kiosk Keys (Provided)



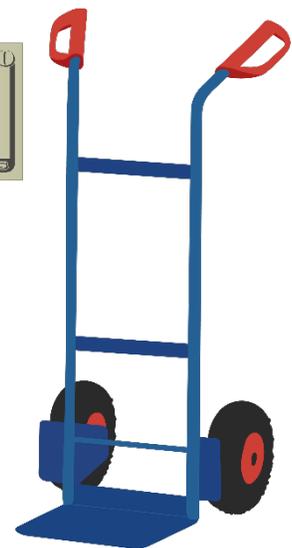
\$1500 Initial Seed Money (\$10 & \$20 Denominations)



Computer with Internet Connection



Web Portal Access



Hand-Truck



## Unpacking

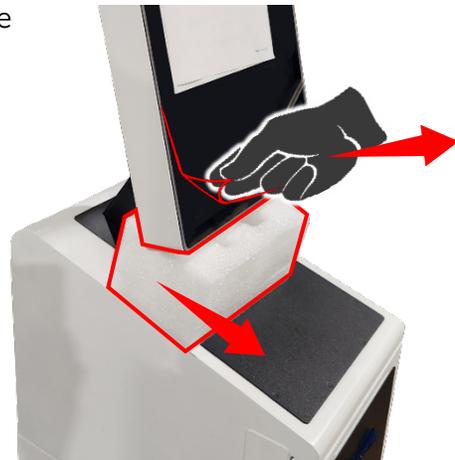
Carefully unpack the Kiosk, keeping it up right and being careful not to damage the Kiosk with box cutters or other tools.



Do Not lay the Kiosk on its side or force the Kiosk from its packaging.



Remove all packing materials, plastic wrapping, protective film, and tape from the outer casing and inner components.





## Placement

Moving the Kiosk requires at least 2 people and should only be moved using a proper dolly or lift. Do Not drag, push, slide or force the Kiosk into a location.



Lift with 2 People



Use Hand Truck to Move



Do Not Push

Do Not place the Kiosk outdoors or in a location exposed to outside elements and weather.

Be sure the Kiosk is placed in a cool, dry location with access to proper power and an internet connection.

The Kiosk should be placed in a location that is visible and monitored by staff for security.

The Kiosk should be upright and stable. Do Not place the Kiosk on an unstable pedestal or in a place where it will lean, tilt or may be tipped over by customers or other personnel.

The Kiosk scanner, printer and bill acceptor should be easily accessible by Players and Operators.



Keep Cool and Dry

Do Not Expose to Elements

Stable Location  
Do Not Tilt



Visible,  
Monitored and  
Unobstructed



## Web Portal

The Web Portal will allow Owners and Operators to manage the Kiosk locations and create Kiosk Users with various levels of permissions when interacting with the Kiosk.

The Web Portal Address is: <https://portal.primerogames.com>

In the Web Portal the Operator will:

➤ [Create a User](#)

➤ [Create a PIN](#)

## Create a User

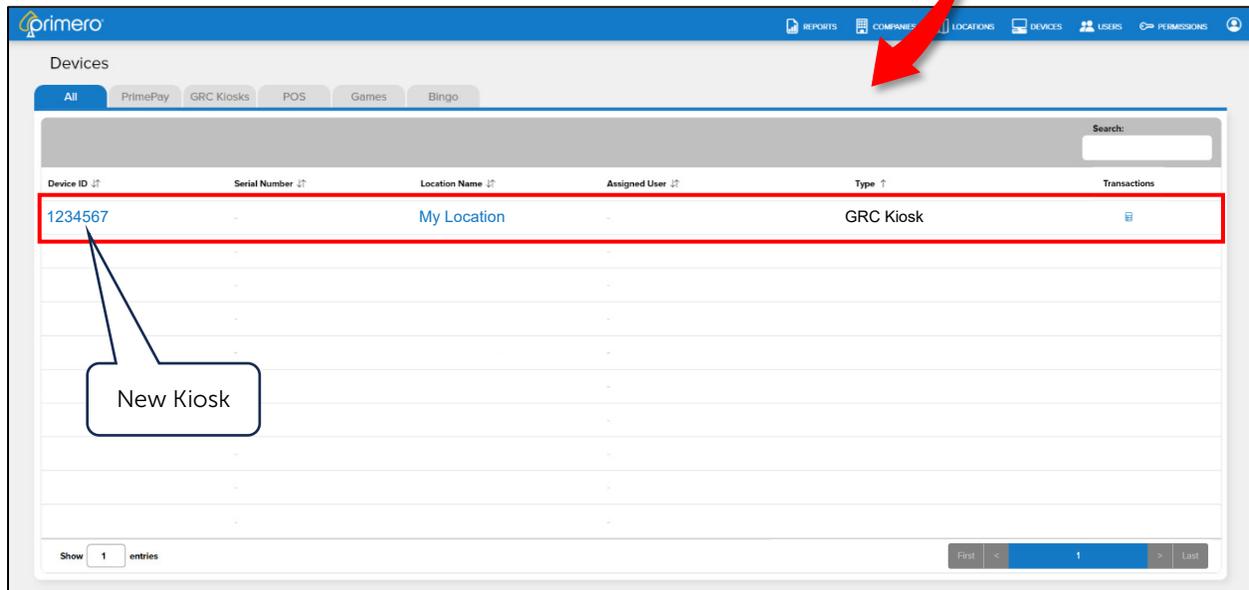
If a User has not already been created, the Operator will need to create one via the Web Portal prior to creating a PIN or setting up the Kiosk.

