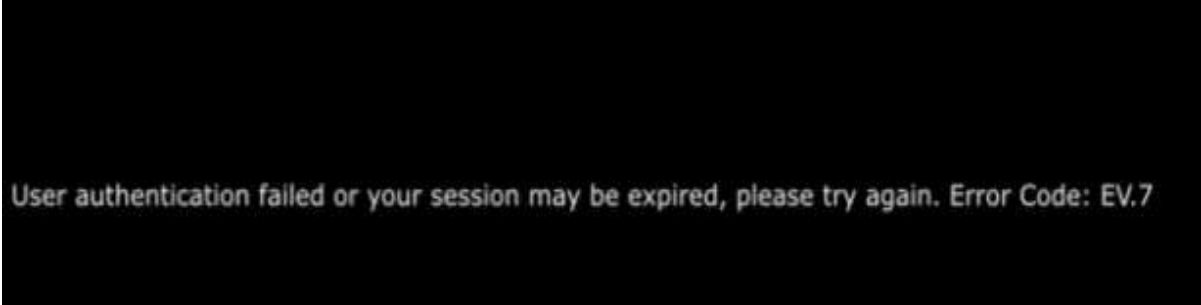


## **SUPPORT TROUBLESHOOT & SOLUTIONS – CASINO & BONUSES**

### **EVO/AVIATOR**

**Query:** Received this error when I login to slots/evo – User authentication failed or your session may be expired, please try again. Error Code: Ev7



User authentication failed or your session may be expired, please try again. Error Code: EV.7

**Solution:** Check the IP address via the Audit Trail on your superuser. Admin – select Audit Trail -> Enter Username and Select UserLogin. The Before column shows that the users IP address doesn't include numbers in the format: xxx.xxx.xxx.xxx. There are only characters. Client must change Internet Browser or Wi-Fi.

Audit		Action		User		Date From (yyyy/mm/dd) (HH:mm)		Date To (yyyy/mm/dd) (HH:mm)	
Website		UserLogin		Michael Shaw		2023/11/28 00:00		2023/11/30 23:59	
Sport Type				Venue		Event		Participant	
All				All		All		All	
Initiate User	Date Time	Action	Before	After	Event	Participant	Login	Roll	
Michael Shaw	11/28/2023 6:02:35 AM	UserLogin	2a02 <b>[1</b>	Shawna 678910			Shawna		
Michael Shaw	11/28/2023 7:57:28 PM	UserLogin	2a02 <b>[1</b>	Shawna 678910			Shawna		
Michael Shaw	11/28/2023 7:59:58 PM	UserLogin	2a02 <b>[1</b>	Shawna 678910			Shawna		
Michael Shaw	11/29/2023 1:08:14 PM	UserLogin	2a02 <b>[1</b>	Shawna 678910			Shawna		
Michael Shaw	11/28/2023 1:10:21 PM	UserLogin	2a02 <b>[1</b>	Shawna 678910			Shawna		
Michael Shaw	11/28/2023 1:10:56 PM	UserLogin	2a02 <b>[1</b>	Shawna 678910			Shawna		
Michael Shaw	11/28/2023 1:15:48 PM	UserLogin	2a02 <b>[1</b>	Shawna 678910			Shawna		
Michael Shaw	11/28/2023 3:59:24 PM	UserLogin	2a02 <b>[1</b>	Shawna 678910			Shawna		
Michael Shaw	11/29/2023 3:54:18 PM	UserLogin	2a02 <b>[1</b>	Shawna 678910			Shawna		
Michael Shaw	11/29/2023 3:58:38 PM	UserLogin	2a02 <b>[1</b>	Shawna 678910			Shawna		
Michael Shaw	11/29/2023 8:27:10 PM	UserLogin	2a02 <b>[1</b>	Shawna 678910			Shawna		

