Frequently Asked Questions

Play+ Account

Play+ Card

Funding Your Play+ Account

Using Your Play+ Account

Cardholder Portal

Play+ Customer Support: https://playplusgo.com/contact/
Play+ Terms & Conditions: https://playplusgo.com/terms/

Note The language a Gaming Operator uses on their website or mobile app may vary (example: "Cashier" may be labeled "Wallet"). The steps outlined below may also vary slightly depending on the version of the website or mobile app you are using. The availability of the various methods to fund your Play+ account is dependent upon the Gaming Operator and/or the applicable laws in the jurisdiction you are located in.

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How do I sign up for a Play+ account?

Sign up for your Play+® ("Play+") account by logging into your Big Red Keno account. A Play+ account is required to buy Big Red Keno digital tickets. Click the Enroll Now button at the bottom of the prompt screen. Begin Enrollment and click Next. Read, and if you agree to the Terms & Conditions, select Accept Terms & Begin Enrollment. Verify your personal information is correct on the form and click Complete Enrollment. You may need to input your Social Security Number and Date of Birth to complete the enrollment information. Upon successful enrollment, you will have the opportunity to add funds to the account immediately using a Bank Card, Online Banking, or PayPal. Once you have either withdrawn $150 to your Play+ account or funded your Play+ account with $150 or more, your personalized card will be mailed to your address on file within 10-14 days.

How does my Play+ account work?

With Play+, there is no credit limit and no credit check. Instead, the account's spending limit is determined by the amount of money you load onto the account up to the maximum balance. For example, if you load $350, then the account will only allow you to spend up to $350 (less any applicable fees). You can use your card for purchases everywhere Visa® is accepted, add your card to a digital wallet, and at any ATM that accepts Plus®, Interlink®, NYCE®, or MoneyPass®. You may also transfer funds from your Play+ account directly into a checking or savings account via the Cardholder Portal.

What are the benefits to using a Play+ account?

Play+ provides a fast and easy way to deposit and cash out while using the Big Red Keno app. It is a great way to manage your money and can be used everywhere Visa is accepted. Play+ has a very high approval rate when loading funds and is easy to use.

How do I update my profile information (address, phone number, etc)?

To update your profile information, contact Play+ Customer Support. You may be required to provide documentation

How do I check my Play+ account balance?

Check your Play+ account balance for free online by logging into the Cardholder Portal. You may opt to receive free balance alerts via email or SMS text by adjusting your Alert settings in the Card Services section of the Cardholder Portal. You can also call Play+ Customer Support and use the automated phone system.

How can I view my Play+ transaction history?

You can review posted transactions online by logging into the Cardholder Portal. Please keep in mind that your account may have pending authorizations that will be posted as soon as the merchant settles the transaction. You may also request monthly account statements to be made available for download and/or delivered to you by mail.

- Hover over the My Cards tab on the left side of the screen
    - Select Card Activity to view your transaction history
    - Select Account Statement to request statements and/or download a monthly statement

What if I don't agree with my available balance?

If you believe that there is an issue with your balance, please contact Play+ Customer Support.

What are the monthly fees for my Play+ account?

To learn more about the fee structures, view the Play+ Terms & Conditions.

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Can my Play+ card be sent to a P.O. Box?
No, cards must be sent to a physical residential address.

What do I do if I have not received my Play+ card in the mail?
If you have not received a physical Play+ card in the mail after meeting the funding requirements, please contact Play+ Customer Support. For more information on the requirements to be issued a physical card, please see the Play+ Account section of this document.

How do I reset/change my PIN number?
Your PIN can be reset by calling the number on the back of your card and selecting the option for "Reset PIN".
You can also reset your PIN by logging into the Cardholder Portal.

- Hover over the Card Services tab on the left side of the screen
- Select Manage PIN
- Follow the prompts to reset your PIN

What do I do if my Play+ card is lost or stolen?
Report lost or stolen cards immediately by contacting Play+ Customer Support. Once reported, the card will be closed and a new card will be issued to you, subject to the fees outlined in the Terms & Conditions. Additional information regarding liabilities for lost and stolen cards is available in the Terms & Conditions.

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How do I fund my Play+ account with a Bank Card?

Fund your Play+ account by logging into your Big Red Keno account and visiting your Profile Page.

- Select + Add Money
- Select Bank Card
- Enter the amount you wish to fund your Play+ account and click Continue
- Select New Card or Saved Card
- Enter your card information in the required fields
- Check the bubble to accept the Terms & Conditions
- Verify your funding amount is correct and click Proceed

Note You may opt to save the card details for faster funding on future requests. You may be prompted to transfer the funds directly into your Gaming account. If not, please reference the Using Your Play+ Account section of this document.

