

Gold Rush City

Kiosk - Owner Operator Manual



Contents

Navigational Links

Logo Links to Table of Contents.

New Features	3	Test Print	32
Cash Sponsors	3	Kiosk Management Page	33
2 Ways to Sponsor	3	Service	34
Introduction.....	4	Financials	34
Kiosk Specs	4	Fill.....	35
Kiosk Components.....	5	Bleed.....	37
Basic Features	6	Master Clear	38
Sweepstakes, Entries and eCredits	6	Audit	38
Navigation	6	Audit - Collection.....	39
Time Out	7	Audit – Period.....	40
Pages vs Menus.....	7	Print Audit Ticket	40
Footer Data.....	8	Collect and Close Period	42
Admin Menu	8	Reports.....	47
Kiosk Management Page	9	Settings	50
Intro Page	10	General Tab	50
Register.....	10	Alerts Tab	51
Player Login	13	Attract Slides	52
The Player Account Page	16	Cash Sponsors.....	53
Sweepstakes Rules	26	Add Cash Sponsor.....	54
No Purchase Necessary.....	27	Troubleshooting	56
Admin Menu	28	Troubleshooting Basics	56
Out of Service.....	29	Error 0	56
Reboot	30	Printer Paper Replacement	58
Reset ATM	30	Troubleshooting Solutions	62
Status	31	Glossary.....	63
Send Log	32		

Disclaimer

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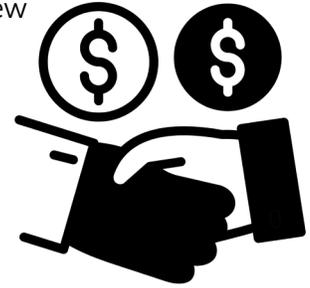
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1.0	Shawn Lucci – Technical Writer Elaine Tully – Product Owner Ben Heitkotter – Platform Engineer Joshua Jeng – Sr. Front End Developer Bo Fletcher – Back End Developer Erin Skidmore – Sr. SQA Tester II Jeff Brown – Project Manager	3.15.24	Original Document
2.0	Shawn Lucci – Technical Writer Ben Heitkotter – Platform Engineer Erin Skidmore – Sr. SQA Tester II Joshua Jeng – Sr. Front End Developer Christian Alverio – Product Specialist	9.20.24	Attract Feature, Kiosk Management Menu changes and updated Troubleshooting information.
2.1	Shawn Lucci – Technical Writer Ben Heitkotter – Platform Engineer Erin Skidmore – Sr. SQA Tester II Bo Fletcher – Back End Developer	11.14.24	Added Cash Sponsor and additional Troubleshooting



New Features

Cash Sponsors

Sponsor New Players to earn eCredits and real Cash Awards with the new Cash Sponsor feature from Gold Rush City.



2 Ways to Sponsor

Players can Sponsor other players to earn eCredits.



Cash Sponsors earn real Cash Awards.



Player Sponsors are fellow existing players who sponsor new players to sign up for a new player account.

Players who are Sponsors and their Sponsored recipients receive a \$10 bonus in the form of 10000 eCredits and 1000 Sweepstakes Entries when the new player makes their first purchase of \$10 or more.

Cash Sponsors are usually employees at the GRC Kiosk location, in which the Operator enrolls in the Cash Sponsor program.

Cash Sponsors receive a \$10 redeemable Cash Award for each new player sponsored when the sponsored player spends at least \$10 on their first purchase.

It is **Strongly** recommended that Operators sign up as many employees as possible in the Cash Sponsor program. This includes attendants, cashiers, or anyone at a kiosk location who can recruit new players.

For each new player they recruit, they can earn \$10 in Cash Awards!

More Cash Sponsors = More Cash Awards = More Players = More Cash for the Operator!

It's a Win-Win for everyone, **Operators, Employees** and **Players** alike.

For more information and instructions on the Cash Sponsor Program, see the [Cash Sponsor](#) Section under Kiosk Management.



Introduction

The Gold Rush City Kiosk is the player access point for account set up and information, depositing funds, and redeeming Sweepstakes winnings for the Gold Rush City mobile gaming platform. The Kiosk is easy to use and maintain with a single touch screen for interaction, a QR code reader, printer, and bill acceptor. This guide will assist Operators and Players alike in getting started, setting up player accounts, maintaining funds, monitoring winnings, and solving some technical issues.

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.

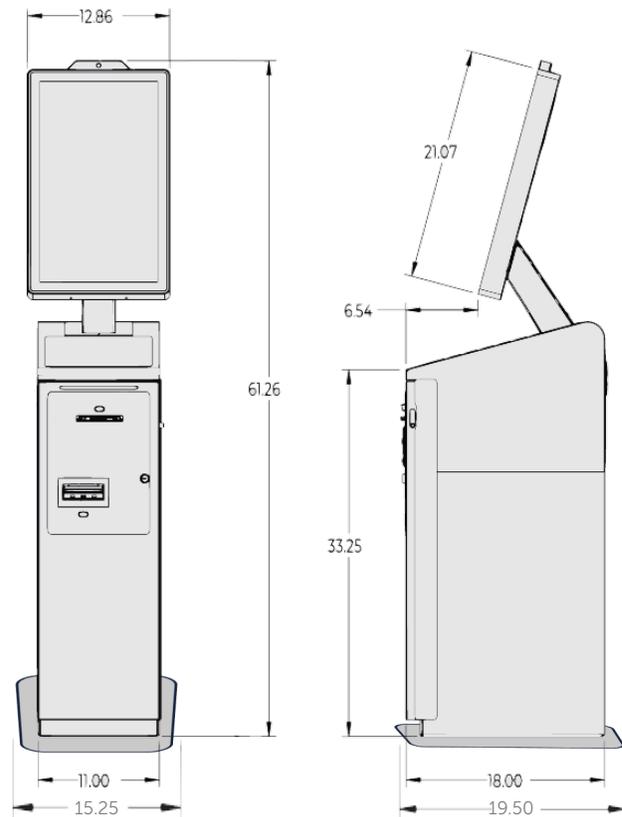


Indicates a **Warning** in which the Operator should pay close attention as an error may occur, damage to the machine, software or injury to the Operator may also occur.

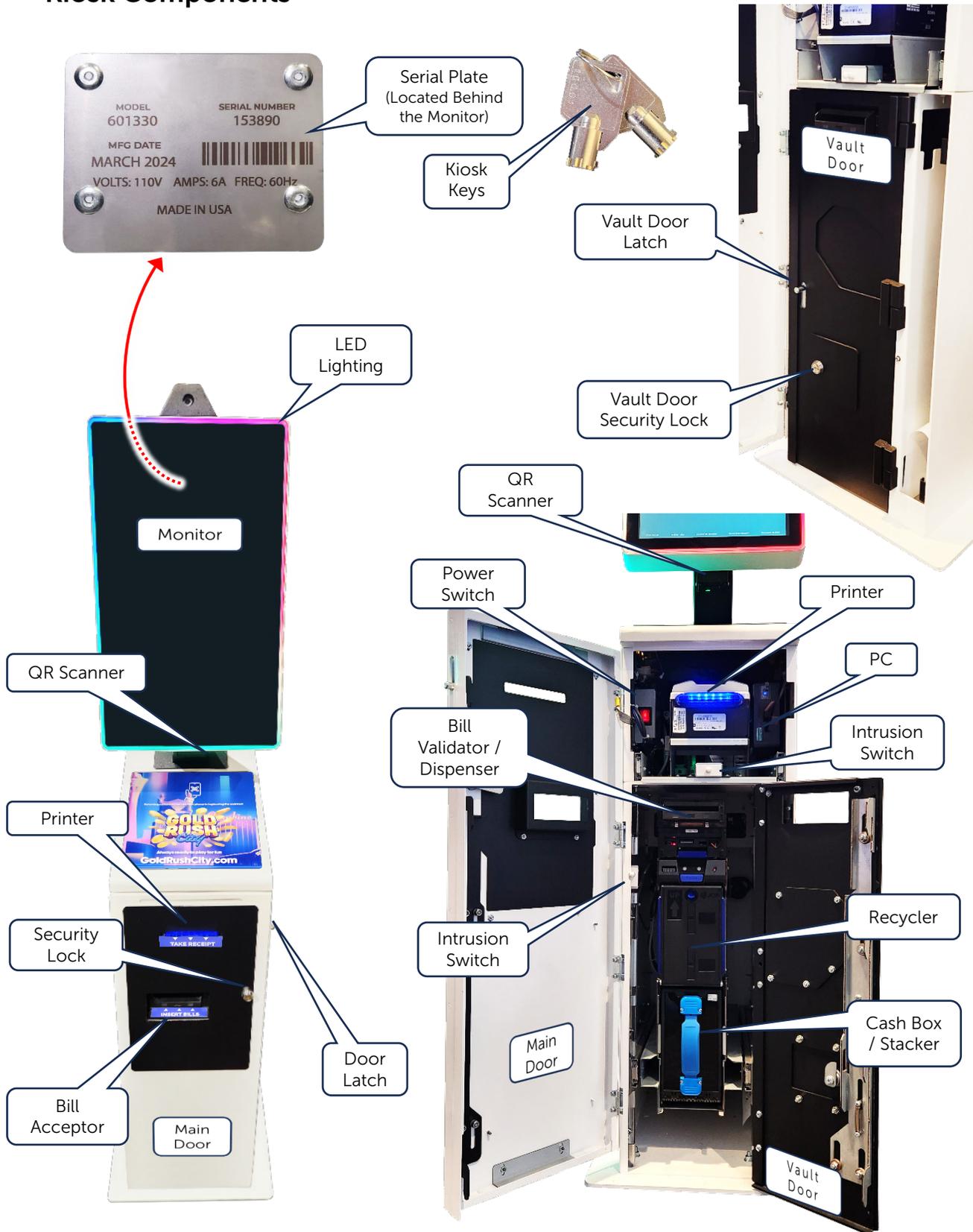
Kiosk Specs

- Weight: 180 lbs.
- Dimensions: 62" x 15.25" x 19.5"
- Voltage: 110v
- Amps: 6 amps
- Freq: 60Hz

- Internal Vault
- 800 Note Cash Box
- 200 Note Bill Recycler
- (PCAP) Touchscreen Display
- QR Code Scanner
- Thermal Receipt Printer



Kiosk Components





Basic Features

Some features of the Gold Rush City Kiosk are consistent and repeated on pages throughout the system. For more detailed information on these basic features, see the sections laid out below.

Sweepstakes, Entries and eCredits

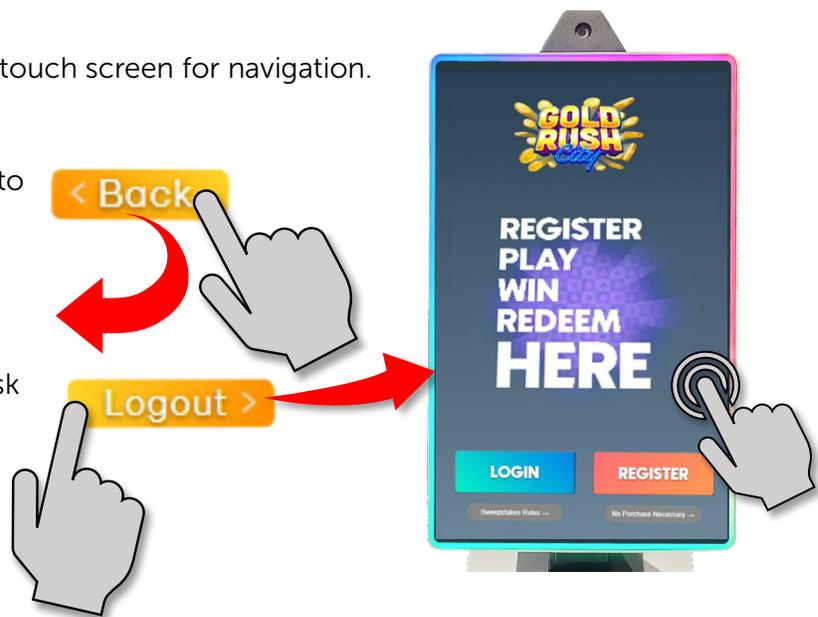
The Gold Rush City mobile gaming platform utilizes a dual currency system of Awards and eCredits. Players can purchase eCredits for game play in the various Gold Rush City games at a Gold Rush City Kiosk. The eCredits have no actual monetary value, they are a form of virtual money used exclusively in the Gold Rush City platform. Sweepstakes Entries are a means for players to win Awards in the various Gold Rush City games. Awards do have real value and can be exchanged for cash at a Gold Rush City Kiosk or exchanged for more eCredits in the Game App. Sweepstakes Entries can be acquired for free or received in connection with a purchase at a Gold Rush City Kiosk.

Navigation

The Gold Rush City Kiosk uses a touch screen for navigation.

Tap the Back button to navigate to the previous screen.

Tap Logout to log out of the Kiosk and return to the Intro Page.

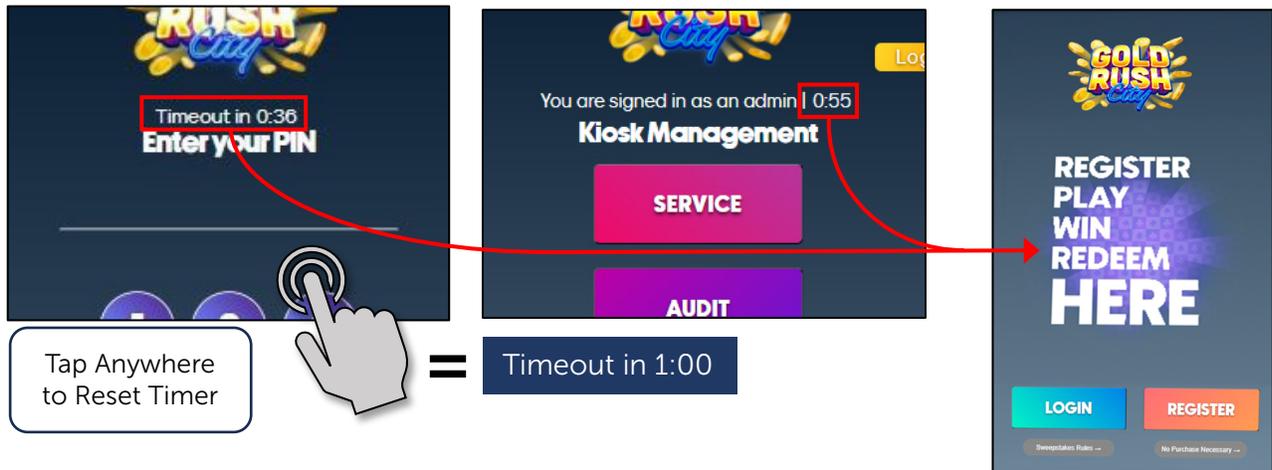




Time Out

As a security feature, the various menus will time out after 1 minute and return the Player or Operator back to the Intro Page.

Any Tap or Interaction with the screen or menu will reset the Time Out Clock back to 1 Minute.



Pages vs Menus

Within the Kiosk navigation there are Pages and there are Menus. A Page is a place to which the Player or Operator can navigate by tapping on the touch screen. A Menu is a section of a Page that might pop up or expand when a button is tapped.

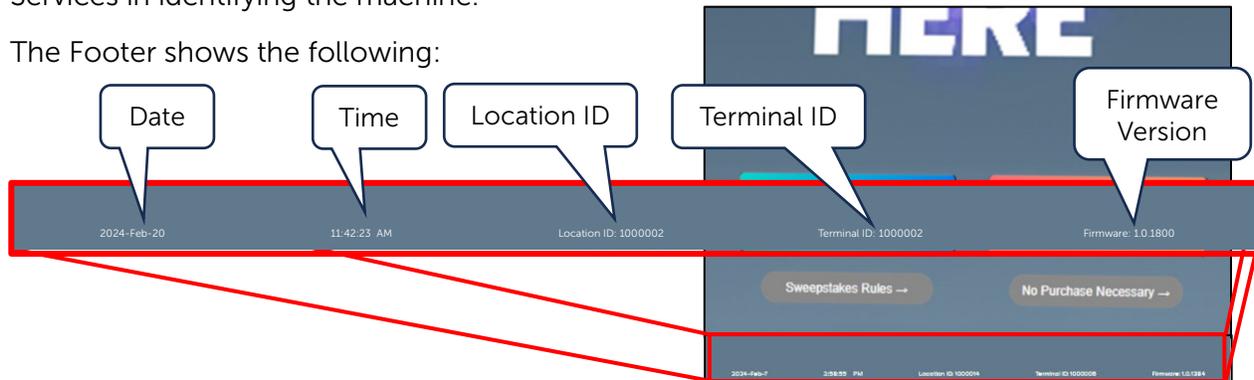




Footer Data

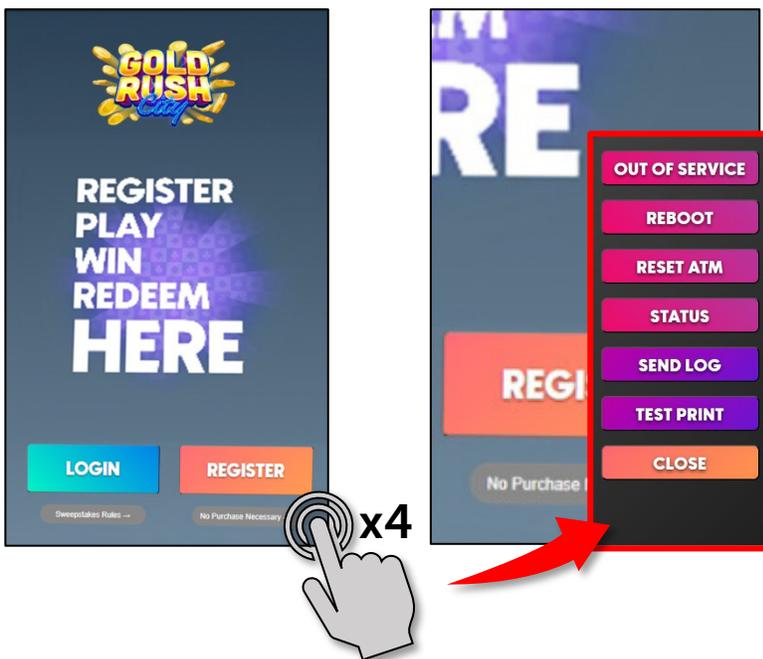
At the bottom of each Page, the system displays some basic information to assist Technical Services in identifying the machine.

The Footer shows the following:



Admin Menu

On any Page, Tap in the lower right corner of the screen 4 times to open the Admin Menu.



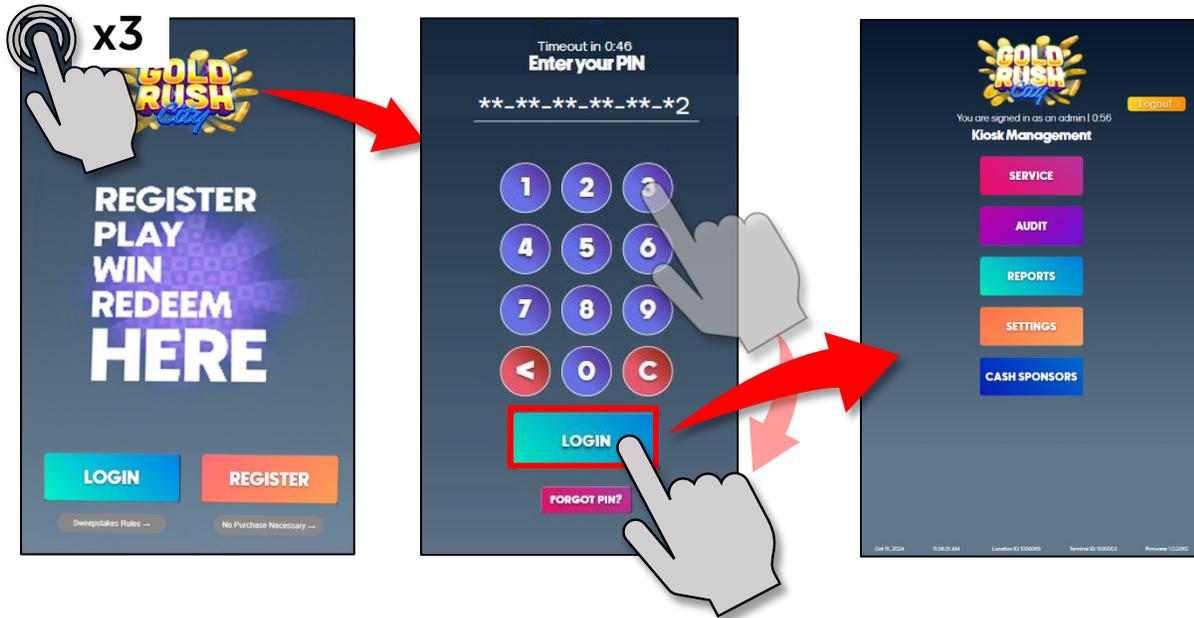
From the Admin Menu the Operator can perform the following functions:

- [Out of Service](#) – Places the Kiosk Out of Service
- [Reboot](#) – Reboots the Kiosk Software and Components
- [Reset ATM](#) – Resets the Bill Acceptor
- [Status](#) – Shows the Status of the Kiosk
- [Send Log](#) – Sends Logs to the Operator
- [Test Print](#) – Prints a Test Ticket

For more information on the Admin Menu, see the [Admin Menu](#) section.

Kiosk Management Page

On the Intro Page, Tap 3 times in the upper left corner to login and access the Kiosk Management Page.



Once logged in, the Operator can:

- [Access the Service Page](#) – To Add, Bleed, Clear, or Collect Funds.
- [Perform an Audit](#) – To manage the GRC Kiosk Financials.
- [View Reports](#)
- [Access Settings](#) – To change the Kiosk Slide Shows and View basic information.

