

Web Kiosk USER MANUAL

For use in Queensland

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Kiosk Content Management System (CM System)

Overview

The Kiosk CM System application enables you to:

- Create and schedule advertisements using images or videos
- Manage advertisements for all kiosks within the venue from one central location
- Manage and deploy content for individual or groups of kiosks
- View Active, Inactive, Scheduled and Expired Advertising Schedules

The CM System is broken down into the following modules

- (a) User Access
- (b) Schedule Management


User Access

Overview

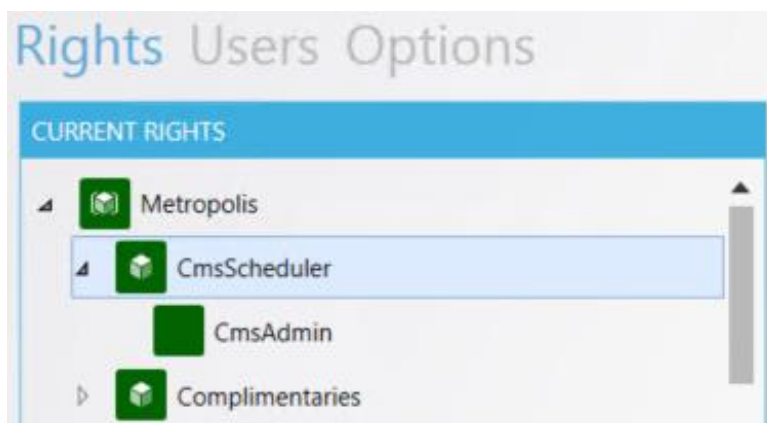
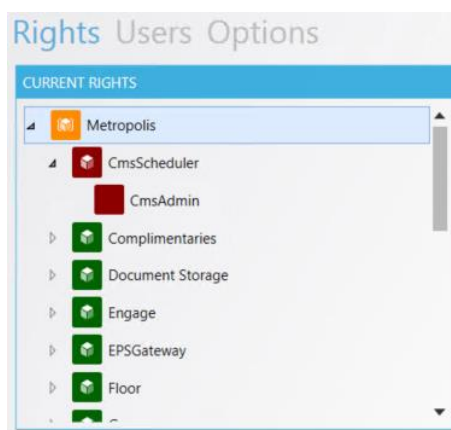
If the operator has the correct permission configured in the Arc Administration application, the CM System application can be launched through one of the following methods:

- a) Metro Shell application
- b) Web Browser

Arc Administration

1. Log into the Metro Shell application
2. Select **Arc Administration** 
3. Select **Role Management**
4. Select **Edit**.
5. The following new permission will be available:

Permission	Description
CmScheduler – CmsAdmin	This will provide the operator with full control of the CM System module



6. Edit the permissions as required

7. Select **Save**
8. Select **Close**.
9. Close the Metro Shell application.

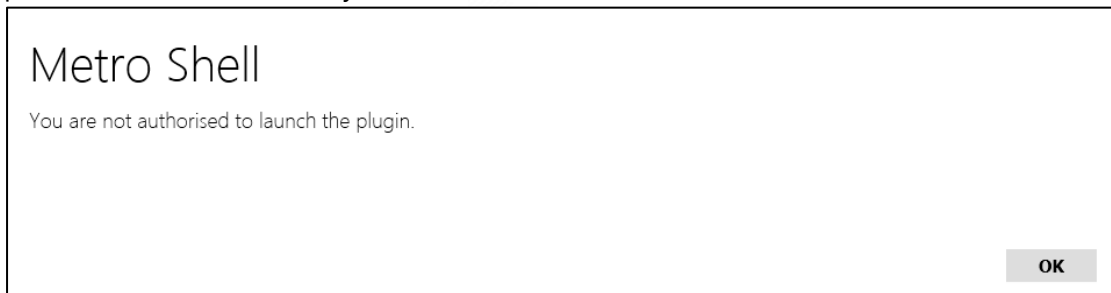
Metro Shell Application

To launch the CM System application from Metro Shell:

1. Log into the Metro Shell application
2. Select the **CM System** button.
3. The **CM System** application will be launched.



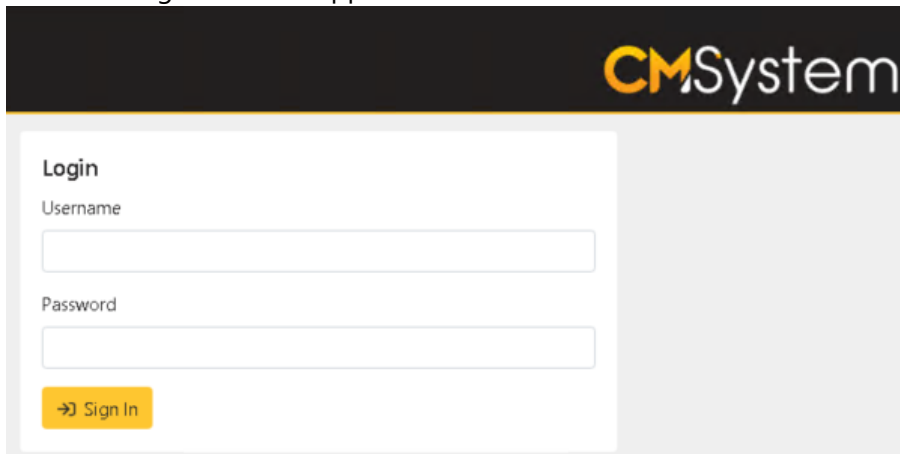
If the following error occurs, the operator logged into Metro Shell does not have the correct permissions to access CM System.



Web Browser

To launch the CM System application from a Web Browser:

1. Open Chrome (preferred) or Internet Explorer
2. Browse to the following URL:
<https://cms.ody.cloud/>
3. The following screen will appear:



4. Enter the **Username** and **Password** of the operator.
5. The CM System application will be launched.
6. Select the **Logout** link up the top right of the screen to log out of the application.

If the following error occurs and the operator has entered the correct credentials, the operator does not have the correct user permissions for the CM System application.

Login

Username

Password

➔ Sign In

Username or password is incorrect

Schedule Management

Overview




If the operator logged in has 'CmsAdmin' enabled in the Arc Administration application, the Schedule Management (Schedule) module is launched by default.

























Hi, EPS System User. Logout
CMSystem

Schedules

+ New Schedule
Active only

Kiosk Device

	Title 🔍	Start 🔍	End 🔍	Devices 🔍	Status 🔍	Actions	Priority 🔍
	Saturday/Sunday Promotions	11-01-2019		DESKTOP-KIOKBF2, KIOSK, KIOSK01	🟡	✎ 🗑️ 🔁	1
	Test	23-01-2019		KIOSK01	🟢	✎ 🗑️ 🔁 ▶️	1
	Test 1	23-01-2019	23-01-2019	KIOSK01	🟡	✎ 🗑️ 🔁	2

Field	Description												
+ New Schedule	This button will launch the Create New Schedule screen.												
Kiosk Device	This field will enable the operator to select a specific Kiosk from a drop-down list.												
Active and Scheduled Only	This toggle button will switch between: (a) Showing active advertising schedules only (b) Showing all advertising schedules (active, scheduled and expired).												
Title	This column will display the name of the advertising schedule												
Start	This column will display the start date for the advertising schedule.												
End	This column will display the end date for the advertising schedule. If the schedule has been configured to run indefinitely, no date will be displayed in this column.												
Devices	This column will display the kiosk that are included in the configured schedule.												
Status	<div>This column will display the status of the advertising schedule configured. The following options are available:</div> <table><tr><td>In-Active</td><td></td><td>A schedule will have the status of inactive if the operator has not activated the schedule.</td></tr><tr><td>Active</td><td></td><td>A schedule will have the status of active if: (a) The schedule has been activated by the operator and (b) The schedule start date is not in the future and (c) The schedule end date is not in the past.</td></tr><tr><td>Scheduled</td><td></td><td>A schedule will have the status of scheduled if: (a) The schedule has been activated by the operator and (b) The schedule start date is in the future</td></tr><tr><td>Expired</td><td></td><td>A schedule will have the status of expired if: (a) The schedule has been activated by the operator and (b) The schedule end date is in the past.</td></tr></table>	In-Active		A schedule will have the status of inactive if the operator has not activated the schedule.	Active		A schedule will have the status of active if: (a) The schedule has been activated by the operator and (b) The schedule start date is not in the future and (c) The schedule end date is not in the past.	Scheduled		A schedule will have the status of scheduled if: (a) The schedule has been activated by the operator and (b) The schedule start date is in the future	Expired		A schedule will have the status of expired if: (a) The schedule has been activated by the operator and (b) The schedule end date is in the past.
In-Active		A schedule will have the status of inactive if the operator has not activated the schedule.											
Active		A schedule will have the status of active if: (a) The schedule has been activated by the operator and (b) The schedule start date is not in the future and (c) The schedule end date is not in the past.											
Scheduled		A schedule will have the status of scheduled if: (a) The schedule has been activated by the operator and (b) The schedule start date is in the future											
Expired		A schedule will have the status of expired if: (a) The schedule has been activated by the operator and (b) The schedule end date is in the past.											
Actions	<div>The following quick action buttons are available for each schedule displayed:</div> <table><tr><td>Edit</td><td></td><td>The edit button will launch the edit schedule screen.</td></tr><tr><td>Activate/Deactivate</td><td></td><td>This button will activate/deactivate the schedule.</td></tr><tr><td>Delete</td><td></td><td>The delete button will delete the schedule. This button will only be available if the schedule is inactive.</td></tr><tr><td>Preview</td><td></td><td>This button will display a preview of what content is being displayed for the selected schedule.</td></tr></table>	Edit		The edit button will launch the edit schedule screen.	Activate/Deactivate		This button will activate/deactivate the schedule.	Delete		The delete button will delete the schedule. This button will only be available if the schedule is inactive.	Preview		This button will display a preview of what content is being displayed for the selected schedule.
Edit		The edit button will launch the edit schedule screen.											
Activate/Deactivate		This button will activate/deactivate the schedule.											
Delete		The delete button will delete the schedule. This button will only be available if the schedule is inactive.											
Preview		This button will display a preview of what content is being displayed for the selected schedule.											
Priority	This column displays the priority value of display order for the promotion schedules if they overlap days. Only the highest priority will display during a period where the schedules overlap.												

Creating a new Schedule

1. From the Schedules page, select **New Schedule** - the following screen will appear:

The screenshot shows the 'Create New Schedule' form in the CMSystem interface. At the top, there's a header with 'Hi, EPS System User. Logout' and the 'CMSystem' logo. Below the header, there are tabs for 'Schedules', 'Media', and 'Activate'. The 'Schedules' tab is active. The form is titled 'Create New Schedule'. It has fields for 'Title' (with placeholder 'Schedules's title'), 'Start date' (with value '23-01-2019'), 'End date' (with placeholder 'dd-mm-yyyy'), and 'Priority' (with value '1'). Below these fields, there are two lists: 'Available Kiosk Devices' and 'Active Kiosk Devices'. The 'Available Kiosk Devices' list contains 'KIOSK01', 'DESKTOP-KIOKBF2', and 'KIOSK'. The 'Active Kiosk Devices' list is empty. At the bottom of the form, there is a message: 'Incomplete schedule can be saved, but cannot be activated until validated.' and three buttons: 'Cancel', 'Save and Close', and 'Save'.

2. Enter in a **Title** for the schedule
 - a. The title field is the only field which is mandatory to save the schedule.
 - b. The title field must be unique.
 - c. The title field will be displayed in the Schedule screen.
3. Enter a **Start Date** for the schedule. A schedule cannot be saved without a valid start date.
4. Enter an **End Date** for the schedule
 - a. The End Date must be greater than or equal to the Start Date
 - b. If no End Date is entered, the schedule will run indefinitely.
5. Select the devices to include in the schedule:
 - a. Hover the mouse over one of the Available Kiosk Devices and select the **+ Add** button to move the kiosk from Available Kiosk Devices to Active Kiosk Devices.
 - b. Hover the mouse over a kiosk under the Active Kiosk Devices and select the **x Remove** button to remove the kiosk from the Active Kiosk Devices list and back to the Available Kiosk Devices list.
6. Select a priority for the schedule. This value defaults to 1.
 - a. Schedule number range is between 1 and 20.
 - b. If there are Kiosks with multiple schedules that overlap in their calendar schedule, whichever schedule has the highest priority will be the schedule that will play on that day.

Example: If there was a base advertising schedule that ran all year around, you may set this to priority 3, then, for the week leading to Christmas, you may want to run a specific schedule instead of the base schedule, so you would set the priority to either 2 or 1. This would result in the Christmas promotion being played during the dates selected as the schedule has the highest priority.

7. Select the **Media** tab.

The following screen will appear:

8. Select the **Add Image or Video** button to add images and videos to the advertising schedule. Selecting this button will launch a windows explorer window where you can navigate to the desired content.

- You can only select one individual file at a time.
- Images and videos must be the same resolution as the device they are being uploaded to:

Kiosk Model	Operating System	Resolution
Wymac 32"	Windows 10	1024 x 1280px
Wymac 32"	Windows 7	1024 x 1600px
Suzohapp 27"	Windows 10	1024 x 1280px
Suzohapp Countertop	Windows 7	1920 x 1080px
FAT Kiosk	Windows 7	1280 x 1024px

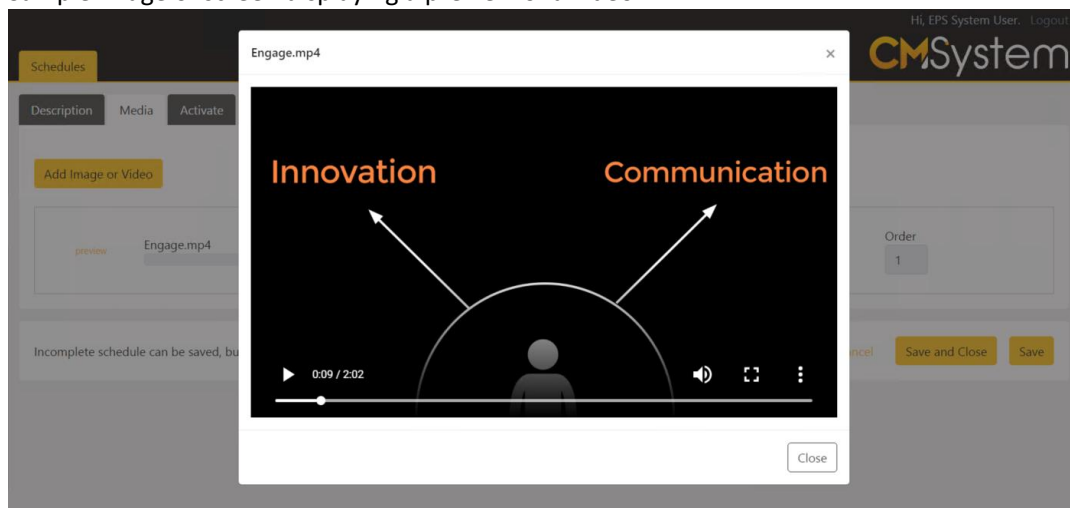
- In addition to the above, images and videos must meet the following parameters:

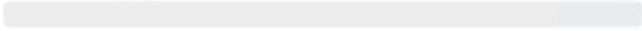


Media Content	Filetype	Max file size	Max No. per Schedule
Image	.JPG	5MB	Up to 200mb of images in total.
Video	.MP4	200MB	1

- Note: you cannot add both videos and images to the same schedule, they must be in standalone schedules e.g. all images in one schedule, a video in another.