To create a User:

1. Log into the Web Portal.

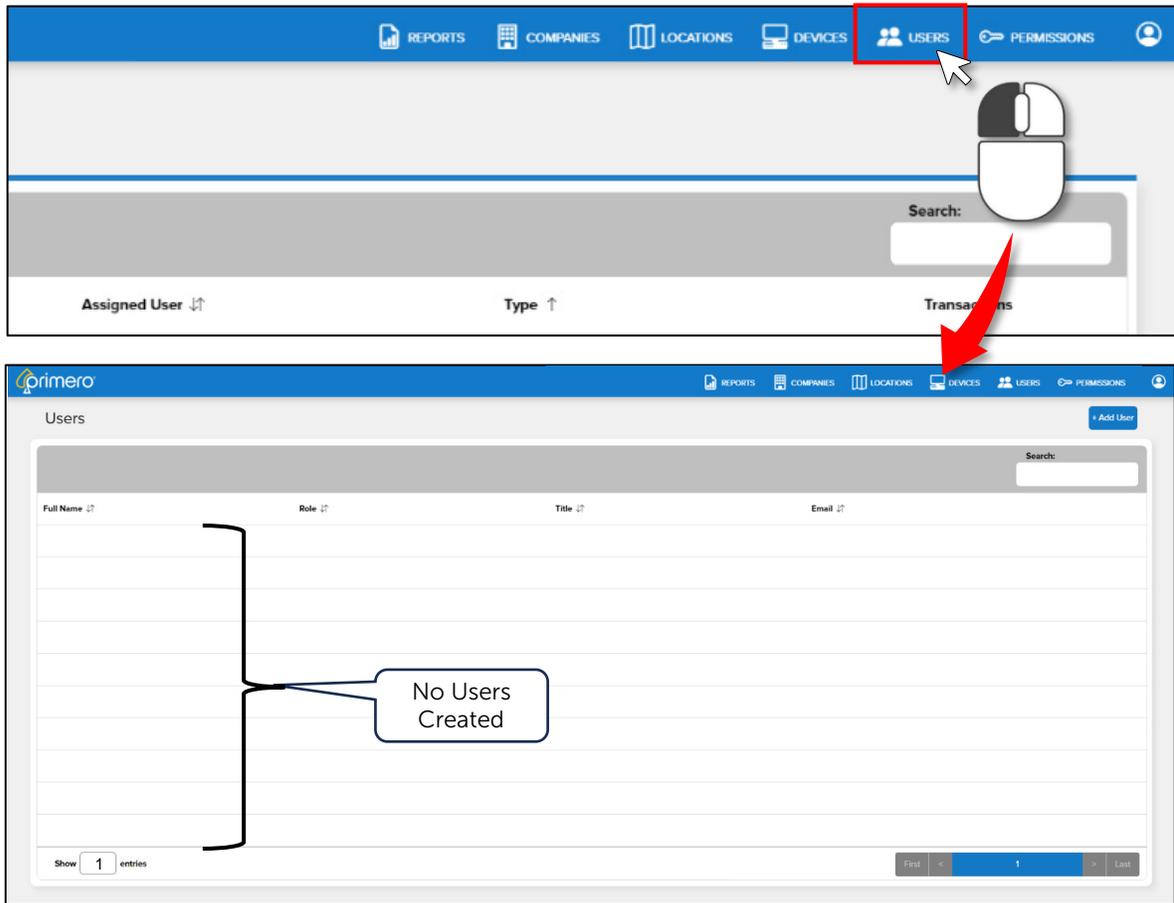


The Web Portal opens to the Devices page and should show the Kiosk in the list of Devices.