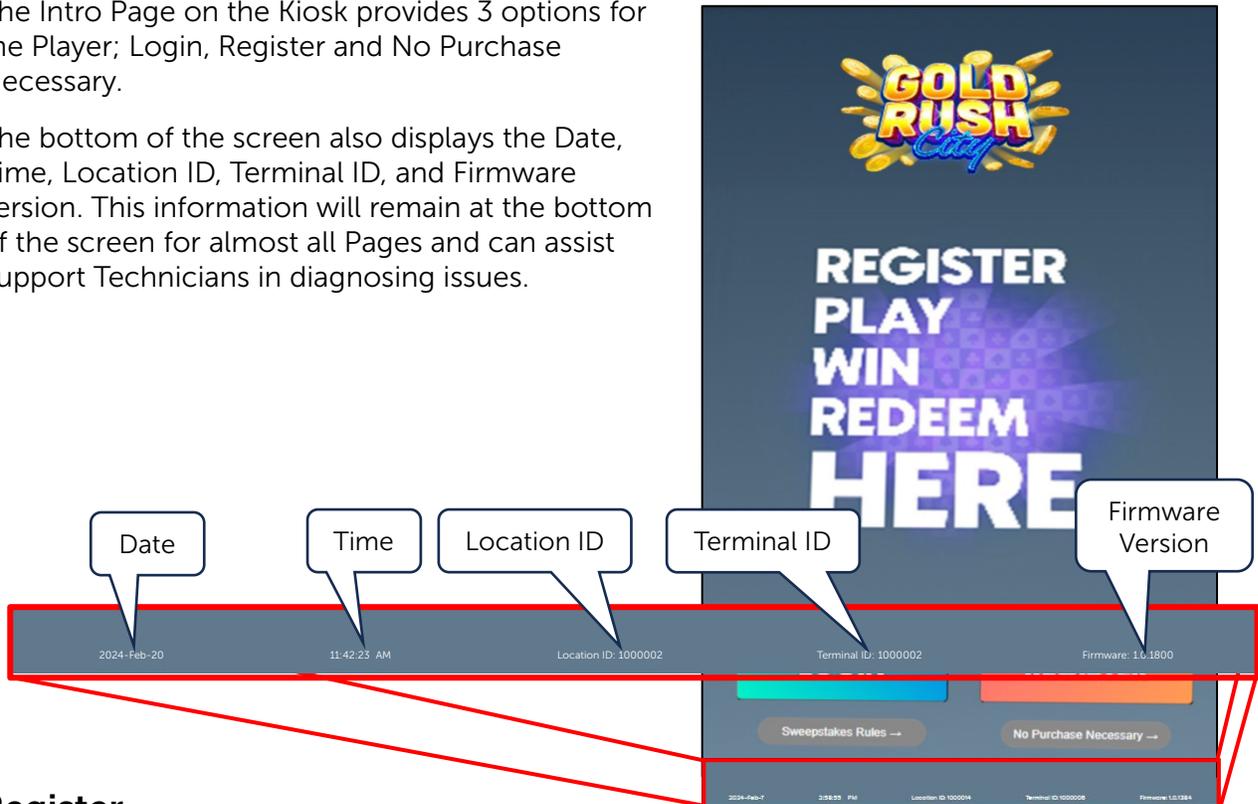
For more information on the Kiosk Management page, see the [Kiosk Management](#) section.



Intro Page

The Intro Page on the Kiosk provides 3 options for the Player; Login, Register and No Purchase Necessary.

The bottom of the screen also displays the Date, Time, Location ID, Terminal ID, and Firmware version. This information will remain at the bottom of the screen for almost all Pages and can assist Support Technicians in diagnosing issues.



Register

Before the Player can access the various Pages and Game for game play, a PIN must be acquired.

To Acquire a PIN:

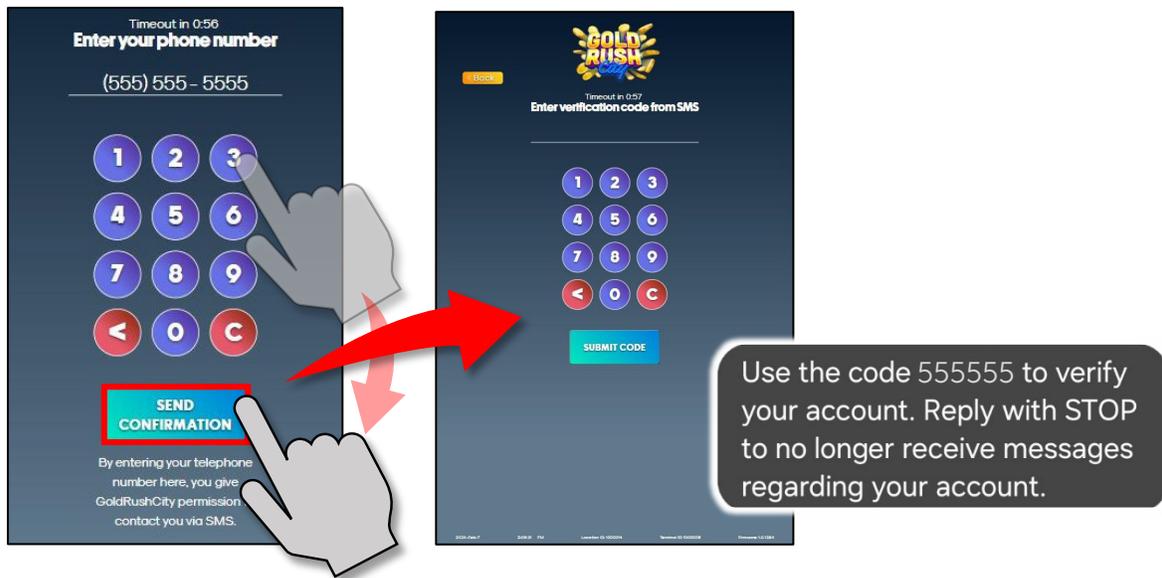
1. Tap Register to access the Registration Page.





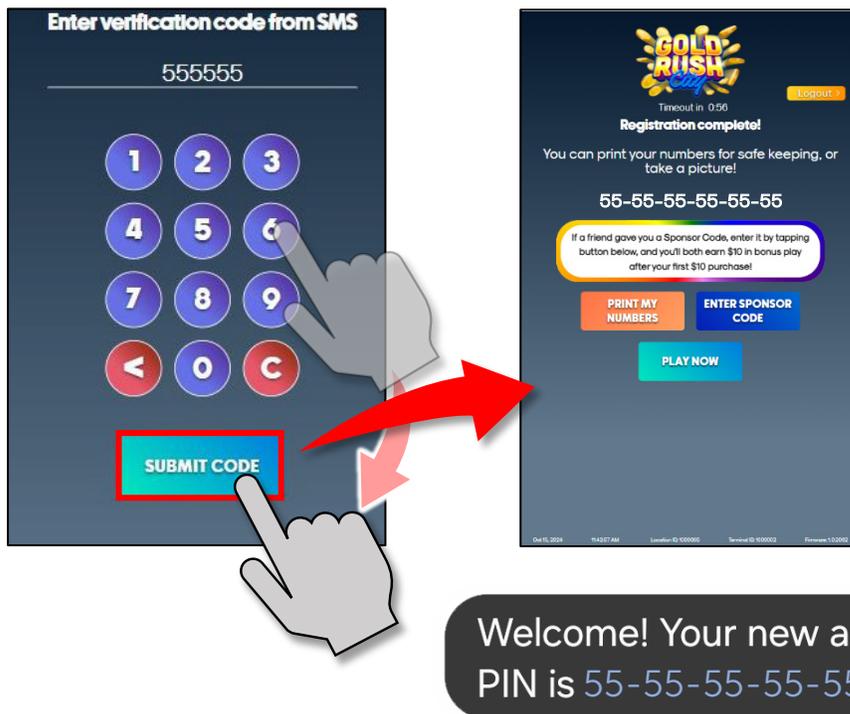
2. Enter the phone number for the cell phone on which the Account / Game will be played and Tap Send Confirmation.

A Verification Code will be sent via SMS to the cell phone number provided and the Verification Code Page will open.



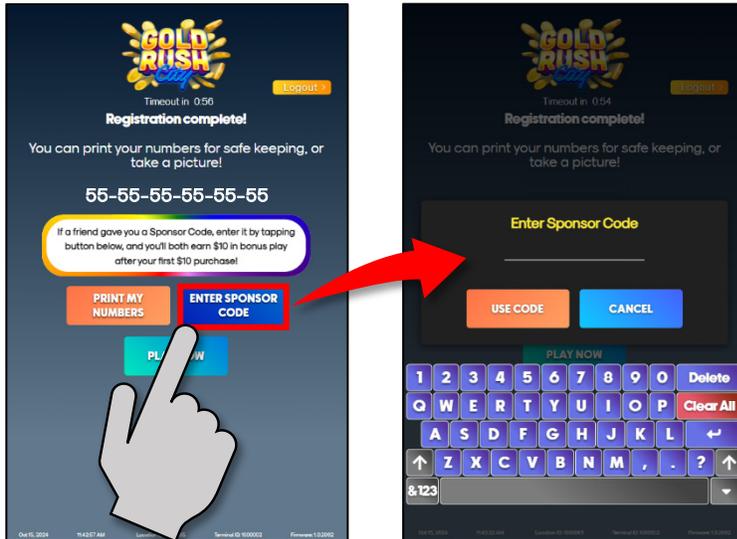
3. Enter the Verification Code and Tap Submit Code.

The system will send the new PIN to the phone number provided via SMS and the Registration Complete page will open.





If a Sponsor Code is provided, the player may enter the code by Tapping Enter Sponsor Code on the Registration Complete Page.



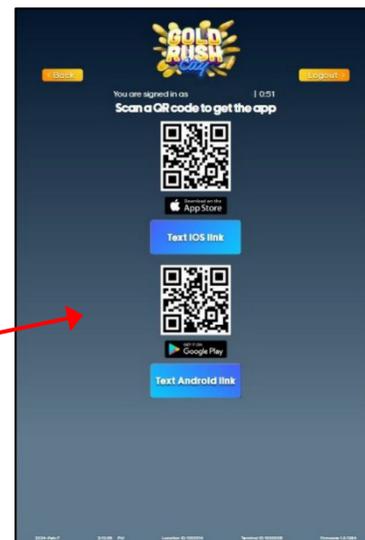
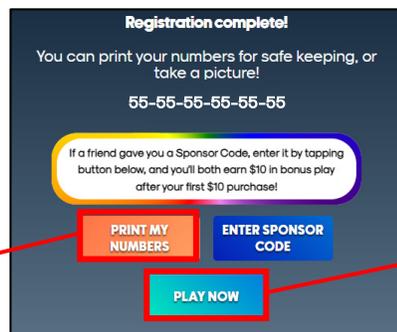
Player Sponsors are fellow existing players who sponsor new players to sign up for a player account. The new Player must spend at least \$10 on their first purchase to qualify for sponsorship. Players who are Sponsors and their Sponsored recipients receive a \$10 bonus in the form of 10000 eCredits and 1000 Sweepstakes Entries when the new player makes their first \$10 purchase.

For more information about the Sponsorship program, see the [Cash Sponsors](#) Section under the Kiosk Management page.

From the Registration Complete Page, the new Player can print a ticket with the Players account information or go on to the Play Now Page for a link to download the game.

To print a ticket with the Players account info, Tap Print My Numbers.

To download the game, Tap Play Now.



For more information on downloading the game, see the [Play](#) section under the Player Account Page.

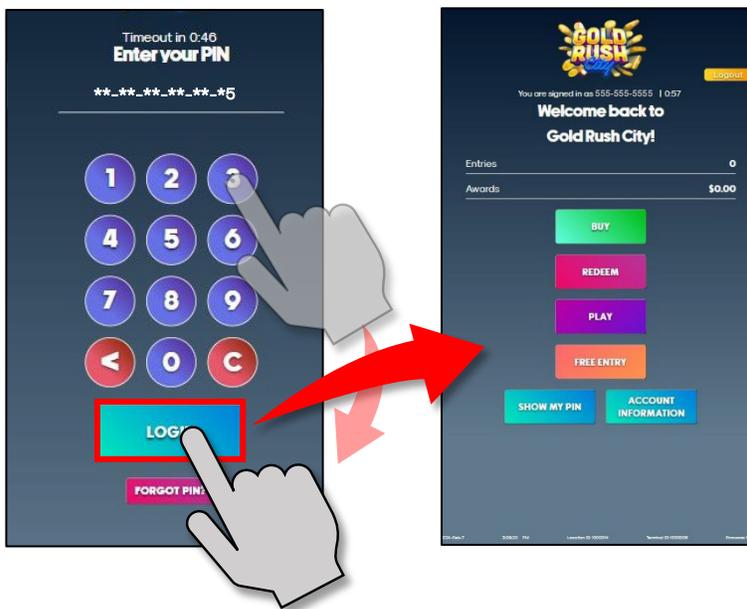
Player Login

If the Player has an account and PIN:

1. Tap Login to access the Player Login Page.

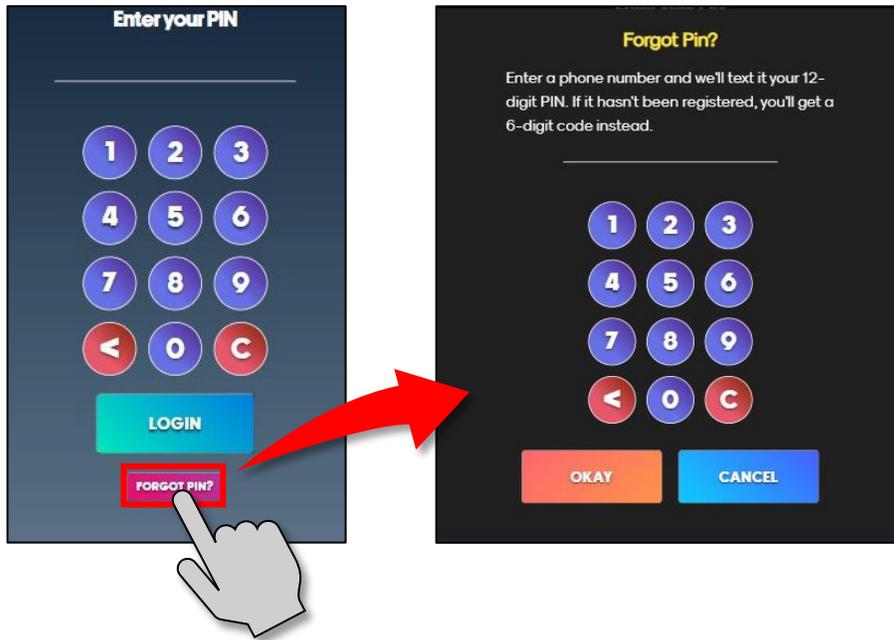


2. Enter the PIN and Tap Login. The Player Account Page opens.



If the Player has forgotten their PIN:

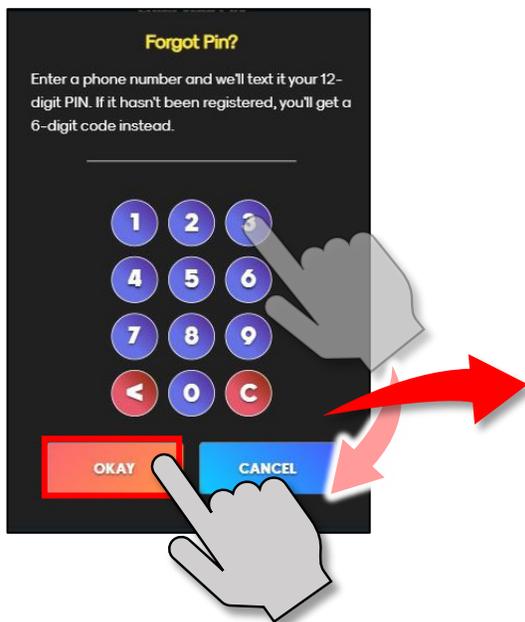
1. Tap Forgot PIN and the Forgot PIN Pop Up opens.



Note: If the phone number entered is not associated with a registered account, the system will send a code to verify the phone number and start registration instead of a PIN.

Use the code 555555 to verify your account. Reply with STOP to no longer receive messages regarding your account.

2. Enter the phone number associated with the PIN and Tap Okay.



The system will send an SMS message to the phone number provided with the account PIN.

Your PIN reminder is
55-55-55-55-55-55.

3. Tap Close once the PIN is received.



QR Scanner Login

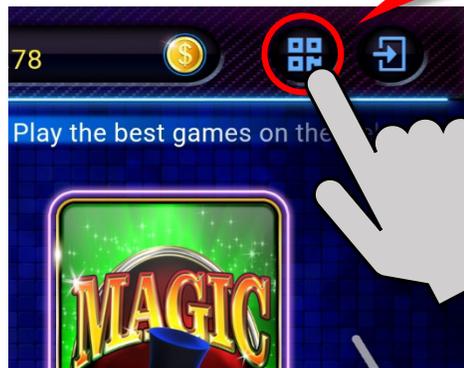
The Gold Rush City Kiosk is equipped with a QR Scanner that a registered Player can use to quickly log into their account via the Game App.

To use the QR Scanner to log in:

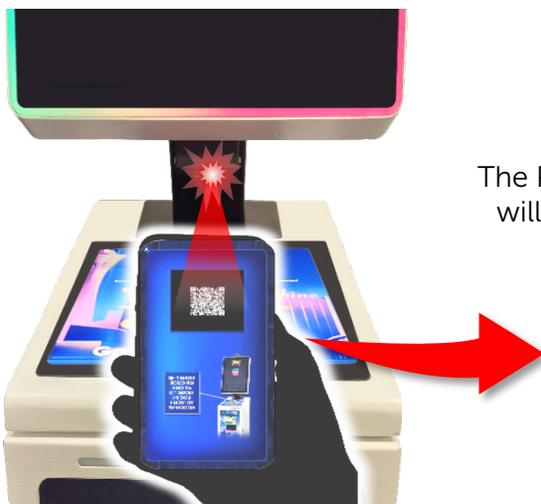
1. Open the Game App on a cell phone or tablet.



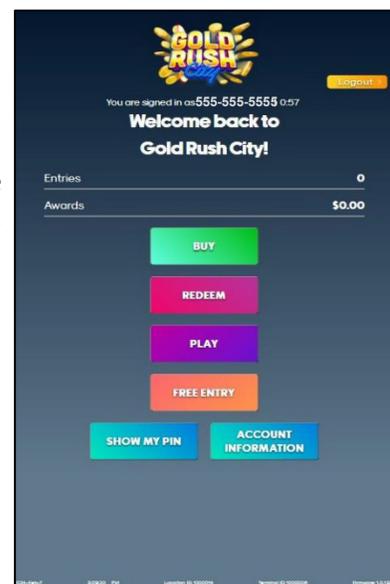
2. Open the QR Code in the Game App, (Upper Right Corner).



3. Hold the phone, QR Code facing up, under the QR Scanner.



The Player Account Page will open automatically.



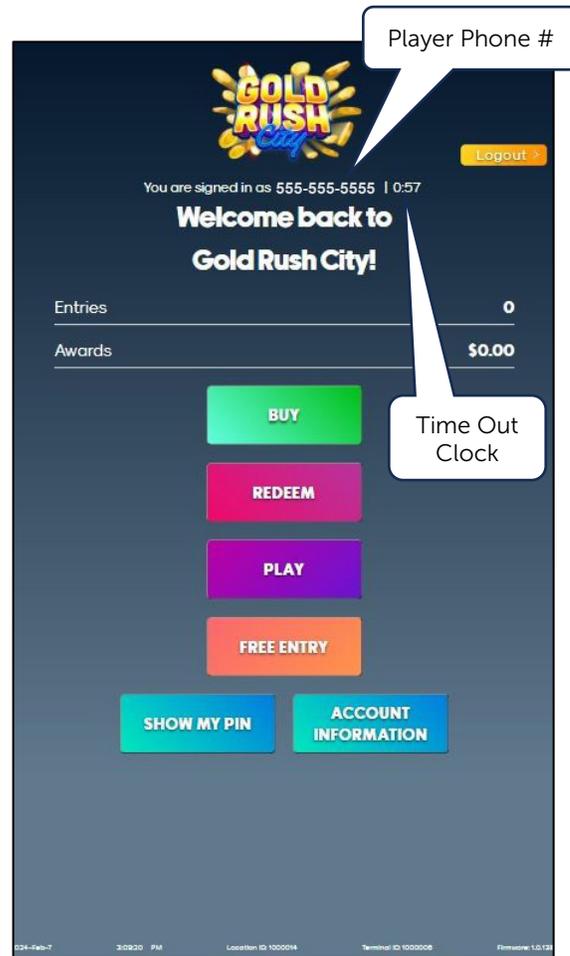


The Player Account Page

The top of the Player Account Page displays the Players phone number and Time Out Clock.

From the Player Account Page, the Player can:

- View the number of Entries.
- View the total Awards received.
- [Buy eCredits.](#)
- [Redeem Awards.](#)
- [Play \(Download the App\).](#)
- [Enter the Free Sweepstakes.](#)
- [Show their PIN.](#)
- [View Account Information.](#)



Entries

The Entries line shows the number of Sweepstakes Entries made by the Player.



Awards

The Awards line shows the total Awards won by the Player

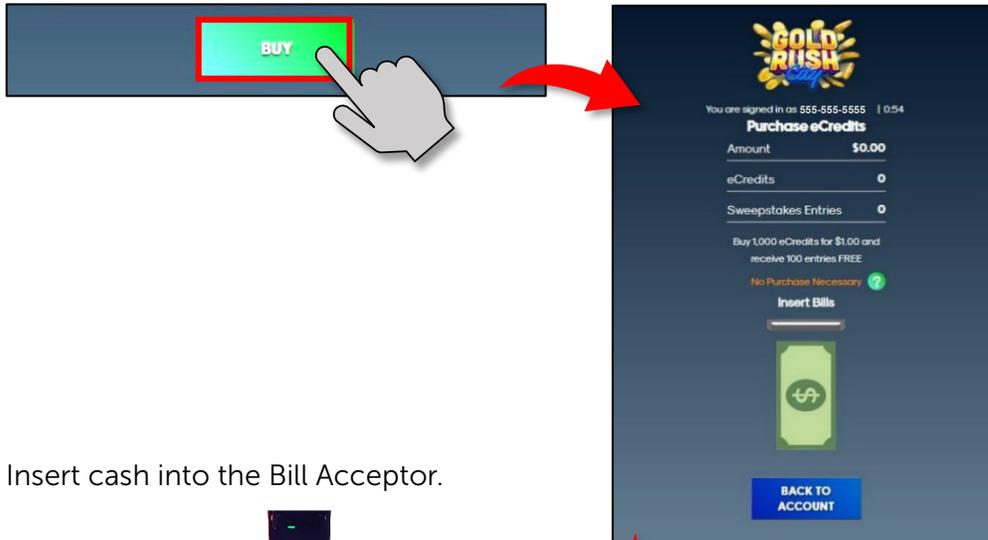




Buy

To Buy eCredits:

1. Tap the Buy button to purchase eCredits.



2. Insert cash into the Bill Acceptor.

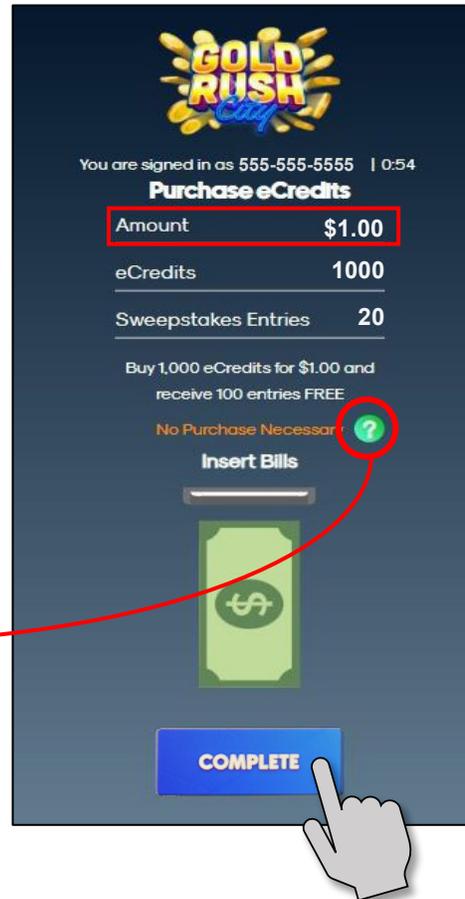
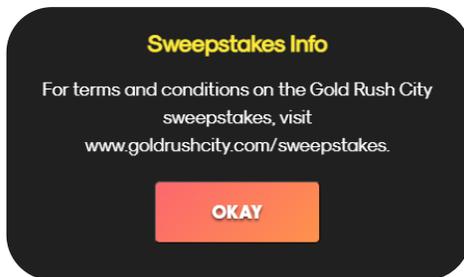




The Kiosk displays the amount of cash inserted and the total eCredits being purchased.

