



18 October, 2012

Dear Venue Operator,

## Venue Migration and Venue Operator Training

Intralot Gaming Services (**IGS**) has recently communicated with you that the migration of venues from the legacy monitoring system to the new IGS Monitoring System is now underway.

### Venue Migration to IGS's Monitoring System

In order for migration from the legacy monitoring system to IGS's Monitoring System to be completed in the most efficient manner there are a number of requirements you need to fulfill prior to migration. The **attached** checklist (**Venue Readiness Migration Checklist**) provides you with a list of these simple but crucial preparatory actions.

**Please use this checklist to ensure your venue is adequately prepared for your Migration Date.**

Venue migration will start in the morning and the migration process is expected to take approximately 8-12 hours. An IGS representative will be in contact with you shortly to make the relevant arrangements for the migration of your venue.

Please also note that your venue will be migrated to IGS's Monitoring System as a whole on the same date. No partial migrations of venues will occur.

### Venue Operator Training

An important aspect of the preparation for migration of your venue is the training of Venue Operators. Venue Operator Training on IGS's Monitoring System has commenced. IGS is pleased to inform you that you can now register for your Venue Operator Training. How to do this is explained below.

You can nominate up to 5 gaming staff members from your venue for training on IGS's Monitoring System through a simple on-line registration process. It is imperative that you and/or your gaming staff members have completed this training prior to the migration onto the new IGS Monitoring System. The on-line registration process provides you with a choice of dates in which your training can be completed.

In order to register for your training please follow these steps:

1. Go to IGS's website [www.igsmonitor.com.au](http://www.igsmonitor.com.au)
2. Click on "TRAINING". A link to our training partner Franklyn Scholar website will appear allowing you to enter enrolments for your venue.
3. Available sessions will be listed on the site and your staff can be booked into the most appropriate sessions by clicking on your selected course date.
4. Follow the instructions to fill-out the fields.
5. Select the session you want and enter your details i.e. primary contact details, venue details and details of up to 5 participants. If your staff will be attending across several sessions you will need to repeat the process for the alternative sessions.
6. Click "SUBMIT" to complete your registration.

**If you experience any training registration issues call  
Franklyn Scholar on telephone 1300 730 388.**

As training class sizes are limited please enroll in a timely manner. Your booking will be re-confirmed by Intralot or Franklyn Scholar.

Venue staff training will take place in classroom type sessions with other venue operators in groups. The training sessions will be held at IGS's head office at 299 Williamstown Road, Port Melbourne 3207.

### **What the Venue Operator Training will cover**

Each training session will include background and hands-on training and is expected to last approximately 3 hours. There are 2 training sessions scheduled per week day (Monday – Friday). The morning session runs from 9.00am to 12.00 noon and the afternoon session runs from 1.00pm to 4.00pm. On street parking is available in and around IGS's premises.

The main topics to be covered will include:

1. Overview of the new Monitoring System
2. Process of Validation and Payments through the Payment Terminal
3. Accessing your Reports (through a secure web portal)
4. Deployments (Scheduled Works)

Topics 1 and 2 are compulsory for all your gaming staff. Topics 3 and 4 are essential for your gaming staff that will be accessing your venue's reports and making game change requests. You may choose to have your gaming staff attend accordingly.

We look forward to welcoming you to one of our venue training sessions.

Please do not hesitate to contact our **IGS Help Desk** on telephone **1300 764 495** should you require further clarification.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Arthur Baoustanos', with a long horizontal flourish extending to the right.

**Arthur Baoustanos**  
Communications Director



## Venue Readiness Migration Checklist

✓	Prior to Migration Date:
<input type="checkbox"/>	<p>Arrange to provide an adequate number of EGM Technicians to assist with venue transition. Large venues may need more than one GIE to be present.</p> <p>IGS will facilitate connection of the EGMs to IGS's Monitoring System. The EGM Technicians to be engaged by you will be required to:</p> <ul style="list-style-type: none"> <li>• Certify the EGMs and</li> <li>• Restore/fix any EGM malfunctions during the venue transition.</li> </ul> <p>EGMs which are not Certified as per the "PROCEDURES FOR CERTIFICATES OF INSTALLATION" of the VCGLR will be commissioned with IGS's Monitoring System but will not be enabled.</p>
<input type="checkbox"/>	Make sure that EGM Technicians are aware that they will need to work in parallel with IGS Venue Migration Technicians.
<input type="checkbox"/>	Notify IGS and the VCGLR of any changes made to my gaming floor?
<input type="checkbox"/>	Stop any changes in the EGMs/Games and Jackpots for the week prior to the scheduled transition.
<input type="checkbox"/>	From 4.00am onwards on the Migration Date, all Gaming must cease with the Legacy System until the EGMs and Jackpots are migrated to IGS's Monitoring System.
<input type="checkbox"/>	Close venue to the public during the migration time. No gaming activity must be permitted during migration activities.
<input type="checkbox"/>	Take Hard Meter readings at 4.00am on Migration Date, after gaming has ceased and provide these readings to IGS and to my outgoing Gaming Operator (which will be either Tatts or Tabcorp).
<input type="checkbox"/>	Register for Venue Operator Training
<input type="checkbox"/>	Complete Venue Operator Training