



## FREQUENTLY ASKED QUESTIONS

Q) WHERE CAN I SIGN UP?  
A) You can sign up for an account at the Treasure Island's Race and Sports Book.

Q) HOW DO I INSTALL THE TREASURE ISLAND SPORTS APP?  
A) **iOS**- Once you have signed up for an Account and deposited the minimum funds, the Treasure Island Race and Sports Book employee will provide you with an Account username and password. You can change this when inside the application to something more suitable. You will need to visit the app store to download the application.

**Android**- Visit the Treasure Island website at [www.treasureisland.com/mobile-sports](http://www.treasureisland.com/mobile-sports) and click on the link to install. Or the Treasure Island Race and Sports Book team will provide you with the link to install onto your device on sign up.

Q) WHAT INFORMATION DO I NEED TO SIGN UP?  
A) You will need to bring identification and your social security number.

Q) HOW MUCH MONEY DOES IT TAKE TO OPEN AN ACCOUNT?  
A) Minimum funds required to set up the account is \$100.00.

Q) WHERE CAN I MAKE DEPOSITS AND WITHDRAWALS?  
A) At the Treasure Island Race and Sports Book

Q) WHAT DEVICES CAN I USE?  
A) **iOS** - iPhone 4, 5 and 6

**Android** - OS V2.4 and above

Q) DO I NEED A CERTAIN CARRIER?  
A) No

Q) **ANDROID ONLY:** When I enter my username and password and click Login, I receive an error message that says "ERR\_GOOGLE\_VALIDATION". What should I do?

A) To use TI Mobile Sports, your mobile device must be linked to a Google account. To accomplish this, perform the following steps.

1. On your device, touch 'Settings'\*.
2. Touch 'Add Account'\*. You may need to touch 'Accounts' and 'Sync'\* first.
3. Touch 'Google'\*.
4. Touch 'Existing'\* to use an existing Google account, or 'New'\* to create a new, free Google account.
5. Follow the onscreen steps to add the Google account to your device.
6. After you've successfully added a Google account, reopen TI Mobile Sports and try logging in again.

\* The names of these options, menus, and menu items can vary by device. Please refer to the documentation that came with your device.

Q) CAN I BET ANYWHERE?

A) You have to be in the State of Nevada to place a bet and use the application. If you try to open the application outside the state of Nevada the application will inform you that you are outside the state of Nevada therefore you cannot use the app. The app will close.

Q) WHAT CAN I BET ON?

A) You can place Straight bets, Parlays, Round Robins and Teaser.

Q) WHAT ARE THE BETTING LIMITS?

A) These are set by Treasure Island.

Q) MY APPLICATION KEEPS TELLING ME TO TURN OFF WI-FI / BLUETOOTH / USB CONNECTION.

A) There are restrictions set within the application. You will need to turn off your Wi-Fi, Bluetooth and make sure you are not connected by USB to a computer or charging the device. You will be notified by the application to turn these off.

Q) IF I MAKE A MISTAKE CAN I VOID MY TICKET?

A) Not from within the mobile application.

Q) WHERE DO I GO TO GET HELP WITH MY ACCOUNT?

A) Please visit the Treasure Island Race and Sports Book for advice with your account. You can also email the Sports Book at "timobilesports@treasuresisland.com".

Q) HOW DO I CHANGE MY PASSWORD?

A) **iOS-** once you have installed the application, you must be logged in to change your password. Go to 'Settings' bottom right. Then click on 'Change Password'. You will be asked to type in your old password, type in your new password and retype your password. Click 'OK' and you will be informed password change was a success. Moving forward you can use your new details.

**Android-** Once you have installed the application, you must be logged in to change your password. Go to 'Menu' bottom left of your device. For some Android devices there will be a Menu option top right (3 dots). Click on 'Settings', then click on 'Change Password'. You will be asked to type in your old password, type in your new password and retype your password. Click 'OK' and you will be informed password change was a success. Moving forward you can use your new details.

Q) HOW DO I CHANGE MY ODDS TYPE?

A) **iOS-** Go into 'Settings' Click on 'Odds Type' you will have the option to switch between 'Decimal' and 'Money line'. Click 'OK'.

**Android-**Go to 'Menu' on the Android device, or for some Android devices there is a settings button on the top right (3 dots). Click on 'Odds Type' then choose between Decimal and Money line.

Q) HOW DO I CHANGE MY BET INPUT TYPE?

A) **iOS-** Go into 'Settings'. Click on 'Bet Input Type' you will then have the option to switch between Box and Slider.

**Android-** Go to 'Menu' on the Android device, or for some Android devices there is a settings button top right (3 dots). Click on 'Bet Input Type' you will then have the option to switch between Box and Slider.

Q) HOW DO I SET A DEFAULT BET AMOUNT?

A) **iOS-** Go into 'Settings'. Click on 'Betting Ranges' then 'Default bet Amount' select the amount and click 'OK'.

**Android-** Go to 'Menu' on the Android device, or for some Android devices there is a settings button top right (3 dots). Click on 'Betting Ranges' then 'Default bet Amount' select the amount and click 'OK'.

### **Android**

You must have a Gmail account in order to install the application. Multiple Gmail accounts will cause issues. Please ensure you have one Gmail account set up before installing the application.