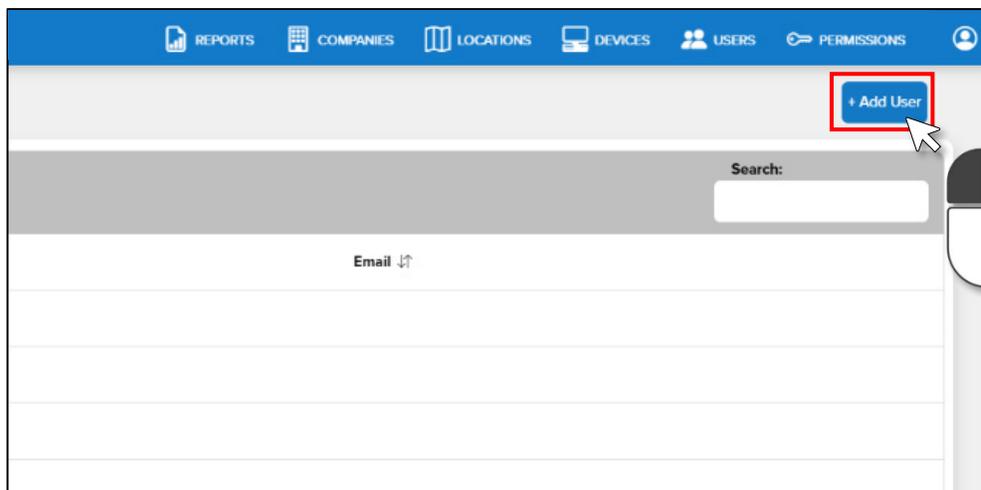


2. Click on Users on the upper right-side menu and the User Page will Open.



**Note:** If a User has already been created and it is the User to which the Operator wants to assign the PIN, then the Operator can move onto the [Create a PIN](#) section.

3. Click on Add User in the Upper Right.





4. Fill in the Form with the correct and appropriate information for the User and Click Next.

**Add User**

Details Password Permissions

First Name: John Last Name: Customer

Title: Owner Email: owner@mycompan Phone Number: 555-555-5555 Company: My Company

Address 1: 123 Street Ave. Address 2:

City: Hometown State: GA Zip: 30329

Cancel Next

5. Create a Password for the User and Click Next.

**Add User**

Details Password Permissions

Set Password

Enter Password

Enter Password

8 character minimum

one lowercase

one special character

Confirm Password

Confirm Password

passwords match

Back

Back Next

**Note:** The Password must be at least 8 characters, have both uppercase and lowercase letters, one number and one special character.

Once each condition is met, a green check will appear next to the conditions box. The Operator will not be able to move on until all boxes are checked.

