Starting the Gaming day

Turn on the gaming machines: The *Dashboard* tab will show all the gaming machines and their statuses as they come online.

Record the opening float balance:
  a) Tap on the *Float* tab; tap the *Start of day* button (please note if we pick up activity in the gaming room that indicates play the shift will automatically start and you will need to enter the float amounts and then start the day).
  b) Tap the *Opening cash drawer amount* field to enter the amount of money in the cash drawer.
  c) Tap the *CRT Amount* field to enter the amount of money in the CRT (Kiosk)
  d) Tap the *ATM Amount* field to enter the amount of money in the ATM Machine
  e) Tap the *Started by* field to enter who is starting the shift.
  f) Start the shift by tapping the *Start of Day* button.

During the day

Monitor the gaming machines' statuses.
The *Dashboard* tab shows the gaming machines' current state; whether it is being played, if a gaming machine's hopper amount is low, and any events that occur.

When a *machine is being played* the machine tile turns purple and you will be able to see the credits that the player has on the screen.

Pay outs
Refills - When the hopper is empty or a player presses collect the machine tile turns red and a sound occurs. Once you have performed a refill and you have a printer is installed, QEC prints a docket for the staff members to sign.

Cancelled Credits - When the player presses collect for payouts over $200.00 the tile will show the Cancelled Credit alert

Once you have cleared the cancel credit on the machine return to QEC and click the "*Payout*" tab and enter your *PIN number* (note the cancelled credit will only appear if you have keyed off the Cancelled Credit correctly). The payout screen will show the cancel credit with *CASH or EFT* (when enabled) buttons and staff can payout according to punters preference   Click the *Cash or Eftpos* button to pay the customer and obtain the receipt. Your name will be on the docket as per the DIA requirements), please ask the customer to sign the receipt and place this receipt in the till drawer. There is an option to obtain a receipt for you and the customer please let us know your preference for this option

If there are any outstanding *Payouts* the menu item will flash red

CITO Tickets (if CITO Enabled) – scan the ticket on the QEC and select Cash or Eftpos to pay the ticket (if Eftpos is integrated

Please note if you have the dual option activated you will need to tap on the *red tile* when the *Cancelled Credit or Refill* occurs, enter your *PIN number* to print the first docket. When you have keyed off the Cancelled Credit go to the *Payout* tab to finish the transaction or once you have performed the refill the second docket will print. Please ensure these amounts match and you have the second docket to confirm you have done the Cancelled Credit or Refill process correctly.

Opening Cash Drawer
Tap on the *Open Cash Drawer* button, enter your *PIN* number, and tap *Open Cash Drawer*

Find if an event occurred on a particular gaming machine:
 On the *Dashboard* tab, tap the gaming machine to view the *Event history* list.

Printing the Meters
On the *Dashboard* tab, tap on the tile on the machine that you would like the meters from, the blue screen appears, tap the *Print meters* button.

Clearing Faults
At times the tile won't turn back from red to green. On the *Dashboard tab,* tap on the tile on the machine tap the *Clear Faults* button   (please call our 0800 number if this occurs often).

Record mid-shift float balances:
On the *Float* tab, tap the *Float Rec/Shift Change* button, select your *name* from the *Actioned By* field , either enter the full amount of the contents in the cash drawer or use the calculator to enter the amount of money per denomination, enter the amount in the ATM and CRT currently (not compulsory) touch *Shift Change.*

The current float balances will be printed and emailed to the person who started the shift.

Float Increase
On the *Float* tab, tap the *Increase* button, type in the amount you are increasing the float by (Cash drawer only) select *Add*, enter comment if required tap *Add* (if no comment required tap Cancel), enter your pin number to open the cash drawer and print a receipt

Float Decrease
On the *Float* tab, tap the *Decrease* button, type in the amount you are decreasing the float by, select your name and tap *Add*, in the *comment* section, enter the reason for the decrease using the keyboard, click *Add*, enter your *PIN number* to open the cash drawer, click *Confirm*

Integrated Eftpos – Withdraws – If Intergrated
Click on *Float* Tab and scroll down to EFT Withdrawal.
Click on '*Add New Transaction*' and follow the prompts with entering *PIN Number*, EF*T Withdrawal Amount.* This will then prompt customer to swipe card to be able to compete 'Withdrawal' transaction. Once Transaction has been accepted and approved, this will deduct from QEC Float and receipt will print for customer

Manual Eftpos
On the *Float* tab, tap the *Add New Transaction* button located next to the Manual Eftpos line, type in the transaction amount, select your name in the created by section and tap *Add,* enter your *PIN number* to open the cash drawer, click *Confirm*.

Comments
On the *Float* tab, tap the *Add Comment* button, Enter comments that relate to any float discrepancies, tap using the keyboard provided and tap *Add*

Scanning Tickets on the QEC terminal/Manual Redemption/Unclaimed Tickets – Ticket out Installed
Please see separate tip sheet

Points of Interest – Facial Recognition Installed
Please see separate tip sheets.

