

Sent Email

10-09-2024 13:35:57

Subject BetStop case CS0009529 has been resolved

From IT Service Desk <engineapac@service-now.com>

To support@terrybet.com.au

Thank you for contacting BetStop - the National Self-Exclusion Register.

Your case CS0009529 is now resolved.

If there is anything else we can help you with, please call us on 1800 673 722, or you may log into your account at iwp.betstop.gov.au and use the contact us form.

You may also respond to this email within the next 12 hours to contact us or provide us with more information.

Kind regards,

██████████

BetStop - the National Self-Exclusion Register

10/09/2024 1:18:24 PM

Outbound Call: ██████████

Case Notes:

We received ██████████ consent to reset BetMaker's access to Terrybet's account. We confirmed to ██████████ that we have received the document required for connecting to BetStop.

10/09/2024 11:16:30 AM

User Contact via Phone: ██████████

Case notes:

██████████ from TerryBet contacted regarding not been able to login into portal. Agent mentioned they would be contacted by ██████████ later today.

[External Message] Re: Action Required: Complete BetStop Term of use Document for Terrybet support@terrybet.com.au <support@terrybet.com.au>

Mon 9/09/2024 6:21 PM

NSER <nser@ixup.com>

[EXTERNAL E-MAIL]

Hi ██████████

Hope you are well.

Im just following up on behalf of Terrybet, as we are very close to launching, that we have fulfilled all the requirements for Betstop?

If you could please let me know that would be great.

Many thanks,

Sent Email

05-06-2024 16:02:01

Subject BetStop case CS0007417 has been resolved

From IT Service Desk <engineapac@service-now.com>

To support@terrybet.com.au

Thank you for contacting BetStop - the National Self-Exclusion Register.

Your case CS0007417 is now resolved.

If there is anything else we can help you with, please call us on 1800 673 722, or you may log into your account at iwp.betstop.gov.au and use the contact us form.

You may also respond to this email within the next 12 hours to contact us or provide us with more information.

Kind regards,

BetStop - the National Self-Exclusion Register

5/06/2024 1:44:54 PM

Outbound Call:

Case notes:

We made a follow up call to [REDACTED]. It was confirmed that the onboarding process for Terrybet had been successfully completed. [REDACTED] also verified that she had relayed the information gained from the recent technical meeting to Terry.

Sent Email

05-06-2024 13:44:17

Subject CS0007417 - Onboard Terrybet to BetStop Production Environment

From [REDACTED]

To [REDACTED] support@terrybet.com.au; betstop+terrybet@betmakers.com;

Dear [REDACTED]

I hope this email finds you well.

I am writing to provide you with the necessary information for accessing the BetStop Production Environment as an outsourced platform provider for Terrybet.

Firstly, a dedicated tech user account has been created for Terrybet's account. The email address associated with this tech user account is betstop+terrybet@betmakers.com.

To access the BetStop Production Environment, please follow these steps:

1. Go to the Portal login page - <https://iwp.betstop.gov.au/> and click on the "Sign-in" button.
2. Set your password by using the "forgot password" feature.

3. Scan the enrolment QR code provided with your Authenticator App

Once logged in, you will be able to do the followings:

- . Register the IP addresses of your IT systems
- . Generate API keys for the Production Environment.

If you have any questions or issues, please do not hesitate to reach out to us.

Please note that this email has also been sent to Terrybet.

Kind regards,

[REDACTED]

BetStop - the National Self-Exclusion Register

Sent Email

05-06-2024 13:18:46

Subject CS0007417 - Onboard Terrybet to BetStop Production Environment

From [REDACTED]

To [REDACTED] support@terrybet.com.au

Dear [REDACTED]

Thank you for returning the BetStop – the National Self-Exclusion Register™ Terms of Use Document.

We have successfully onboarded Terrybet to the BetStop Production Environment.

You should now be able to set your password in the Betting Industry Portal (<https://iwp.betstop.gov.au/>). Click "Sign-in", enter support@terrybet.com.au and use the "Forgot Password" feature to receive a link which you can use to set your password.

In order to login to the portal, you will also need to download an authenticator app for your mobile phone. We recommend one of the following:

Google Authenticator (Android / Apple)

Microsoft Authenticator (Android / Apple)

Okta Verify (Android / Apple)

Cisco Duo Mobile (Android / Apple)

Auth0 Guardian (Android / Apple)

The first time you enter your email and new password into the portal's Sign-in page, the Enrolment QR code will be displayed on the screen. Please scan this QR code with the Authenticator App in order to create the BetStop portal account on the App.

The Authenticator App generates a One-time Password (OTP) that changes every 30 seconds and is required to be entered on login.

Once logged into the online portal, you will be able to do the following:

Review and update business details and contact details

Add more users - Admin users, Finance (billing), Tech

Register the IP addresses of your IT systems
Generate API keys
Please feel free to contact us if you have any issues.

Kind regards,

[REDACTED]

BetStop - the National Self-Exclusion Register

[External Message] Re: Action Required: Complete BetStop Term of use Document for Terrybet
support@terrybet.com.au <support@terrybet.com.au>

Fri 31/05/2024 1:24 PM

NSER <nser@ixup.com>

[REDACTED]

1 attachments (319 KB)

BetStop Terms of Use - signed Terrybet.pdf;

[EXTERNAL E-MAIL]

Hi [REDACTED]

Thankyou for your email.

Please find attached as requested the signed terms of use document.

I'll speak with Terry to discuss a time for the tech meeting. Does Terry also need to attend even though I have completed this?

Many thanks,

[REDACTED]

31/05/2024 9:17:13 AM

User Contact via Phone: [REDACTED]

Case notes:

[REDACTED] contacted back earlier this morning in regards to yesterdays call

30/05/2024 4:43:00 PM

Outbound Call: [REDACTED]

Case notes:

We reached out to [REDACTED] and the call rang out.

30/05/2024 4:40:43 PM

Outbound Call: [REDACTED]

Case notes:

We reached out to the contact number provided. The IVR message is: "The number you have called is not connected. Please check the number before calling."

Sent Email

30-05-2024 11:09:21

Subject CS0007417 - Onboard Terrybet to BetStop Production Environment

From [REDACTED]

To Support@terrybet.com.au

Dear [REDACTED]

I hope you are well.

The ACMA has requested us to onboard Terrybet to BetStop – the National Self-Exclusion Register™ Production Environment.

Please complete the first page of the BetStop – the National Self-Exclusion Register™ Terms of Use Document attached in the previous email and submit it to NSER@IXUP.com

After receiving the signed Terms of Use document, Terrybet will be onboarded to the Production environment.

Please feel free to contact us if you need any assistance.

Kind regards,

[REDACTED]

BetStop - the National Self-Exclusion Register

Sent Email

30-05-2024 11:07:55

Subject CS0007417 - Onboard Terrybet to BetStop Production Environment

From [REDACTED]

To [REDACTED]

Dear Terrance Coelli,

I hope you are doing well.

The ACMA has requested us to onboard Terrybet to BetStop – the National Self-Exclusion Register™ Production Environment.

Please complete the first page of the BetStop – the National Self-Exclusion Register™ Terms of Use Document attached in the previous email and submit it to NSER@IXUP.com

After receiving the signed Terms of Use document, Terrybet will be onboarded to the Production environment.

Please feel free to contact us if you need any assistance.

Kind regards,



BetStop - the National Self-Exclusion Register