What do I do if my Bank Card was declined when attempting to load funds to my Play+ account?

It is possible that the information that was supplied during the Play+ enrollment does not match the information on file at your Financial Institution. The Bank Card you are attempting to fund with must have the same address on file as the Play+ account. Please contact your Financial Institution to confirm the information that is associated with your Bank Card. If you need additional information or help, please contact Play+ Customer Support with your inquiries.

How do I fund my Play+ account with Online Banking?

Fund your Play+ account by logging into your Big Red Keno account and visiting your Profile Page.

- Select + Add Money
- Select Online Banking
- Enter the amount you wish to fund your Play+ account and click Continue
- Check the bubble to accept the Terms & Conditions and click Proceed
- Complete bank account registration by following the prompts to enroll – OR – Select a previously registered account
- Review the requested amount and select Checkout
- Agree to the Terms & Conditions and select Continue Shopping

How do I fund my Play+ account with PayPal?

Fund your Play+ account by logging into your Big Red Keno account and visiting your Profile Page.

- Select the + Add Money
- Select PayPal
- Enter the amount you wish to fund your Play+ account and click Continue
- Check the bubble to accept the Terms & Conditions and click PayPal Checkout
- Enter your PayPal login information
- Click Pay Now

Note Your PayPal account must have a bank account registered as a funding source.

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Can I schedule a transfer frequency from my Bank Card to my Play+ account?

You may opt to save a Bank Card as a funding source upon a successful funding transaction. However, due to the requirements of the payment processors, it will be necessary to select the Bank Card and input an amount to be funded for each funding transaction.

How do I purchase Keno Tickets and collect my winnings with my Play+ account?

Purchase Keno Tickets:

- Log into your Big Red Keno account and select Play Big Red Keno
- Select Ticket Parameters and click Checkout
- Click Pay Now

Receive Your Winnings:

- Winnings totaling less than the $1,500.00 taxable limit will be automatically deposited back to your Play+ account
- For information regarding wins over $1,500.00, click on the Big Win Unclaimed! link at the bottom of the screen in your Big Red Keno app and follow the prompts

How do I transfer funds from my Play+ account to my Bank?

Bank Account Registration:

- Log into the Cardholder Portal
- Hover over the Transfer Funds tab on the left side of the screen
- Select Manage Bank Accounts
- Click Add Bank Account
- Follow the prompts to enter your banking information

Bank Account Verification:

Within 2-7 business days after you have submitted your banking information for registration, you will receive two (2) micro deposits in your personal bank account. Once received, log into the Cardholder Portal to verify your account.

- Hover over the Transfer Funds tab on the left side of the screen
- Select Manage Bank Accounts
- Select Verify next to the appropriate account
- Enter the dollar amounts of the micro deposits in the same order they were received in your personal bank account
- Click Verify Account

Play+ Card to Bank Transfer:

- Log into the Cardholder Portal
- Hover over the Transfer Funds tab on the left side of the screen
- Select Play+ Account to Bank Transfer
- Select the Play+ account with a positive balance from the drop-down
- Select a verified bank account from the drop-down (the verified banking information will auto-populate)
- Enter the amount you wish to transfer in the appropriate field
- Select the appropriate transfer frequency from the drop-down
- Click Continue

Note The transfer amount entered along with any fees associated with the transfer will be automatically deducted from your available Play+ balance. Transfers may take up to seven (7) business days to appear in your bank account. To learn more about the fee structures, view the Terms & Conditions.

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Cardholder Portal

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What is the Cardholder Portal?

The Cardholder Portal is a website used to view and manage your Play+ account. View the Play+ Terms & Conditions to retrieve the website URL.

How do I create a User ID and Password for my Play+ account?

- Visit the Cardholder Portal
- Click Activate/Register
- Enter your 16-digit card number
- Follow the prompts to complete account registration

Note The User ID and Password are case-sensitive. Passwords must include at least twelve (12) characters including at least one (1) of each of the following: capital letter, lower-case letter, number, special character (example: $%@&!).

How do I change my Password?

- Log into the Cardholder Portal
- Click the My Profile tab on the left side of the screen
- Click Login Details
- Click Change under your listed User ID and Password, then follow the prompts to update your Password

What if I forgot my Password?

- Visit the Cardholder Portal
- Select Forgot? next to the Password field and follow the prompts to reset your Password

What if I forgot my User ID?

- Visit the Cardholder Portal
- Select Forgot? next to the User ID field and follow the prompts to retrieve your User ID

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