

Welcome to the ALeRT[™] BETTOR Protection System.

The ALeRT BETTOR Protection system is a practical tool custom designed to assist gambling operators to identify, reduce, and prevent player risk and harm.

ALeRT was developed in collaboration with industry, public health providers and regulators and has many built-in features to help monitor customer risk, record customer interactions, evaluate play impacts and report on outcomes.

A set of video tutorials have been created to introduce the various ALeRT Dashboards and functionality. The goal is to provide users with an understanding of the fundamentals so they are comfortable using ALeRT and can start exploring the site and its many features and benefits.

The key target for ALeRT Dashboard Essentials Training are managers or other staff tasked with using the ALeRT software for identifying 'Gamblers of Interest' (GOIs), setting goals, entering interactions, evaluating progress or producing reports.

There are currently 8 basic tutorials for using ALeRT that can be accessed individually or sequentially depending on a user's needs and responsibilities.

ALeRT[™] Dashboard Essentials Training Tutorials

1. Getting Started – Overview of the ALeRT Dashboard
2. Using the Risk Dashboard – Management Perspective
3. Using the Actions Dashboard – Management Perspective
4. Generating Player Reports – Management Perspective
5. Managing Interactions and Observations - Overview
6. Creating Case Files – Sharing Information
7. Configuring Targets for Managers – Staff & Management
8. Staff User Dashboard - Staff and Management

1. Getting Started with ALeRT – Overview (10 minutes)

Welcome to “Getting Started”, the first in a series of training videos dedicated to the ALeRT BETTOR Protection Dashboard.

The purpose of this opening tutorial is to introduce the ALeRT Dashboard features and show users how to navigate the main elements of the ALeRT Player Protection site.

Key topics covered include:

- Logging in.
- Software and Dashboard update notifications.
- User messaging.
- Profile management including information access rights, general user details, password management and location access.
- Overview of the primary navigation tabs.
- Applying player filters and player searches.
- Quick access to the online user guide .

Dashboard specific tutorials cover these topics and many others in deeper detail.

2. Risk Dashboard (9 minutes)

In this tutorial we review the primary ‘tabs’ and features on the Risk Dashboard from a management perspective.

Topics covered include:

- **‘Overview’** – Reviewing Customer Risk Profiles & Gamblers of Interest (GOIs)
- **‘Alerts’** - Interaction alerts and how to manage this information.
- **‘Targets’**: Setting and managing venue and staff interaction targets.
- **‘Follow-ups’** - Setting and managing interaction follow-ups.
- **‘Assurance’** – Generating Interaction/action summaries for reporting.
- **‘Impacts’** – Activity impacts (e.g., New GOI’s, Closed GOI’s, Interaction levels).
- **‘Case Files’**: Brief overview of Case Files is presented.

Case Files are discussed in greater detail in Tutorial 6.

3. Actions Dashboard (7 minutes)

In this tutorial we review the Actions Dashboard from management perspective.

The Actions Dashboard tutorial shows users how to summarize and review any activity that staff have taken in responding to or interacting with customers and 'Gamblers of Interest' (GOIs) identified by the risk detection algorithms.

Topics covered include:

- Up to date summary of interactions and observations conducted by staff.
- At-a-glance interaction charts, action summaries and overviews.
- Interaction details by time of day for selected dates or periods.

4. Player Reports (12.5 minutes)

The Player Report home page provides a listing of all customers that have played at your venue or group of venues as well as their risk profiles and history.

The Player Report tutorial demonstrates how to review these reports on the dashboard from a management's perspective.

Topics covered include:

- **Reporting Options** – Review options, set filters for more targeted details and export the reports for sharing or analysis.
- **Player History** - Review player history such as player interaction reports, GOI risk path, risk history, play visits, locations visited, and interaction timelines.
- **Player Assessments** – Reviewing player Risk Factors and Player Behaviours.

A brief overview is included about how to share interaction reports, how to view recent interactions, and how to reference open Case Files.

Interactions are covered in more detail in Tutorial 5: Interactions and Observations.

5. Interactions and Observation (15 minutes)

In this tutorial users are provided an overview of the Interaction and Observations features as well as the reporting and importing tools built into the ALeRT Dashboard.

Key topics shared include:

- Access points available to record, view and edit interaction records.
- How to schedule and view interaction follow-ups.
- Completing the Interaction Survey and how to view the interaction data.
- Using Response Builder to compile data for reporting and compliance.
- How to import interaction data from other systems into the ALeRT *BETTOR* Protection system.

Case Files are covered in greater detail in Tutorial 6: Case Files Introduction.

6. Case Files Introduction (11 minutes)

This tutorial is a review of Case Files from a manager's perspective.

Users are introduced to the Case Files Dashboard tabs and features. We review case file goals as well as the staff activities and interactions with customers and gamblers of interest.

Topics covered include:

- What are Case Files.
- Navigating the dashboard Case Files tab.
- Opening a Case File.
- Setting Priorities, Assignees and Watchers.
- Logging an interaction from a Case File.
- Viewing messages.
- Adding comments.
- Closing a Case File.
- Quick filters.

7. Configuring Targets for Managers (9.5 minutes)

This tutorial reviews the Target Dashboard tab from a manager's perspective.

We demonstrate how a manager can configure and set target goals for staff, as well as for individual casinos and manage overall target activities and reporting.

Topics covered include:

- What are Targets.
- How to configure new targets.
- How to set specific staff and location targets.
- Review target activity logs.

8. Staff User Dashboard (5.5 minutes)

This tutorial covers the Staff User Dashboard. It demonstrates how staff can view their interaction targets and follow ups.

Topics covered include:

- Interaction targets.
- Interaction follow ups.
- Viewing an assigned case file and planning your interaction.

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