8 character minimum

one uppercase

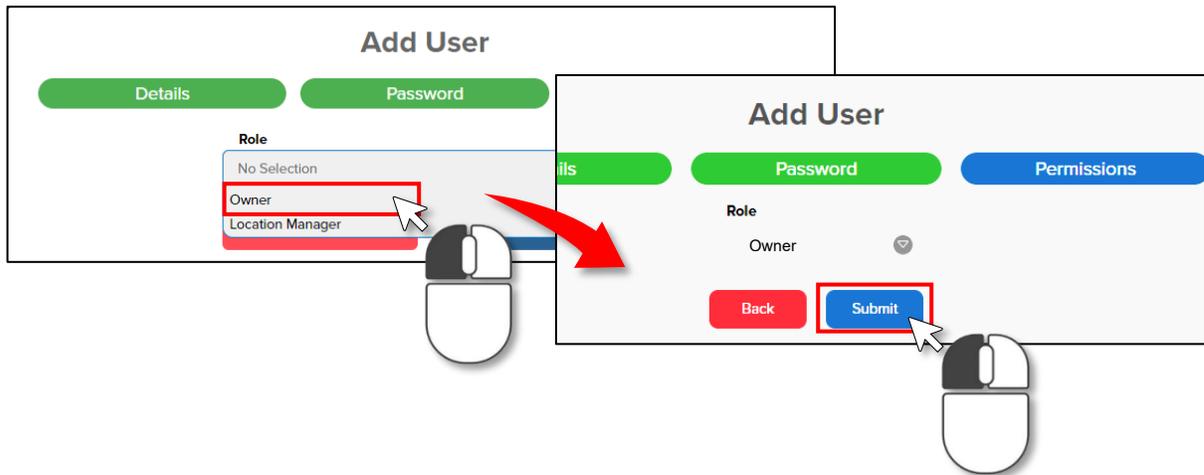
one lowercase

one number

one special character



6. Select the Appropriate Permission Level for the Role and Click Submit.



**Owner** = Can view everything, run reports, add devices, create other users and locations.

**Location Manager** = Can only view devices and run reports.



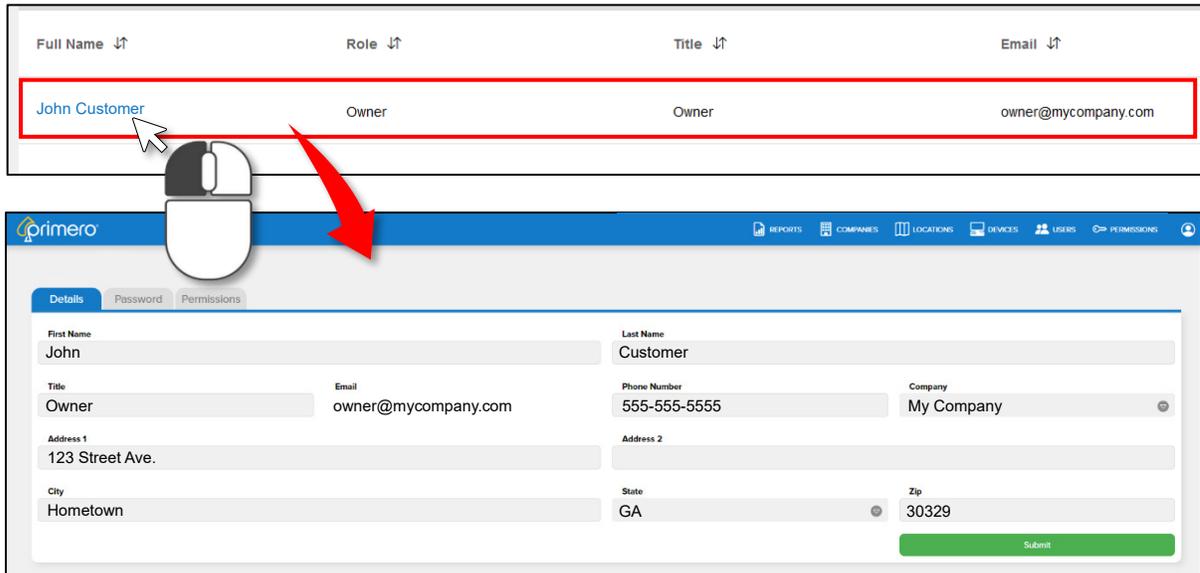
**Note:** The Operator may create more users at this point if necessary or this may be performed at a later date.



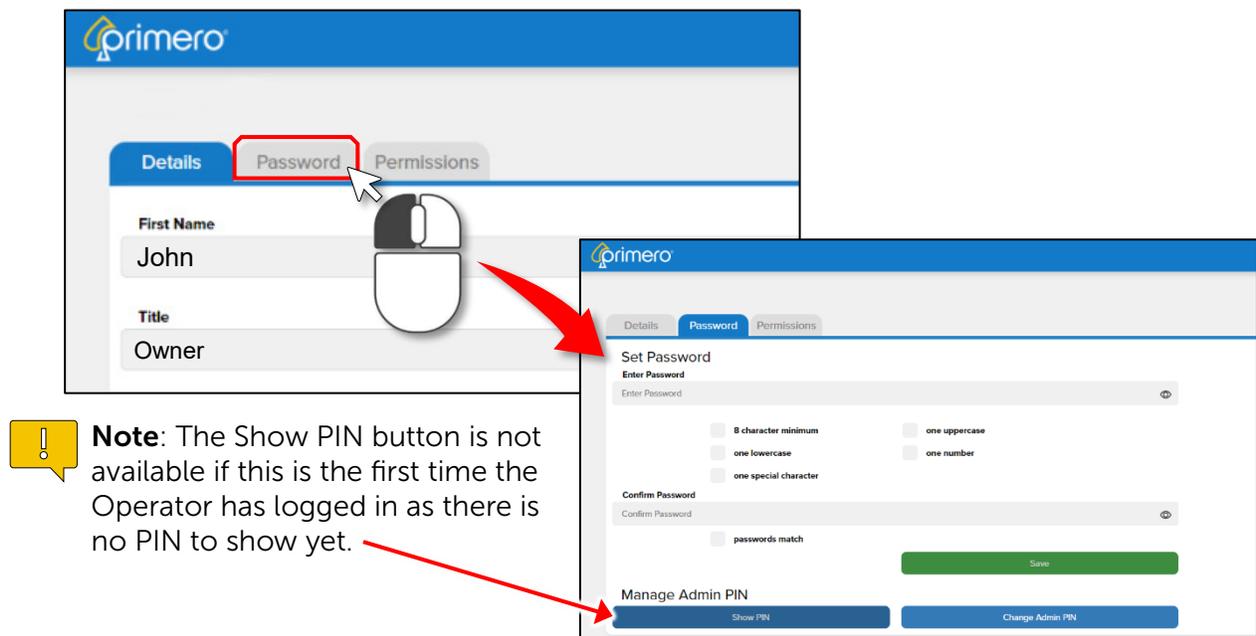
## Creating a PIN

Once a User has been created, a PIN will need to be created so the user can access the various functions of the Kiosk Management Page.

