



## FREQUENTLY ASKED QUESTIONS!!!

### **1. What kind of devices can be used?**

Fonner Park on-track mobile wagering site operates with any smart phone —Blackberrys, iPhones and Androids can all be used as well as iPads and almost any laptop or tablet computer. Most other phones that have a web browser will work as well.

**2. Do I need a special app for my phone or mobile device? If so, how do I download it?** mbet.fonnerpark.com is a web based application and therefore does not require a special device-specific program to work. There is no need to download any additional online information.

**3. How do I use mbet.fonnerpark.com?** There are two ways to use mbet.fonnerpark.com. You can go to any mutuel window and ask a teller for a “Daily Account” or you can go to the designated window located in Fonner Keno and open your own personal “Permanent Account.”

**4. How to open a “Daily Account”?** Go to any mutuel teller and ask for a “Daily Account” and tell them the amount you would like to deposit in your account. The teller will issue you a voucher for the amount you choose with your daily account number and pin number on it. Now set your browser to Fonner Park’s free Wi-Fi and go to mbet.fonnerpark.com to begin placing your wagers. **Do not use www.** This is an internal web address. Once you are there, simply log on using your account number and pin.

### **5. Can I use this from home?**

No, this can only be used on Fonner Park property.

### **6. How to open a “Permanent Account”?**

Go to the designated window in Fonner Keno and complete the Permanent Account form. You will be issued a Permanent Account card and pin number. You can go to any self serve, swipe your card and enter your pin number. There you can change your pin number, fund your account and wager either through a self serve or be setting your browser to Fonner Park’s free Wi-Fi and go to mbet.fonnerpark.com to begin placing your wagers. **Do not use www.** This is an internal web address. Once you are there, simply log on using your account number and pin.

### **7. What wagers can be made using mbet.fonnerpark.com?**

mbet.fonnerpark.com will allow you to wager on any simulcast races or live races that are being offered on that particular day. It will also offer the identical wagering options as if you were placing a wager at any mutuel teller window.

### **8. How do I get my winnings?**

To cash out your “Daily Account” simply return to any mutuel teller and hand them your original voucher. They will cash out your Daily Account. For Permanent Accounts, you must return to any self serve, log in to your account and withdraw funds from your account. Once the voucher is issued, take it to any mutuel teller and they will cash you out.

### **9. Do I have to withdraw all of my money each day or can I keep a balance in my account?**

All Daily Accounts are turned into vouchers at midnight. You can retain your original voucher ticket and cash it on a later date, but you cannot wager with the same account number. You would need to request a new Daily Account and begin over. If you have a Permanent Account you may keep a balance in that account.

### **10. Can I use a credit card or check to deposit funds into my account?**

No, Fonner Park only accepts cash deposits.

### **11. How will I receive a refund if a horse scratches?**

Once the pool is official, the system will credit your account the proportional amount.

### **12. If I have an IRS win and my phone is displaying “Please go to the designated MyFonnerPark teller window to release IRS escrow,” do I have to release it right then?**

No, you can release the IRS win whenever you desire. However, your winnings will not be available until you process the release. If you have a Permanent Account the IRS win will automatically release into your account.

### **13. Do I have to enter my login and password every time I access my account?**

You can program your mobile device to save your password by changing the settings.

### **14. Can I cancel my wager if I make a mistake?**

Yes, you may cancel your wager prior to the beginning of the designated race.

### **15. Where do I go for additional help?**

Please go to the designated window in Fonner Keno.



# MBet

## Permanent Account Application

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State/Zip Code \_\_\_\_\_

Home Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_

Email \_\_\_\_\_

D.O.B. \_\_\_\_\_

Drivers License # \_\_\_\_\_

SSN \_\_\_\_\_



## HOW TO PLACE A WAGER FROM YOUR SMARTPHONE

**Step 1.** Go to any teller and open a Daily Account or go to the designated window in Fonner Keno and open a Permanent Account. Always keep your ticket when funding a Daily Account because it is required to close your account. The ticket is “live” and can easily be cashed by anyone physically possessing it.

**Step 2.** Enable Wi-Fi on your Smartphone. Choose Fonner Park for the network or simply use your cellular data plan to wager from your phone.

**Step 3.** Navigate your phone’s web browser to the mobile betting site: [mbet.fonnerpark.com](http://mbet.fonnerpark.com)  
**(Do not use www)**

**Step 4.** Enter your account number and account pin into the required fields and press Sign In.

**Step 5.** You are now ready to select your track and make a wager. Your account will be reduced by the amount of your wager. When the race is made official, your account will reflect a deposit if your wager was successful.

**Step 6.** At the end of the race day, present your Daily Account slip to a teller and the teller will give you the remaining account balance. If you have a Permanent Account, your balance will remain in your account until you log in and request a withdrawal.

### Notes:

- Bet on simulcast or live races.
- Your account will work anywhere on Fonner Park grounds.
- You can add money or make a withdrawal from your Permanent Account at any time.
- Daily Accounts automatically expire at the end of the day, but can be cashed at any time.

## NOW AVAILABLE

Wager From Your  
Smartphone,  
Laptop,  
Tablet,  
Or any  
Wi-Fi Enabled  
Device!!!



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**[MBet.fonnerpark.com](http://MBet.fonnerpark.com)**

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