9. When an image has been selected, it will appear on screen as follows:

Sample image of screen displaying a preview of a video:

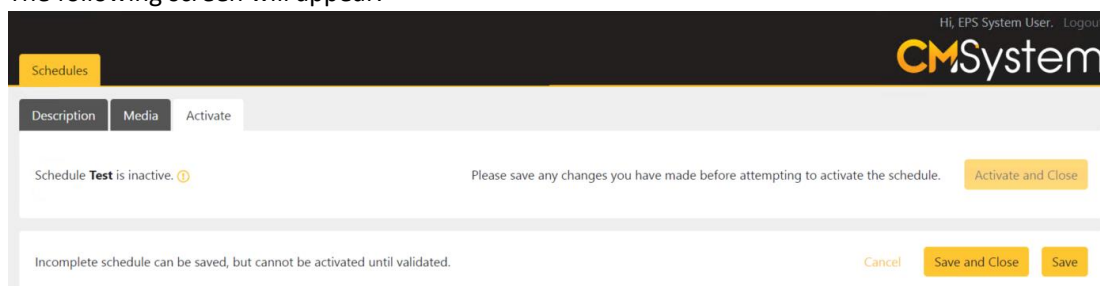


Field	Description
Preview	This button will launch the full-sized image on the screen in a preview format.
Status Bar Field	<p>This field displays the file name of the selected item, as well as a progress bar. This progress bar indicates the status of the file being uploaded from the windows directory when the schedule is saved. When the file has been successfully uploaded, the bar will appear as solid green:</p> <p>Before selecting save: Test File 1.jpg </p> <p>During the uploading process: Test File 1.jpg </p> <p>Upon completion of upload: Test File 1.jpg </p>
Duration (secs) <i>Note: Only for images.</i>	<p>This field defines how many seconds the item will be displayed on the kiosk before changing to the next item in the list. The default value is 30 seconds.</p> <p><i>Note: The minimum duration is 1 second and the maximum value is 30 seconds.</i></p>
Order	<p>This field defines the order in which the images will be displayed (for the defined number of seconds), before displaying the next image in the list. <i>Note: This field is read only.</i></p>

10. Select and drag an image from their current position in the list to their desired position in order to change their order field number.

11. Select the **Activate** tab.

The following screen will appear:

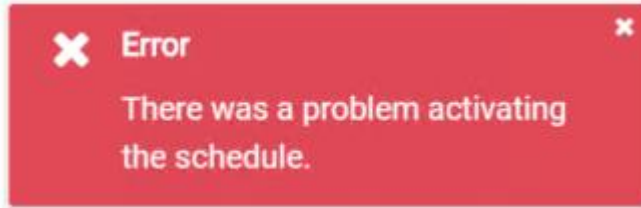


12. To activate the schedule, select the **Save** button then **Activate and Close**. To save the schedule without activating it, select the **Save and Close** button. Refer to 'Activation Errors' if you are unable to activate the schedule.

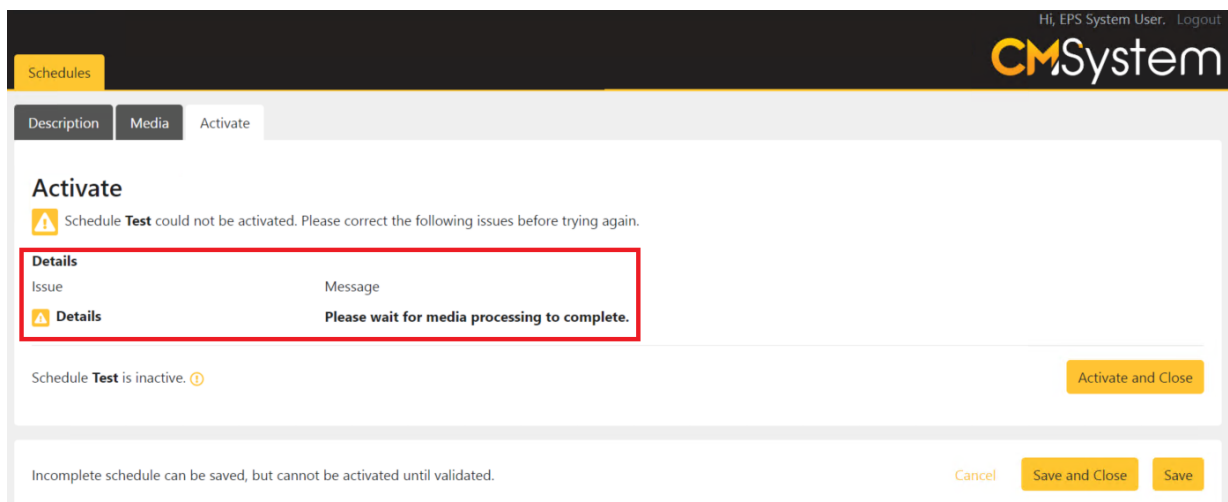
Note: all images and videos must be fully uploaded prior to being able to Activate the schedule. Files begin uploading upon saving a schedule, this may take some time depending upon the size of the file(s).

Activation Errors

If the schedule does not activate due to configuration errors, the following error will be displayed:



The activation page will then list what the areas are that need attention. In the example below, it shows that you not all media has completed processing (uploading). In this situation, you would select the **Media Tab** to view the current processing status of the media content and wait until all items are complete.



Once you have fixed the issue, select the **Activate Tab** again, then select **Save**, then **Activate and Close**.

Activation Rules

The system will check the following rules when activating a schedule:

- At least one kiosk is selected to display the schedule.
- At least one media item (image or video) is uploaded as a part of the schedule.





Save Rules

The system will check the following rules when saving a schedule:

- A valid title has been entered which is unique.
- A valid start date has been entered for the schedule.

Quick Action Buttons

The following quick action buttons are available from the Schedule Summary page:

Edit		The edit button will launch the edit schedule screen.
Activate/Deactivate		This button will activate/deactivate the schedule.
Delete		The delete button will delete the schedule. This button will only be available if the schedule is inactive.
Preview		This button will display a preview of what content is being displayed for the selected schedule. This button will only be available if the schedule is active.

Edit Schedule

Once you select the edit quick action button, it will launch the edit schedule screen. Once you have edited the schedule, select the **Save** button followed by the **Activate and Close** button.

Activate Schedule

If a schedule is inactive, the **Activate** quick action button will be available. Once selected, it will check the same activation rules as the new schedule screen and will then change the schedule to an active status, if the rules were met.

De-Activate Schedule

If a schedule is activated, the **De-Activate** quick action button will be available. Once selected, it will change the schedule to an inactive status.

Delete Schedule

If a schedule is inactive, the **Delete** quick action button will be available. Once selected, a popup will display on screen asking the user to confirm deleting the schedule. Once the user selects **Ok**, the schedule will be deleted.

Preview Schedule

Once you select the **Preview** quick action button, it will launch a popup on screen that will display a preview of what content is being displayed for the selected schedule.

Kiosk Overview

What is the Web Kiosk?

The Web Kiosk is an advertising unit, an information booth and a membership kiosk rolled into one. Members swipe or insert their membership cards through the card reader in order to play promotional games, win bonus points and prizes, view their Card IT and bonus point account balances as well as redeem bonus points and prizes.

When the Kiosk is idle, the screen can be used as an advertising platform, displaying pre-configured images and videos that convey messages to venue patrons. This advertising content can be managed centrally using the Kiosk content management system (if installed), allowing for easy and seamless content management and deployment to multiple devices at the venue.



Membership Kiosk

The functionality of the membership kiosk is engaged when a member's card has been read and the account verified by the system. Once the card is validated the member can then:

- participate in kiosk swipe promotions,
- view and redeem bonus points,
- view and redeem prizes that have been awarded to players via an EGM promotion,
- view and redeem prizes that have been awarded as a birthday prize,
- buy tickets and showcase items using their points,
- change their known PIN,
- view account balances, and virtual draw entries

Default Idle Kiosk Screen

When the kiosk is in idle, and prior to advertising material displaying on screen, the kiosk will display a default background. This screen has a background, relevant card/swipe indicators, as well as (config depending), a Venue Info button. From this screen, the user has the options of either swiping/inserting a card and validating their PIN number (if configured) or selecting the Venue Info button in order to view additional information about the venue.

Sample image of a kiosk background with Venue Info enabled.



Venue Info Screen

When the user selects the Venue Info button, the screen will open to a list of additional menu options to choose from. Selecting one of these menus will display information as configured by the venue. This could include the following: Entertainment, Dining, Member Benefits, Venue Map and Public Transport information screens.

Main Venue Info Screen



Navigation: In order to return to the Default Idle Kiosk Screen, select the X in the top right-hand corner of the screen.

Venue Info Sub Menu

Once an option has been selected, for example, Dining, a new screen will open displaying multiple options for information about the specific dining options within the menu. In this example, we see a list of bar and dining options available within the venue.

Navigation: Select the X in the top right-hand corner to close the screen and return to the Default Idle Kiosk Screen. Select the arrow displayed on the bottom left of the screen to navigate back to the previous menu.



Venue Info Detail Screen

Once the user selects one of the options in the Venue Info Sub Menu, then a new screen will display over the top, displaying information about the selected option. On this screen, there is the option to include the adding a .pdf file to display on screen, by selecting the View button.

Navigation: Select the X in the top right-hand corner to close the screen and return to the Default Idle Kiosk Screen. Select the arrow displayed on the bottom left of the screen to navigate back to the previous menu.



Venue Info Additional File

A .pdf file can be configured to display when the user selects the 'View' button. Selecting this button will launch the .PDF file on screen and allow users to navigate pages left and right. In the example below, the .pdf file is a menu for the restaurant that users can view prior to dining.

Navigation: Select the X in the top right-hand corner to close the screen and return to the Default Idle Kiosk Screen.



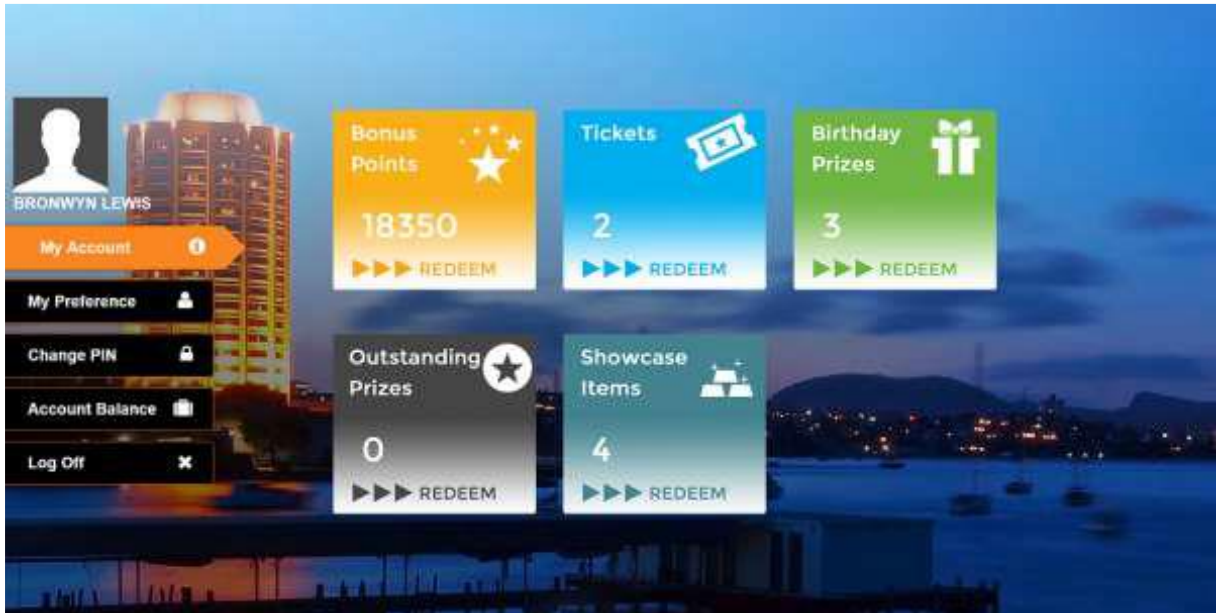
Member's Account Screen

After the member has swiped their card, the member may be asked to enter their PIN. Once the PIN is verified and any messages displayed then the member's My Account screen will be displayed. This screen allows the member to see a brief overview of what points and prizes they hold in their account, and other items available that can be purchased using their points.

The My Account screen enables the member to see:

- **Bonus Points** - This tile shows how many points they have in their main bonus point account that can be redeemed.
- **Tickets** – This tile shows how many different tickets are set up that the member can purchase using their bonus points.
- **Birthday Rewards** – This tile shows the number of allocated birthday prizes that have not been redeemed.

- **Outstanding Prizes** – This tile shows the number of prizes that the member has won via EGM promotions such as spot prize promos or first card in promos.
- **Showcase Items** – This tile shows the number of showcase items set up, that are equal to, or less than, the number of bonus points in the member's account. For example, if I have 1000 bonus points then I will only see items that have a purchase value of 1000 bonus points or less.