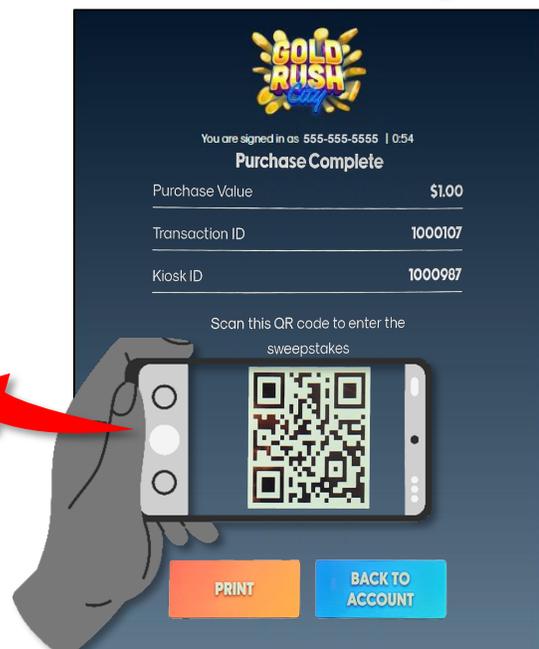
3. Tap Complete to finish the transaction.

 **Note:** For Sweepstakes Info and a Link to the Terms and Conditions, Tap the  symbol and go to the [goldrushcity.com](https://goldrushcity.com/sweepstakes) website.
<https://goldrushcity.com/sweepstakes>



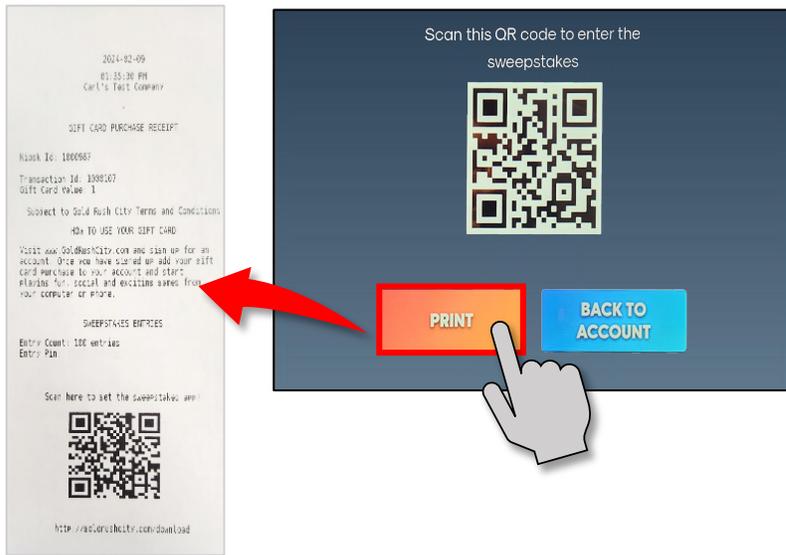
The Kiosk shows the completed transaction details including the Transaction ID and Kiosk ID.

From here the Player can enter the Sweepstakes by scanning the QR Code.

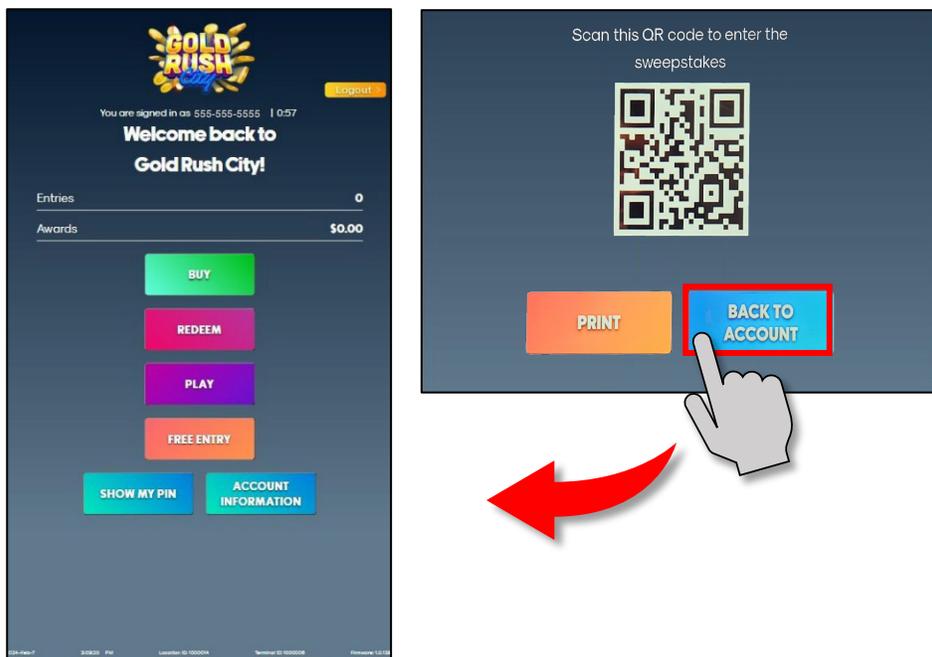




4. Tap Print to print a Receipt for the transaction.



5. Tap Back to Account to return to the Player Account Page.



Redeem

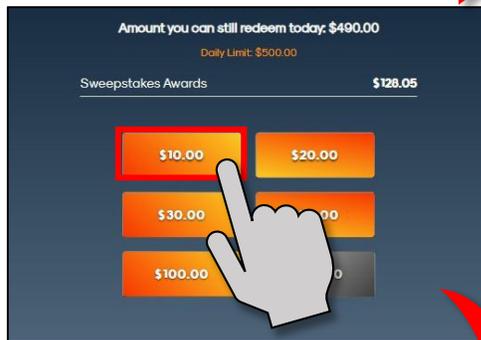
To Redeem Sweepstakes Rewards:

1. Tap Redeem and the Redeem Your Awards Page opens.



Note: Redeem Buttons will disable if the Player does not have enough credits to redeem those amounts or if the Kiosk does not have enough cash or the proper bills to fulfill the redemption.

2. Tap the amount to be redeemed.



Disabled Redeem Button



The system will dispense the bills requested via the Bill Acceptor and print a receipt for the Players record.



Note: The Daily Limit of \$500 is per Player, per Kiosk. For example, if a Player has \$1000 in Awards and redeems the \$500 limit at one Kiosk, they can redeem the remainder the following day or at another Kiosk as long as it's in the same location or venue.

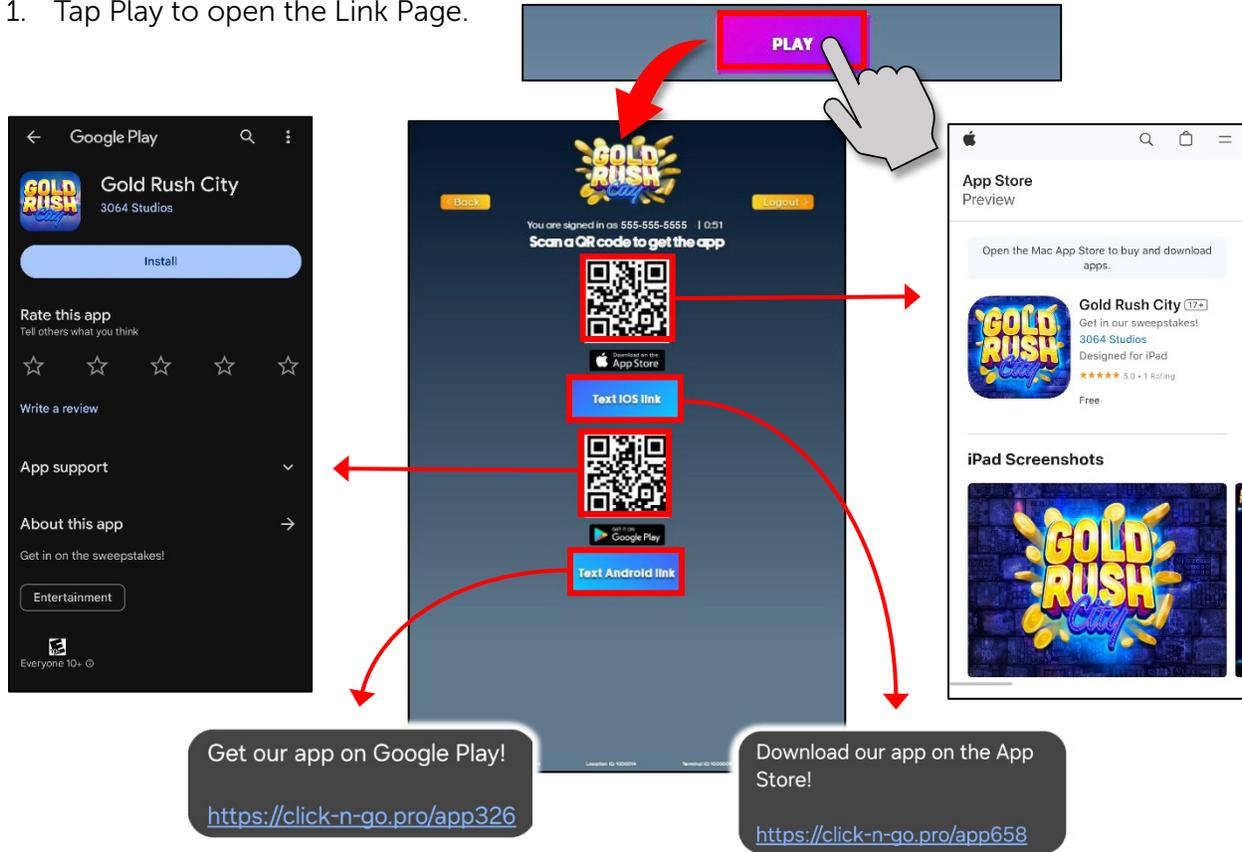
If the Player tries to redeem more cash than is available in the Kiosk an error will occur and a ticket will be printed reflecting the issue.



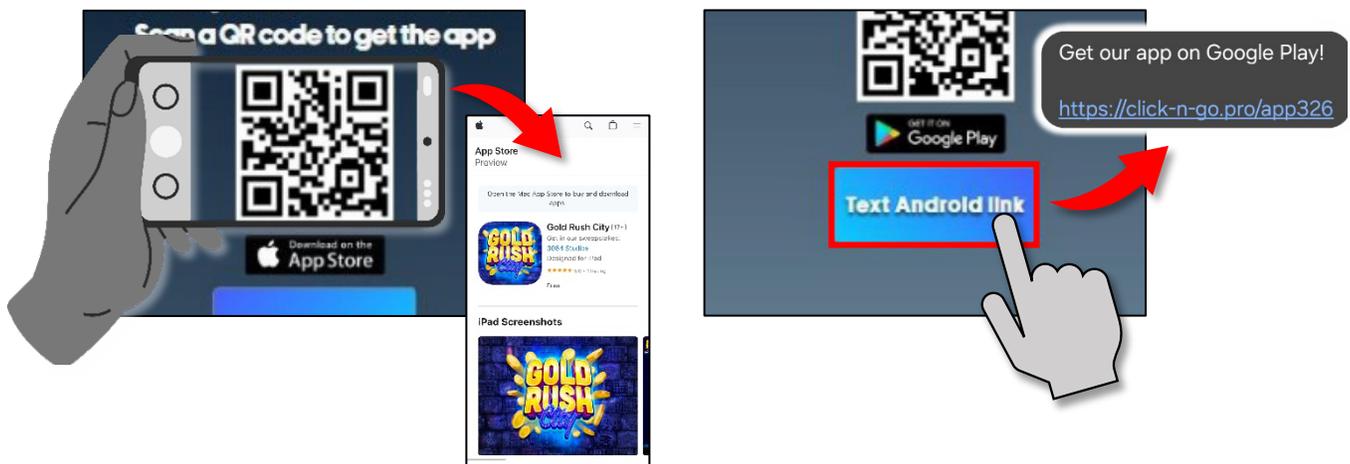
Play

To receive a Link via Text or QR Code to download and install the Game App on an Apple or Android device:

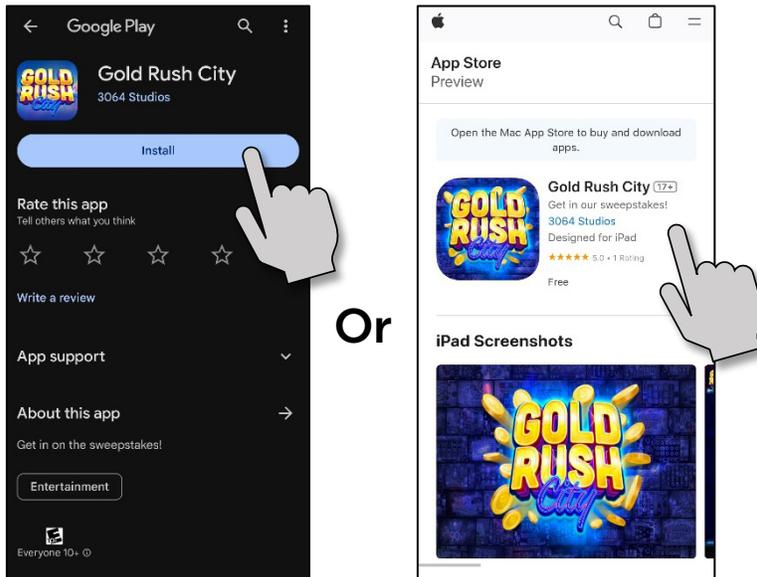
1. Tap Play to open the Link Page.



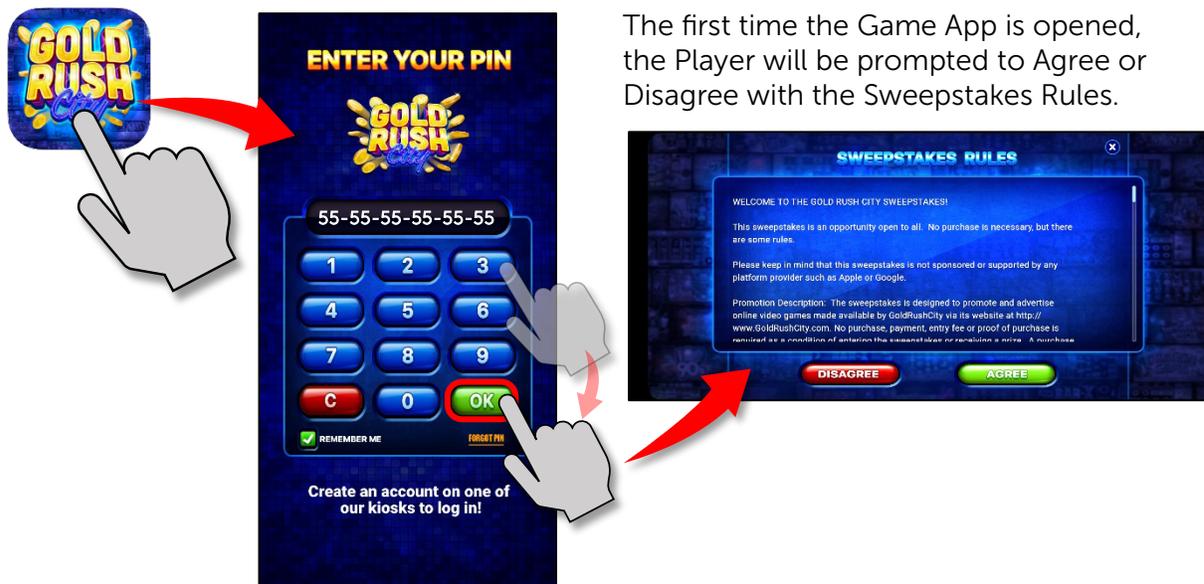
2. Either scan the appropriate QR Code for a link to the desired platform or Tap the Text IOS / Android link button to receive the link via text message to the phone number on the account.



3. Install the Game App from the App Store or Google Play.



4. Open the Game App, Enter the provided PIN and Tap OK.



The first time the Game App is opened, the Player will be prompted to Agree or Disagree with the Sweepstakes Rules.

 **Warning:** The Player must read the Sweepstakes Rules in full and Agree in order to Enter the Sweepstakes and Play the Gold Rush City games.



5. Once the Sweepstakes Rules have been read in full, Tap Agree to continue to game play.

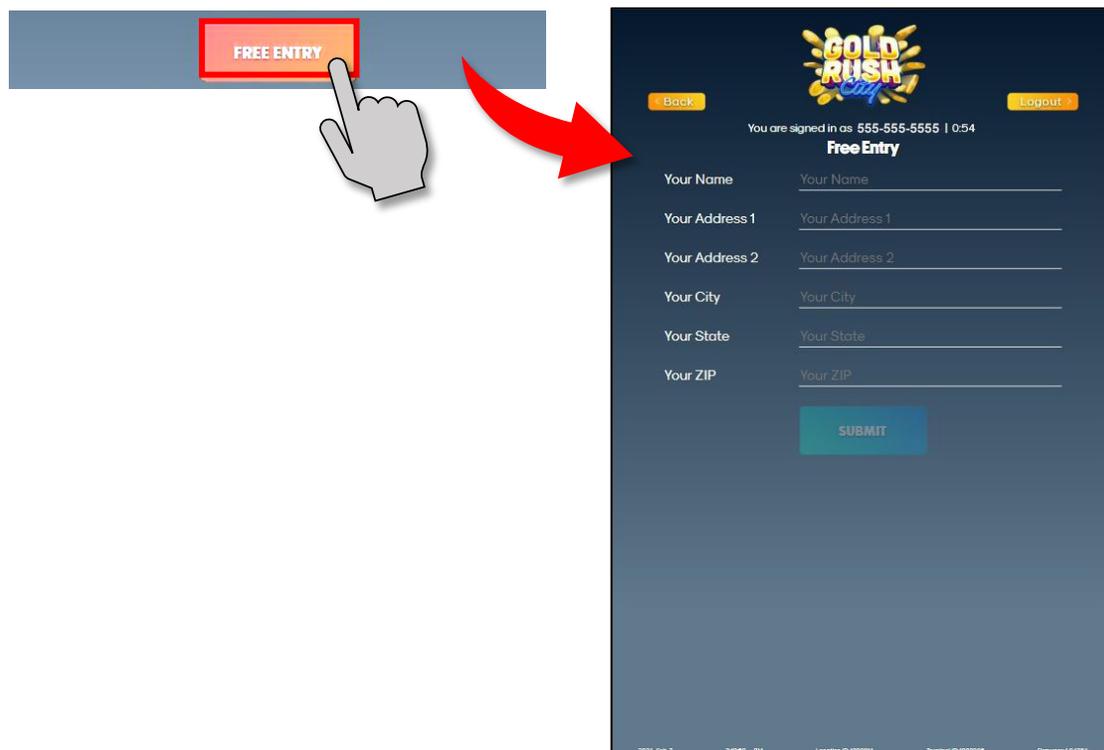


Free Entry

There is no purchase necessary to enter the Sweepstakes, however the Player must be registered and able to access the Player Account Page to enter.

To register for the Sweepstakes:

1. Tap Free Entry to access the Registration Page.



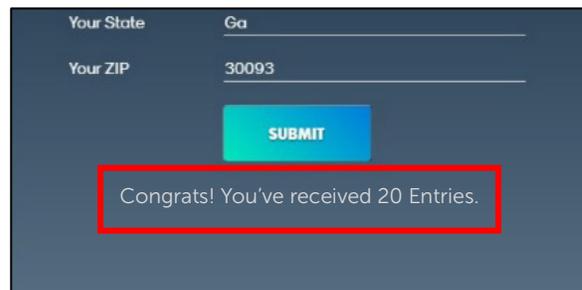


2. Tap each line to type and use the pop up keyboard to Enter the Players name and address.

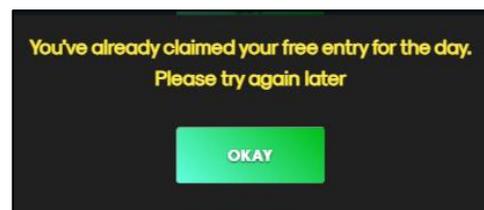


3. Once the name and address is complete, Tap Submit.

A confirmation message indicating the number of Entries will appear.



Note: A Player is only allowed to claim their Free Entry once per day. If a Free Entry has already been awarded, a Please Try Again Later message will appear.



