



Frequently asked questions (FAQ) that are not the responsibility of IGS.

1) Why hasn't IGS authorised my Meter Adjustments?

IGS provides the tools to calculate and input the figure for a Meter Adjustment. IGS personnel do not approve pending Meter Adjustments, the VCGLR do.

2) I believe I have a hard meter variance. What has caused this?

The IGS Monitoring System does not capture hard meters though a possible cause could be a meter rollover, sticky meter or another fault with the set of hard meters.

3) What do I have to do in regards to prize payments that have expired or I can't validate?

On the BOS Portal you can select the period to view expired or non-validated tickets. Once you have attempted to validate and you have confirmed the expiry, you should contact the SRO (State Revenue Office) or the VCGLR for further information on the process. IGS can provide you instructions on how to generate the report.

4) The figures in my own accounting software aren't balancing, why?

IGS provides to you the data captured from an EGM on the IGS BOS Portal. For any third party reconciliation software, it is recommended that you follow your own investigative procedures or contact the third party software supplier after you have completed your analysis.

5) My VPN client won't connect and I am being asked for administration rights, can you assist?

You need to contact your IT professional to request that administration rights are removed for the VPN client to connect successfully.

6) What do I do the night before a Deployment?

From an IGS perspective, you need to ensure that no credits are to be left on the EGM(s) that will be part of the Deployment.

Venue staff should follow their own internal procedures for handling any other Deployment preparation as this varies from venue to venue.