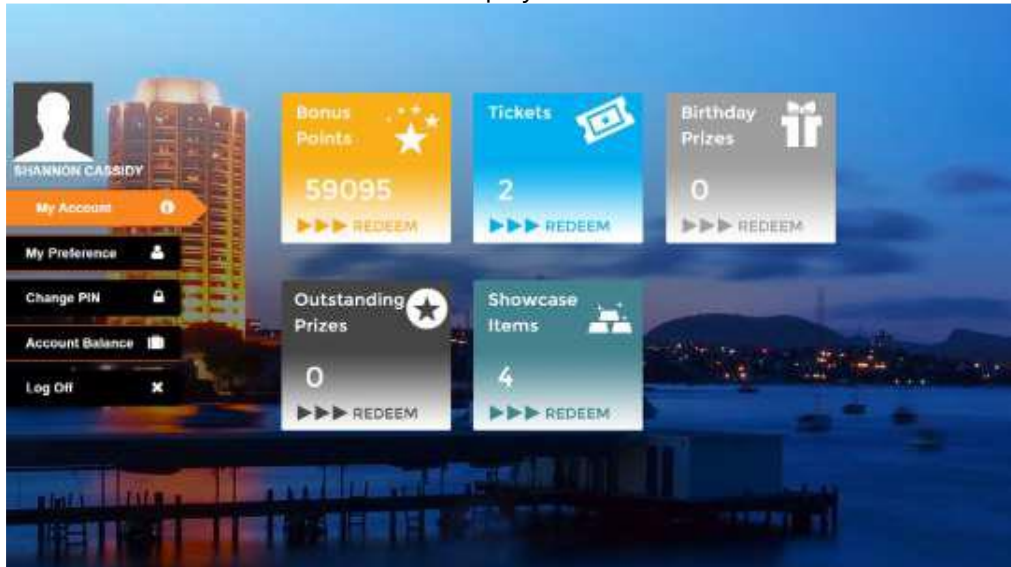
My Account Tab

Redeeming Bonus Points

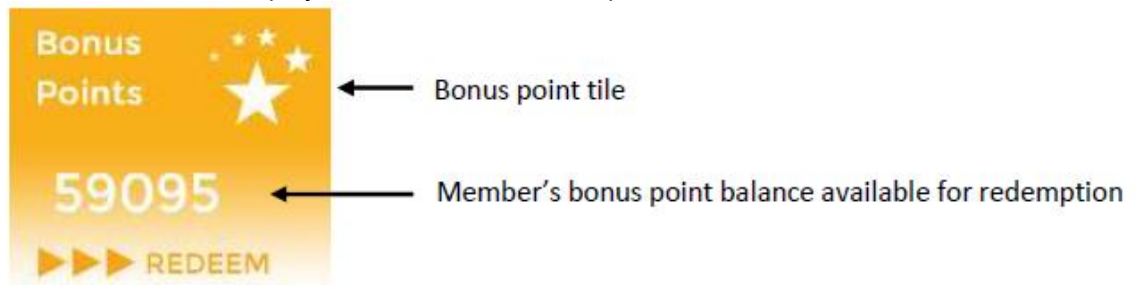
The Redeem Bonus Points screen enables members to redeem several points from their main bonus point account and print a ticket. The ticket can then be exchanged for services or prizes of the same value.

Steps to Redeem:

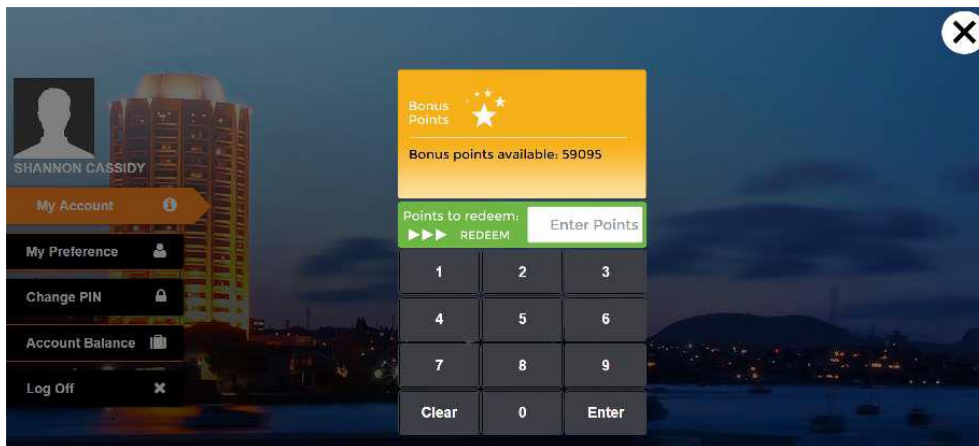
1. Member swipes/inserts their card using the card reader. Once the system has validated their member card, displayed messaging, awarded any promotional prizes (if applicable), the Member Account screen will be displayed.



2. The Bonus Point tile displays the number of bonus points that the member can redeem.



3. Select the **Bonus Point** tile. The Bonus Point redemption panel will be displayed.



4. Using the onscreen keypad enter the number of bonus points you wish to redeem. The number entered will be displayed in the **Points to redeem** panel.



5. Press **Enter** to print the bonus point redemption ticket. A confirmation message will be displayed.



6. Select:
 - **No** to cancel the current redemption request, or
 - **Yes**, to redeem your points and print your bonus point redemption ticket. A status message will be displayed while the ticket is printing. Once the ticket is printed, the My Account screen will be displayed.

Additional Information

- Bonus points need the following components setup via promo before points will be active:
 - Main Promotion with eligible member groups connected
 - Promo Event with a defined schedule, reward type and award method
 - Bonus point ticket.

Tickets

The Tickets screen enables members to view tickets that have been set up by the venue and can be purchased by the member using their bonus points.

There are two types of tickets that are displayed on the kiosk:

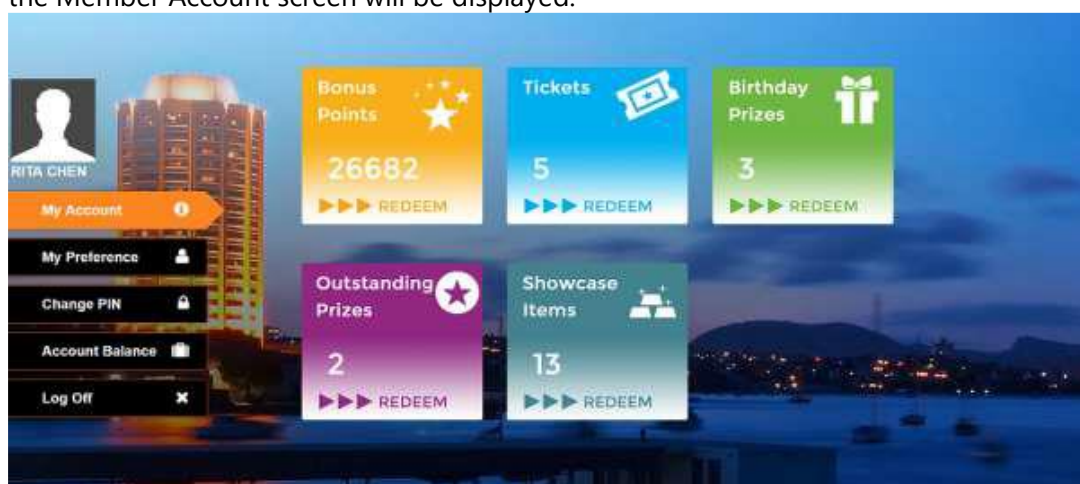
- The Discrete Ticket – a single ticket that can be purchased for a draw or prize item, or
- The Number Range Ticket – where a range of numbers can be purchased for a prize draw.

When a ticket has been purchased by the member, the Kiosk prints a receipt. This receipt can then be exchanged for the item listed, the range of raffle numbers (or number of tickets) and then placed in the barrel.

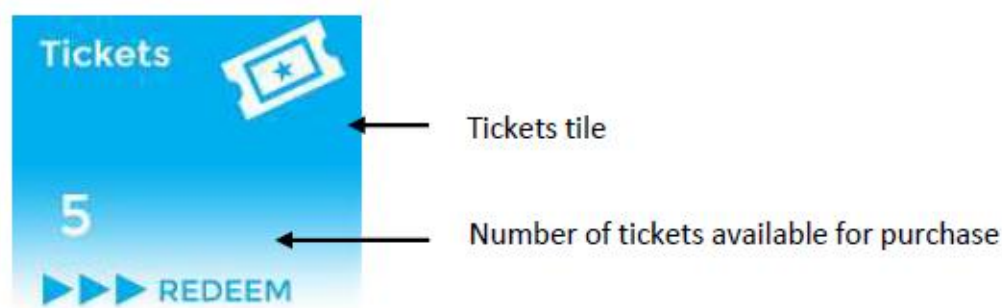
Ticket Items are setup via Promo > Kiosk > Ticket Setup screen. Images will be displayed on each ticket if an image with the same name is copied to the **C:\Metropolis Kiosk\Website\img\ticket** folder. For example, if the ticket is labelled as Meat Raffle then the image copied into the necessary location must be named, Meat Raffle.jpg. This is case sensitive and must be in a .jpg format.

Steps to Redeem:

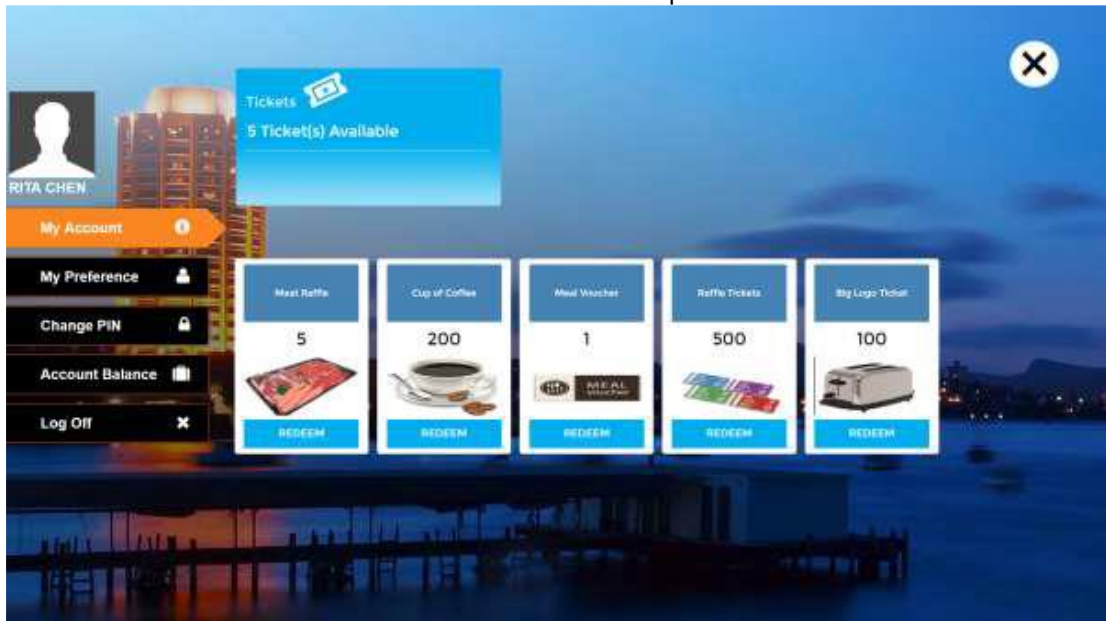
1. Member swipes/inserts their card using the card reader. Once the system has validated their member card, displayed messaging, awarded any promotional prizes (if applicable), the Member Account screen will be displayed.



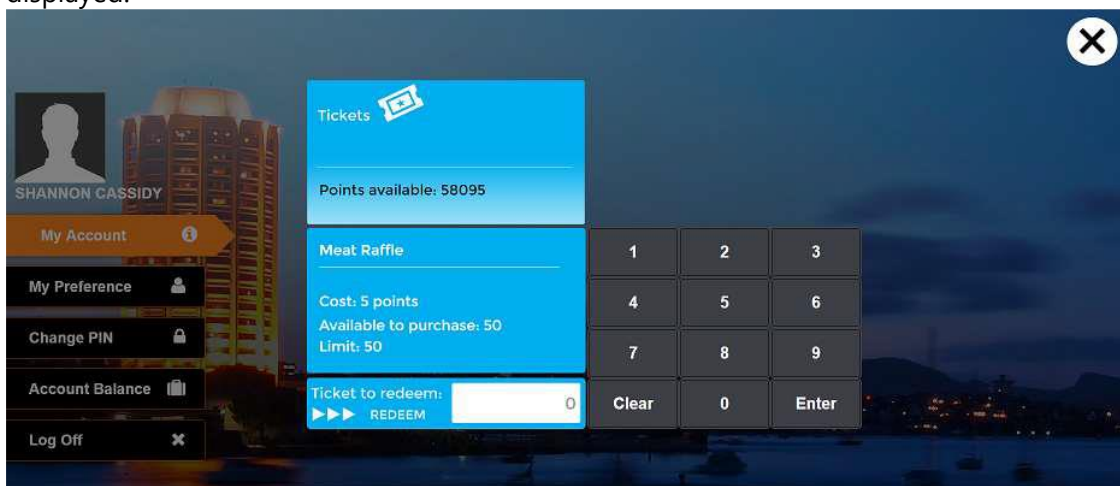
2. The Tickets tile displays the number of different tickets that are set up in the system and can be purchased by the member using their bonus points.



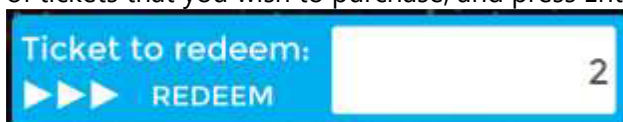
3. Select the **Tickets** tile to view the tickets available for purchase



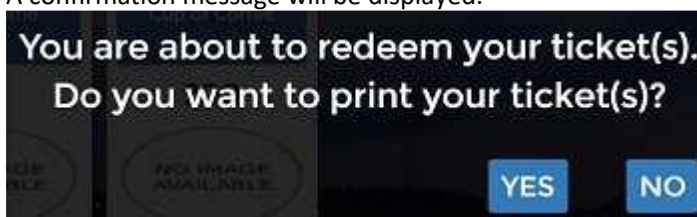
4. From the items listed, select the one that you wish to purchase. All necessary details will be displayed.



5. Check the information for the selected item. Using the onscreen keypad enter the number of tickets that you wish to purchase, and press Enter.



6. A confirmation message will be displayed.



7. Select:
 - **No** to cancel the ticket purchase request, or
 - **Yes**, to purchase your tickets using your bonus points. A status message will be displayed while the ticket is printing. Once the ticket is printed the My Account screen will be displayed.

Birthday Prizes

The Birthday Prizes screen enables members to view birthday items that they have been awarded as a result of visiting the venue and using the kiosk on or around their birthday.

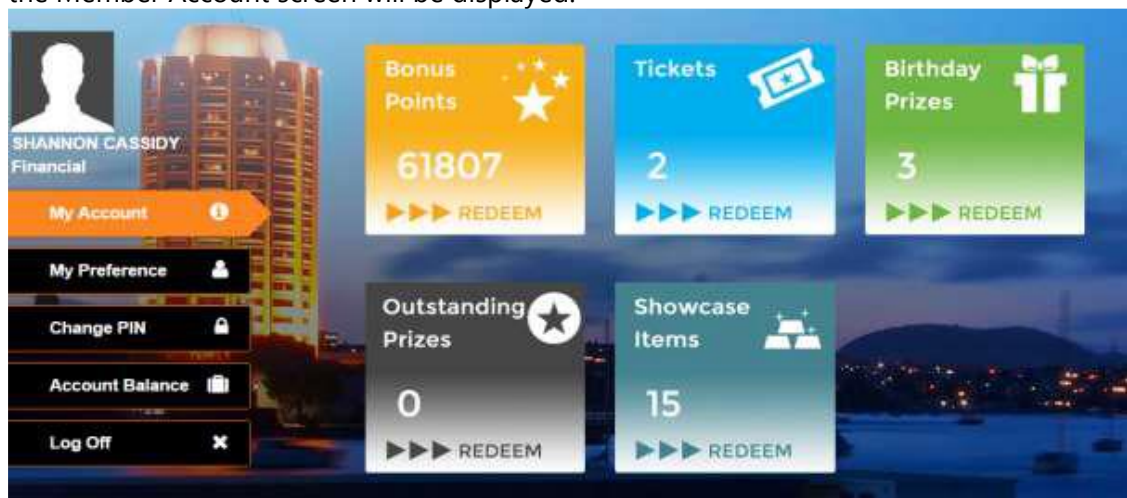
Dependant on the promotion setup you can be awarded

- On the day of their birthday
- The week of their birthday, or
- The month of their birthday.