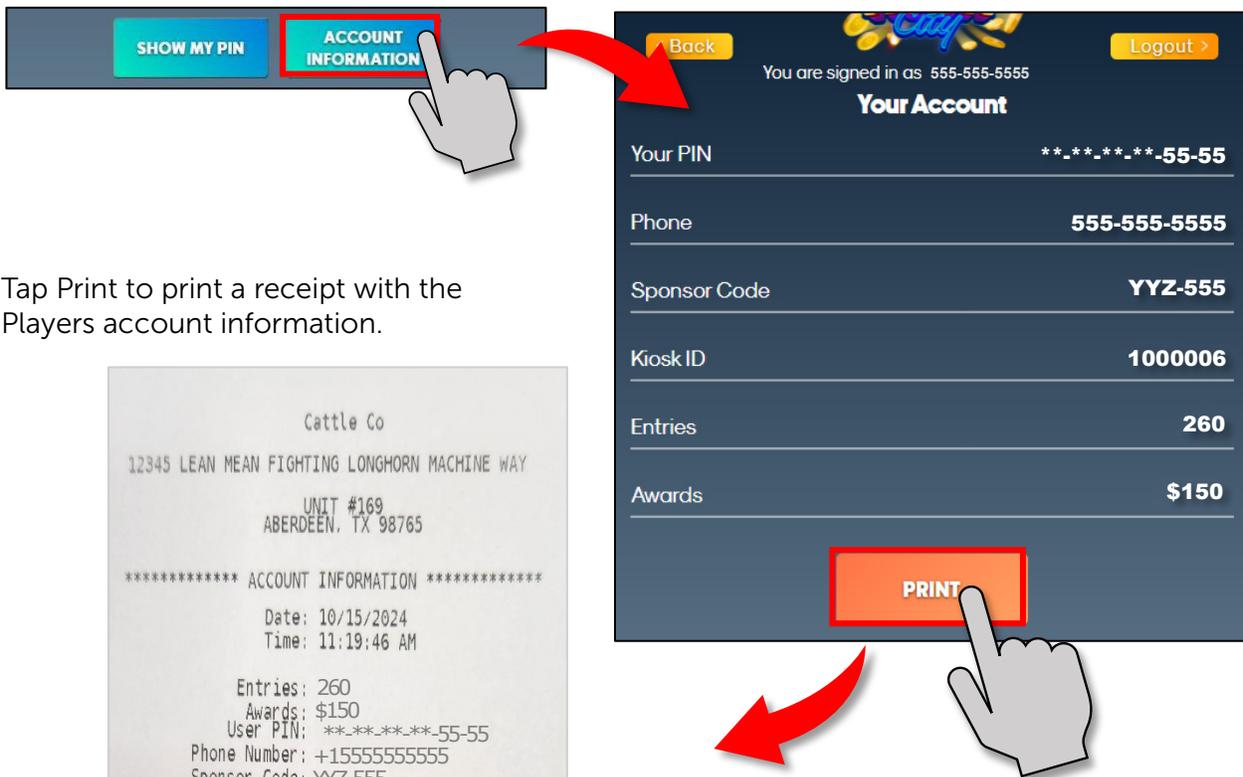
Show My PIN

Tap Show My PIN to view the Players PIN directly in the button.



Account Information

To view the Players account information, Tap Account Information.



Tap Print to print a receipt with the Players account information.

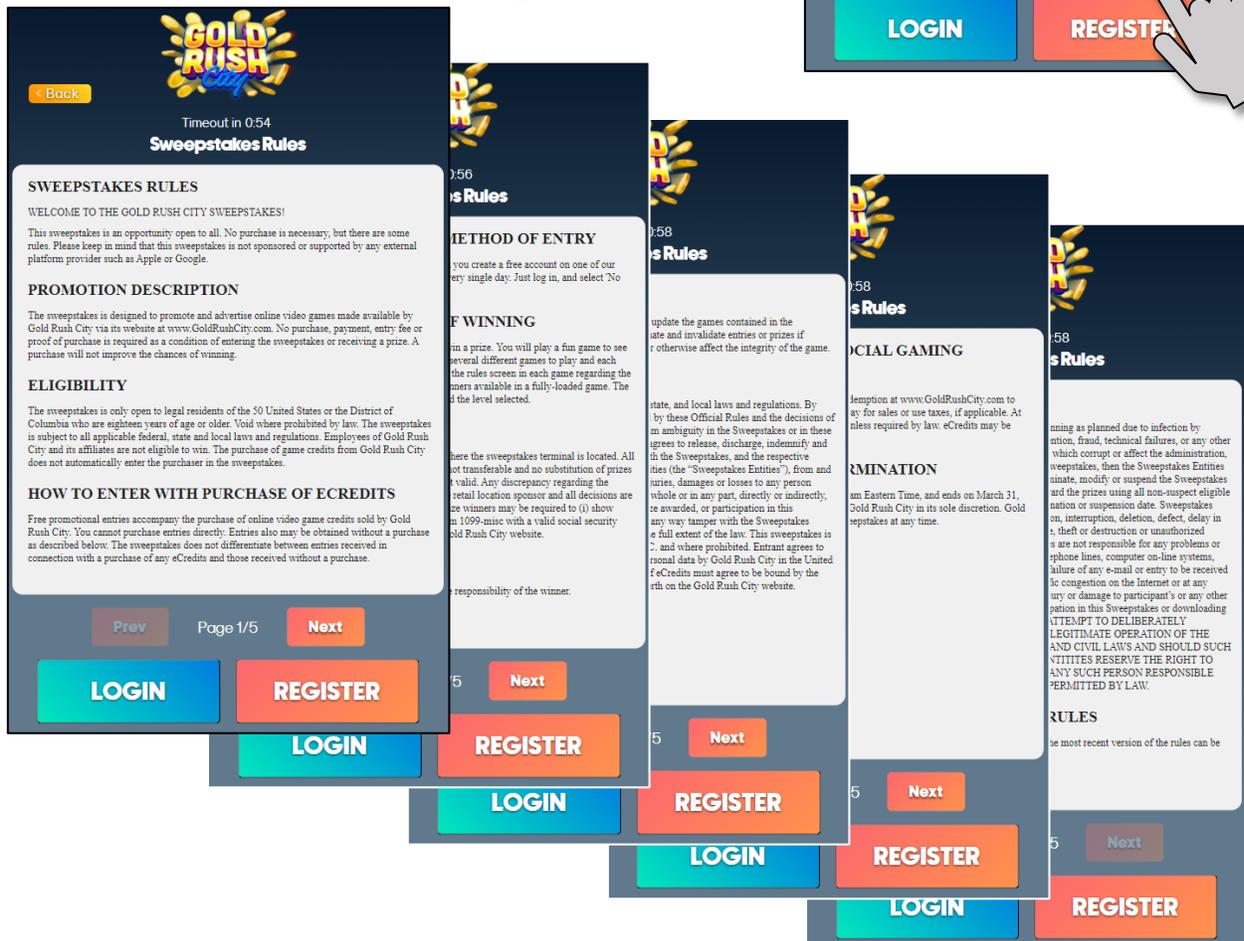
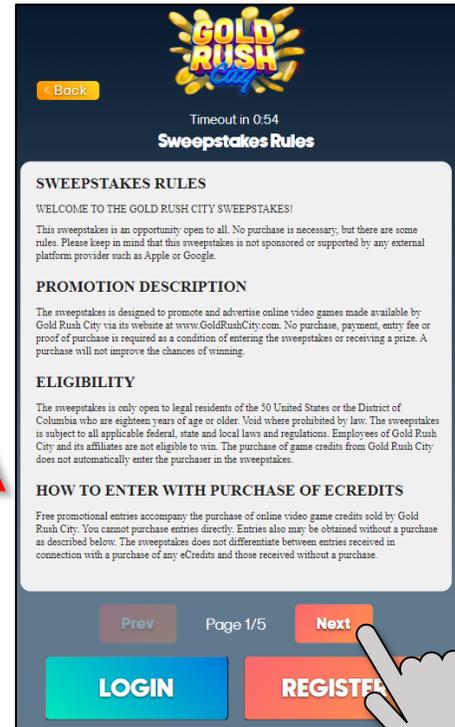
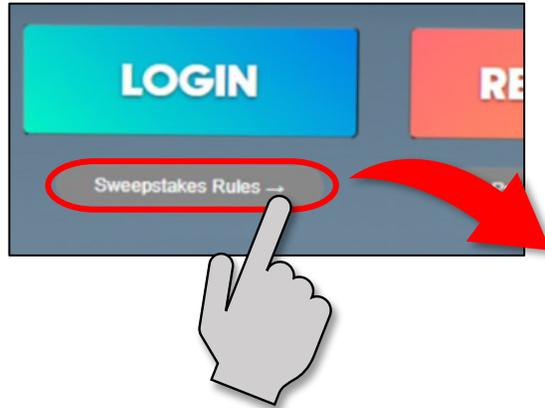




Sweepstakes Rules

The Sweepstakes Rules cover the basic rules and legal implications for how the sweepstakes operate including Eligibility, Entries, eCredits, Prizes, Updates, and Disclaimers.

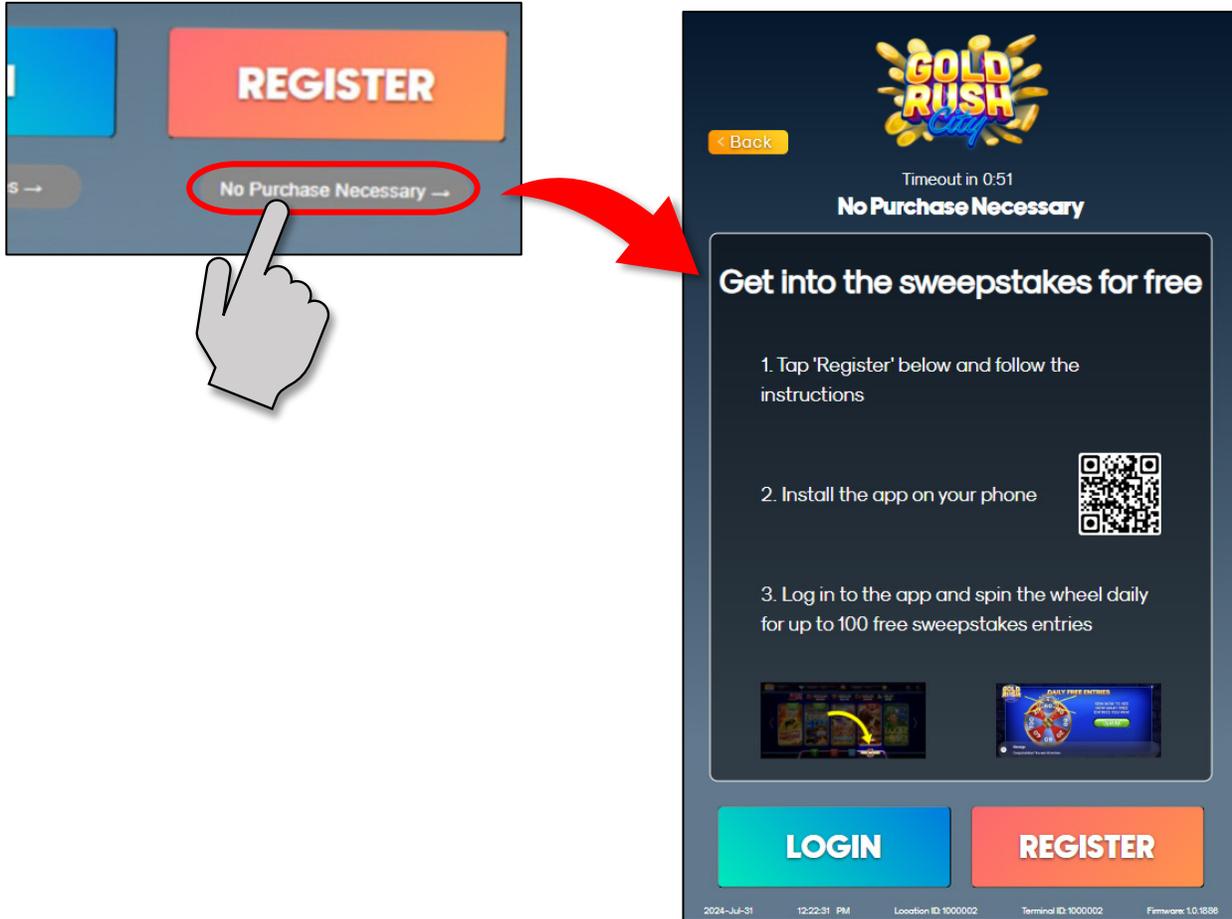
Tap Sweepstakes Rules and Tap Next / Prev to page through the various Rules.





No Purchase Necessary

There is no purchase necessary to enter the Sweepstakes with multiple ways to enter for free. Tapping the No Purchase Necessary button on the Intro Page will direct the Player to download the Game App and use the Free Entries Spin feature to acquire Free Entries.





Admin Menu

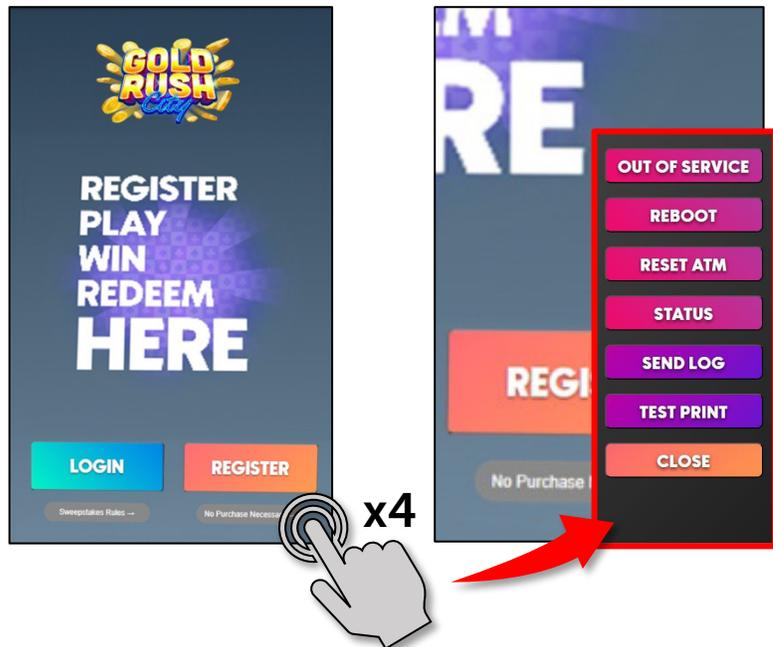
The Admin Menu is a pop-up menu that provides a fast, easy way to perform administrative tasks and view some important information from any page without the need to login as an Administrator.

The Admin Menu has the following functions:

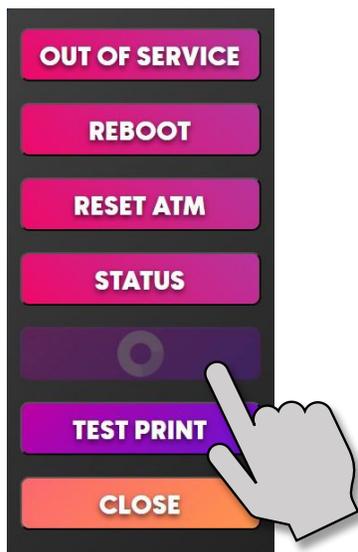
- [Out of Service](#) – Places the Kiosk Out of Service
- [Reboot](#) – Reboots the Kiosk Software and Components
- [Reset ATM](#) – Resets the Bill Acceptor
- [Status](#) – Shows the Status of the Kiosk
- [Send Log](#) – Sends Logs to the Operator
- [Test Print](#) – Prints a Test Ticket

To access the Admin Menu:

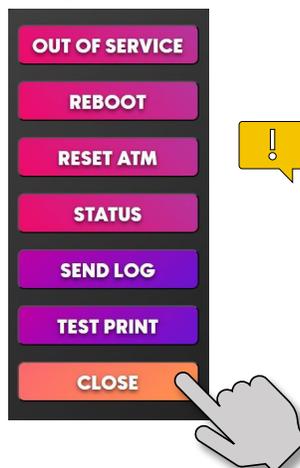
1. Tap 4 times in the lower right corner of any page.



2. Tap on the appropriate task.



3. If necessary, Tap Close when the task is complete.



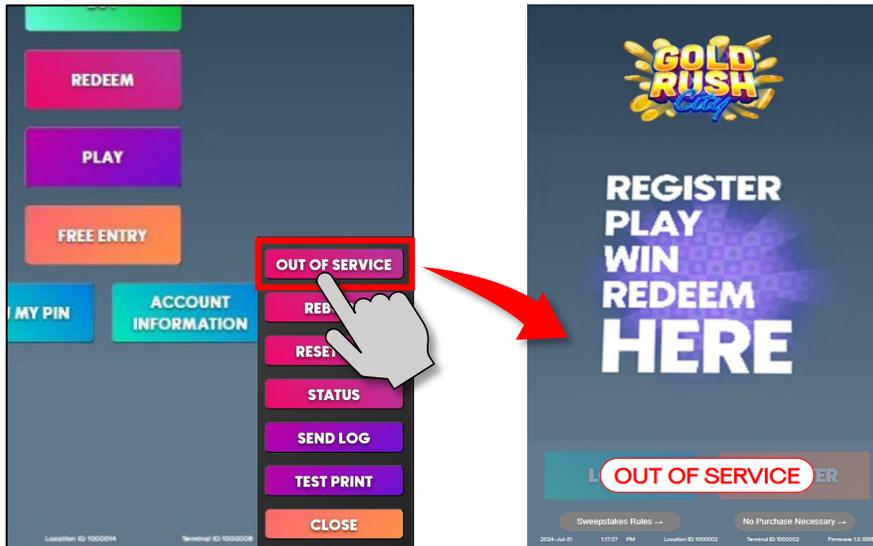
Note: The Admin Menu will close automatically after 10 Seconds.

Out of Service

When the Kiosk is Out of Service, only the Admin and Kiosk Management Menus are accessible. The Kiosk will not accept or dispense funds, print tickets, or allow Players to Login.

To place the Kiosk Out of Service:

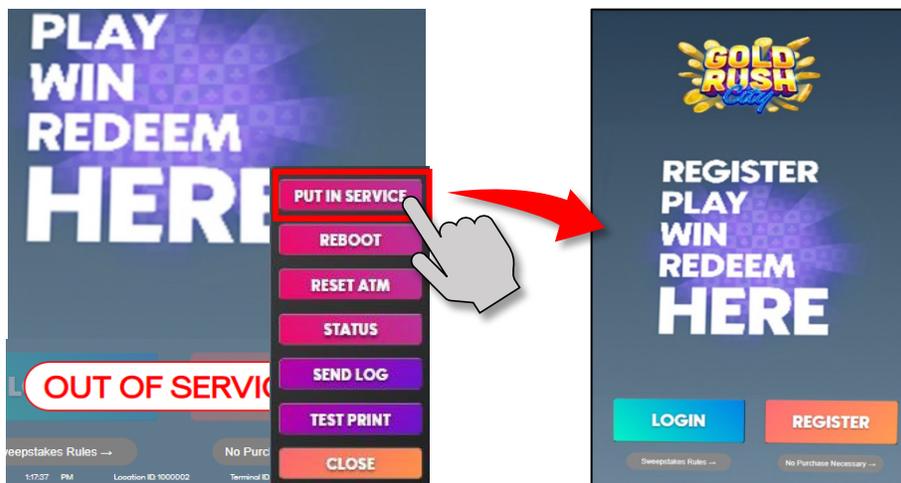
1. Tap Out of Service on the Admin Menu on any page.



The Kiosk will return to the Intro Page and the Login, Register and No Purchase Necessary options will be faded out and no longer accessible.

To place the Kiosk back in service:

2. Open the Admin Menu and Tap Put In Service. The Kiosk may take a moment to come back into service while it reconnects to the network and other systems.



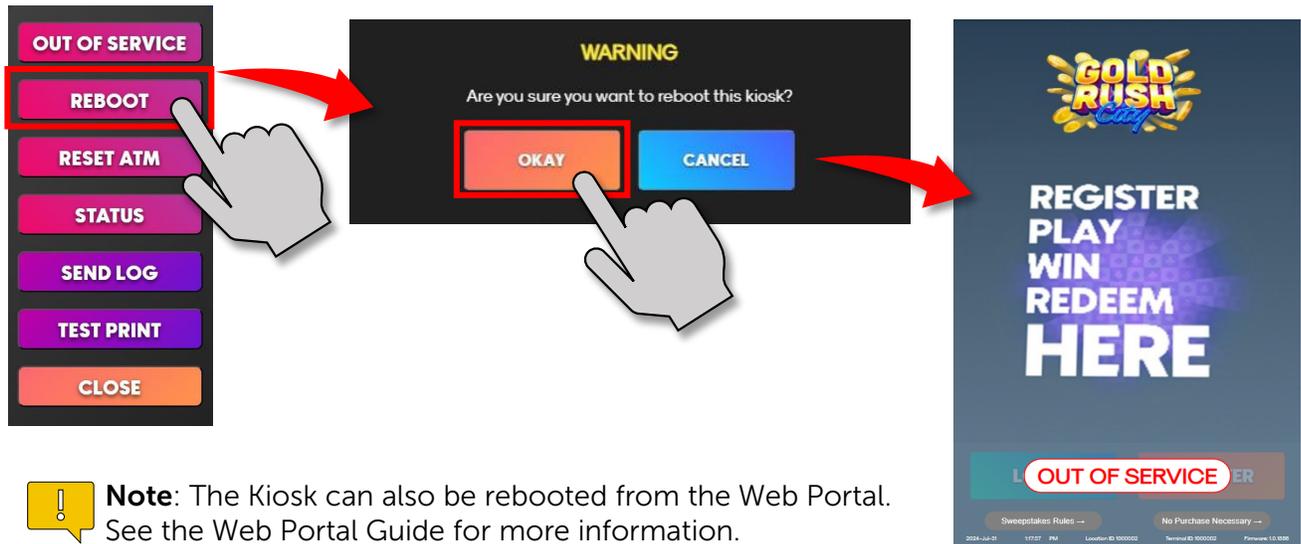
Note: The Kiosk can also be placed in and out of service from the Web Portal. See the Web Portal Guide for more information.



Reboot

Tapping Reboot on the Admin Menu will shut down and restart the Kiosk software and components. This can be used to clear errors and correct some minor issues.

A warning will pop up allowing the Operator to confirm or cancel the reboot. Once confirmed the Kiosk will display Out of Service while the system reboots.

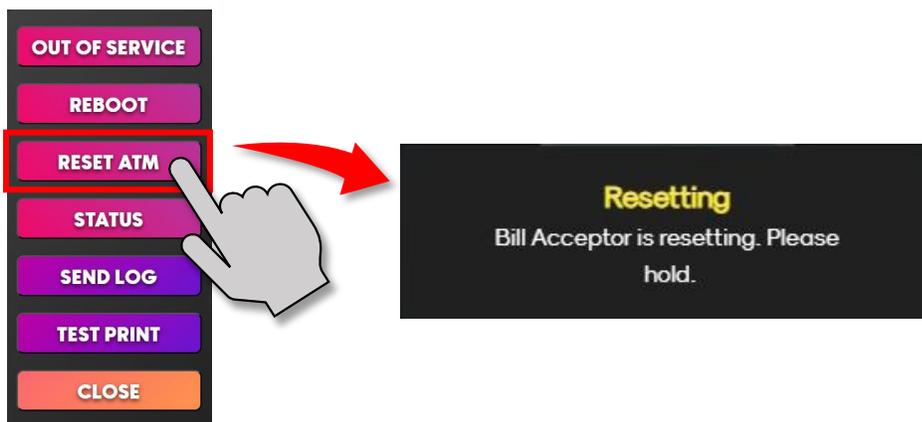


 **Note:** The Kiosk can also be rebooted from the Web Portal. See the Web Portal Guide for more information.

Reset ATM

Tapping Reset the ATM will restart the Bill Acceptor. This can be used to clear errors or minor Bill Acceptor malfunctions.