Ending the Gaming day -

Confirm and record the final float balance:

a) **When weighing hoppers**, Tap on the *Float* tab and then tap on *Hopper Management* button tap the *Print* button or *Email* button if no printer is installed (take this print out to the machines when weighing hoppers). *PLEASE SEE NEXT SECTION ON UPDATING HOPPERS TO CHANGE ANY HOPPER VALUES*

b) Tap on the CITO Tile and tap Print

c) Tap on *Float* tab, select the *End Gaming Day* button. Select your *name* from the *Actioned By* field , either enter the full amount of the contents in the cash drawer or use the calculator to enter the amount of money per denomination, enter the amount in the ATM and CRT currently (not compulsory), touch *End Gaming Day*

d) If you have a QEC Printer - The closing shift balances, a summary of transactions (if you have this option activated) and Cash Clearance (you can use the Cash Clearance print out to the machines to perform Cash Clearance) – This will be printed at 4.00 am daily if you don't end the shift yourself.

e) The Closing shift report will be emailed to the person selected in the *Ended by* field.

Turn off all the gaming machines:
- The *Dashboard* tab will show all the gaming machines and their statuses as they go offline.

Early Empties

When you open the note stacker during an open shift you will see the *Early Empty* tab flash red. Tap on the *Early Empty* tab and enter your *pin*. A list of the machines that have had the stacker cleared will appear. If you have cleared the money from the stacker tap on *YES* and *Confirm* to confirm (this will automatically add the amount to the float). If you have not cleared money from the stacker tap on *NO and confirm*.

Reprint Receipts

If you are missing a receipt, tap *Settings* and then tap *Reprint*, find the receipt you would like to reprint, tap *Reprint*

Room Sweeps

You may have a Room Sweep reminders appear (depending on your Societies requirements). Once the reminder appears, enter your *pin* number. You have the choice to answer the question that appears (tap on the *answer* and tap on *Save*) or tap on *Dismiss*.

Updating Hopper Values

Please ensure you update any hopper values that are different from what is displayed on QEC when you weigh hoppers. Please update your hoppers when the gaming room is not open for customers to play.

a) Tap on the *Float* tab and then tab on *Hopper Management* button
b) Tap on the *Edit* button for the hopper that requires a change
c) Tap on the *Hopper Gross Amount*, using the *keyboard* that appears, enter the updated hopper value and tap *Update Hopper Amount.*
Repeat for all machines that require their hopper values updated.
d) Tap *Take Snapshot Now* button

Adding and Removing Staff

Back of House
a) Using the venue PC log into COMS using venue username and password.
b) Click on your venue name and click Contacts. **To add a staff member** click New and add the information into the following fields:
   I. First Name: Name of new staff member.
   II. Email: Venue email address.
   III. QEC PIN: If access to the Cash Drawer is required add the PIN Code.
c) Click the Save button.

To remove a contact click on the Delete button to the right hand side of the staff member you want to delete then click OK when prompted.

QEC Front of House
Once you have made the changes required go to your **QEC Screen**, tap *Admin* and tap *Resync Dashboard.*

Troubleshooting

1. Dockets are not printed:
   a. On the *Admin* and tap on the *Status* button, ensure the *Printer* status is online.
   b. Ensure the printer has paper and is not jammed and the printer is closed correctly.
   c. The printer can be tested manually from the *Status* tab. Select the *Print* test page button.
   d. If none of the above work please Contact COMS support for assistance

2. Emails are not sent:
   a. Emails cannot be sent if the internet connection is offline. Tap on the *Admin* tab then the *Status* button, ensure the *Internet connection* status is online.

3. A gaming machine on the Dashboard tab displays an incorrect status:
   a. Restart the gaming machine.
   b. If the *Dashboard* tab continues to show an incorrect status, tap on the Gaming machine from the Dashboard, this displays the Blue Screen. Select *Clear faults* button to confirm

4. If the QEC Dashboard does not display the correct information from COMS:
   a. On the *Admin* and tap on the *Status* button, ensure the *Web* box is green
   b. On the *Settings* tab, select the *Resync dashboard* button. (This button will not appear if the Internet Connection is offline)

5. The *Dashboard* tab displays a gaming machine with an incorrect JIN number that is 40 or above
   a. Resync the data from COMS. On the *Settings* tab, select the *Resync dashboard* button. (This button will not appear if the internet connection is offline)
   b. If this does not correct the JIN number, contact COMS support with the serial number of the affected gaming machine.

6. A QEC Sniffer catch-up dialog appears at the top of your screen:
   a. If the QEC *Dashboard* has been turned off while the gaming machines are online, the QEC Sniffer may need to process buffered data. The QEC Sniffer catch-up dialog will hide automatically when catch up is finished.
   b. Please revert back to a manual system for the rest of the day – you may need to turn your machines off and on again for missing events to print out depending on how long the sniffer has been down

7. A QEC sniffer offline dialogue box appears at the top of your screen
   a. The QEC sniffer is offline. Contact COMS Support for assistance.
   b. Please revert back to a manual system for the rest of the day – you may need to turn your machines off and on again for missing events to print out depending on how long the sniffer has been down

8. Internet Offline
   a. The QEC Router may need restarting. Contact COMS support for assistance.

9. Dashboard Frozen
   a. Your POS or NUC may need restarting. Contact COMS support for assistance.

10. Online Status
    All of the indicators shown should always be green. If any of the indicators turn orange please wait for 5 minutes if they remain orange please call us for assistance. If any of the indicators turn red, please notify us immediately

Contact Us
For assistance with QEC Front of house please call our support line on: **0800 266 797**