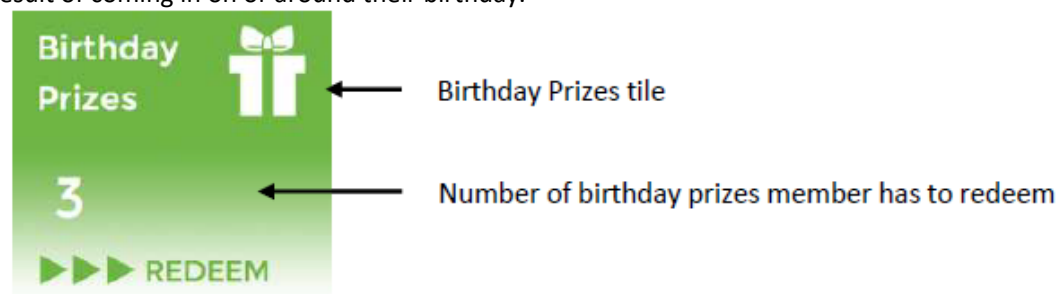
Images will be displayed on each birthday prize if an image with the same name is copied to the **C:\Metropolis Kiosk\Website\img\birthday folder**. For example, if the birthday prize is labelled as Free Drink then the image copied into the necessary location must be named, Free Drink.jpg. This is case sensitive and must be in a .jpg format.

Steps to Redeem:

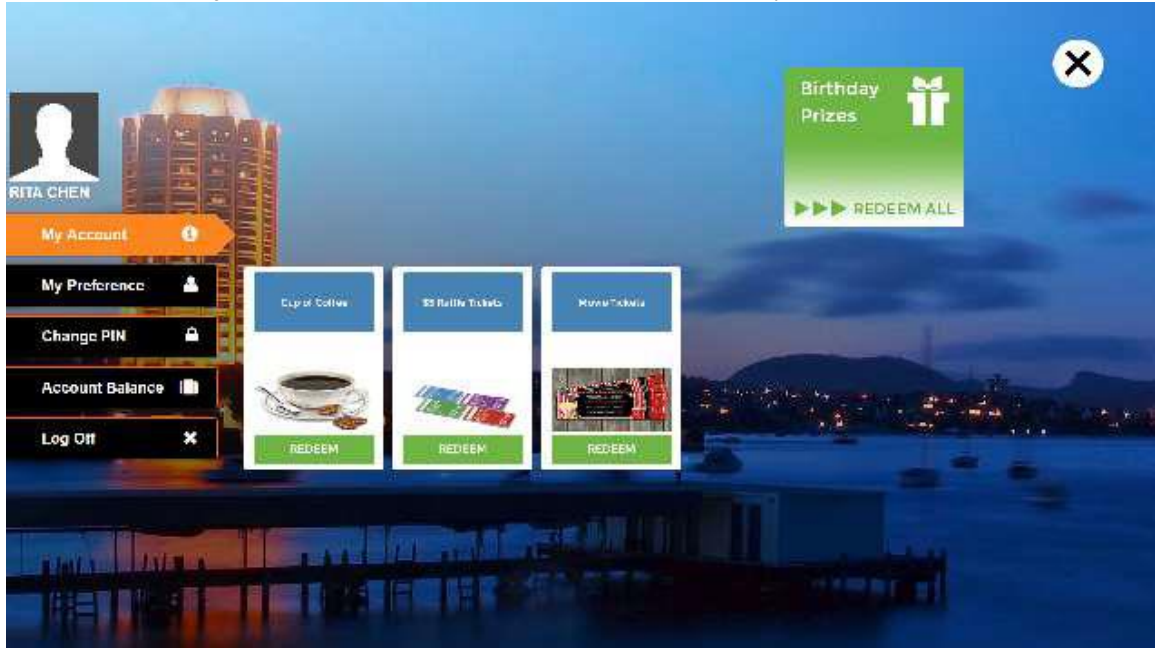
1. Member swipes/inserts their card using the card reader. Once the system has validated their member card, displayed messaging, awarded any promotional prizes (if applicable), the Member Account screen will be displayed.



2. The Birthday Prizes tile displays the number of prizes that the member has been awarded as a result of coming in on or around their birthday.



3. Select the **Birthday Prizes** tile to view the items available for redemption.

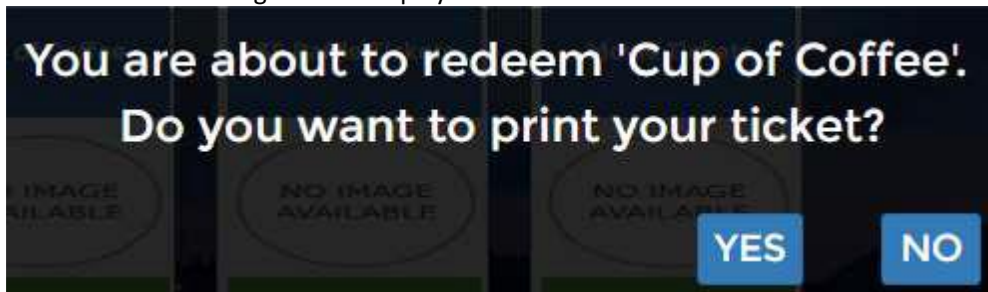


4. From the items listed select:

- **Redeem:** the item you wish to redeem, or
- the **Redeem All** option to redeem all listed items onscreen.

Note: If the 'Redeem All' option is selected, then all items available on screen will be redeemed and will then print out one after another.

5. A confirmation message will be displayed.



6. Select:

- **No** to cancel the redemption request, or
- **Yes**, to process your redemption request. A status message will be displayed while the ticket is printing. Once the ticket is printed the My Account screen will be displayed.

Additional Information

Birthday Rewards are setup via Promo > Birthday Rewards

Images will be displayed on each birthday prize if an image with the same name is copied to the **C:\Metropolis Kiosk\Website\img\birthday** folder. For example, if the birthday prize is labelled as Free Drink then the image copied into the necessary location must be named, Free Drink.jpg. This is case sensitive and must be in a .jpg format.

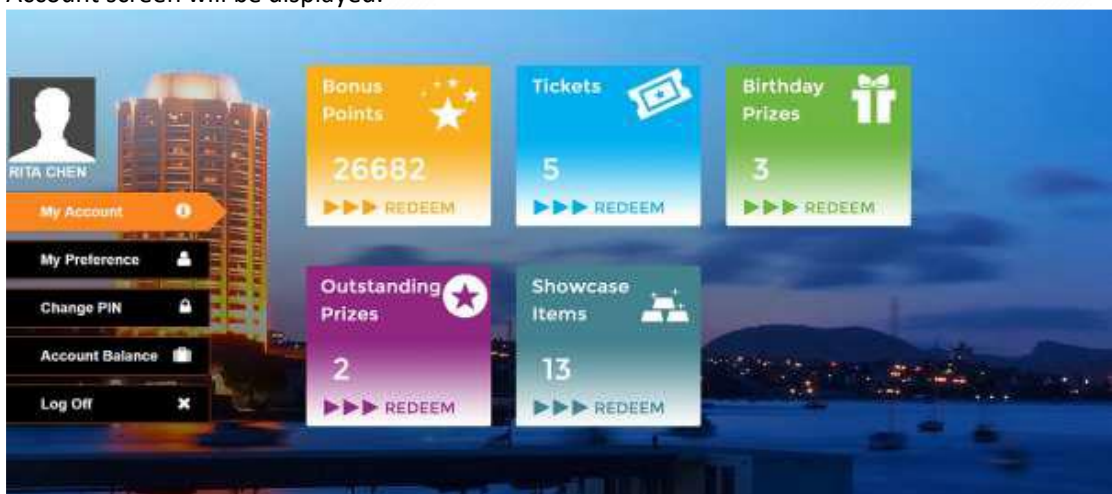
Outstanding Prizes

The Outstanding Prizes screen enables members to view prizes that they have won via EGM based promotions but not yet redeemed. Once the prize is redeemed then a ticket will print that can then be exchanged for the actual prize.

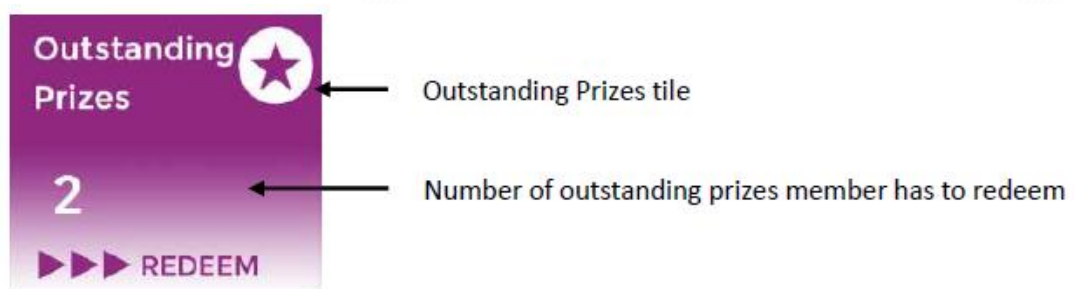
Images will be displayed on each spot prize if an image with the same name is copied to the C:\eBet Metropolis Kiosk\Website\img\outstanding folder. For example, if the spot prize is labelled as a \$10 voucher, then the image copied into the necessary location must be named, \$10 voucher.jpg. This is case sensitive and must be in a .jpg format.

Procedure

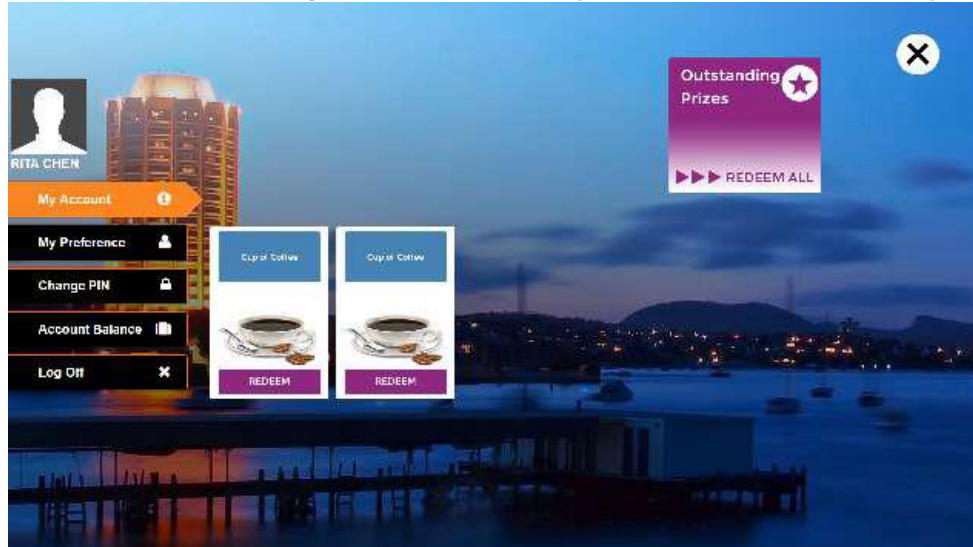
1. Member swipes/inserts their card using the card reader. Once the system has validated their member card, displayed messaging, awarded any promotional prizes (if applicable), the Member Account screen will be displayed.



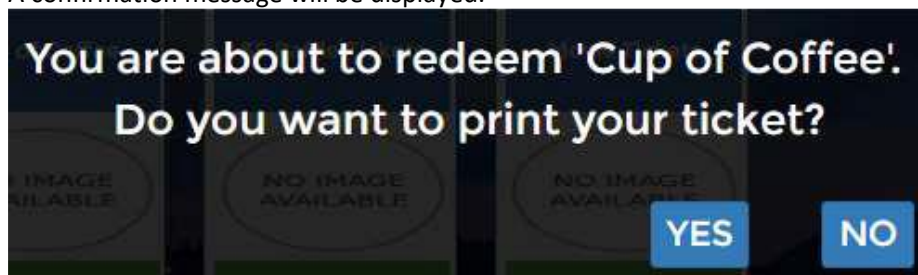
2. The Outstanding Prizes tile displays the number of prizes that the member has won via EGM based promotions.



3. Select the **Outstanding Prizes** tile to view the prize items available for redemption.



4. From the items listed:
- Select the one that you wish to redeem, or
 - Select the **Redeem All** option to redeem all listed items onscreen.
5. A confirmation message will be displayed.



6. Select
- **No** to cancel the redemption request, or
 - **Yes**, to process your prize redemption. A status message will be displayed while the ticket is printing. Once the ticket is printed the My Account screen will be displayed.

Additional Information

Outstanding prizes are prizes that have been given away via a spot prize promotion or first card in promotion.

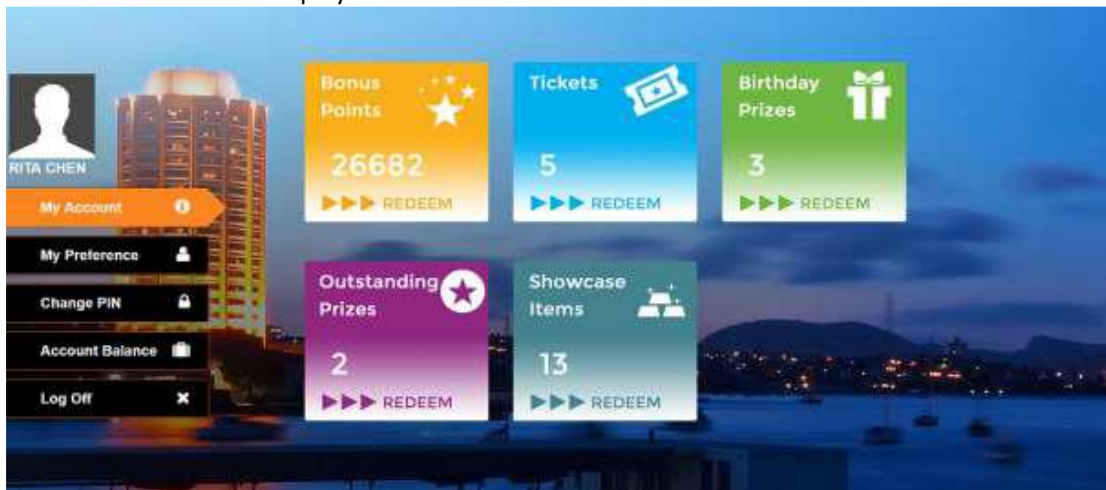
Images will be displayed on each spot prize if an image with the same name is copied to the C:\Metropolis Kiosk\Website\img\outstanding folder. For example, if the spot prize is labelled as \$10 voucher, then the image copied into the necessary location must be named, \$10 voucher.jpg. This is case sensitive and must be in a .jpg format.

