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How do I do a deposit on a player's account?

You can do a transaction on an account in a number of different ways.

Method 1: You can search the account using the search option at the top of the page. When you go to the account the quickest thing to do is just click on the account balance at the top of the section. A window will pop up allowing you to do the transaction right away.

Method 2: If you need to see some information about previous transactions on the account you can follow the same steps you did in method 1 but instead of clicking on the account balance instead select the Transactions tab (or select Transactions from the drop down on mobile). This will show you a list of recent transactions and you can click on the large blue New Transaction button to bring up the same window and do a new transaction.

Method 3: If you need to do several transactions at once you can use the Cashier option on the main menu. This will allow you to do multiple transactions on different accounts and process them all at once.

What's the difference between a deposit/withdrawal and a credit/debit adjustment?

There are several different kinds of transactions you are able to do in the system (assuming you have permission to do so):

Deposit: This is when a player gives you money.

Withdrawal: This is when you give a player money.

Credit Adjustment: This is when a positive adjustment to the players daily figure is needed. It will affect their balance but it will also show in their daily figure as a winning wager would.

Debit Adjustment: This is when a negative adjustment to the players daily figure is needed. It will affect their balance but it will also show in their daily figure as a losing wager would.

Promotional Credit: This is when you are giving a player free money. It doesn't count as a deposit for accounting purposes but it will increase the customer's balance.

Promotional Debit: This is when you are taking away free money from a player. It doesn't count as a withdrawal for accounting purposes but it will decrease the customer's balance.

I have permission to delete wagers but I don't see the red 'X' to delete the wager, what am I missing?

If you have permission to you can delete wagers either from the Pending report or from a players Wagers section. In the desktop version you'll see the 'X' in the far-right column, on the mobile version

you expand the wager and the 'X' will be to the right of the ticket number. If you don't see the 'X' for any reason there could be a couple of different reasons:

- On the pending report the delete is a column option, click on the blue Settings button and be sure that it is active (in green).
- You may only have permission to delete wagers prior to game time, if this is the case and the game has already started then you won't see a 'X' to delete it.

Where do I see the action I have on a particular game?

If you want to see all of the action you have on a particular game you can go to the Game Admin report from your main menu. This report will allow you to select the league you want to view and then you will see the action on the game summarized. If you want a different view you can change the drop down at the top that says Admin to Position and you'll see a summary of Straight, Parlay, and Teaser action. Clicking on the figure on either report will bring up a list of wagers.

Note: Make sure if you are looking for a game that isn't going on today that you click 'F' at the top of the report to display the Full Board.

I have permission to move my own lines, where do I do it?

You can move your lines on the Game Admin report from your main menu. Select the league you want to look at, find the game, and just click on the line you want to move and enter in the new line.

Note: We always encourage an abundance of caution when moving your own lines.

Analysis, I'm looking at this report, but how do I know if I should be worried about a player's action based on it?

The Analysis section when you search a customer account can be a really nice tool to use when you are trying to decide if the action you are getting is action you really want to take. Many times, this is more of an art than a science but here are some basic guidelines.

- If the customer is getting 1+ points the best of every line he bets (or 10+ cents) and never gets the worst of any line then it is a major red flag.
- If the customer is only betting props. Props are meant to be fun wagers for players, if you have an account that is betting props almost exclusively it's a major red flag. Typically, these players will also beat the line on these props as well.
- If the customer is only betting oddball markets. To be fair our definition of an oddball market is pretty expansive so this isn't always a major red flag but they due tend to be weaker markets and as a result if you have a guy almost exclusively betting them it should be something you look at.

How do I know what location a guy is playing from (how do I check his IP history)?

You can see what your players are doing and where they are doing it from (more or less) using the IP Tracker report option from your main menu. When you go to the report search the account (agent or player) you want to look at and the time frame you want to see and click the yellow search icon.

Once you've pulled the report, you'll see a list of actions taken by the account listed from most recent to least recent. The second column to the left will list the IP address the customer uses and next to it you'll see a small gray globe. You can click on the globe to pull up an approximate location for the IP address.

It is important to note that IP addresses are not 100% precise. You will almost always get the right state and usually the right city but trying to narrow it down to a specific address, street, or area of a city is not really possible in most cases.

How do I know if a guy is playing on more than one account?

If you suspect that one of your players is using more than one account you can use the IP Tracker report from your main menu to help find out. When you go to the IP Tracker type in one of the accounts you suspect into the search section and change the report from the Web Access Log version of the report to Account IP Match. The resulting report will show you any IP that that player has accessed from that has also been used by other accounts.

Another way to go about this is to pull up the Web Access Log for the player and click on the players various IP addresses he's used. This will take you to the Users by IP report for that IP address and you'll be able to see if the IP is being used to access multiple accounts as well as what they are doing while they are logged in.

How do I change a guy's juice, say from -110 to -105?

If you want to change a guy's juice/vigorish then you can do that from the Vig Setup profile settings. Just search the player from the top of your screen and when you see their account pulled up click on the Profile tab and select the option Vig Setup (or just select Vig Setup from the drop down in mobile).

You'll see a list of sports, select the appropriate one and then scroll down until you find the specific league and period you want to adjust. You'll be presented with options for Spread, Moneyline, Total, and Team Total each of which can be adjusted individually. You will have a drop down with a value (*example: -110*) and to change the juice just click and adjust. If you don't see the specific juice you want you can combine this setting with a the Vig Discount located directly below the drop down (*example: if you need a 24 cent line, -112, then you can set the line to -115 and do a 20 percent vig discount*).

How do I change a player's wager limit on a specific sport?

If you want to change a player limit on a specific sport you can do so from the Max Wager profile settings. Just search the player from the top of your screen and when you see their account pulled up click on the Profile tab and select the option Max Wager (or just select Max Wager from the drop down in mobile).

You'll see a list of sports, select the appropriate one and then scroll down until you find the specific league and period you want to adjust. You'll be presented with options for Spread, Moneyline, Total, and Team Total each of which can be adjusted individually. You have a max wager setting for Call Center and Internet (usually both are moved the same) and you can adjust as needed, when done just click Save.

It's important to note that our system uses an "always lowest" method to determine a player's wager limit so if you are trying to make the players limit higher than his default wager limit you can't. Instead you'll need to increase the players general max wager and lower any options you don't want that high on the Max Wager profile settings.

I don't want to offer NASCAR matchups to my players (or any other sport), how do I take it off?

If you want to change a player limit on a specific sport you can do so from the Allow/Deny profile settings. Just search the player from the top of your screen and when you see their account pulled up click on the Profile tab and select the option Allow/Deny (or just select Allow/Deny from the drop down in mobile).

You'll see a list of sports, select the appropriate one and then scroll down until you find the specific league and period you want to adjust. You'll be presented with options for Parlay, Spread, Moneyline, Total, and Team Total each of which can be turned on or off individually. Turn on/off the one(s) you want and then click Save.

I'm a master agent, how do I change one of my sub-agent's passwords?

You can change your agent's password in one of two ways:

1. Agents have accounts just like players so just search the agent from the top of your screen and it will take you right to his personal info section. Change the password and click Save.
2. Agent Admin will show you a list of the agents in your hierarchy. If you click on any agents password on this report it will bring up a window and allow you to change it.

I'm a master agent, how do I do a transaction on one of my sub-agent's accounts?

Agents have accounts just like players. If you want to do a transaction on their account you can do it in any way you would normally do it for a player. For a list of those [click here](#).