1. Click on the User with the Owner role and the users Account page will open.

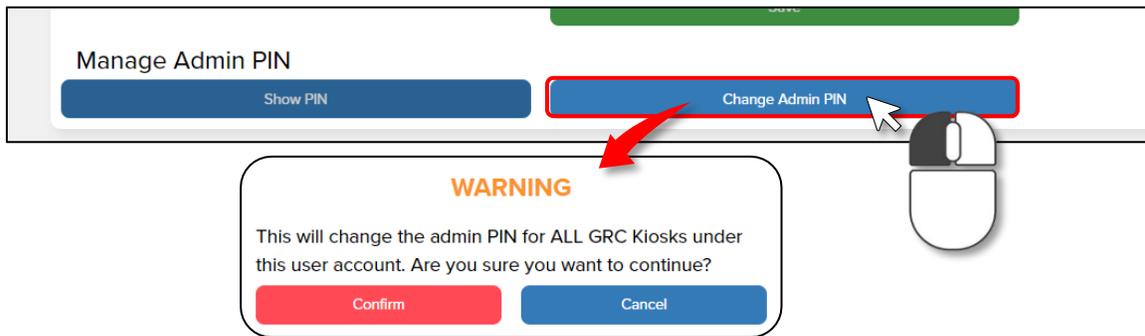


2. Click on the Password Tab and the Change Password screen opens.

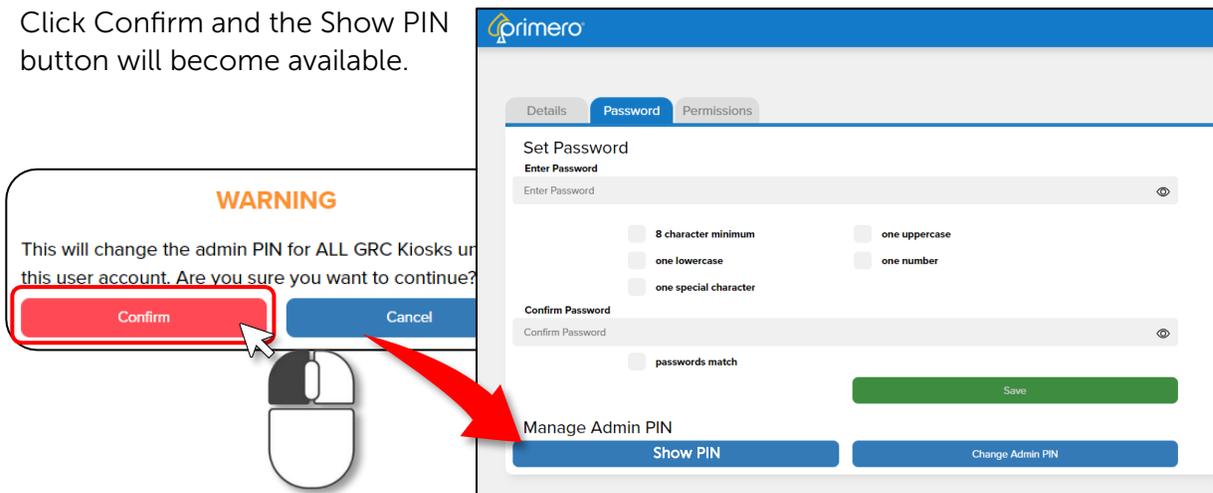




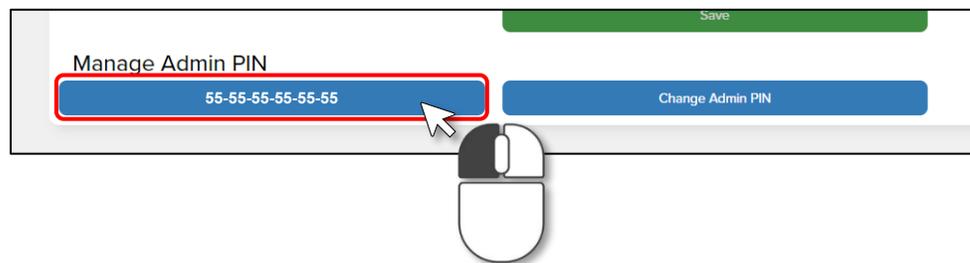
- Click on the Change Admin PIN button and a Warning will pop up.