Showcase Items

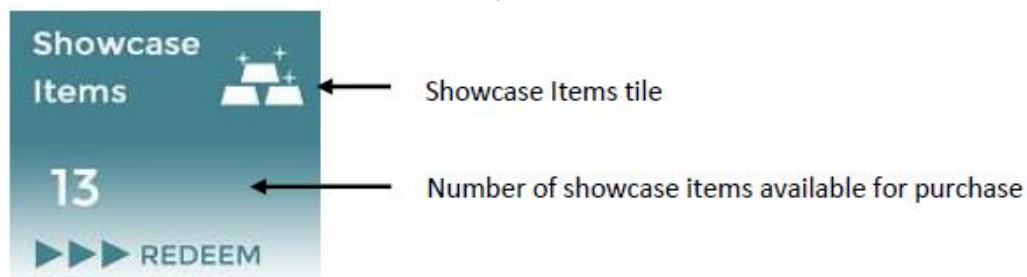
The Showcase Items screen enables members to purchase items in the showcase, using their bonus points. Once the transaction has been completed a receipt will be printed and exchanged for the relevant item in the Showcase Display.

Procedure

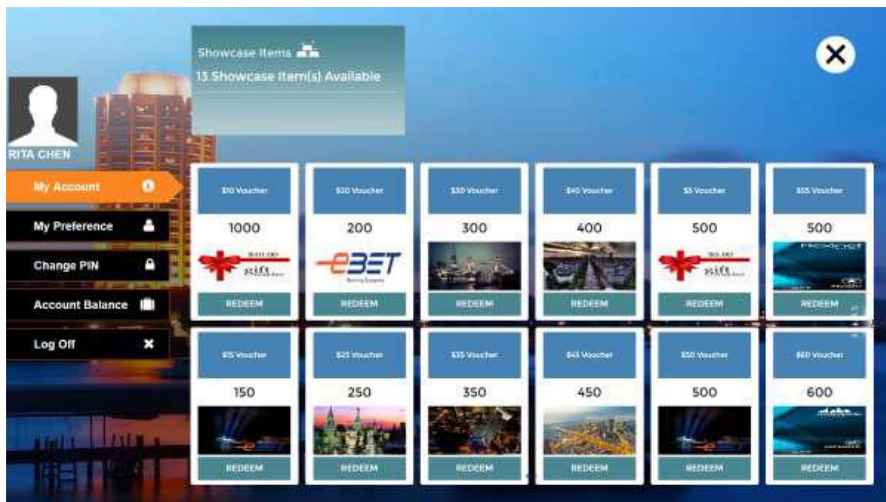
1. Member swipes/inserts their card using the card reader. Once the system has validated their member card, displayed messaging, awarded any promotional prizes (if applicable), the Member Account screen will be displayed.



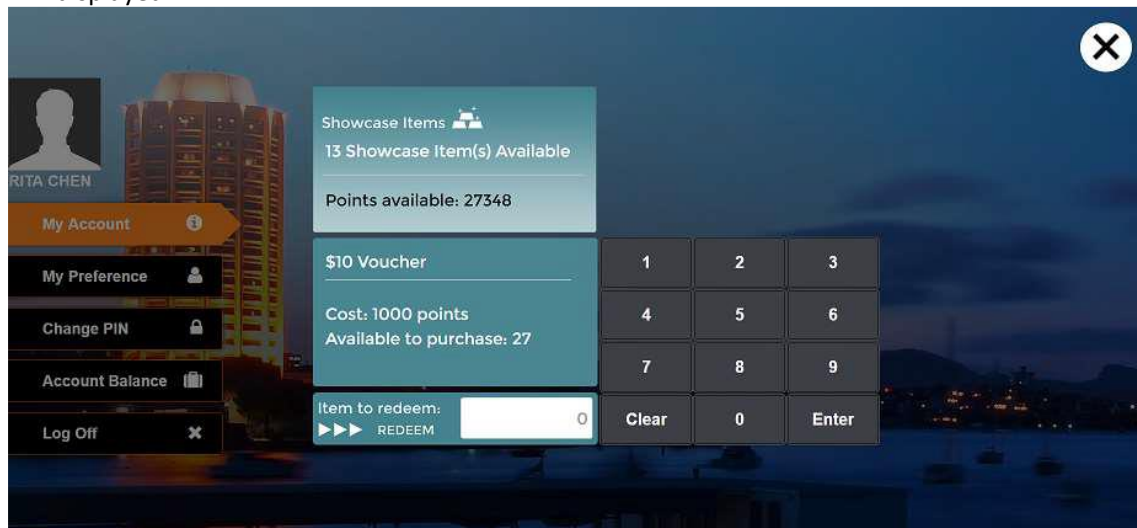
2. The Showcase Items tile displays the number of different items that are set up in the system and can be purchased by the member using their bonus points. Only items will be shown that are equal to or less than the member's current bonus point balance.



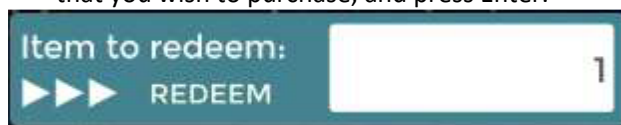
3. Select the **Showcase Items** tile to view the items available for purchase. Only items that are equal to or less than the number of bonus points that the member currently holds in their account will be displayed.



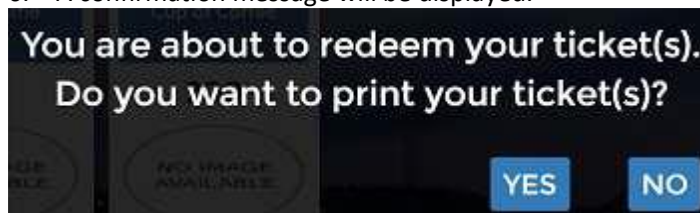
4. From the items listed select the one that you wish to purchase. All necessary details will be displayed.



5. Check the information for the selected item. Using the onscreen keypad enter the number of items that you wish to purchase, and press Enter.



6. A confirmation message will be displayed.



Additional Information

Showcase Items are setup via the Promo application.

Members will only be able to view items that they are eligible to purchase.

Other Side Menu Options

The side menu enables you to access:

- The **My Preferences** option which allows the member to change their language preference which also controls the language displayed on the pathway and defines whether the bonus point value be displayed.
- The **Change PIN** option which allows the member to change their current PIN.
- The **Account Balance** option which allows the member to view their bonus point balance and card balance.
- The **Log Off** option which allows the member to logout of their member account.

Change PIN

The Change PIN screen enables members to change their personal identification number associated with their membership card. If the member fails to confirm their new PIN correctly, the screen will redisplay the Enter PIN screen.

To exit the process at any stage touch outside of the keypad or select the x button to close.

Procedure

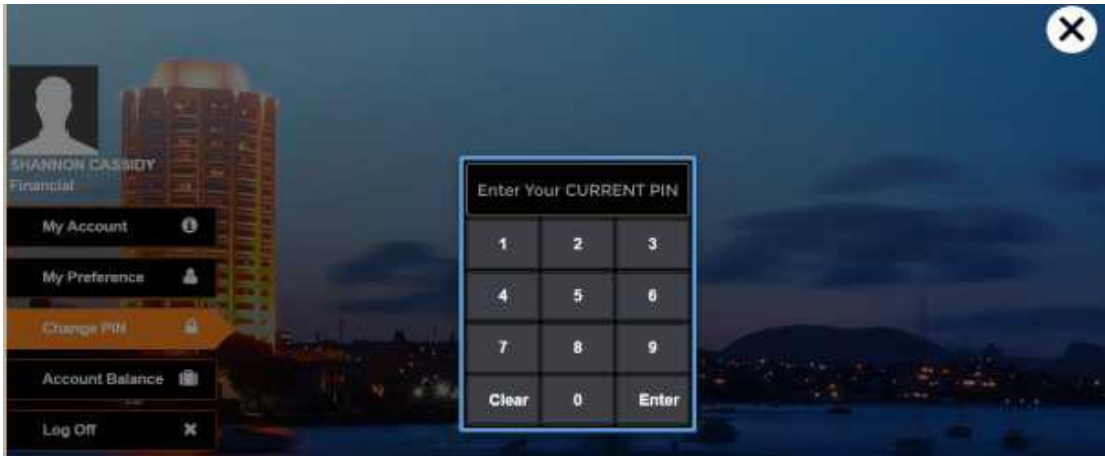
1. Member swipes/inserts their card using the card reader. Once the system has validated their member card, displayed messaging, awarded any promotional prizes (if applicable), the Member Account screen will be displayed.



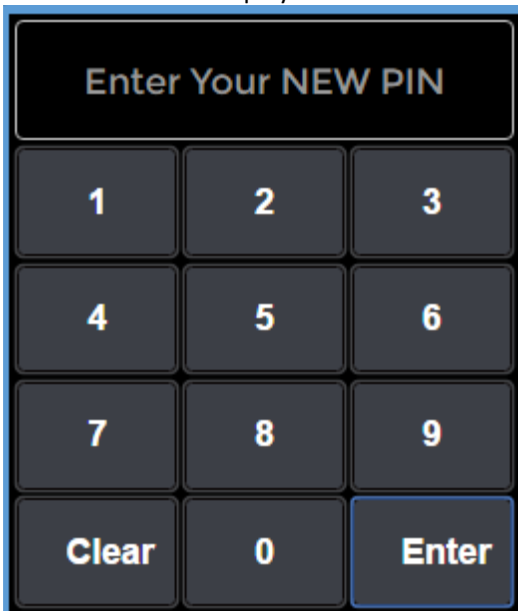
2. From the side menu select the **Change PIN** option.



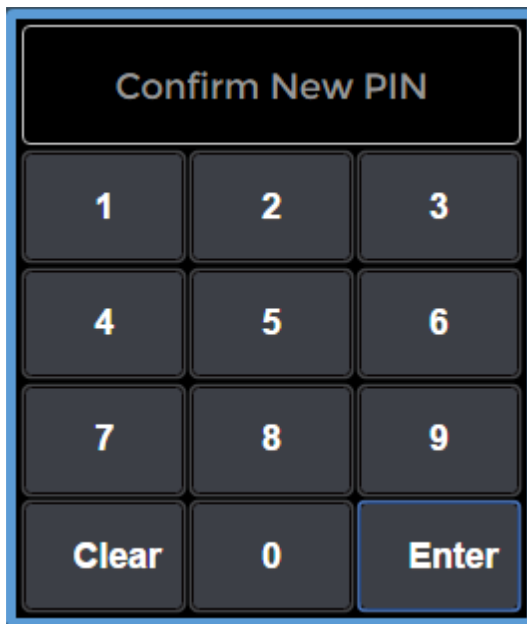
3. The Change PIN screen will be displayed, with the text showing 'Enter Your CURRENT PIN'.



4. Using the onscreen keypad enter your **current** four-digit PIN and press Enter. The Enter Your NEW PIN screen will be displayed.



5. Enter your **new** four-digit PIN and select Enter. The Confirm New PIN screen will be displayed.



6. Re-enter your **new** four-digit PIN and select Enter. The message 'Your PIN is now updated', will be displayed.
7. Select:
 - **X** to close the Account Balance screen and display the My Account screen,
 - Another side menu option to enter the selected screen, or
 - **Log Off** to exit the member's account and return to idle mode.

Additional Information

This menu option will only be visible if the Display Change PIN option is enabled in the Supervisor Settings > General Options screen.

If you end the process at any stage before completion, then the current PIN will still be valid.

Account Balance

The Account Balances screen enables members to view their:

- Bonus Points Balances
- Virtual Draw Entries
- Card IT Balance (if the member has a card account enabled).

Bonus Points

The bonus point balance screen allows a member to view their various bonus points balances on the kiosk. The display of certain bonus points buckets can be configured in the promotion application. This allows users to decide what promotional points balances will be displayed on the Bonus Points screen at the Kiosk. These points balances can include points that have been accrued from EGM play, POS spend and venue-based promotions.

Virtual Draw Entries

The Virtual Draw Entries screen allows a member to view their current entries into virtual draws that are applicable to them. The virtual draws are configured through the promotion application. This function allows users easy access to tracking their virtual draw entries.

Card IT Balance

The Card IT Balance screen displays the cash value held on a members account that can be transferred and played on the EGM, if their member account has cashless enabled. If the venue is Card IT WAN enabled, then the balance will synchronise between the linked venues, allowing a member to access their funds at any venues within the WAN group.

Procedure

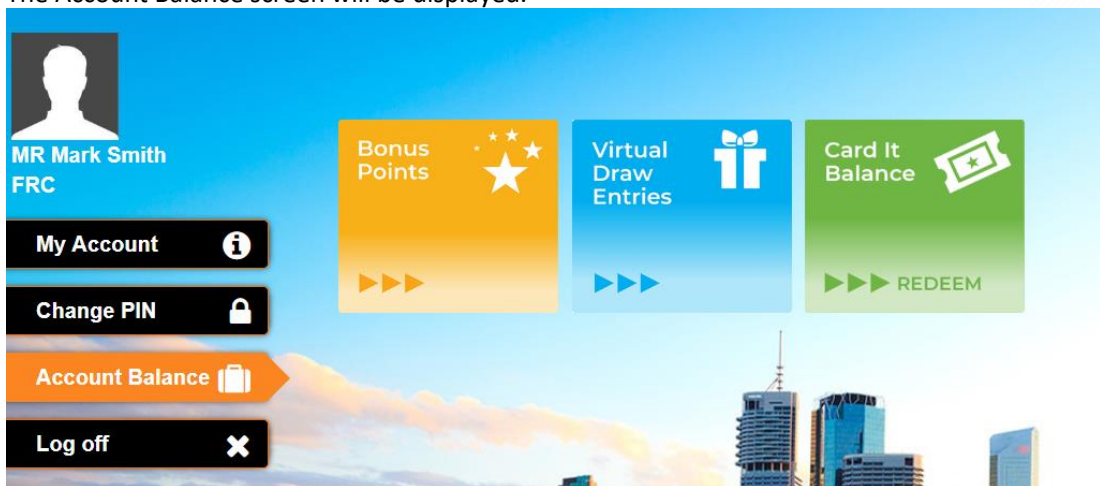
1. The Member swipes/inserts their card using the card reader (and validates their PIN, if applicable). Once the system has validated their member card, displayed messaging, awarded any promotional prizes (if applicable), then the My Account screen is displayed.