The Bill Acceptor will take a moment to restart, and a Resetting message will appear until the restart is complete.



Status

Tap Status to access the Status Menu.

From the Status Menu the Operator can view the state of some components and systems within the Kiosk.



The Status Menu Displays the Following:

System Status – Indicates if the Kiosk has been Commissioned, (**Operational**), or Not Commissioned.

 **Note:** Commissioning of the Kiosk is performed Remotely by Technicians. If the System Status shows Not Commissioned, call the Support line to have the Kiosk Commissioned back in service.

Gateway Status – Shows if the Kiosk networking system is functioning properly.

Bill Acceptor Initialized – Signifies the Bill Acceptor has started and is functioning properly.

Local Service Running – Indicates the Kiosk software is operating properly.

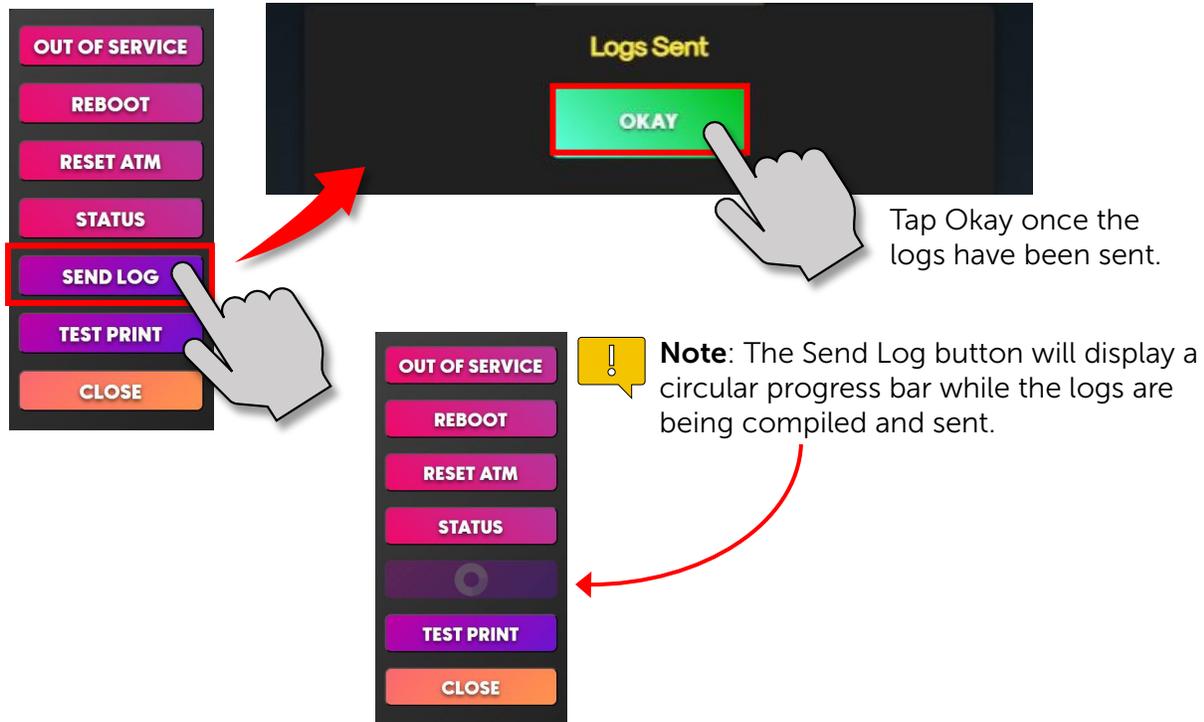
Connected to Gateway – Shows if the Kiosk is connected to the internet.

Printer Status – Indicates if the Printer is powered on, connected and ready to print.

IP Address – Displays the IP address for the Kiosk.

Send Log

Tapping Send Log will send a log of the Kiosk Events to Technical Services for analysis. These logs are a more detailed version of the [Report](#) available from the Kiosk [Management Page](#).



Test Print

Tapping Test Print will print a Test Ticket to be sure the Printer is working properly.





Kiosk Management Page

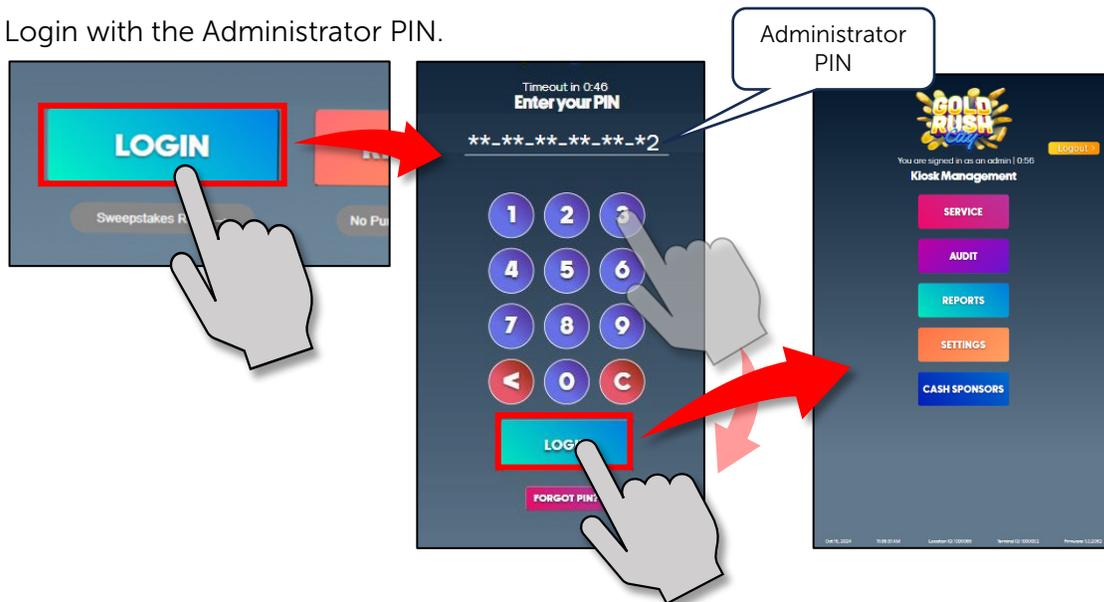
The Kiosk Management Page allows the Operator to access more detailed information and perform maintenance tasks, some of which are not available from the Admin Menu.

The Kiosk Management pages are:

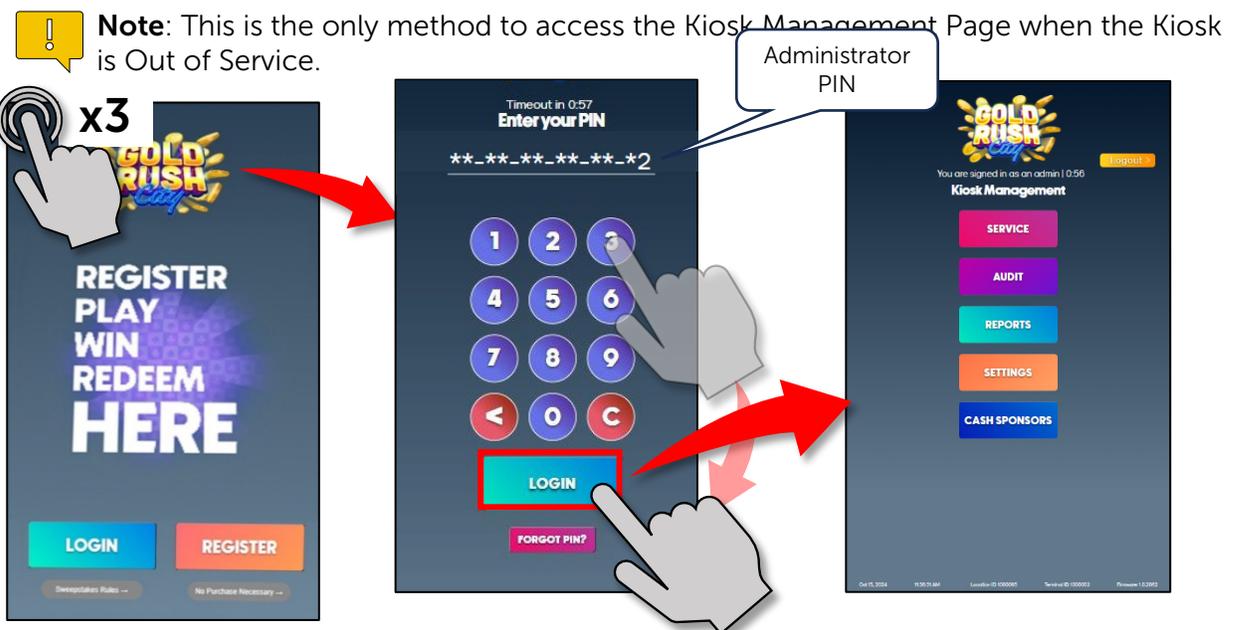
- [Service](#)
- [Audit](#)
- [Reports](#)
- [Settings](#)
- [Cash Sponsor](#)

There are 2 ways to access the Kiosk Management Page.

A. Login with the Administrator PIN.



B. Tap the upper left corner of the Intro Page 3 times and login in with the Administrator PIN.

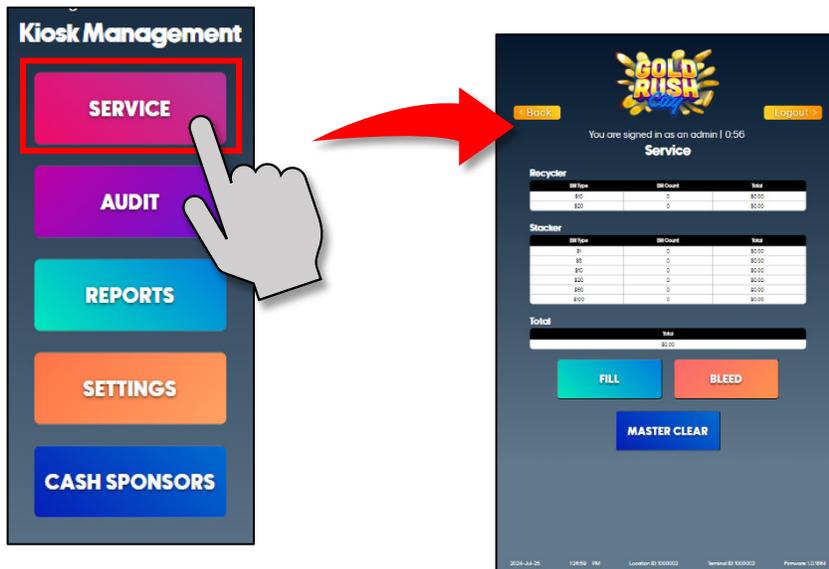




Service

The Service Page allows the Operator to view the current funds in the Recycler and Stacker as well as Add, Bleed, Clear, and Collect funds from the Kiosk.

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



Financials

The top section of the Service Page displays a count and totals of the various Bills currently in the Bill Acceptors' Recycler and Stacker.

Recycler		
Bill Type	Bill Count	Total
\$10	2	\$20
\$20	3	\$60

Stacker		
Bill Type	Bill Count	Total
\$1	27	\$27
\$5	16	\$80
\$10	8	\$80
\$20	11	\$220
\$50	1	\$50
\$100	2	\$200

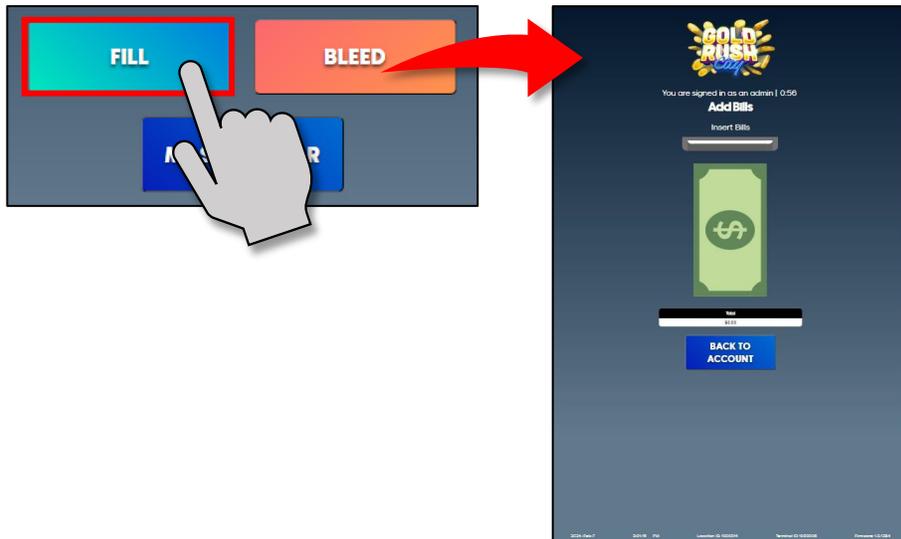
Total	
	Total
	\$687

Fill

During the Initial Setup and at times, it may be necessary to add funds to the Kiosk for Players to redeem.

To Add funds to the Kiosk:

1. Tap Fill and the Add Bills Page opens.

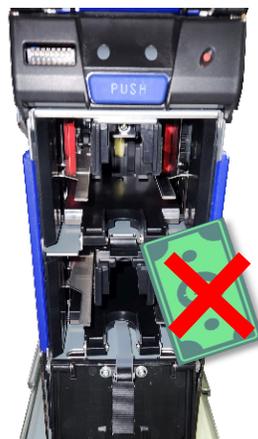


2. Insert the bills into the Bill Acceptor.



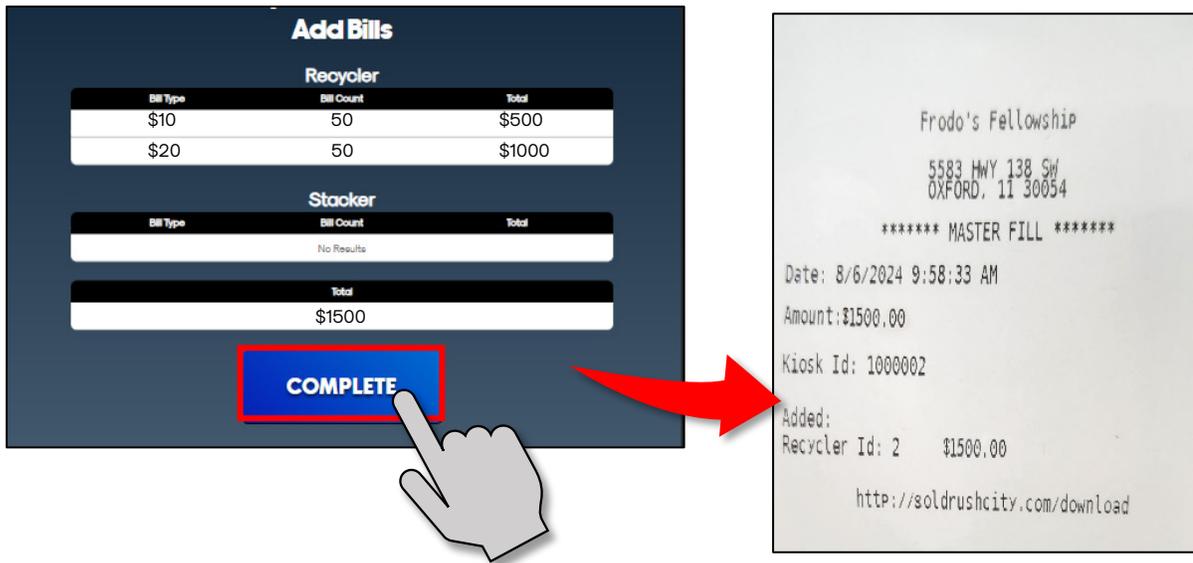
Warning: Bills must be added to the Kiosk by feeding them one at a time into the Bill Acceptor. This is necessary for the Kiosk to have an accurate account of the bills added.

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

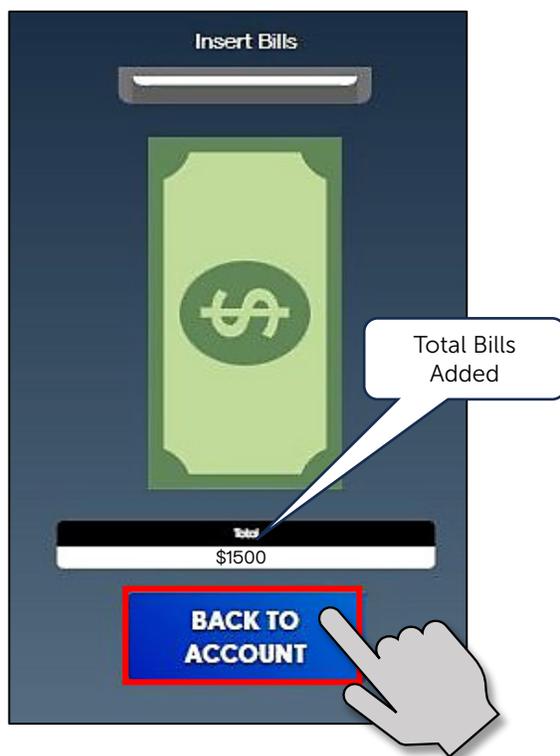




- When finished adding bills, Tap Complete and the system will Print a Master Fill Ticket.



- Tap Back to Account when finished and the system will print a Fill Receipt.



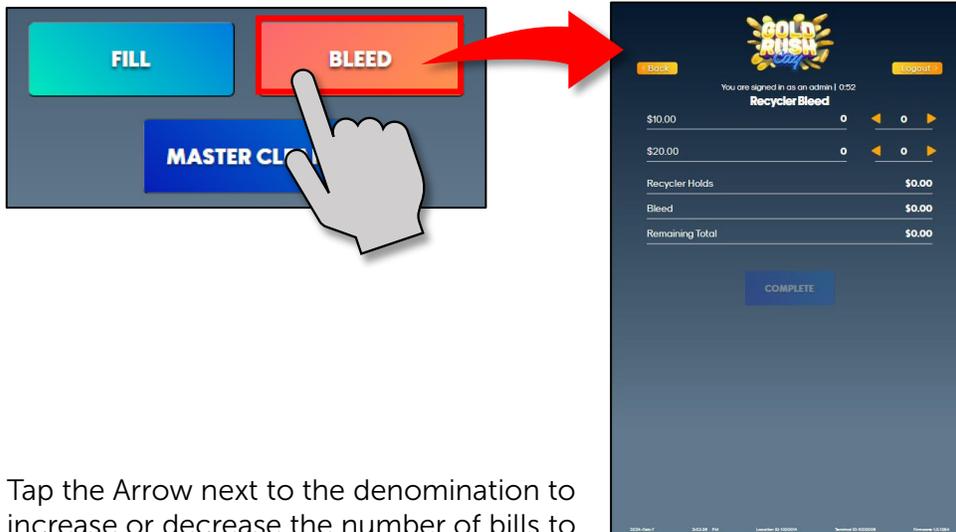


Bleed

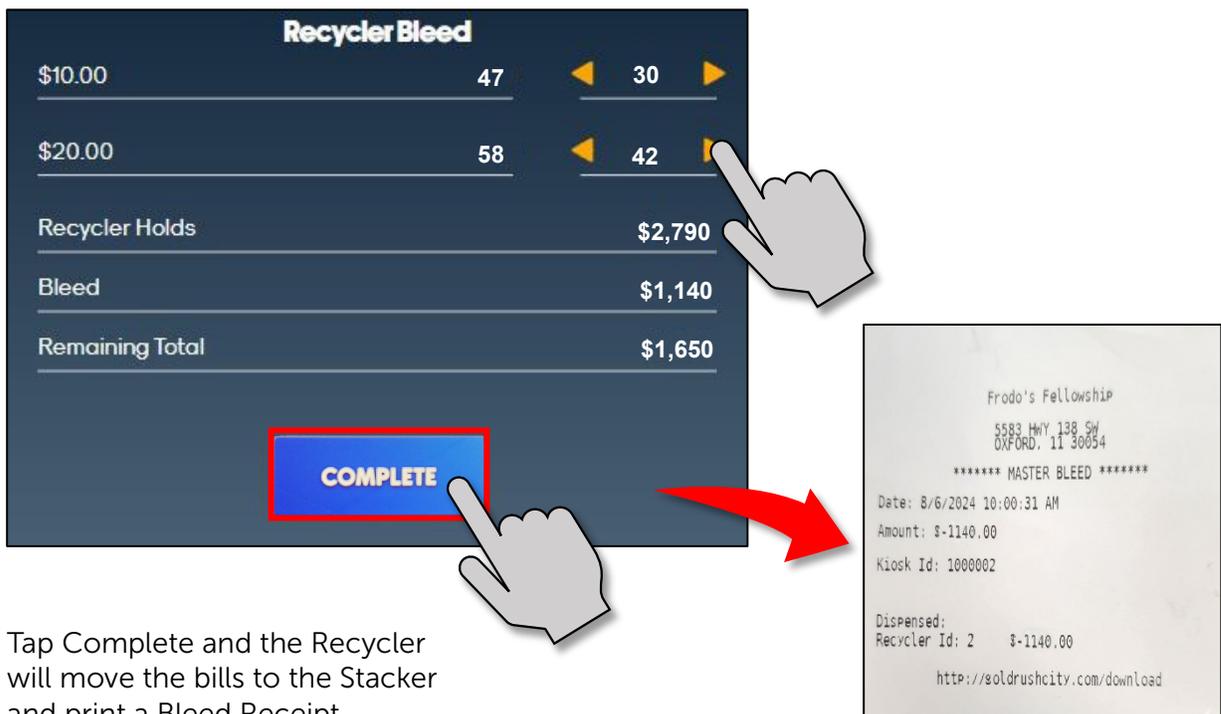
The Recycler only retains \$10 and \$20 denominations with a Maximum Total of 100 of each. All other denominations and any funds over the Maximum will be moved directly to the Stacker. At times it may be necessary to manually move or Bleed bills from the Recycler to the Stacker. To move all funds to the Stacker at once, see [Master Clear](#).