- Click Confirm and the Show PIN button will become available.



- Click the Show PIN button and the newly created PIN will display.



This PIN will be used by the Operator to access the **Kiosk Management Page** for adding, transferring, and withdrawing funds from the Kiosk. For more information on the Kiosk Management Page, please refer to the **Gold Rush City Kiosk – Owner Operator Manual** Kiosk Management section.



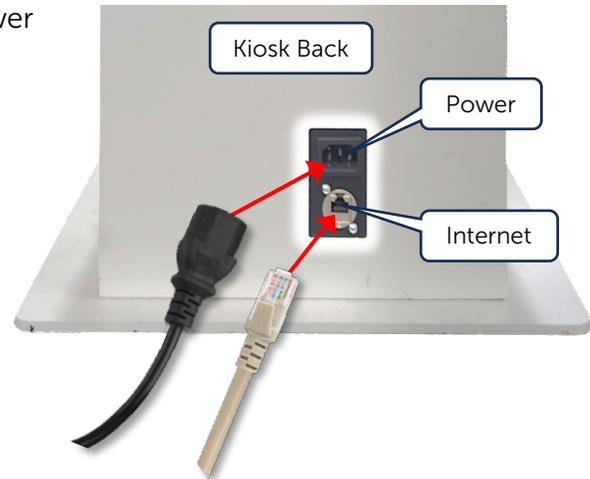
**Warning:** Do Not share this PIN with anyone who should not have access to the funds in the Kiosk.



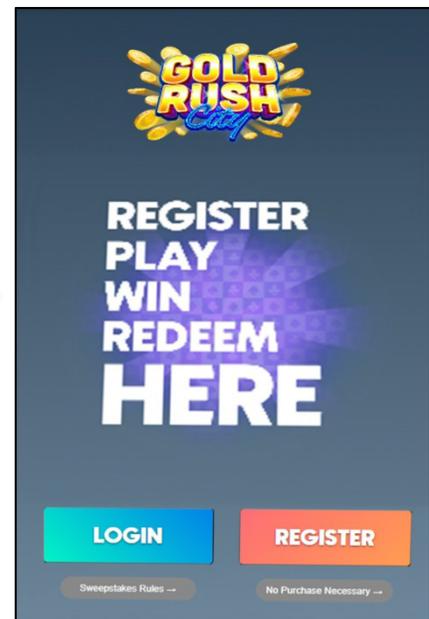
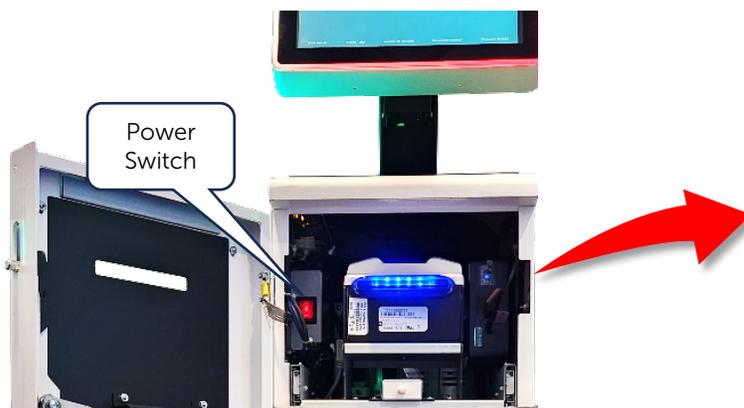
## Start Up

Once the Kiosk has been placed and commissioned:

1. Connect the internet (ethernet cable) and power to the back of the Kiosk.



2. Power on the Kiosk from the power switch inside the Kiosk and to the left of the printer.



Once powered on, the Kiosk will boot up and should bring up the Intro Page.

## Seed Money

Upon delivery, the Kiosk will have no funds available for players to redeem. Bills will need to be added to the Bill Acceptors Recycler as seed money.

| Recycler  |            |        |
|-----------|------------|--------|
| Bill Type | Bill Count | Total  |
| \$10      | 0          | \$0.00 |
| \$20      | 0          | \$0.00 |

