



assign
PIN to account

public/online
requires a
password

MFA
optional to
member

Signup

View details (points,
etc)

link out to venue
functions: whats
on, bookings,
ordering, menu

Forgot Password

View Activity

Update Details and
Preferences

View PAS

View notifications

Access Redemption
codes and Physical
tickets

Redeeming points in
Gift shop

access daily
gamification reward

mailbox
with limited
detail



Scan Redemption
codes at POS

Update customer
details

Accept Bookings

Signup new
members

from
manual
form and
print card

Accept Orders

Assist at Kiosk

Issue new cards

View members
activity in IGT



Update customer
points

plus all
activities of
staff member
and gaming
staff



plus all
activities of
staff
member

Sign member up to
Yourplay

Service recovery



Update Venues

Initiate PAS process

Manage gift shop
inventory

Venues can
arrange own
products and
then group adds
to inventory

Create Group
campaigns

Create venue
specific campaigns

create venue
incentive offers

eg. free
drink

Update Group
campaigns

Update venue
specific campaigns

update offers

View Campaign
Reports and Metrics

Update customer
points

Update customer
details

change home
site (different
from
favourite site)

Members monthly
store credit proces
and updates

For top
2 tiers
only