2. From the side menu select the **Account Balance** option.



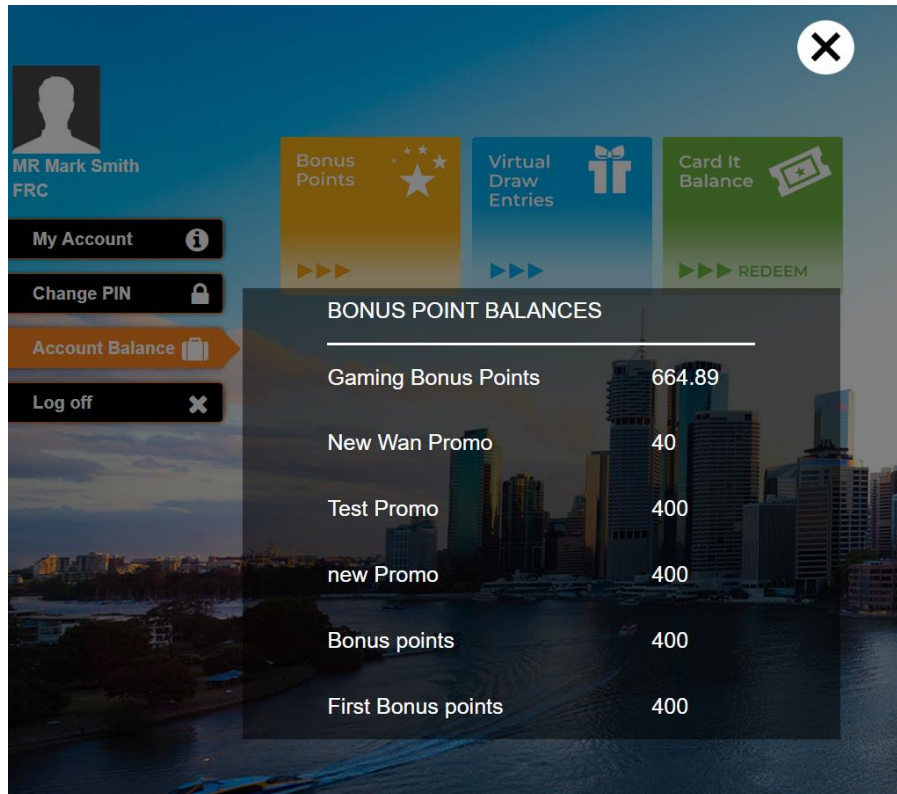
3. The Account Balance screen will be displayed.



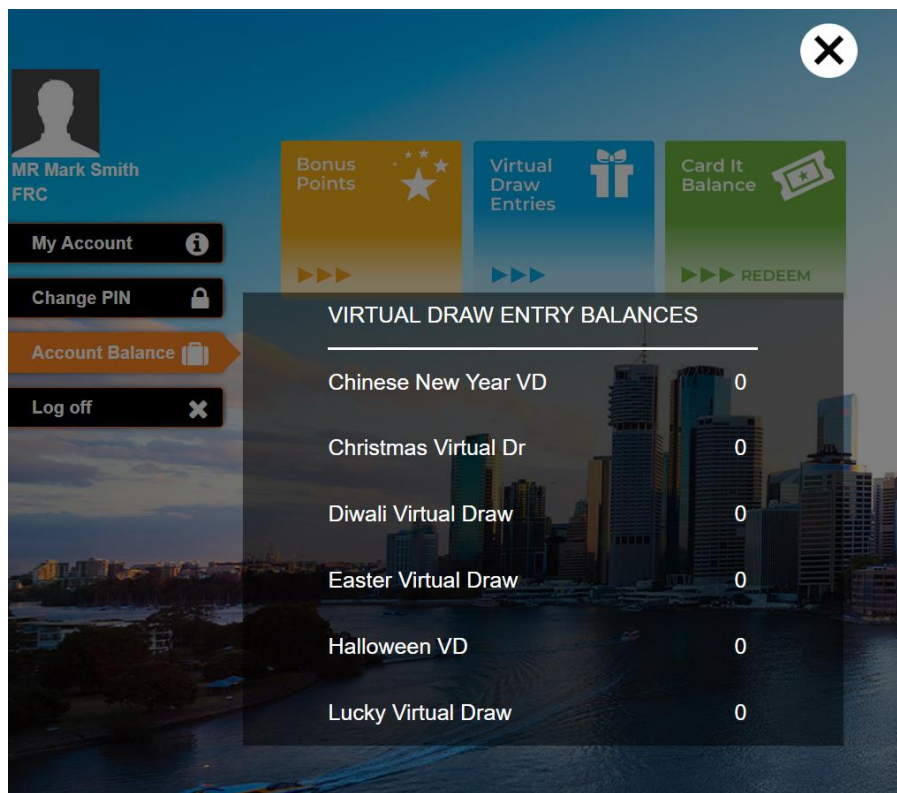
4. If the member:
 - Has Bonus Points then the bonus point option will be displayed.
 - Is eligible for any Virtual Draws, then the Virtual Draw Entries option will be available.
 - Has a Card IT account that can hold currency as funds, then the Card IT Balance option will be available.

5. Select one of the three options to display the selected screen. Once you have selected an option, use the following functions to leave the sub-screen and return to the **Account Balance** screen:
 - Select **X** to close the current screen, or
 - Touch the screen outside of the relevant balance box displayed on screen.

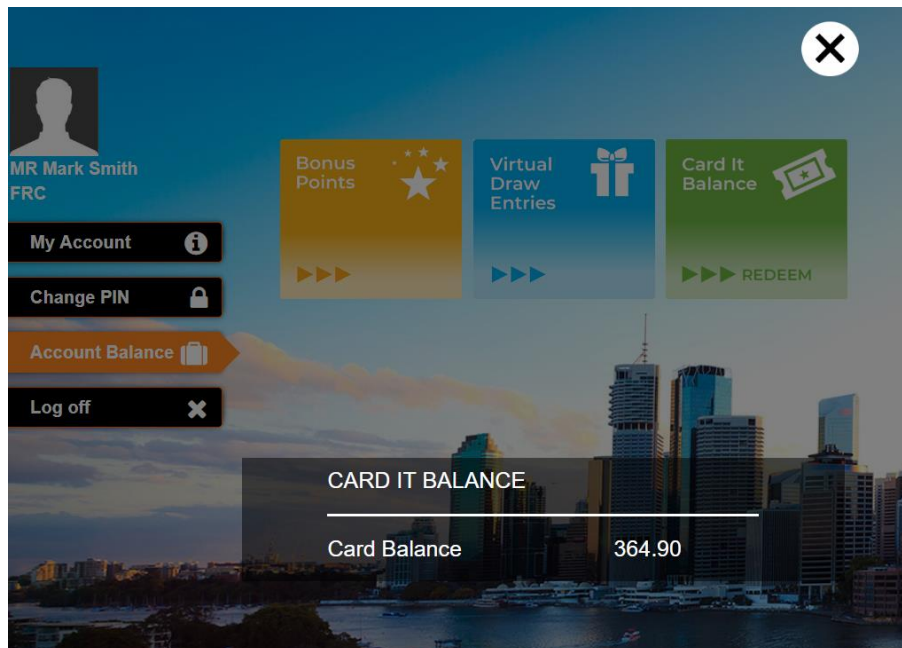
Bonus Points Balances screen:



Virtual Draw Entries screen:



Card IT Balance screen:



Additional Information

This menu option will only be visible if the Display Account Balance option is enabled in the Supervisor Settings > General Options screen. The Bonus Points, Virtual Draw Entries and Card IT Balance tiles will only be visible on the kiosk if enabled through Supervisor Settings.

Balances totals will only display based on their account type. For example, if the member does not have a card-based account then they will not see a Card IT Balance entry.

Supervisor Settings

Only staff personnel can enter the Kiosk supervisor settings screen.

There are two levels of supervisor access:

- Full access
- Reset Member PINs

Dependant on your system configuration there are several ways to exit the Kiosk screen.

1. Double click the top left-hand corner of the Kiosk screen, enter the Supervisor PIN and the Membership Kiosk application will be displayed.
2. Insert/swipe a Supervisor card through the Kiosk card reader and the Membership Kiosk application will be displayed

Full Access

Once you have access to the supervisor settings then you will be able to access the following functions.

- Reset PIN
- General Settings
- General Options
- Promotion Setup
- Second Swipe Message
- Game Setup
- Log

Reset PIN Count

The Reset PIN count function enables you to reset a member's card that has been locked due to the incorrect PIN being entered more than the maximum number allowed. The member's card must be present to perform this process.

Procedure

1. From the Supervisor Menu select the Reset PIN option.

The screenshot shows the Supervisor Settings interface. On the left is a vertical menu with the following options: Reset PIN, General Settings, General Options, Second Swipe Message, Printer Setup, Card Reader Setup, Game Setup, and Log. The 'Reset PIN' option is highlighted. The main area of the screen displays a blue box at the top with the text 'Swipe member's card to reset PIN.....'. Below this is the section 'Member's Details' with fields for 'Name:' and 'Badge:'. An 'Exit' button is located in the top right corner of the main area.

2. Insert/swipe the member card that is locked due to the incorrect PIN being entered. The cards associated details will be displayed.

3. Select the **Reset PIN Tries** button. The PIN count will be reset in the system and the screen will return to the Member Details screen with 'Success' shown briefly in the screen header.

General Settings

The General Settings screen enables you to configure options that will be active on the Kiosk screen.

1. From the Side Menu select the **General Settings** option. The General Settings screen will be displayed.

Screen Information

Field	Description
Mouse Cursor On	Place a tick in this checkbox to turn the mouse cursor to appear on the display.
Redemption On	Place a tick in this checkbox to turn player redemptions on when a player swipes their card
Use Pick-A-Box for Random Door Prize	If this option is selected, users will be able to play the Pick-a-Box game in order to 'win' random door prizes.
Impact Data Redemptions	Place a tick in this checkbox to turn on player redemptions for Impact Data Promotions.
Enter PIN After Swipe	Enable to force PIN entry after the member has inserted or swiped their member card.

Enter PIN Before Transaction	Enable to force PIN entry before a transaction is processed.
Use Kiosk for Game Only	When this option is selected, the Kiosk will only be able to be used to award prizes based on card swipe – either random prizes, swipe prizes or birthday prizes. None of the other kiosk functions will be able to be accessed by the member.
Auto log Out	Place a tick in this checkbox to automatically logout the kiosk after a number of seconds of inactivity on the screen.
Use Double Click and PIN Entry	When this option is selected, double click on the top left-hand corner of the screen to access the supervisor settings.
Use Supervisor Swipe	When this option is selected, insert/swipe the supervisor card to access the supervisor settings.

General Options

The General Options screen enables you to configure options that will be active on the Kiosk screen.

Screen Information

Reset PIN
General Settings
General Options
Second Swipe Message
Printer Setup
Card Reader Setup
Game Setup
Log

☒ **Display My Account Option**

☒ Bonus Point Redemptions
☒ Bonus Point Redemptions if greater than zero
☒ Ticket Promos
☒ Ticket Promos If greater than zero
☒ Outstanding Prizes
☒ Outstanding Prizes If greater than zero

☒ Birthday Prizes
☒ Birthday Prizes If greater than zero
☐ Vouchers
☐ Vouchers less than bonus point balance
☒ Showcase Items
☒ Showcase Items less than bonus point balance

☐ **Display My Preferences**

Language 1 English (Australia)
Language 2 Chinese (Simplified, China)

☒ **Display Member Details**
☒ Display Photo
☒ Display Name
☐ Display Financial Status
☒ Display Current Tier
☐ Display Status Between Tiers

Menu Options
☒ Display Change PIN
☒ Display Account Balance
☐ Display PAS
☒ Display VPC
☐ Hide No Win Message

☒ Bonus Point Balance
☒ Virtual Draw Entries
☒ Card IT Balance

Save
Exit

Version : 2.0.0

Field	Description
Display My Account Options	Enable to display the My Account Options on the member's kiosk.
Bonus Points Redemptions	Enable to display the Bonus Points Redemptions tile
Bonus Points Redemptions if greater than zero	Enable to display the Bonus Points Redemptions tile only if the member has bonus points to redeem
Ticket Promos	Enable to display the Tickets tile
Ticket Promos if greater than zero	Enable to display the Bonus Points Redemptions tile only if member can redeem points for their tickets
Outstanding prizes	Enable to display the Outstanding Prizes tile
Outstanding prizes if greater than zero	Enable to display the Outstanding Prizes tile only if member has prizes to redeem

Birthday Prizes	Enable to display the Birthday Prizes tile
Birthday Prizes if greater than zero	Enable to display the Birthday Prizes tile only if member has birthday prizes to redeem
Vouchers	N/A
Vouchers less than bonus points balance	N/A
Showcase Items	Enable to display the Showcase Items tile
Showcase Items less than bonus points balance	Enable to display the Showcase Items tile only if member has points available to purchase the items.
Display My Preferences	Enable to display the My Preferences option on the member's kiosk. Not currently available in QLD.
Language 1	Select English to be the to be the primary language option.
Language 2	Select Chinese as the secondary language if applicable (currently only option available)
Display Member Details	Enable to display the following enabled member options
Display Photo	Enable to display member's photo when logged into their account
Display Name	Enable to display member's name when logged into their account
Display Financial Status	Enable to display if member is financial or unfinancial when logged into their account
Display Current Tier	Enable to display member's current tier when logged into their account
Display Status Between Tiers	This functionality is not currently available in QLD.
Display Change PIN	Enable to display the Change PIN option in the Side Menu
Display Account Balance	Enable to display the Account Balance option in the Side Menu
Display PAS	This functionality is not currently available in QLD.
Display VPC	Enable to display the VPC option in the Side Menu.
Hide No Win Message	Enable to hide the no win message if a member is not awarded with any swipe promotional points or prizes.
Bonus Points Balance	Enable to display the Bonus Points Balance tile in the Account Balance menu (Display Account Balance setting must be enabled to see this).
Virtual Draw Entries	Enable to display the Virtual Draw Entries tile in the Account Balance menu (Display Account Balance setting must be enabled to see this).
Card IT Balance	Enable to display the Card IT Balance tile in the Account Balance menu (Display Account Balance setting must be enabled to see this).

Procedure

1. From the Side Menu select the **General Options** option. The **General Options** screen will be displayed.
2. Configure the various configuration items to reflect the desired setup of the kiosk member screen.
3. Select the **Save** button to save the settings.
4. Select the **Exit** button to close the Supervisor Settings.

Second Swipe Message

The Second Swipe Message screen enables you to enter the message that will be displayed to members on the Kiosk screen when the Kiosk determines that the member has already registered a valid card insertion or swipe for that trading day.

