

## **Caesars Mobile Sports FAQs**

### **Caesars Mobile Technical Support:**

**Hours of Operation:** Sports book hours may vary by season. For further information regarding sports book operations, please contact us at:

**Support Number:** (702) 731-7202

**Support Email:** [Caesarsmobilesupport@caesars.com](mailto:Caesarsmobilesupport@caesars.com)

- **Where can I create a Caesars Sports account? – Any Caesars Entertainment sports book.**

You can create a Caesars Sports account at any Caesars Entertainment Race & Sports book in Nevada. You need to provide your driver's license or government issued ID, social security number, Total Rewards card, fill out a **W-9** (US Residents only) and provide your occupation to create an account.

- **Where can I deposit money into my Caesars Sports account? – Any Caesars Entertainment sports book or through a Caesars Entertainment Play+ account.**

You can deposit money at any Caesars Entertainment Race & Sports book in Nevada, or sign up for a Caesars Entertainment Play + account and load funds instantly to play your favorite games and get access to your winnings immediately. To sign up for Play+, login to your Caesars Sports app, select the \$ from the menu bar, select add/manage funds, and select Caesars Entertainment Play+. Complete the enrollment registration. Your Play+ account will be automatically linked to your Caesars Entertainment account. You may use your Caesars Entertainment Play+ account immediately for transfers to Sports accounts.

- **What time of day can I make deposits/withdrawals?**

Deposits and withdrawals can be made during open hours at any Caesars Entertainment Race & Sports book in Nevada, or via the Caesars Sports Mobile app using the Caesars Entertainment Play+ account which allows you to add/manage funds on the go.

- **What are the minimum deposit or withdrawal amounts?**

The minimum deposit or withdrawal amount is \$5.00 (five dollars)

- **Are deposits cash only? – No.**

No, you may make deposits with cash or casino chips or sign up for a Caesars Entertainment Play+ account and load funds instantly with your bankcard or using eCheck.

- **Where can I withdraw winnings or money that was previously deposited into my Caesars Sports account?**

You can withdraw from your account at any Caesars Entertainment Race & Sports book during regular business hours, manage funds through your Caesars Entertainment Play+ account, or call our Customer Support Hotline at (702)731-7202 to request a check by mail.

- **Do I need a Total Rewards card to sign up for the app? – Yes.**

Patrons will need a TR account to be able to sign up for the Caesars Sports app. New TR accounts can be set up at the sports book and your Caesars Sports app will have the same login ID as your TR account.

- **What documents are needed to create an account? – Total Rewards Card and government issued ID.**

You need to provide your driver's license or government issued ID, social security number, Total Rewards card, fill out a W-9 (US Residents only) and provide your occupation to create an account.

- **Do I need to download PLAY by TR to create a mobile sports book account – No.**

Guests do not need to download the PLAY by TR app in order to sign up for a Caesars Sports account.

- **Do I receive Reward Credits or Tier Credits on my Total Rewards account for my Caesars Sports bets? – Yes.**

Yes, you earn Reward Credits and Tier Credits the same as you would in the physical sports book. Reward Credits and Tier Credits may take up to 48 hours to post to your Total Rewards account.

- **Can I log into my Caesars Sports app and check odds/lines while not physically located in the state of Nevada? – No.**

No, due to legal restrictions you must be in Nevada.

- **Do I have to be in Nevada at the time of the sporting event? – No.**

No, a guest needs to be in Nevada to wager on a sporting event but does not need to be physically located in the state while the sporting event takes place.

- **Does the Caesars Sports app have Race Book option? – No.**

No, the app is limited to the sports book at this time. Race book options are planned for future enhancements.

- **Does the Caesars Sports app have in-game wagers? – Yes.**

Caesars Sports app will have in-game wagering on select events.

- **What is the minimum bet that I can place in the Caesars Sports app? \$1.00**

One Dollar (\$1.00) is the minimum bet amount for all wagers (parlays and straight bets).

- **What times of the day can I place bets in the Caesars Sports app?**

You can place bets on the Caesars Sports app during normal sports book operation hours.

- **Can I cancel a wager I have made on my Caesars Sports account? – No.**

The app will ask you to verify your wager before it asks you to submit it. Once you have completed both of those steps, your wager is final and cannot be cancelled.

- **Do I need a certain cell carrier for the Caesars Sports app? – No.**

The Caesars Sports app is covered by all major carriers. Additionally, wagers can be made from a Wifi supported device (such as iPad) with no cell carrier.

- **If there is an update available for the Caesars Sports app, will I be locked out of the app until updated?**

The app will automatically update when the customer opens the app.

- **Who can I call if I need to reset my PIN or need more information? Mobile Support Hotline (702)731-7202**

To reset your 4-digit PIN you can call the Caesars sports book at (702)731-7202 or email us at [Caesarsmobilesupport@caesars.com](mailto:Caesarsmobilesupport@caesars.com) .

**Coming Soon:**

- Racebook
- Daily Fantasy
- Mobile account linked with WSOP.com
- Remote pre-registration

Disclaimer: Caesars Entertainment Play+ is issued by Bank of George MEMBER FDIC pursuant to a license from Discover Network. Discover® and the Discover Acceptance Mark are service marks used by Bank of George under license from Discover Financial Services.