To Bleed funds:

1. Tap Bleed Funds and the Recycler Bleed page will open.



2. Tap the Arrow next to the denomination to increase or decrease the number of bills to be moved.



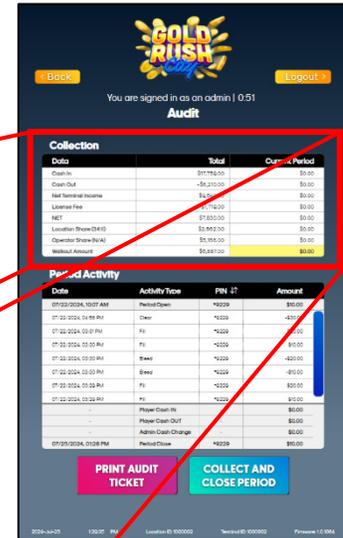
3. Tap Complete and the Recycler will move the bills to the Stacker and print a Bleed Receipt.



Audit - Collection

The top of the Audit page shows a financial breakdown for the Cash In and Cash Out of the GRC Kiosk in total and for the current period as well as Licensing Fees, NET, Shares and the Walkout Amounts. Some of this information is reflected on the Printed Audit Ticket, see [Print Audit Ticket](#).

Collection		
Data	Total	Current Period
Cash In	\$17,759.00	\$1,000.00
Cash Out	-\$8,210.00	-\$200.00
NET Terminal Income	\$9,549.00	\$800.00
Licensing Fee (20%)	\$1,910.00	\$160.00
NET	\$7,639.00	\$640.00
Location Share (34%)	\$2,597.00	\$218.00
Operator Share (66%)	\$5,042.00	\$422.00
Walkout Amount	\$6,952.00	\$582.00



Collection

The Collection section shows the overall financial data for the GRC Kiosk.

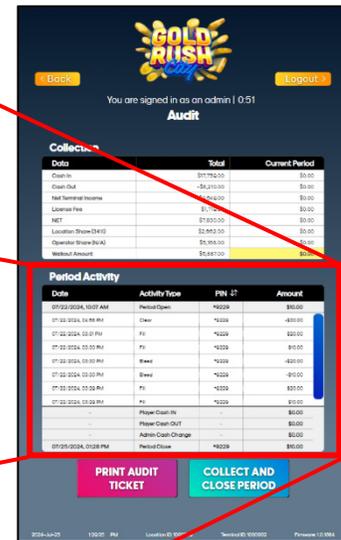
- **Cash In** – The amount of money added by players to the Kiosk.
- **Cash Out** – The amount of money paid out to players from the Kiosk.
- **Net Terminal Income** – The amount of money earned by the Kiosk.
- **License Fee (20%)** – Is 20% of the NET Terminal Income.
- **NET** – Terminal Income after the Licensing Fee has been deducted.
- **Location Share (34%)** – The amount of money held by the Location which is 34% of the NET.
- **Operator Share (66%)** – The amount of money paid to the Kiosk Operator, which is 66% of the NET.
- **Walkout Amount** – This is the amount of cash withdrawn from the cash box which is the Operator Share plus the License Fee.



Audit – Period

The Period section of the Audit Page shows any Kiosk Activity for the Current Period and the Admin who performed the Action.

Period Activity			
Date	Activity Type	PIN ↓↑	Amount
07/22/2024, 10:07 AM	Period Open	*9229	\$10.00
07/22/2024, 04:56 PM	Clear	*9229	-\$30.00
07/22/2024, 03:31 PM	Fill	*9229	\$20.00
07/22/2024, 03:30 PM	Fill	*9229	\$10.00
07/22/2024, 03:30 PM	Bleed	*9229	-\$20.00
07/22/2024, 03:30 PM	Bleed	*9229	-\$10.00
07/22/2024, 03:29 PM	Fill	*9229	\$20.00
07/22/2024, 03:29 PM	Fill	*9229	\$10.00
-	Player Cash IN	-	\$0.00
-	Player Cash OUT	-	\$0.00
-	Admin Cash Change	-	\$0.00
07/25/2024, 01:26 PM	Period Close	*9229	\$0.00



Period Activity

- **Activity Type** – Shows the Activity that was performed.
- **Period Open** – The date the last Collection was performed.
- **Player Cash IN** – The amount of money added by players to the Kiosk for the stated period.
- **Player Cash OUT** – The amount of money paid out to players for the stated period.
- **Admin Cash Change** – Any monies paid out to players not from the Kiosk, but in the form of a handpay or cashier payment.
- **Period Close** – The date of the most recent Collection.
- **PIN** – Shows the las 4 digits of the PIN for the Admin that performed the Action.

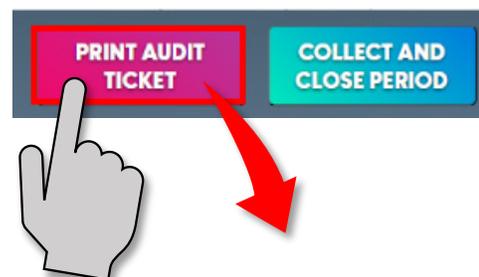
Tap the to sort the Period Activity by the Administrator PINs.

Print Audit Ticket

When necessary, a Terminal Audit Report ticket can be printed to have a hard copy of the current financials for the Kiosk. This ticket may be printed prior to collection so it is clear to the operator how the financials are distributed.

To Print a Terminal Audit Report Ticket:

Tap the Print Audit Ticket button and the Kiosk will Print a Terminal Audit Report.





```

**** TERMINAL AUDIT REPORT ****

Primary 628
4300 COMMUNICATIONS DRIVE
NORCROSS, GA 30093

Date          06/27/2024
Time          11:33:05 AM

Location ID   1000000
Terminal ID   1000000
User PIN      *****8888
Event ID      8

Period Open   06/21/2024 02:14 PM
Period Close

***** PLAYER ACTIVITY *****

Date          Total          Period
-----
Cash IN:      $661.00        $16.00
Cash OUT:     $-70.00         $0.00
-----
Net Terminal Income $591.00        $16.00
Registrations 5                1

***** CASH ACTIVITY *****

Date          Activity          Amount
-----
06/21 02:14 PM      Open              $0.00
Player Cash IN                    $16.00
Player Cash OUT                   $0.00

***** BILLS DETAIL *****
***** RECYCLER BILL DETAIL *****

$10.00 - 1 - $10.00
$20.00 - 0 - $0.00
-----
Total Recycler Amount: $10.00

***** STACKER BILL DETAIL *****

$1.00 - 1 - $1.00
$5.00 - 1 - $5.00
$10.00 - 0 - $0.00
$20.00 - 0 - $0.00
$50.00 - 0 - $0.00
$100.00 - 0 - $0.00
-----
Total Stacker Amount: $6.00
    
```

Identification Information – Displays the Location Address, Date and Time the Ticket was printed, Location and Terminal ID, User PIN (last 4 digits) and the Event ID.

Period – Shows the Date and Time for the Opening of the Period on the Ticket.

Player Activity – Displays the Cash In and Cash Out for the Players in Total and for the Period on the Ticket as well as the Kiosks Net Income and the number of Player Registrations.

Cash Activity – Shows the Cash In and Cash Out for the Period Printed and include the Opening amount for the current period.

Recycler Bill Detail – Displays the number of each denomination in the Recycler, the total for that denomination and the total amount currently in the Recycler.

Stacker Bill Detail – Shows the number of each denomination in the Stacker, the total for that denomination and the total amount currently in the Stacker.

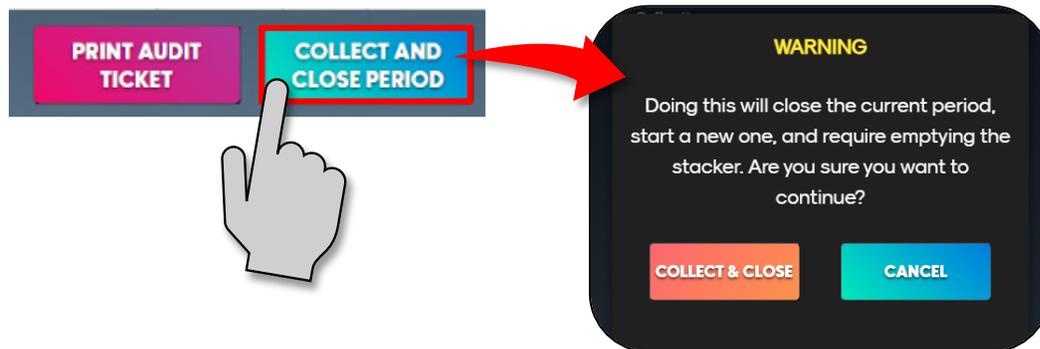
 **Note:** The Terminal Audit Report Ticket will show different data when it is printed after a Collection is performed as the Stacker should be emptied of all denominations at that time and a period closing date and time will also be shown.

Collect and Close Period

When necessary or desired, the cash or funds can be Collected from the Stacker or Cash Box.

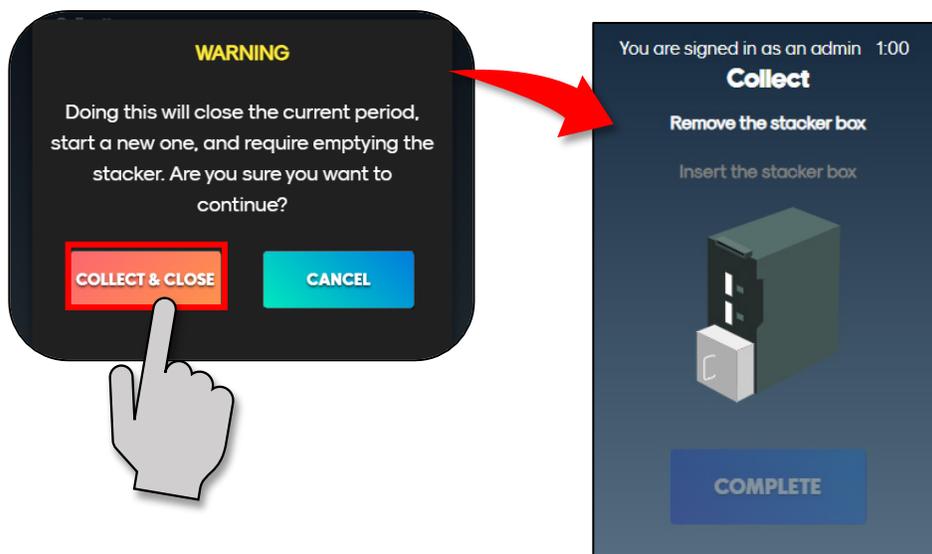
To Collect the funds:

1. Tap Collect and a Warning appears.



 **Warning:** Once the collection process begins, there is no way to stop or cancel the collection. The Operator must follow through with the process or the financial data and reports may be incorrect.

2. Tap Collect and Close.



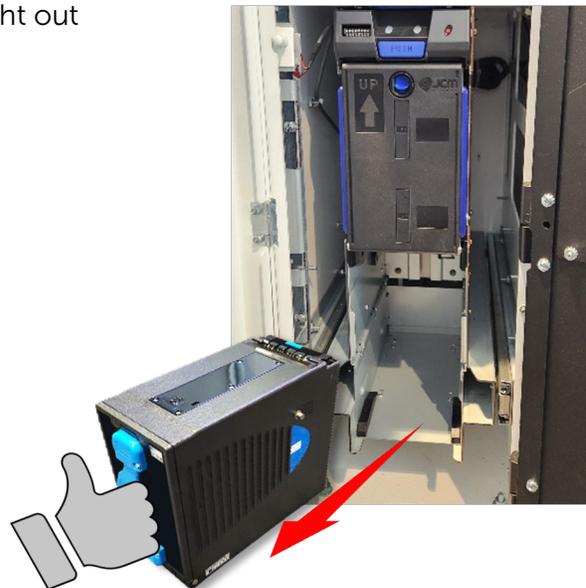
 **Note:** The Time Out Clock will pause during the collection process. This allows the operator plenty of time to collect the cash from the stacker without interruption.



3. Open the Main Door and Security Door.



4. Remove the Stacker by simply pulling it straight out by the handle.



5. Turn the Stack over.



6. Using 1 finger, pull the Bottom Door open from the Opening.

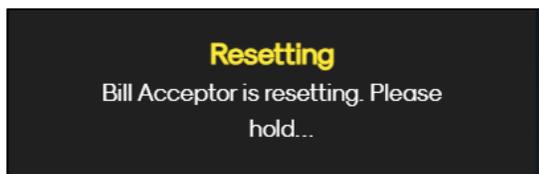


 **Warning:** All the cash must be removed from the Cash Box, or the financial data and reports may be incorrect.

7. Once the cash has been collected, return the Stacker back to the Kiosk and close the doors.



Once the Stacker has been returned, the Bill Acceptor will reset.





- Once the Bill Acceptor has reset, Tap Complete to Print a Kiosk Collection Ticket and a Terminal Audit Report Ticket.



Kiosk Collection Ticket

```

***** KIOSK COLLECTION *****
Primo 628
4260 COMMUNICATIONS DRIVE
NORCROSS, GA 30093
Date 06/27/2024
Time 11:37:12 AM
Location ID 1000000
Terminal ID 1000000
User PIN *****8888
Event ID 8
Period Open 06/21/2024 02:14 PM
Period Close
***** PLAYER STATS *****
Total 5
Period 1
***** PLAYER ACTIVITY *****
Data Total Period
Cash IN: $661.00 $16.00
Cash OUT: $-70.00 $0.00
Net Terminal Income $591.00 $16.00
    
```

Identification Information – Displays the Location Address, Date and Time the Ticket was printed, Location and Terminal ID, User PIN (last 4 digits) and the Event ID.

Period – Shows the Date and Time for the Opening and Closing of the Period on the Ticket.

Player Stats – Shows the number of Player Registrations.

Player Activity – Displays the Cash In and Cash Out for the Players in Total and for the Period on the Ticket as well as the Kiosks Net.



Terminal Audit Report Ticket

```

***** TERMINAL AUDIT REPORT *****
Primer 638
4360 COMMUNICATIONS DRIVE
NONCROSS, GA 30093
Date      06/27/2024
Time      11:37:18 AM
Location ID      1000000
Terminal ID      1000000
User PIN        *****8888
Event ID        8

Period Open      06/21/2024 02:14 PM
Period Close     06/27/2024 11:37 AM

***** PLAYER ACTIVITY *****
Date      Total      Period
-----
Cash IN:   $661.00    $16.00
Cash OUT:   $-70.00     $0.00
-----
Net Terminal Income  $591.00    $16.00
-----
Registrations      5          1

***** CASH ACTIVITY *****
Date      Activity      Amount
-----
06/21 02:14 PM      Open      $0.00
-----
Player Cash IN      $16.00
Player Cash OUT     $0.00
-----
06/27 11:37 AM      Close     $10.00

***** BILLS DETAIL *****
***** RECYCLER BILL DETAIL *****
$10.00 : 1 - $10.00
$20.00 : 0 - $0.00
-----
Total Recycler Amount: $10.00

***** STACKER BILL DETAIL *****
$1.00 - 0 - $0.00
$5.00 - 0 - $0.00
$10.00 - 0 - $0.00
$20.00 - 0 - $0.00
$50.00 - 0 - $0.00
$100.00 - 0 - $0.00
-----
Total Stacker Amount: $0.00
    
```

Identification Information – Displays the Location Address, Date and Time the Ticket was printed, Location and Terminal ID, User PIN (last 4 digits) and the Event ID.

Period – Shows the Date and Time for the Opening and Closing of the Period on the Ticket.

Player Activity – Displays the Cash In and Cash Out for the Players in Total and for the Period on the Ticket as well as the Kiosks Net Income and the number of Player Registrations.

Cash Activity – Shows the Cash In and Cash Out for the Period Printed and include the Opening and Closing amounts.

Recycler Bill Detail – Displays the number of each denomination in the Recycler, the total for that denomination and the total amount currently in the Recycler.

Stacker Bill Detail – Shows the number of each denomination in the Stacker, the total for that denomination and the total amount currently in the Stacker.

These values should be Zero after a Collection.

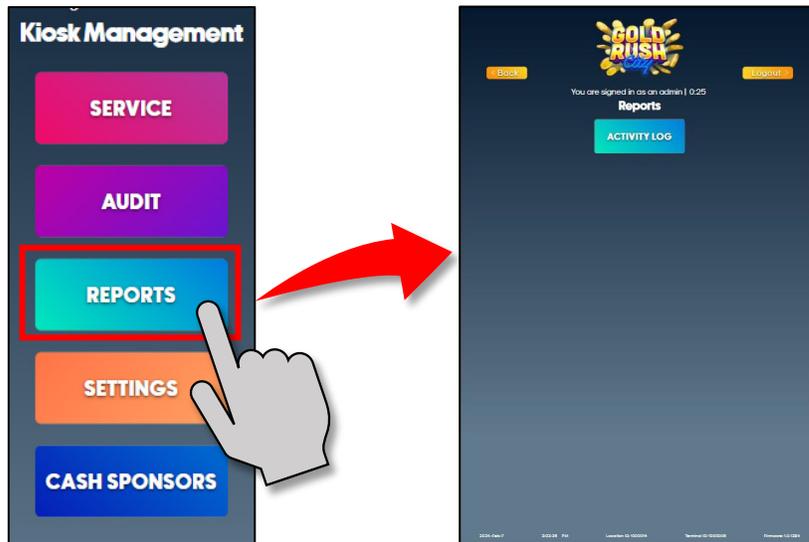


Reports

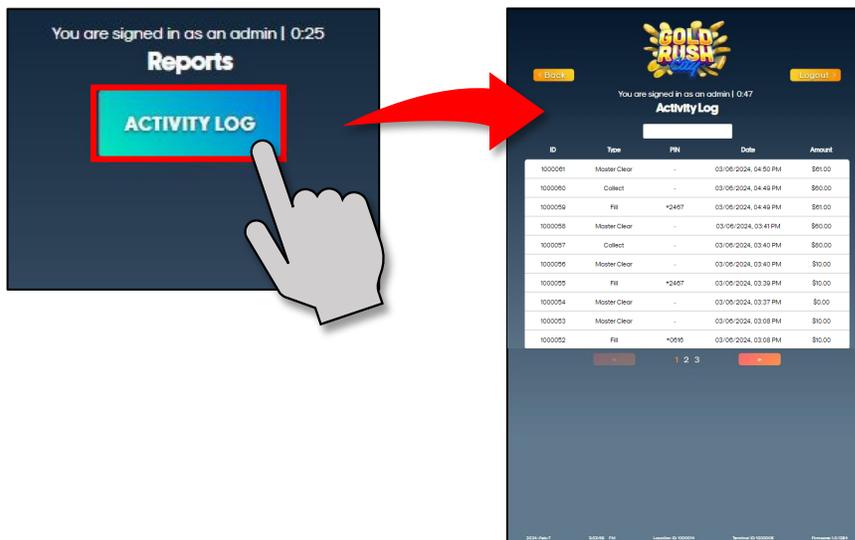
The Reports section currently allows the Operator to view the Activity Logs for the Kiosk. The Logs can be viewed page by page or searched for specific ID's, Types, PINs, Dates and Amounts.

To access the Activity Log Pages:

1. Tap Report from the Kiosk Management Page and the Reports Page opens.



2. Tap Activity Log and the Activity Log Page opens.





The Activity Log Page shows a list of the various Activities and Transactions performed in the Kiosk system and the last 4 digits of the Operator who performed the Transaction.

For each Activity, the Operator can view the:

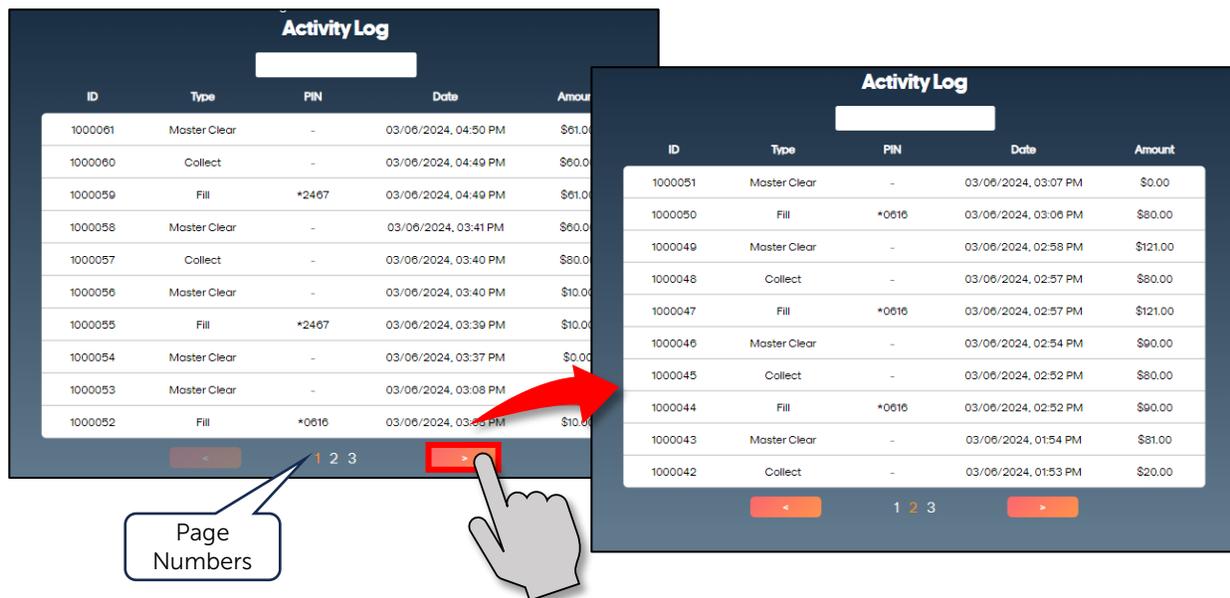
- Activity ID
- Type of Transaction
- Last 4 Digits of the PIN
- Date and Time of the Transaction
- Amount Effected

ID	Type	PIN	Date	Amount
1000061	Master Clear	-	03/06/2024, 04:50 PM	\$61.00
1000060	Collect	-	03/06/2024, 04:49 PM	\$60.00
1000059	Fill	*2467	03/06/2024, 04:49 PM	\$61.00

Types of Transactions:

- **Bleed** – Total of specific bills moved from the Recycler to the Stacker.
- **Clear** – Total of all bills moved from the Recycler to the Stacker.
- **Collect** – Total of funds Collected from the Stacker.
- **Fill** – Total of funds added back to the Bill Acceptor.
- **Purchase** – Amount purchased by a Player.
- **Redemption** – Amount redeemed by a Player.

