

## **SUPPORT TROUBLESHOOT & SOLUTIONS – BET RESULTING**

### **Resulting of Fixed Odds Sport bets**

**Query: 1**      **Match was abandoned and bet not resulting**

**Solution:**      Go to Admin on Exchange and click on Bet Search. Add ticket number then click on REFRESH. Click on Manage Event next to the match marked X under Event status. It will redirect you to that specific event. Under STATUS click on the drop-down menu and select RECALL EVENT then click on UPDATE. Abandon the event again and ticket should process correct.

**Query 2:**      **Sports Bet resulted incorrect.**

**Solution:**      Go to Superuser Admin and click on Bet Search. Add ticket number then click on REFRESH. Click on Manage Event next to the match that is resulted incorrectly. It will redirect you to that specific event. Under STATUS click the drop-down box and select REVERSE RESULT then click update. If the bet is older than 24hrs please notify IT on slack #noturgentITqueries before reversing any results because it cause issues on clients account balance.