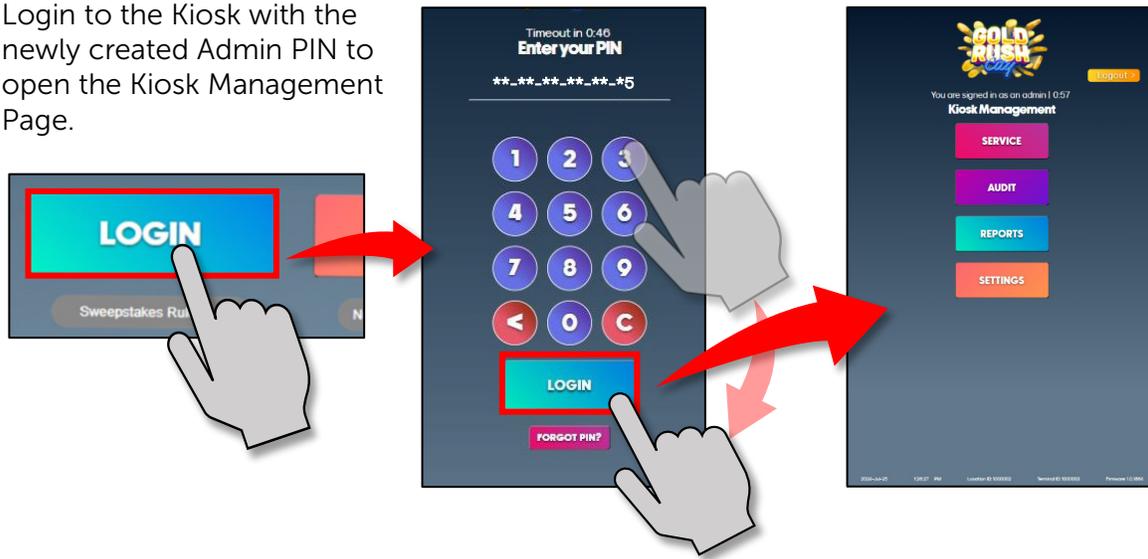
  

| Stacker   |            |        |
|-----------|------------|--------|
| Bill Type | Bill Count | Total  |
| \$1       | 0          | \$0.00 |
| \$5       | 0          | \$0.00 |
| \$10      | 0          | \$0.00 |
| \$20      | 0          | \$0.00 |
| \$50      | 0          | \$0.00 |
| \$100     | 0          | \$0.00 |

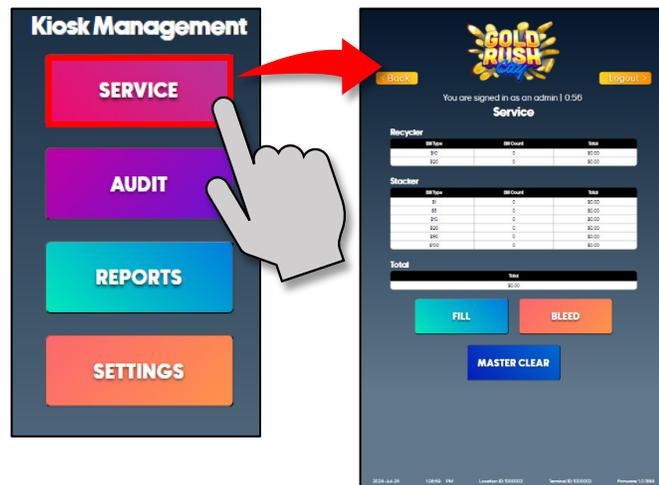


To Add Bills to the Recycler:

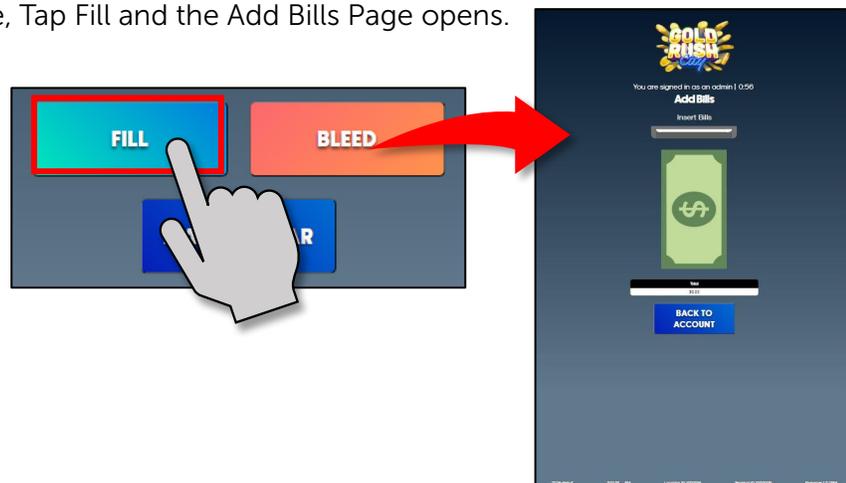
3. Login to the Kiosk with the newly created Admin PIN to open the Kiosk Management Page.



4. From the Kiosk Management Page, Tap Service to access the Service Page.



5. From the Service Page, Tap Fill and the Add Bills Page opens.





## 6. Insert the bills into the Bill Acceptor.



To be sure the bills remain in the Recycler, only insert \$10 and \$20 denominations with a max of 100 for each.