Procedure

1. From the Side Menu select the **Second Swipe Message** option. The Second Swipe Message screen will be displayed.

Reset PIN
General Settings
General Options
Second Swipe Message
Printer Setup
Card Reader Setup
Game Setup
Log

Second Swipe Message

(55)

(55)

(55)

Save

Exit

2. Using the onscreen keypad enter the message to be displayed when the member has already recorded a valid session at the Kiosk.
3. Select the **Save** button to save the entered message
4. Select the **Exit** button to close the Supervisor Settings.

Printer Setup

The Printer Setup screen enables you to configure printer options and ticket display information when members print a voucher.

Reset PIN
General Settings
General Options
Second Swipe Message
Printer Setup
Card Reader Setup
Game Setup
Log

☒ Has Ticket Printer Odyssey Printing Service API ▾

☐ Has PAS Printing

Ticket Size: ☒ Small Ticket ☐ Big Ticket

☐ Ticket - Hide Card No.

☐ Ticket - Hide Signature

Card No. Format:

Printer Delay Between Tickets Sec

Save

Exit

Test Print

H = Hide the Corresponding Character
P = Print the corresponding Character
Any other Character is inserted

Screen Information

Field	Description
Has Ticket Printer	Place a tick in this checkbox to enable printers on the kiosk.
Printer Dropdown	Select an installed printer from the drop-down list for the installed printer you want the kiosk to print tickets from. <i>Note: This will likely default to Odyssey Printing Service.</i>

Has PAS Printing	Place a tick in this checkbox to enable Player Activity Statement (PAS) printing if setup. This functionality is not currently available in QLD.
Ticket Size:	Select from one of two radio buttons: Small Ticket or Big Ticket. This will determine the size of the default ticket printouts and the associated printing template.
Ticket – Hide Card No.	Place a tick in this checkbox to hide the members card number field on printed tickets.
Ticket – Hide Signature	Place a tick in this checkbox to hide the member signature field on printed tickets.
Card No. Format	<p>This function allows you to configure the display of card numbers printed on tickets, if the 'Ticket – Hide Card No' checkbox is not ticked.</p> <ul style="list-style-type: none"> • H = Hide the corresponding character • P = Print the corresponding character • Any other character is inserted. <p>E.g. a card number is 12347771234. The members badge number is 777. In order to have only the 777-badge number printed on tickets would require "HHHHPPPHHH" to be input in the Card No. Format field: This would hide the 1234 prefix at the front and the 1234 prefix at the end.</p>
Printer Delay Between Tickets:	Select a value from the drop-down field to configure the number of seconds that the kiosk will wait between printing tickets when there are multiple tickets to be printed.

Procedure

5. From the Side Menu select the **Printer Setup** option. The Printer Setup screen will be displayed.
6. Configure the various printer and ticket configuration items to reflect the hardware and ticket setup of the kiosk.
7. Select the **Save** button to save the settings.
8. Select the **Exit** button to close the Supervisor Settings.

Card Reader Setup

The Card Reader Setup screen enables you to select which installed card reader you want to use on the kiosk, as well as define the sound effect when a card is swiped.

Screen Information

Field	Description
Card Reader	This function allows you to select the applicable card reader that is plugged into the kiosk.
Beep	This function allows you to select the tone of the beep to play when a card is swiped.

Procedure

1. From the Side Menu select the **Card Reader Setup** option. The Card Reader Setup screen will be displayed.
2. Select the applicable card reader that is installed and plugged into the kiosk to be used.
3. Select the **Save** button to save the setting.
4. Select the **Exit** button to close the Supervisor Settings.

Game Setup

The Game Setup screen enables you to define which Swipe Prizes, Random Prize Events and Birthday Prize Event promotions will run on the Kiosk.

Procedure

1. From the Side Menu select the **Game Setup** option. The Game Setup screen will be displayed.

The screenshot shows the 'Game Setup' screen with a sidebar menu on the left and a main content area. The sidebar menu includes: Reset PIN, General Settings, General Options, Second Swipe Message, Printer Setup, Card Reader Setup, Game Setup (highlighted), and Log. The main content area is divided into four columns: Swipe Prize, Random Prize Events, Birthday Prize Events, and two buttons (Save and Exit). The Swipe Prize column has checkboxes for \$20 Cash Bonus, \$20 Points Bonus, \$50 Cash Bonus, 100 Visitation Points, 25 Visitation Points, and 50 Visitation Points. The Random Prize Events column has checkboxes for Duke Prizes, Kings Prizes, Knight Prizes, and Prince Prizes. The Birthday Prize Events column has a checkbox for 2018 BIRTHDAY DRAW ENTRY. The Save and Exit buttons are on the right.

Swipe Prize	Random Prize Events	Birthday Prize Events
<input checked="" type="checkbox"/> \$20 Cash Bonus	<input checked="" type="checkbox"/> Duke Prizes	<input checked="" type="checkbox"/> 2018 BIRTHDAY DRAW ENTRY
<input checked="" type="checkbox"/> \$20 Points Bonus	<input checked="" type="checkbox"/> Kings Prizes	
<input checked="" type="checkbox"/> \$50 Cash Bonus	<input checked="" type="checkbox"/> Knight Prizes	
<input checked="" type="checkbox"/> 100 Visitation Points	<input checked="" type="checkbox"/> Prince Prizes	
<input checked="" type="checkbox"/> 25 Visitation Points		
<input checked="" type="checkbox"/> 50 Visitation Points		
<input checked="" type="checkbox"/> Duke Raffle Tickets Game Setup		
<input checked="" type="checkbox"/> Kings Raffle Tickets Game Setup		
<input checked="" type="checkbox"/> Loyalty Visitation - \$10		
<input checked="" type="checkbox"/> Loyalty Visitation - \$20		
<input checked="" type="checkbox"/> Loyalty Visitation - \$30		
<input checked="" type="checkbox"/> Princes Raffle Tickets Game Setup		

2. Select the configured promotions you would like to run on this kiosk.
3. Select the **Save** button to save the settings.
4. Select the **Exit** button to close the Supervisor Settings.

Log

The Log screen enables you to view all transactions that took place on the Kiosk during the current trading day. This screen is designed to assist in any disputes that may arise at the Kiosk. For example, if a member has redeemed several bonus points however no ticket was printed then the log can be checked to see if a ticket was printed for the necessary event.

If a ticket needs to be printed again then this can be done by selecting the ticket event and clicking on the Print button from the details window.

Procedure

1. From the Side Menu select the Log option. The Log screen will be displayed.

Reset PIN	ID	Date and Time	Card No.	Name	Printed	Re-Printed	Refunded
General Settings	100884	2019/01/24 09:29:48	159709069360319	Test Test	YES	YES	NO
General Options	100885	2019/01/24 11:36:58	159709069360319	Test Test	NO	YES	NO
Second Swipe Message	100886	2019/01/24 13:39:03	159709069429617	Test Test	YES	YES	NO
Printer Setup	100887	2019/01/24 14:29:07	159709069360319	Test Test	YES	NO	NO
Card Reader Setup							
Game Setup							
Log							

Previous Page

Next Page

Exit

2. Use the **Previous Page** and **Next Page** buttons to navigate through the pages to locate the required transaction.
3. Highlight the transaction to be investigated. The transactions details will be displayed onscreen.

Reset PIN	ID	Date and Time	Card No.	Name	Printed	Re-Printed	Refunded
General Settings	100884	2019/01/24 09:29:48	159709069360319	Test Test	YES	NO	NO
General Options	100885					YES	NO
Second Swipe Message	100886					YES	NO
	100887					NO	NO

Log Entry ID :

100886

Date and Time :

2019/01/24 13:39:03

Promotion Type :

Impact Data Promo Free drink with a lobster

EPS ID :

4

Card No :

159709069429617

TCN :

Serial :

7RG6TZA

Printed :

YES

Printed From :

eBET Metropolis Kiosk

Printed Date and Time :

2019/01/24 13:39:14

Reprinted :

YES

Reprinted By :

Reprinted From :

eBET Metropolis Kiosk

Reprinted Date and Time :

2019/01/24 14:28:24

Refunded :

NO

Redeem Date :

2019/01/24 13:39:03

Print

Version : 2.0.0

Previous Page

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Exit

Screen Information

Field	Description
Log Entry ID	Displays log entry ID as generated by the kiosk.
Date and Time	Displays the date and time of associated transaction.
Promotion Type	Displays the type of promotion associated with the transaction.
EPS ID	Displays the members EPS ID associated with the transaction.
Card No	Displays the card number associated with the transaction.
TCN	Displays the TCN associated with the transaction.
Serial	Displays the serial associated with the transaction.
Printed	Indicates if the transaction has been printed.

Printed From	Displays the location where the transaction was printed.
Printed Date and Time	Displays the date and time when the transaction was printed.
Reprinted	Indicates if the transaction has been reprinted.
Reprinted By	Displays the username of the operator who reprinted the transaction.
Reprinted From	Displays the location where the transaction was reprinted.
Reprinted Date and Time	Displays the date and time when the transaction was reprinted.
Refunded	Indicates if the transaction has been refunded.
Redeem Date	Displays the date and time at which the transaction was redeemed.

4. Select one of the following:
 - a. **Print Button** – this will reprint the voucher and update the associated print log fields.
 - b. **X Button** – this will close the current transaction preview.
5. Select the **Exit** button to close the Supervisor Settings.

Kiosk Application Customisation

Messaging

Depending upon what promotions have been configured in the Promo application, a member can automatically win a number of points or prizes once they have swiped/inserted their card at the kiosk and it has been verified by the system. If the member has been awarded points or prizes from a configured promotion, then a message can be configured to display onscreen notifying them of their win.

The types of messages can include the following:

- Visitation points – Points awarded for visiting the venue (first swipe into kiosk for that trading day)
- Birthday Prizes – Prizes awarded to someone based upon their birthday (swipe at kiosk on their birthday).
- Swipe Prizes – Prizes awarded for swiping into a kiosk (swipe at kiosk anytime during trading day, probability based)
- Random Prizes – Prizes randomly awarded for swiping into a kiosk.
- Custom Messages – Customisable messages that can display when a user swipes into the Kiosk.

Visitation Points

Visitation points are extra bonus points awarded to members the first time they swipe their card after a certain period of time has elapsed. Visitation points are setup via the Promo application. To setup visitation points, navigate to the following location: Open **Promo > Kiosk > Default Settings** option.

An example setup screen of visitation points.

Visitation Settings

Visitation Points On ☒

Visitation Points:

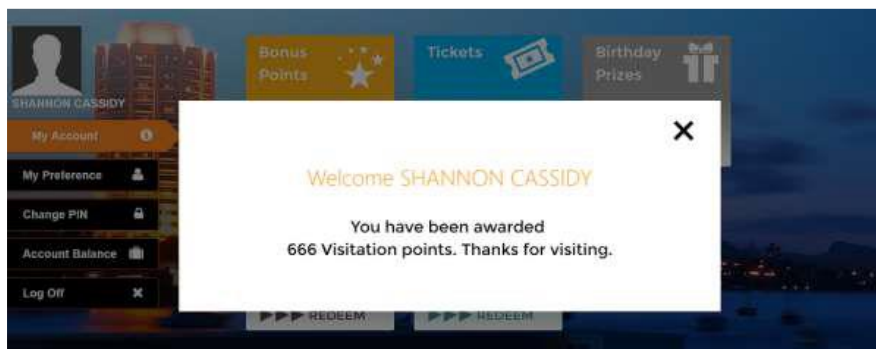
Visitation Message:

Visitation Reset On ☒

Reset Frequency: In Hours

Promotion:

An example of what the kiosk screen displays with the above Visitation setting configured.



Birthday Prizes and Messages.

Birthday Prizes are awarded to members when they meet the birthday promotion criteria. A member could be awarded a prize from a group, all prizes in the group or points can be awarded straight into a selected account. Birthday rewards can be given on the day of their birthday, the week of their birthday, or even within the month of their birthday. To setup Birthday Rewards, navigate to the following location. Open **Promo > Promotion Tab > Birthday Reward**

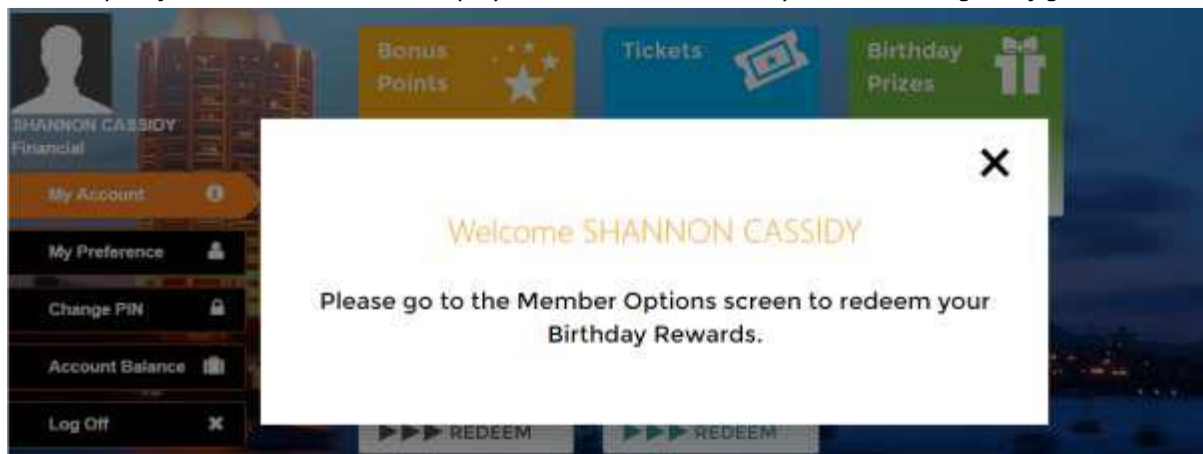
An example setup screen of visitation points.

Birthday Rewards Details

☐ Print to Ticket Barrel
 Active ☒ Promo Event << NONE >>
 Description Birthday Prizes
 Prize Pool Birthday Prize Pool
 Award All Prizes ☒
 Member Select Prizes ☒
 Prizes Available For 30 days
Award Period
☐ Day In Month
☐ Today
☐ Yesterday, Today or Tomorrow
☐ This Week
☒ This Month
Display On Win
 Win Msg <Do not send msg>
Birthday Reward Available at Site
 Site <All Sites>
 Groups Eligible for this promotion

Short Description	Active	Long Description
All Members	<input checked="" type="checkbox"/>	All Members

An example of what the kiosk screen displays with the above Birthday Reward settings configured.



