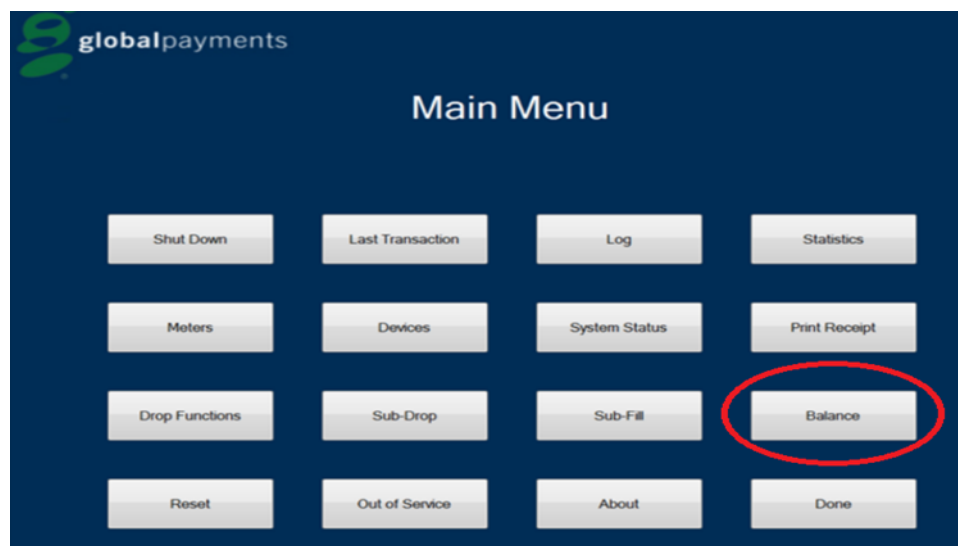


# Global Payments Kiosks Best Practice Guide for Casino Re-Opening

Please call our help desk, CAMS, at 800.500.1973 as to your scheduled re-opening date & time. Global Payments Gaming Solutions is fully operational and ready to assist you.

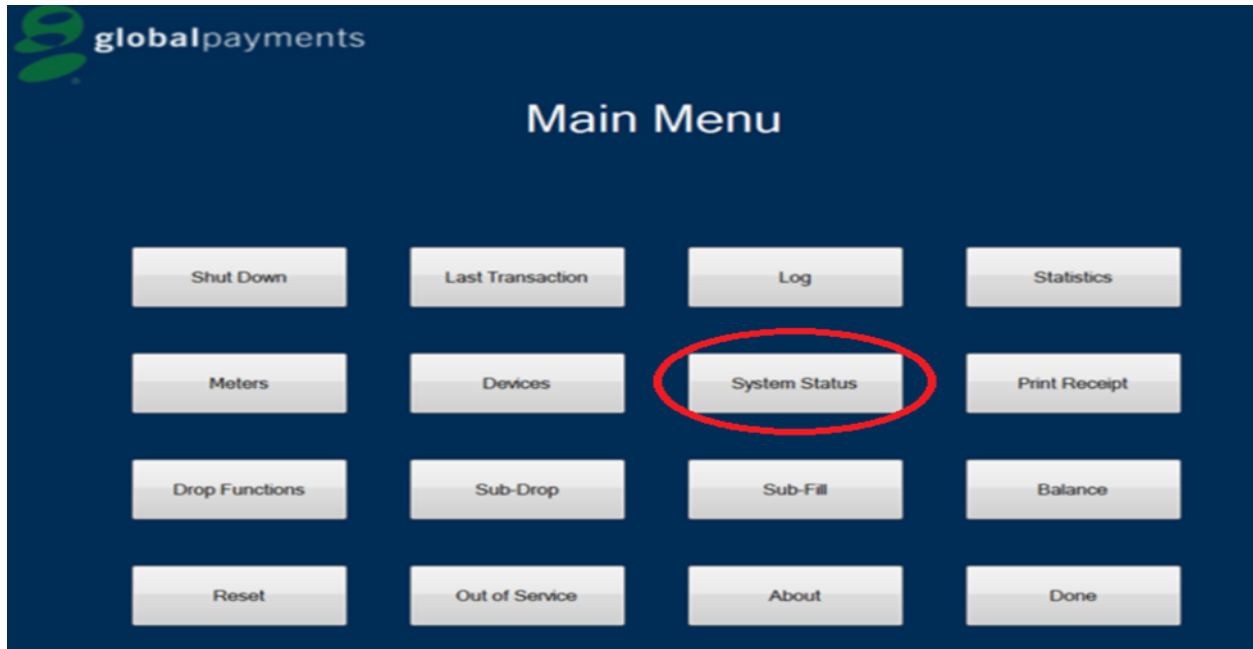
For optimum results in bringing your Kiosks back online for your re-opening, please follow the steps below:

1. If you removed the coin hoppers from your kiosk while the casino was closed, please reconnect them first. If they are not connected, you will not be able to access the Main Menu once the kiosk is booted up.
2. Power on the kiosk. Depending on how it was powered off, one or more of the following items may need to be powered on: UPS power button (located on gray or beige box), main power switch (located on the silver main power box), and/or PC power button (located on left of the PC facing the front).
3. If you use a login and are unable to access the Main Menu, you may need to follow up with your local IT team to ensure that the GP Portal server is back up and operational, and if you are unable to login or need your password reset.
4. If the kiosk powers up but indicates a hardware error(s), proceed to the Devices Menu within the Main Menu for troubleshooting. From there, you can reset each device to confirm each piece is working properly.
5. From the Main Menu, select the "Balance" button, then select the "Print" button to print the current balance. You want to ensure that there are no residual totals remaining before proceeding with any fill.



6. After confirming that there are no hardware errors or a remaining balance, use the "System Status" button in the Main Menu to confirm that all services are connecting, including: Ticketing, Cash Access,

OCR, and Client Management. If you see a "False" status indicated on any service, you may need to contact your internal IT team to make sure that all servers have been powered up.



7. Fill the kiosk if it was dropped before being shut down. Also remember to complete the "Verify Fill" option if your property has it enabled.
8. Open up and login to "Portal" to make sure that the kiosk is showing up and the correct totals are reflected. Please consult your local IT team if you are unable to login or need your password reset.
9. If your property uses LSBV services, make sure that totals are being updated there as well. If you are unable to login or need your password reset, please contact your CEM or local IT team.

For those properties that use our Turn Key solution, Global Payments will schedule Cash Connect and Loomis to make sure that the ATMs are filled in time.

As always, if you run into any issues and need assistance, please contact our CAMS helpdesk at 800.500.1973.