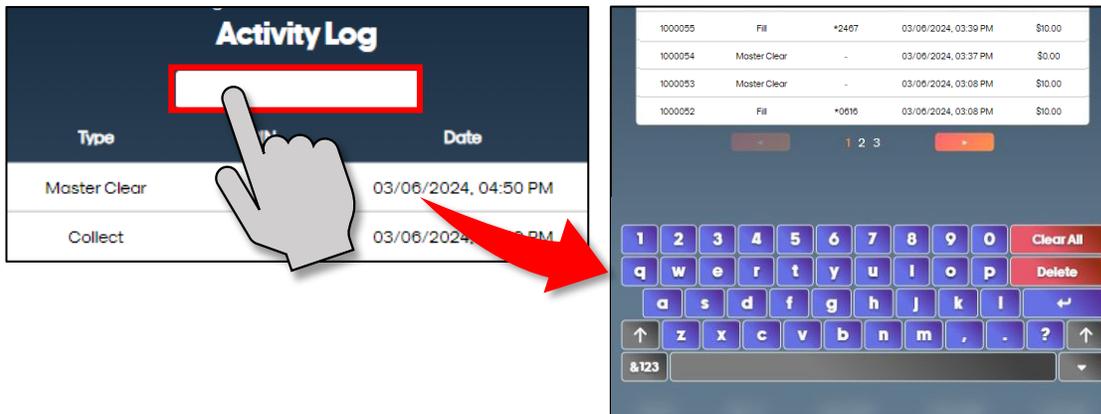
To scroll through the Pages, Tap the Navigation Arrows.



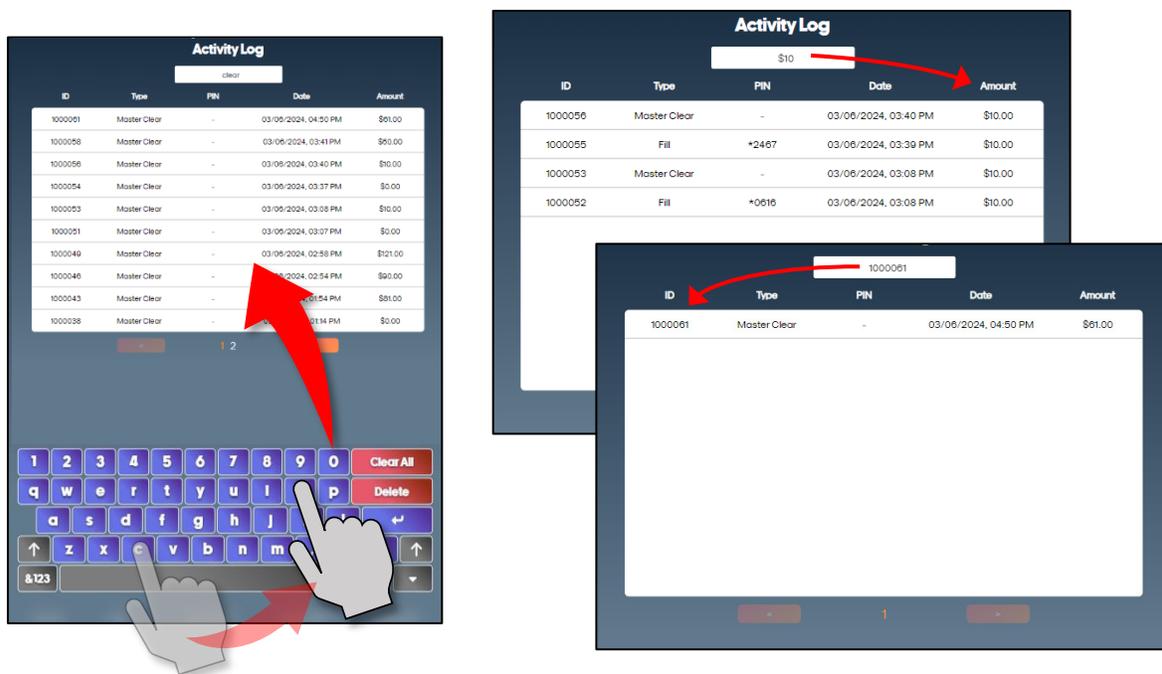


To Search for a specific transaction:

1. Tap in the Search Field and the keyboard will appear.



2. Enter the search term and the system will display the available logs.



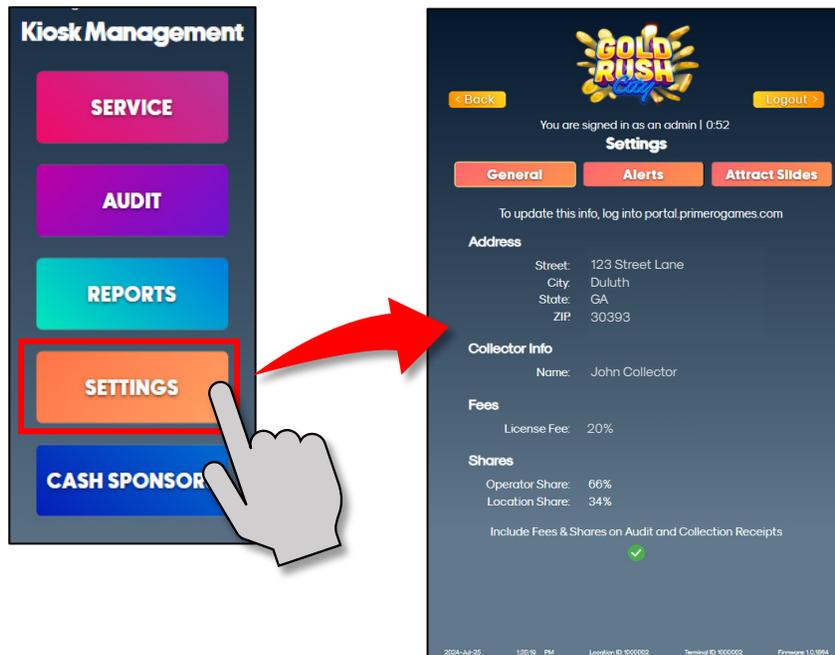
Note: Any criteria may be searched including times, dates and even AM or PM. The system will also display results for partial terms. For example, typing **cl** will display results for Clear or a partial date such as **/15** for the 15th.



Settings

The Settings Pages provide information that is configurable in the Web Portal and allow the Operator to set how the Attract Slides will appear on the Intro Page.

To Access the Settings Pages, Tap Settings on the Kiosk Management Page and the Settings General Tab opens.



General Tab

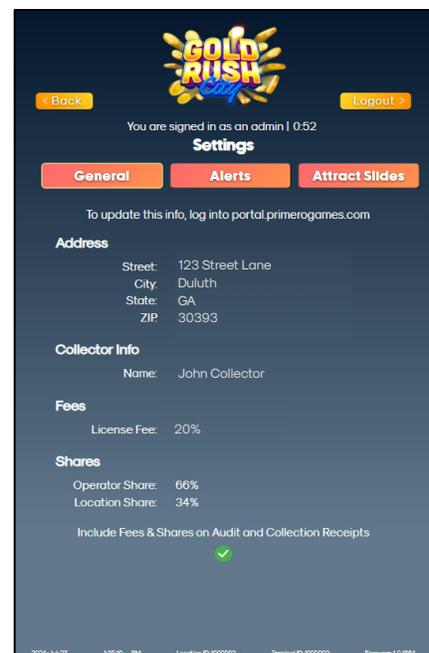
The General Tab shows the Address, Collector Info, Fees and Shares. Some of this information is configurable in the Web Portal.

Address – Shows the Address for the Kiosk Location.
(Configurable via the Web Portal)
portal.primerogames.com

Collector Info – Shows the name of the person collecting the funds from the Kiosk (Configurable via the Web Portal)

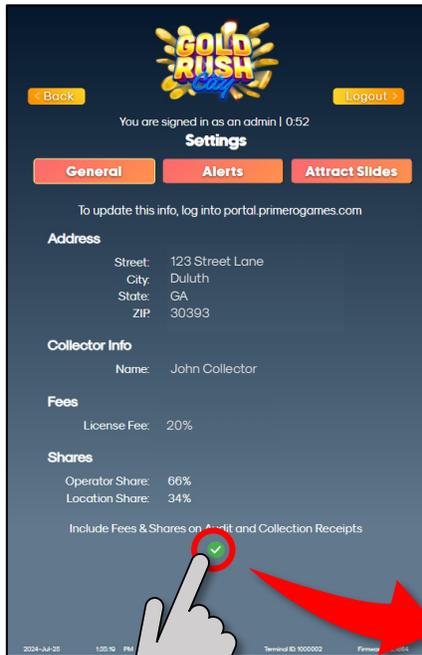
Fees – Displays the Licensing Fee percentage

Shares – Shows the Operator and Location Share percentages.





Tap the  to include or exclude Fees and Shares on Audit and Collector Receipts.



```

**** TERMINAL AUDIT REPORT ****

Primero Games (QA)
4260 COMMUNICATIONS DR.
NORCROSS, GA 30093

Date          07/26/2024
Time          03:58:08 PM

Location ID   1000002
Terminal ID   1000002
User PIN     *****9229
Event ID     68

Period Open   07/22/2024 10:07 AM
Period Close

***** PLAYER ACTIVITY *****

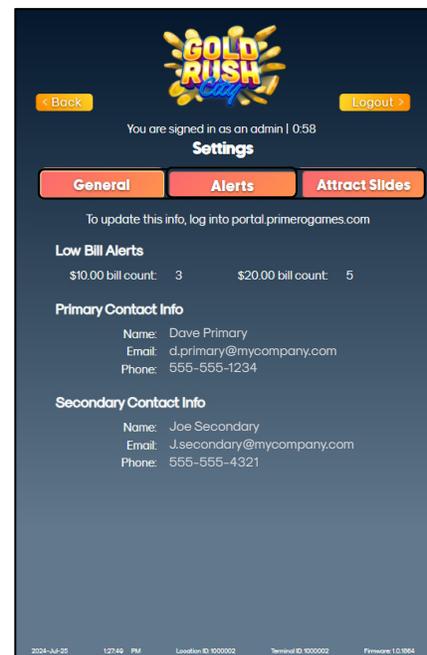
Data          Total          Period
-----
Cash IN:      $17759.00         $0.00
Cash OUT:     $-8210.00         $0.00
-----
Net Terminal Income  $9549.00         $0.00
License Fee 20%     $1719.00         $0.00
NET              $7830.00         $0.00
-----
Loc. Share 34%    $2662.00         $0.00
Op. Share 66%    $5168.00         $0.00
-----
Resistrations    32                3
    
```

Fees and Shares

Alerts Tab

The Alerts Tab displays the Primary and Secondary contacts for Low Bill Alerts for both \$10 and \$20 Bills in the Recycler.

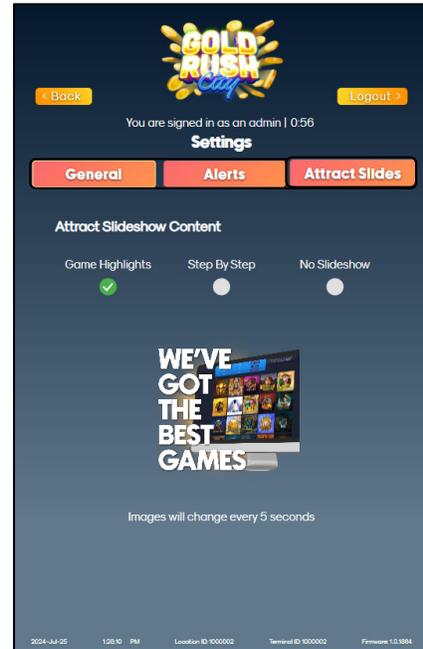
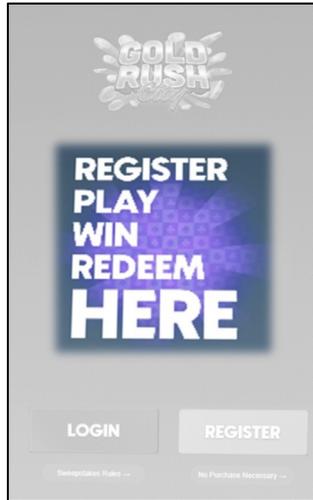
These settings are only configurable in the Web Portal.





Attract Slides

The Attract Slides Tab allows the Operator to change the Attract Feature that appears on the Intro Page. The Attract Feature is an animated slide show displaying various game features meant to attract players to the Kiosk.

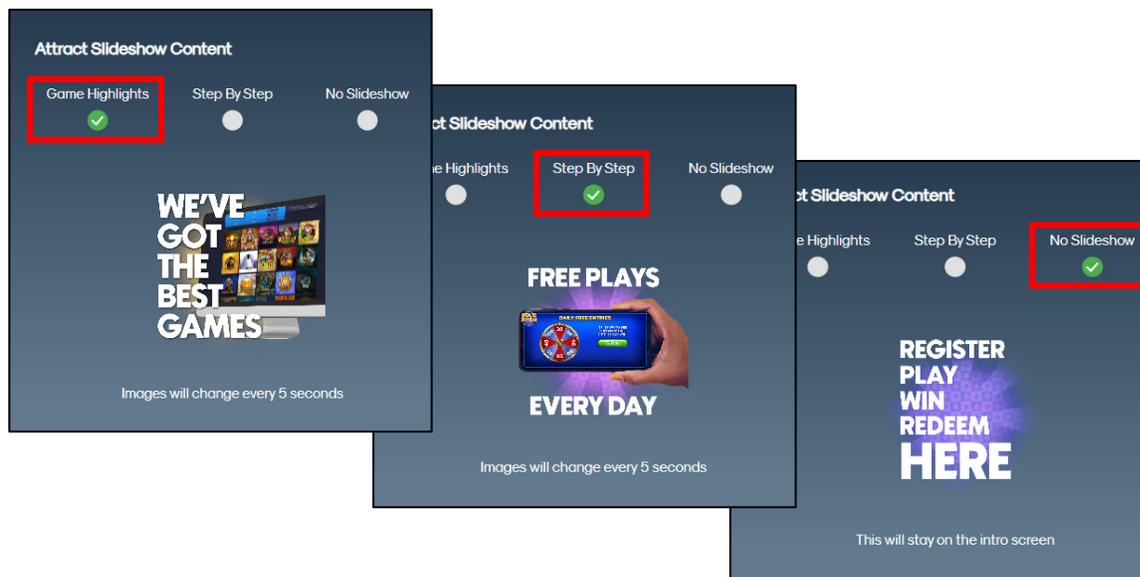


There are 3 settings for the Attract Slides:

Game Highlights – Displays a slideshow of various Game and Play Highlights.

Step by Step – Shows slides that cover the step by step of game play.

No Slideshow – Shows only the single animated slide as shown.



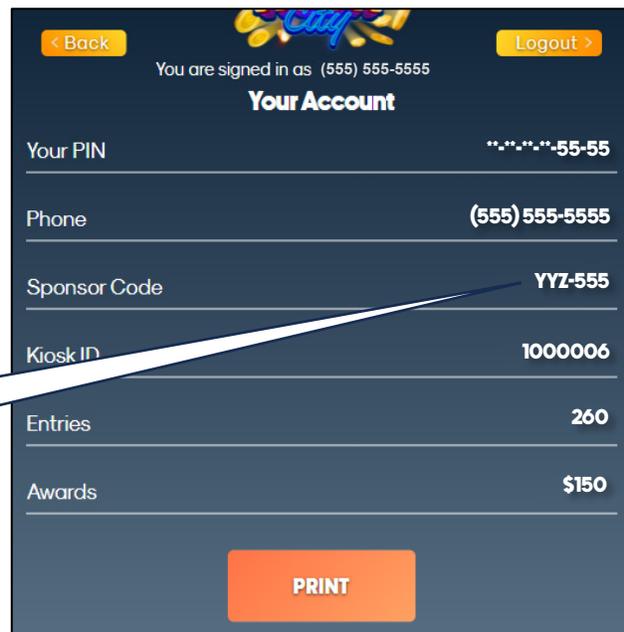
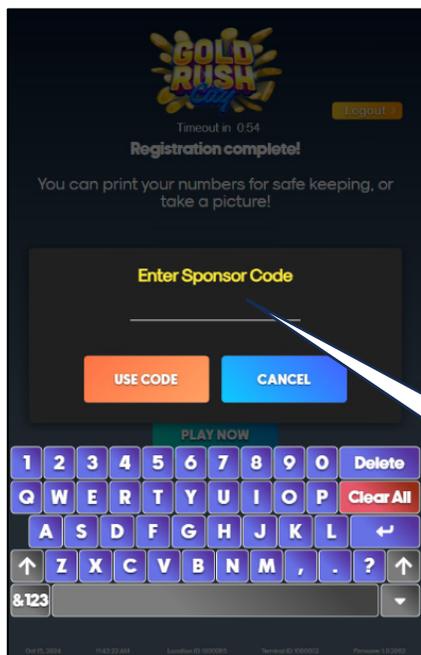


Cash Sponsors

The Cash Sponsors page allows the Operator to add Cash Sponsors to the Kiosks Cash Sponsor list. There are two types of sponsors, Player Sponsors and Cash Sponsors. Player Sponsors are fellow existing players who sponsor new players to sign up for a player account. The new Player must spend at least \$10 on their first purchase to qualify for sponsorship. Players who are Sponsors and their Sponsored recipients receive a \$10 bonus in the form of 10000 eCredits and 1000 Sweepstakes Entries when the new player makes their first \$10 purchase.

A Cash Sponsor is any existing player the Operator enrolls in the Cash Sponsor program and has their Sponsor Code added to the Kiosks Cash Sponsor list. Cash Sponsors receive a \$10 redeemable Cash Award for each new player sponsored when the sponsored player spends at least \$10 on their first purchase.

When a Player signs up for an account, they are provided a Sponsor Code which is found on the Player Account Page.



Note: To qualify for sponsorship, the new player must spend at least \$10 on their first purchase. Any purchase of less than \$10 will disqualify the sponsorship.

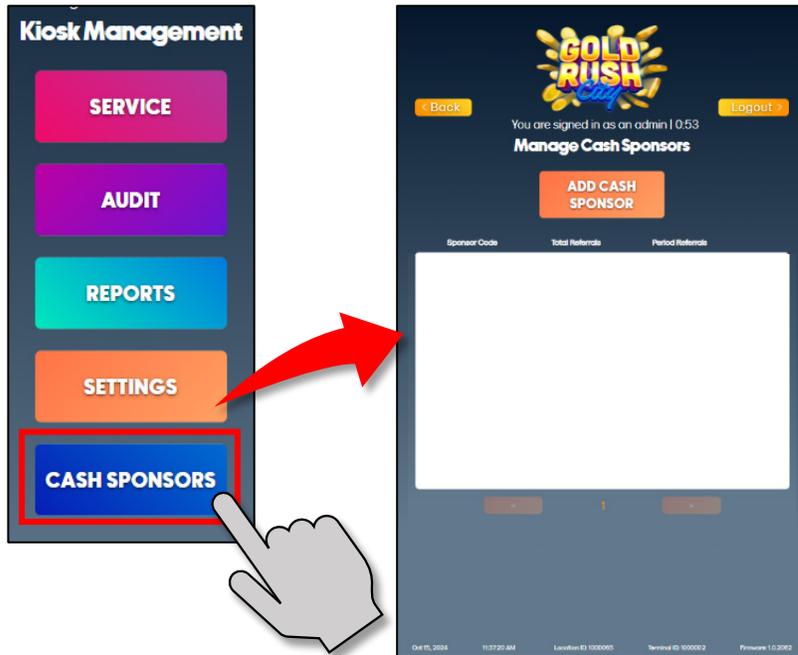
For example, if the player only spends \$5 on their first purchase and \$5 on a second purchase, the sponsorship will be disqualified.



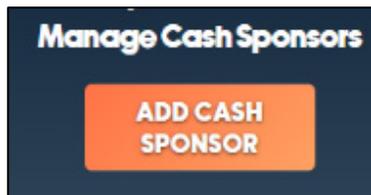
Add Cash Sponsor

To add a Cash Sponsor to the Kiosks Cash Sponsor list:

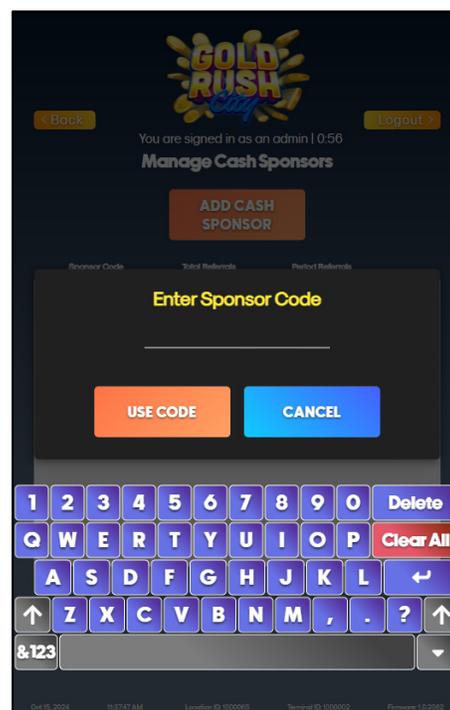
1. Tap Cash Sponsors on the Kiosk Management Page and the Manage Cash Sponsors page opens.



2. Tap Add Cash Sponsor.



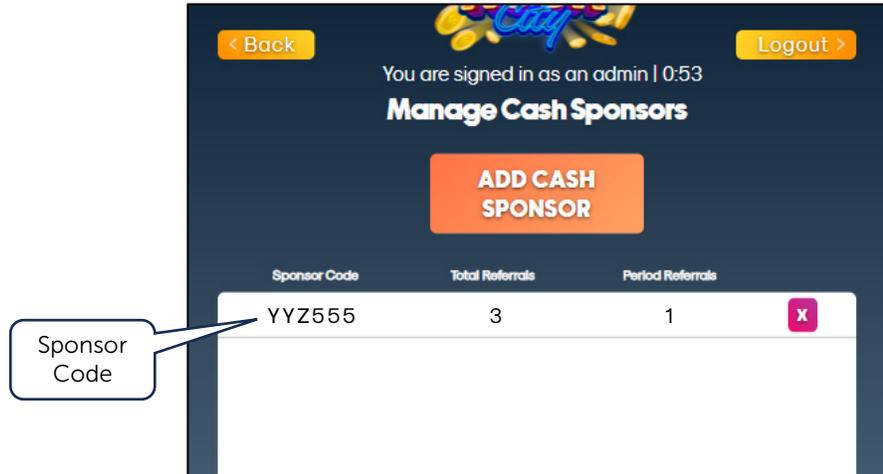
3. Use the pop-up keyboard to Enter the Sponsors Code and Tap Use Code.