Swipe Prizes

Swipe prizes are setup to be randomly awarded by the system over a fixed number of valid card swipes into the kiosk. Valid card swipes (for swipe prizes) are considered as the member's first card swipe at the kiosk for each trading day. To setup Swipe Prizes, navigate to the following location. Open **Promo > Promotion Tab > Birthday Reward**

An example setup screen of Swipe Prize event

Kiosk Game Details

Game Type
☒ Swipe Prize ☐ Random Prize

Active ☒

Description

Day of Week

Start Time

End Time

☐ Print to Ticket Barrel

Promo Event

Prize Pool

Chance 1 in Card Swipe

Don't Print Ticket ☐

☐ Use Win/ Loss Images

Win Image

Loss Image

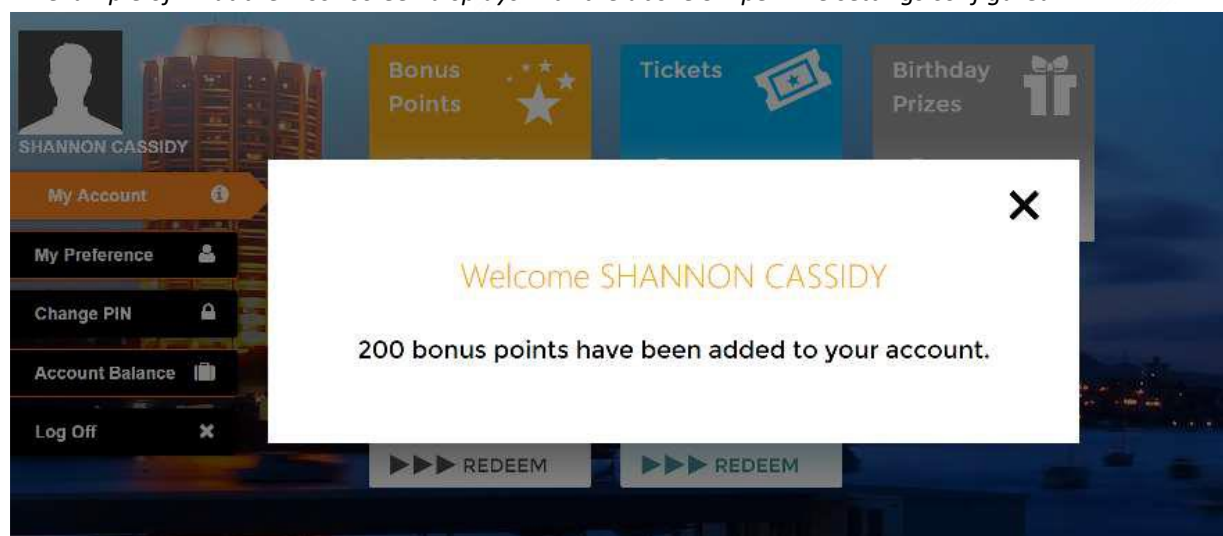
Kiosk Game Available at Site

Site

Groups

Short Description	Active	Long Description
All Members	<input checked="" type="checkbox"/>	All Members

An example of what the kiosk screen displays with the above Swipe Prize settings configured.



Random Prizes

Random Prizes are prizes that can be setup to award members when they swipe at the kiosk. The award method can be based on a message, or you can run the pick a box game, where the member thinks they are participating in a game of chance. If the member has been awarded the win, then a win message will be displayed, and a prize ticket will be printed. If the member does not win a random prize, then the option they select will result in a 'sorry, try again later' message.

Prizes are awarded to members based on the number of prizes available in the session, and the number of prizes in the prize pool. For example, if there are 60 prizes available in the session and the session is 10 hours long, then a prize would be awarded randomly in every 10-minute period.

An example setup screen of Random Prize event

Kiosk Game Details

Game Type
☐ Swipe Prize ☒ Random Prize

Active ☒

Description Bs Random Game

Day of Week Everyday

Start Time 07:00

End Time 23:00

Prize Pool Random Prize Pool

Non-win 2nd Chance ☐ 2nd Chance << NONE >>

All 2nd Chance ☐ Prize Pool << NONE >>

☐ Use Win/ Loss Images

Win Image

Loss Image

Print to Ticket Barrel ☐

Promo Event << NONE >>

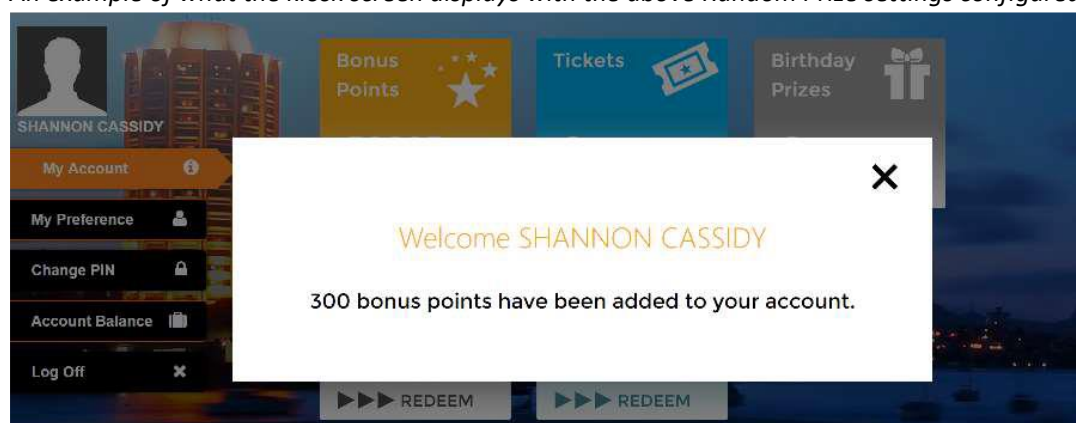
Kiosk Game Available at Site

Site <All Sites>

Groups Eligible for this promotion

Short Description	Active	Long Description
All Members	<input checked="" type="checkbox"/>	All Members

An example of what the kiosk screen displays with the above Random Prize settings configured.



Note: The Random Prize will only run on the kiosk if the game event has been enabled via the Random Prize Events column in the Supervisor Settings > Game Setup screen (on the kiosk)

Note: The pick a box style game will only be displayed if the Use Pick a Box for Random Door Prize checkbox is enabled in the Supervisor Settings > General Settings screen (on the kiosk).

Custom Messages

Custom messages enable you to define a message for the members who currently are associated with member levels and another message which will display to members who are excluded from member levels.

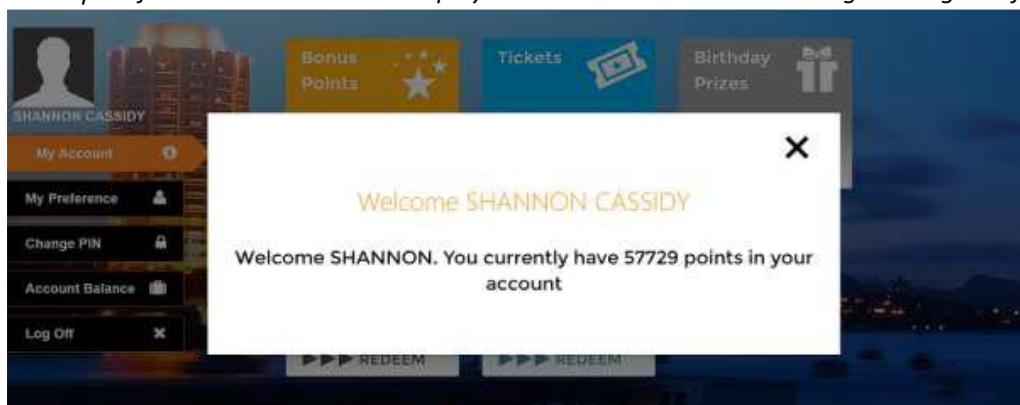
The Standard message which displays to member levels can setup in a variety of ways. One way is to define a date period, promotion and promotion event which will be used to calculate how many bonus points that the member has accrued during that period, from the promotion and the events selected.

An example setup screen of Custom Messages.

The screenshot shows the 'Custom Message Details' configuration interface. It includes several sections:

- Active:** A checkbox that is checked.
- Description:** A text field containing 'Welcome Message'.
- Message:** A large text area containing 'Welcome [PreferredName]. You currently have [BonusPts] points in your account'. To the right of this field is a 'Fields' list with options: [PreferredName], [FirstName], [Surname], [MemberLevel], [BonusPts], [DateFrom:dd/mm/yy], [DateFrom:dd mmm yyyy], [DateFrom:dd mmmm yyyy], and [MonthFrom].
- Enter Days/Promos:** A radio button that is selected.
- Use Tiers Defined in eMember:** A radio button that is not selected.
- Date:** Two date pickers for 'From Date' and 'To Date', both set to '01/01/1753'.
- Bonus Points:** A dropdown menu set to 'Main BP'.
- Promotion Events:** A list of checkboxes including '<All Promotion Events>', 'Main BP', '2nd System', 'ATM Visit', 'Birthday Prize Points', and 'Comp Points'.
- Excluded Levels:** A section with 'Excluded Member Levels' (a list with '<No Level>', 'P1', 'P2', 'P3', and 'FRC') and a 'Message for Excluded Member Levels' text area.
- Display:** Two radio buttons for 'Standard Msg' (selected) and 'Excluded Levels Msg'. A 'View' button is also present.
- Message Timeout:** A spinner set to '5' seconds.

A sample of what the kiosk screen displays with the above Custom Message settings configured.



Impact Data Kiosk Integration

What is Impact Data Kiosk Integration?

The integration of Impact Data allows members to redeem Talk Box vouchers from the Metropolis Kiosk in real time. The system enables you to configure up to two Talk Box accounts per venue.

The voucher redemptions appear to the player in the same format as a standard kiosk swipe promotion. Upon swiping/inserting their card and validating their account (if required), the system will check if they have any available Talk Box vouchers to redeem. If they have a bonus point voucher, it will display a message that they were awarded bonus points and will automatically add the points to their main bonus point account. If they have a printed voucher available to redeem, it will display a message and will automatically print the voucher. All printed vouchers will appear in the print log, as per a standard swipe or random kiosk promotion, to assist with troubleshooting and to reprint if required.

Enabling

If Impact Data Redemptions are configured through the Metropolis Database, the functionality can be enabled on the Kiosk by following the steps outlined below:

1. Login to the Kiosk supervisor menu (steps found under Supervisor Settings, found on page 26).
2. Select **General Settings** from the left-hand menu.
3. Select the **Impact Data Redemptions** checkbox – ensure the tick is selected.

The screenshot shows the 'General Settings' tab in the Kiosk supervisor menu. The 'Impact Data Redemptions' checkbox is checked and highlighted with a red box. Other settings include 'Mouse Cursor On', 'Redemption On', 'Use Pick A Box For Random Door Prize', 'Enter PIN After Swipe', 'Enter PIN Before Transaction', 'Use Kiosk for Game Only', 'Auto Log out', 'Launch Membership Kiosk Application', 'Use Double Click and PIN Entry', and 'Use Supervisor Swipe'. 'Save' and 'Exit' buttons are visible on the right.

4. Select **Save**.
5. Exit the Kiosk supervisor menu.

When the **Impact Data Redemptions** setting has been enabled on the **General Settings** tab, the system will check through the Impact Data API if the member has any available vouchers on each swipe.

*Note: If the **Impact Data Redemptions** checkbox is **not** visible on the Kiosk supervisor menu screen, please contact the Odyssey Gaming Support Desk for assistance.*



Talk Box Voucher Configuration

- 1) Select Tools
- 2) Select Vouchers
- 3) Select New Voucher
- 4) Enter the following details:
 - a. Name
 - b. Description
 - c. Expiry
 - d. Other fields (depending on the version of Talk Box you are running, there may be other fields available such as redemption periods).
- 5) Select redemption messages if required.
- 6) Configure the User Data. This section will determine which type of voucher you are configuring. The following options are available:
 - a. Non-Metropolis Kiosk Voucher (cannot be redeemed through the Metropolis Kiosk). For example, this may be used for a POS voucher.
 - b. Printed Metropolis Kiosk Voucher
 - c. Bonus Points Metropolis Kiosk Voucher
- 7) Select Create Voucher





User Data for a Bonus Point Metropolis Kiosk Voucher

The User Data is configured at the time of configuring the voucher. These fields are **case sensitive**, and all values need to be entered in **lower case**.

Note: If any values are not entered in lower case, the voucher will not be available on the kiosk to redeem.

User Data	
This data will be available via the API	
Key	Value
	 



- 1) In the **Key** field, enter the word 'type' > in the **Value** field, enter the word 'points'.
- 2) Select the + button to add a new row.
- 3) In the second **Key** field, enter the word 'value' > in the second **Value** field, enter the number of points to redeem. i.e. 200 (note: this must be a **positive** value).
- 4) Select Update Voucher.

User Data	
This data will be available via the API	
type	points
value	200
	 
	 

User Data for a Printed Metropolis Kiosk Voucher

The User Data is configured at the time of configuring the voucher. These fields are **case sensitive**, and all values need to be entered in lower case. To configure a printed Metropolis Kiosk Voucher, the only mandatory fields is the key field with the value of **ticket**. The remaining lines are optional.

Note: If any values are not entered in lower case, the voucher will not display on the kiosk.

User Data	
This data will be available via the API	
Key	Value
	 

- 1) In the **Key** field, enter the word 'type' > in the **Value** field, enter the word 'ticket'.
- 2) Select the + button to add a new row for each of the following optional rows:
 - a. In the second **Key** field, enter the word 'textline2' > in the second **Value** field, enter the text to be displayed.
 - b. In the third **Key** field, enter the word 'textline3' > in the third **Value** field, enter the text to be displayed.
 - c. In the fourth **Key** field, enter the word 'vouchertext' > in the fourth **Value** field, enter the text to be displayed.

The following character limits apply to the above text fields:

Field Name	Character Limit
Voucher Name	31 characters
textline2	53 characters
textline3	53 characters
vouchertext	53 characters

- 3) Select Update Voucher.

User Data
 This data will be available via the API

type	ticket	+	-
textline2	Congratulations!	+	-
textline3	You have won a free cocktail!	+	-
vouchertext	Please redeem at the gaming bar. Ter	+	-

Include a barcode to print on the bottom of a Printed Metropolis Voucher

To include a scannable barcode to print at the bottom of a printed Metropolis voucher, the User Data must be configured at the time of configuring the voucher. The **value** field for a barcode is **not** case sensitive, and can accept letters, numbers and special characters. The **barcode** field must be added to the bottom of a configured Printed Metropolis Kiosk Voucher **user data** section. Once printed at the Metropolis kiosk, barcode vouchers can then be scanned at supported Point of Sale outlets. Once the voucher has been printed, the voucher has been 'redeemed' from Talk Box.

*Note: If there is less than 1 character entered into the **value** field, then the voucher **will not display** on the kiosk.*

User Data
 This data will be available via the API

type	ticket	+	-
textline2	Congratulations!!!	+	-
textline3	You have won a free drink with lobste	+	-
vouchertext	Please redeem at gaming bar... Enjoy	+	-
barcode	LobsterJuly2019	+	-

Example of a printed barcode:



User Data for a Non-Metropolis Kiosk Voucher

Any vouchers configured which do not meet the mandatory requirements for a bonus point or ticket voucher, will not be available for redemption through the Metropolis Kiosk Voucher. This is how a venue will configure vouchers for other systems such as Point of Sale redemption.

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