**Query:** Vegas bonus has not converted

**Solution:** Check if Vegas bonus wagering requirements have been met.

**Query:** Birthday bonus has not been added to a clients account

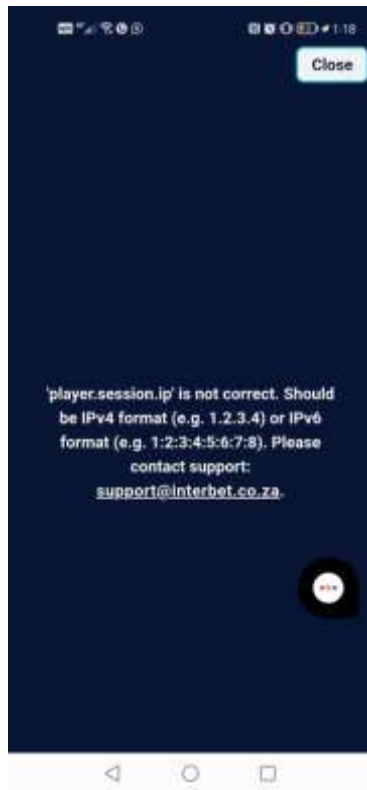
**Solution:** For Birthday bonus check if the D.O.B is correct. If it is correct, then escalate to Anthea or Dylan to load.

**Query:** Placed a bet on EVO/AVIATOR but did not receive the payout

**Solution:** Check game history on clients account as well as player report on Evo/Aviator. If there are any rollbacks it should update automatically. Check Finalized Lotto

Bets and if you see any bets with NO CREDIT next to it then escalate to Non urgent queries.

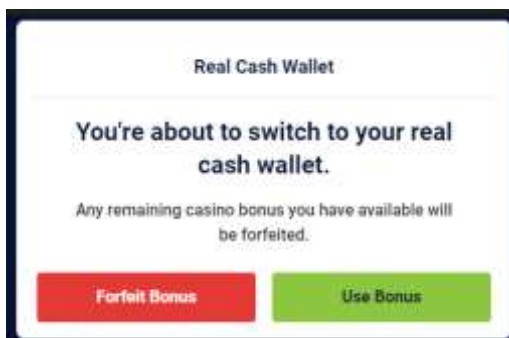
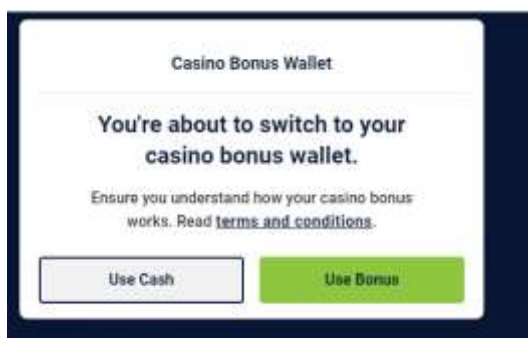
**Query:** Client receives errors below. IP not allowing the user into Evolution staff can check the audit trail (Login) for the user –



**Solution:** It's usually the Software VPN or Proxy server causing strange characters in the IP address or a Geo Restriction which we have no control over. Go to the Audit trail and check (Login) for the user.

**Query:** My bonus balance has disappeared

**Solution:** Check if client has forfeited the bonus due to wagering requirements or if they forfeit the bonus themselves. When you switch from Bonus wallet to Cash wallet, a client will forfeit the bonus if it has not converted automatically. The client will receive the pop-up message below advising them that they will forfeit the bonus if they continue to switch to cash wallet.



**Query:**           **My Vegas Bonus has not been loaded.**

**Solution:**       Check if the client has made a deposit or if the bonus is still available to be claimed. Some bonuses for example, Valentines Day or Heritage Day bonus can only be claimed on that day.

**Query:**           **My R25 Sign up bonus has not loaded**

**Solution:**       Check if the client is ID Verified. If not then client needs to send a clear copy of their ID/passport. If the details are correct then go to admin.interbet. Click on Manage users and tick the Id verify box once you have verified the ID document. The R25 bonus will automatically load once you have completed this step.