- The Newly added Cash Sponsor Code now shows in the list on the Manage Cash Sponsors page.

This list displays the Cash Sponsors Code, the Total Referrals and Period Referrals.





Troubleshooting

The following section covers some basic and common issues the Kiosk may encounter during operation and some suggested solutions for resolving those issues.

For more detailed Troubleshooting procedures, please refer to the Gold Rush City Kiosk - Troubleshooting Service Manual or contact Kiosk Service and Support at **833-503-1724**.

Troubleshooting Basics

Most issues the Kiosk will encounter can be resolved by performing the following solutions.

 **Warning:** Do Not Shake, Strike, Tilt, Lift or otherwise physically move the Kiosk in an aggressive way to fix any issues. Do Not use inappropriate tools or other objects to pry, push, strike, or otherwise force any Kiosk components out or into place for maintenance or repair. Doing so may damage the Kiosk and its components which may then need to be repaired or replaced at the owner's expense.

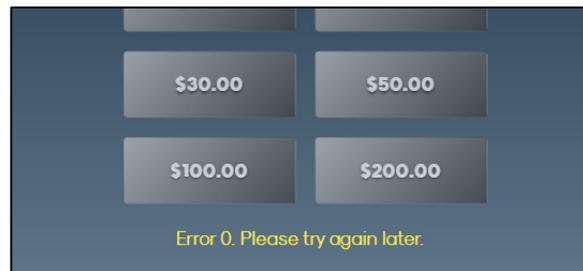
Reboot – Rebooting the Kiosk will allow it to reset some software and firmware settings.

Power Off and Back On – Physically power off the Kiosk for 1 minute and power back on. This will allow the kiosk to clear the memory cache and reset on startup.

Error 0

If the GRC Kiosk does not have enough funds for a Player to redeem an award amount, the Kiosk will display an Error 0 message. If this occurs, the operator will need to perform a Fill in order for the Kiosk to fulfill the Players award.

See the Section on [Performing a Fill](#).



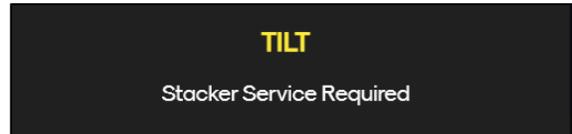


Bill Acceptor Tilts

There are two common errors or tilts associated with the Bill Acceptor, Stacker Service Required and Recycler Reset Required.

Stacker Service Required

The Stacker Service Required tilt is caused by an overflowing stacker. When it occurs, the Bill Acceptor will stop accepting funds until the tilt is cleared.



To clear this tilt, perform a collection of the funds.

See [Collect and Close Period](#) for instructions.

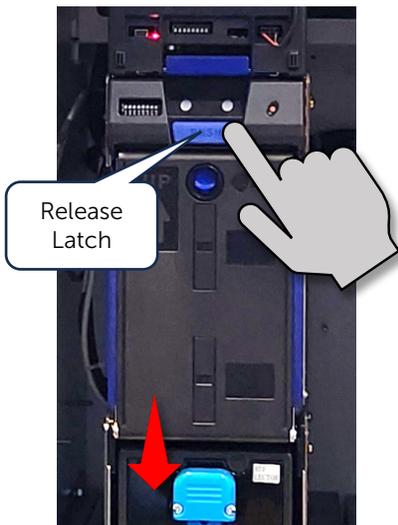
Recycler Reset Required

The Recycler Reset Required tilt occurs when three bad bills are fed into the Bill Acceptor in a row. It occurs to prevent fraud and will cause the Bill Acceptor to stop accepting funds until the tilt is cleared.



To clear this tilt release and reset the Recycler:

3. Press the Latch Release.
2. Pull the Recycler out.
1. Reset the Recycler.

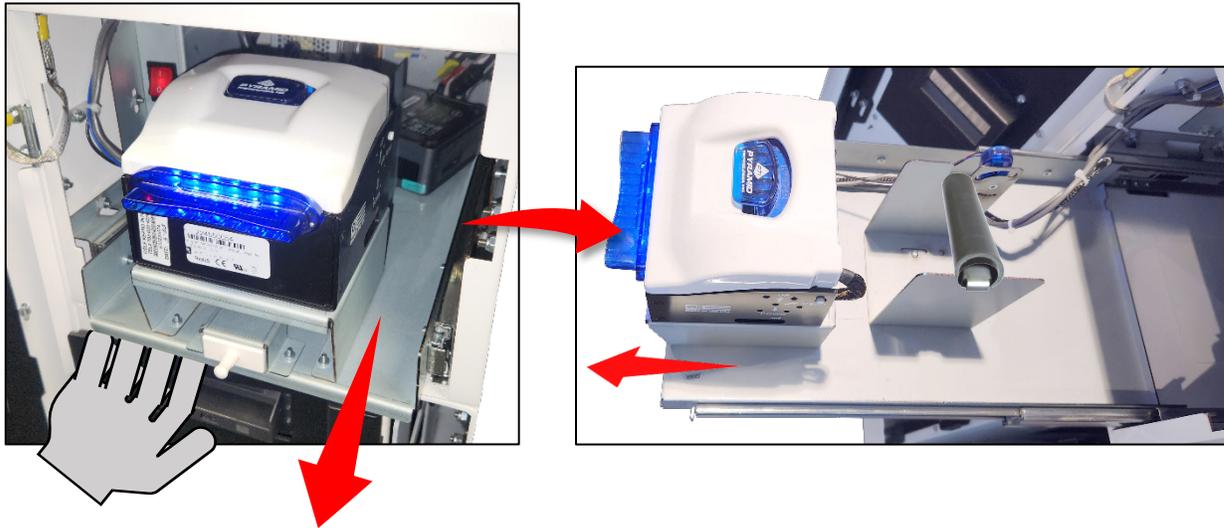


Printer Paper Replacement

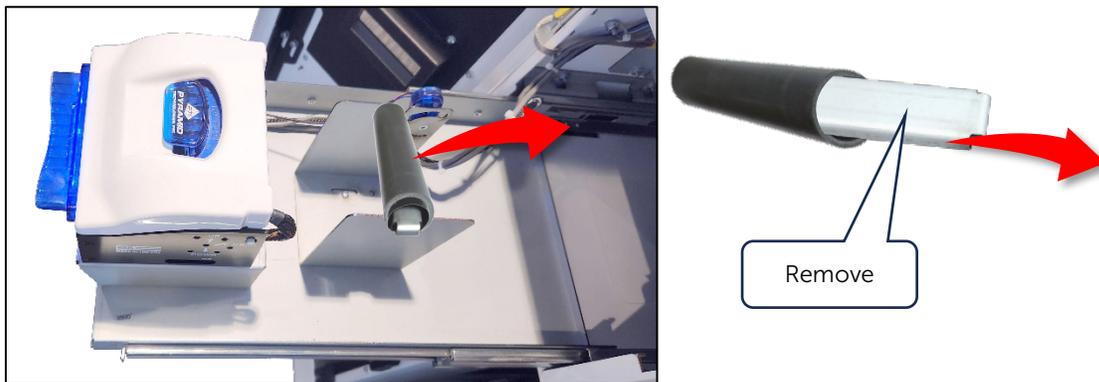
The PTI Reliance Thermal Printer uses 3.15" (80mm) Thermal Paper with a 5.45" maximum roll diameter.

To Replace the Paper:

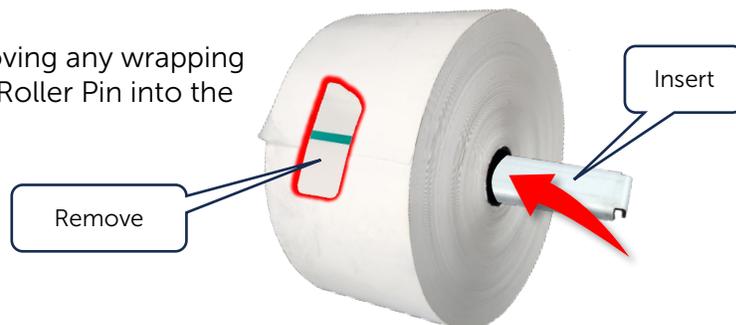
1. Slide the Printer Housing Tray out from the Kiosk.



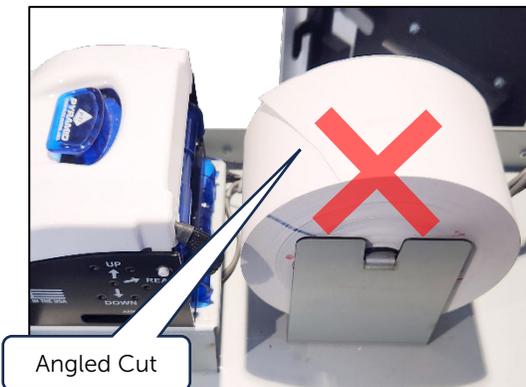
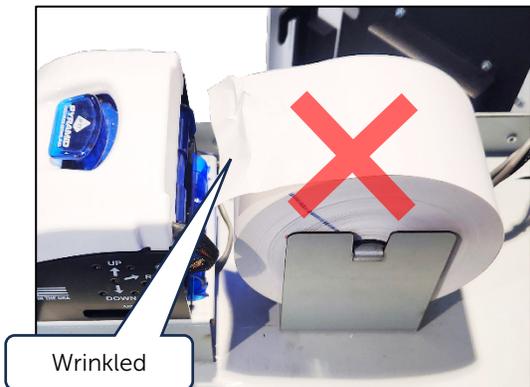
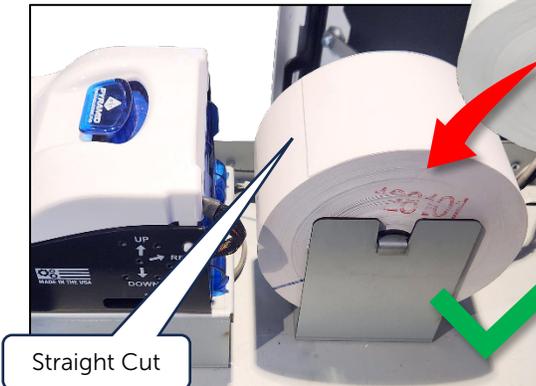
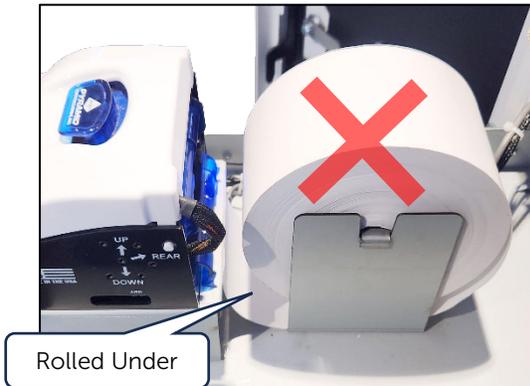
2. Remove the Thermal Paper Plastic Core from the Metal Roller Pin.



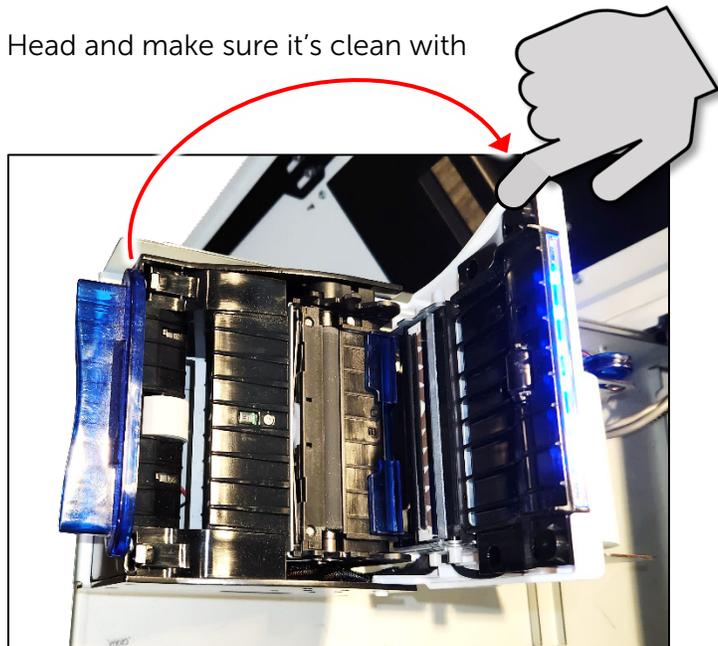
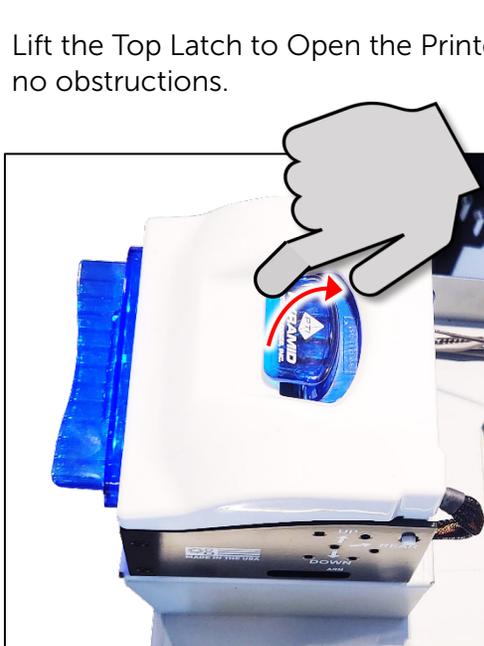
3. Prep the Paper Roll by removing any wrapping or seal and insert the Metal Roller Pin into the center of the paper roll.



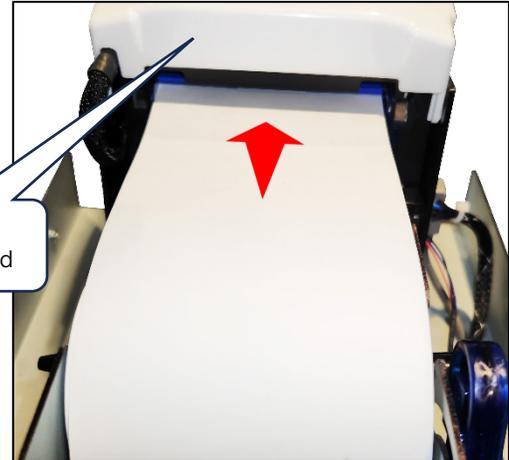
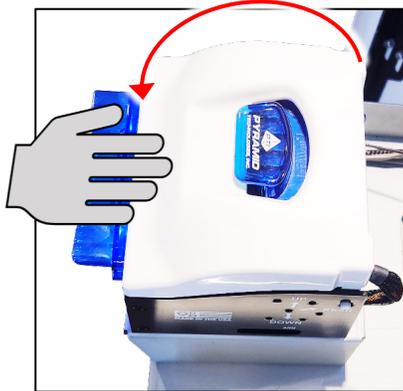
4. Replace the Thermal Paper in the carriage making sure the outside of the paper is on top and not wrinkled or cut at an angle.



5. Lift the Top Latch to Open the Printer Head and make sure it's clean with no obstructions.



- Close the Printer Head and Feed the Paper through the back of the Printer Head.



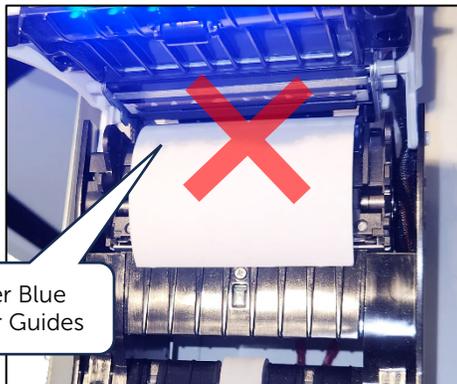
Back of Printer Head

- The paper will feed automatically through the Printer Head and print a confirmation ticket.

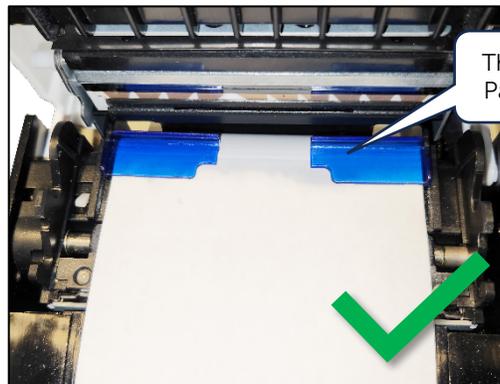
Confirmation Ticket



Note: If the paper does not feed through the Printer Head automatically, open the Printer Head and make sure the paper is fed through the blue paper guides.

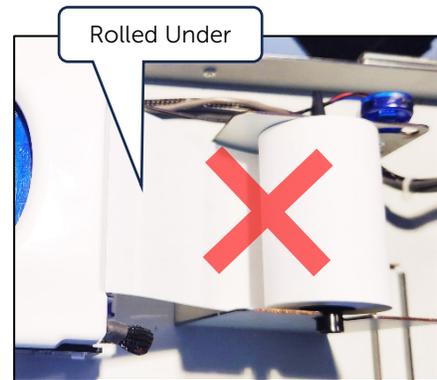


Over Blue Paper Guides

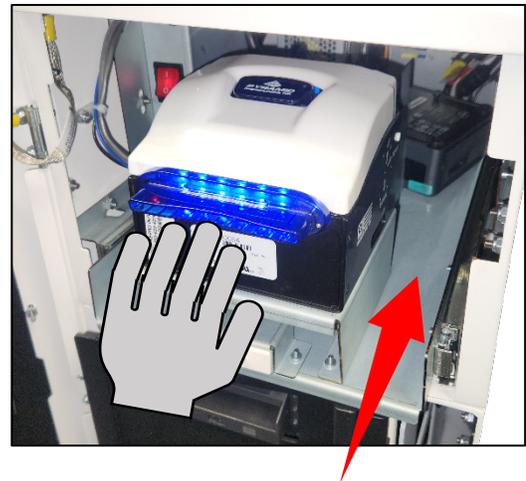


Through Blue Paper Guides

 **Note:** If the Confirmation Ticket is blank, make sure the paper is fed through the printer head correctly.



8. Slide the Printer Housing Tray back into position and the Printer is ready.





Troubleshooting Solutions

Issue	Possible Causes	Solution
Won't Power On	Unit is not plugged in, has a bad power supply, or is connected to an improper power source.	Check the plug and make sure the unit is plugged in and connected to a proper 110v power source.
Kiosk Not Commissioned	Kiosk was not commissioned before delivery, or the Kiosk was moved and has not been properly relocated and recommissioned.	Check the Web Port to be sure the Kiosk is commissioned or has been relocated properly.
Can't Login (As Admin or Player)	The PIN has been changed or suspended, the Kiosk was Factory reset or is not commissioned.	Check the Web Portal to be sure the PIN is active, and the Kiosk is operational.
No Internet Connection	The Kiosk Gateway is down or disconnected, the ethernet cable is disconnected, or the internet or local network is out.	Check the ethernet cable, make sure the Kiosk Gateway is working, make sure the internet is up and the Local Network is connected.
Printer is Jammed	Paper is stuck in the printer, or the printer is malfunctioning.	Check and clear and paper stuck in the printer or replace the printer.
Printer Tickets are Blank	Paper is fed upside down	Make sure the printer paper is fed correctly.
QR Scanner Not Working	Scanner is dirty or obstructed, or the laser is not functioning.	Make sure the scanner is clean and free from obstructions. Check to be sure the laser is working and visible when scanning a QR Code.
Bill Acceptor Not Accepting Bills	The bill is damaged or in poor condition, the Bill Acceptor is offline, jammed, or damaged.	Try a clean bill, be sure the Bill Acceptor is online, check for and remove any jammed bills and make sure the Bill Acceptor is not damaged.
Bill Acceptor Is Offline	Bill Acceptor power cable is unplugged or is malfunctioning.	Check the power cable, replace the Bill Acceptor.
Bill Acceptor Won't Dispense Bills	There are no bills in the Recycler, the Bill Acceptor is offline.	Make sure there are bills in the Recycler and that the Bill Acceptor is online.
Monitor Distorted or No Image	Monitor cables have come unplugged, or the Monitor is damaged.	Check the Monitor cables, data and power or replace the Monitor.
Monitor Touch Screen Not Working	Touch screen is dirty or damaged.	Clean the touch screen, check the monitor for damage or make sure the Monitor cables are connected.
For Assistance or Issues please contact Kiosk Service and Support at 833-503-1724.		



Glossary

Term	Definition
Admin	Short for Administrator, a person who is able to perform certain tasks within the Gold Rush City Kiosk and online systems.
ATM	Automatic Teller Machine, another term for the Bill Acceptor.
Award	A winning of monetary value in that may be exchanged for cash or other prizes at a Gold Rush City Kiosk.
Bill Validator	A component of the Bill Acceptor which receives and validates bills that may then be sent to the Recycler for transfer to the Stacker or dispensed back to Player.
Bleed	The act of moving bills from the Recycler to the Stack within the Bill Acceptor.
Cash Box	Another term for a Stacker.
Cash Sponsor	A Cash Sponsor is any existing player the Operator enrolls in the Cash Sponsor program and has their Sponsor Code added to the Kiosks Cash Sponsor list.
Commissioned	When a Kiosk is set to an operational state and ready for use.
eCredit	A form of currency used to play the Gold Rush City game. The eCredits have no actual monetary value and are exclusively used for game play in the Gold Rush City online gaming platform.
Entry	A Sweepstakes Entry for game play in the Gold Rush City gaming platform.
Fill	The act of adding bills or funds to the Bill Acceptor.
Firmware	A program embedded into a device or component that directs its operation.
GRC	Stands for Gold Rush City.
Operator	The person managing the features and options in the Gold Rush City Kiosk.
PIN	Personal Identification Number is a numeric code assigned to a Player or Operator allowing access to certain Kiosk operations or features of Game Play.
Player	The person playing the Gold Rush City game.
QR Scanner	A laser scanner system that reads QR (Quick Response) code.
Recycler	A component of the Bill Acceptor that receives and holds bills ready to be redeemed or transferred to the Stacker for collection.
Redemption	The act of receiving awards and winnings from playing the Gold Rush City game.
Sponsor	Player Sponsors are fellow existing players who sponsor new players to sign up for a player account.
Stacker	A component of the Bill Acceptor that retains funds that are ready for collection.
Sweepstakes	A means for players to win prizes in the Gold Rush City gaming platform. Sweepstakes Entries can be acquired for free or received in connection with a purchased at a Gold Rush City Kiosk.
Terminal	Another term for the Kiosk. For example, the Terminal ID is the same as the Kiosk ID.



Note: Glossary Terms are specific to their use in this document.