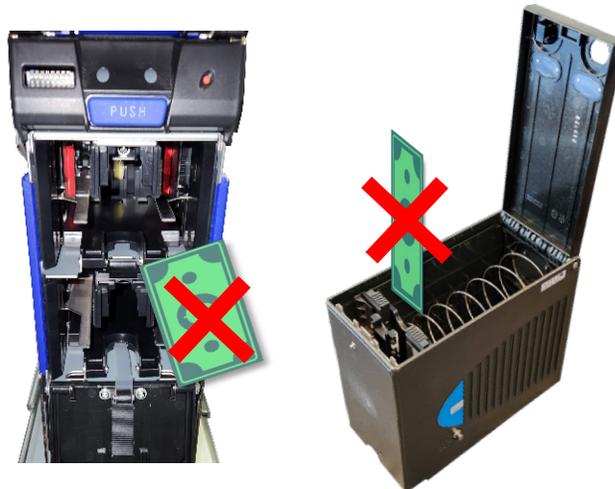
While the recommended amount to begin is \$1500, with 50 of each denomination, there is no set amount of funds necessary to get started. The Operator will need to determine what is best for the Kiosks location as long as the Kiosk has enough funds to accommodate Player Redemptions.

For example, the Operator could choose to add 100 x \$10s and 50 x \$20s, totaling \$2000.



**Warning:** Bills must be added to the Kiosk by feeding them one at a time into the Bill Acceptor. This is necessary for the Kiosk to have an accurate account of the bills added.

Do Not add bills to the Recycler or Cash Box / Stacker directly.





7. When finished adding bills, Tap Complete and the system will Print a Master Fill Ticket.

**Add Bills**

**Recycler**

| Bill Type | Bill Count | Total  |
|-----------|------------|--------|
| \$10      | 50         | \$500  |
| \$20      | 50         | \$1000 |

**Stacker**

| Bill Type    | Bill Count | Total  |
|--------------|------------|--------|
| No Results   |            |        |
| <b>Total</b> |            | \$1500 |

**COMPLETE**

**Master Fill Ticket:**

Frodo's Fellowship  
5583 Hwy 138 SW  
OXFORD, 11 30054

\*\*\*\*\* MASTER FILL \*\*\*\*\*

Date: 8/6/2024 9:58:33 AM  
Amount: \$1500.00  
Kiosk Id: 1000002  
Added:  
Recycler Id: 2     \$1500.00  
<http://soldrushcity.com/download>

8. Tap Back to Account.

**Insert Bills**

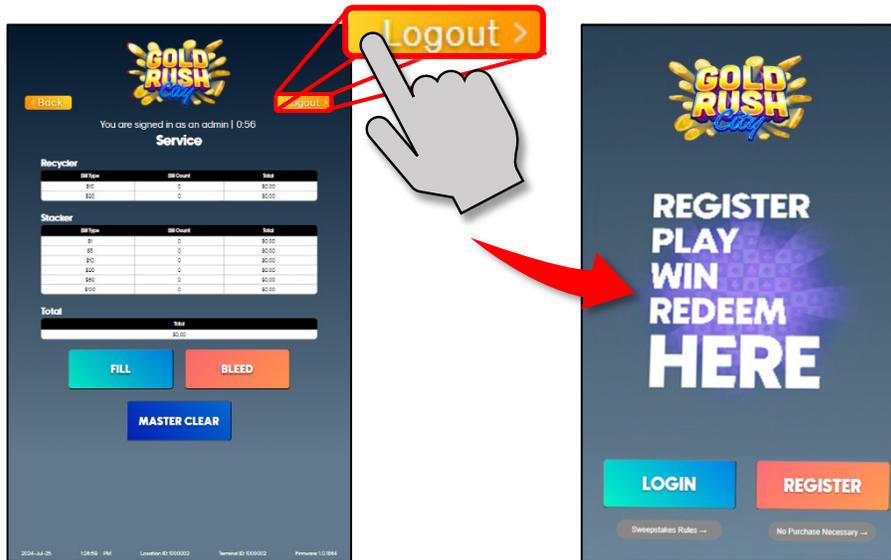
Total Bills Added

**Total**  
\$1500

**BACK TO ACCOUNT**



9. The Service Page opens, Tap Logout to get back to the Intro Page.



The Kiosk is now set up and ready for Players.



If any issues occur during the initial setup of the GRC Kiosk, please contact support at **833-503-1724**, submit a support ticket on the Primero Games website contact page at [www.primero.com/contact](http://www.primero.com/contact) or refer to the Troubleshooting and Service Manual.