

# L&W SUPPORT

Welcome to L&W igaming operator support. L&W works around the clock to provide you a single point of contact to maximize value from your platform, resolve incidents, and fulfil service requests to enable an engaging player experience. Our team of service desk analysts triage all incoming issues, determine the correct course of action based on our ITIL processes, and work to resolve in the quickest possible timeframe.

The primary method of contact is via our online support portal. Please visit our online support portal link to set up your account and access support options.

**SUPPORT PORTAL:** <https://igaming.lnw.com/online-support-portal/>

## WHEN RAISING A TICKET, PLEASE:

- Provide as much information when raising the ticket that you can. Some guidance on this can be found on the left.
- Raise one issue per ticket to ensure efficient and timely investigation.
- Phone us for P1/P2 issues after a ticket is raised in the Support Portal.
- Check your tickets in the Support Portal often and look out for emails requesting further information .

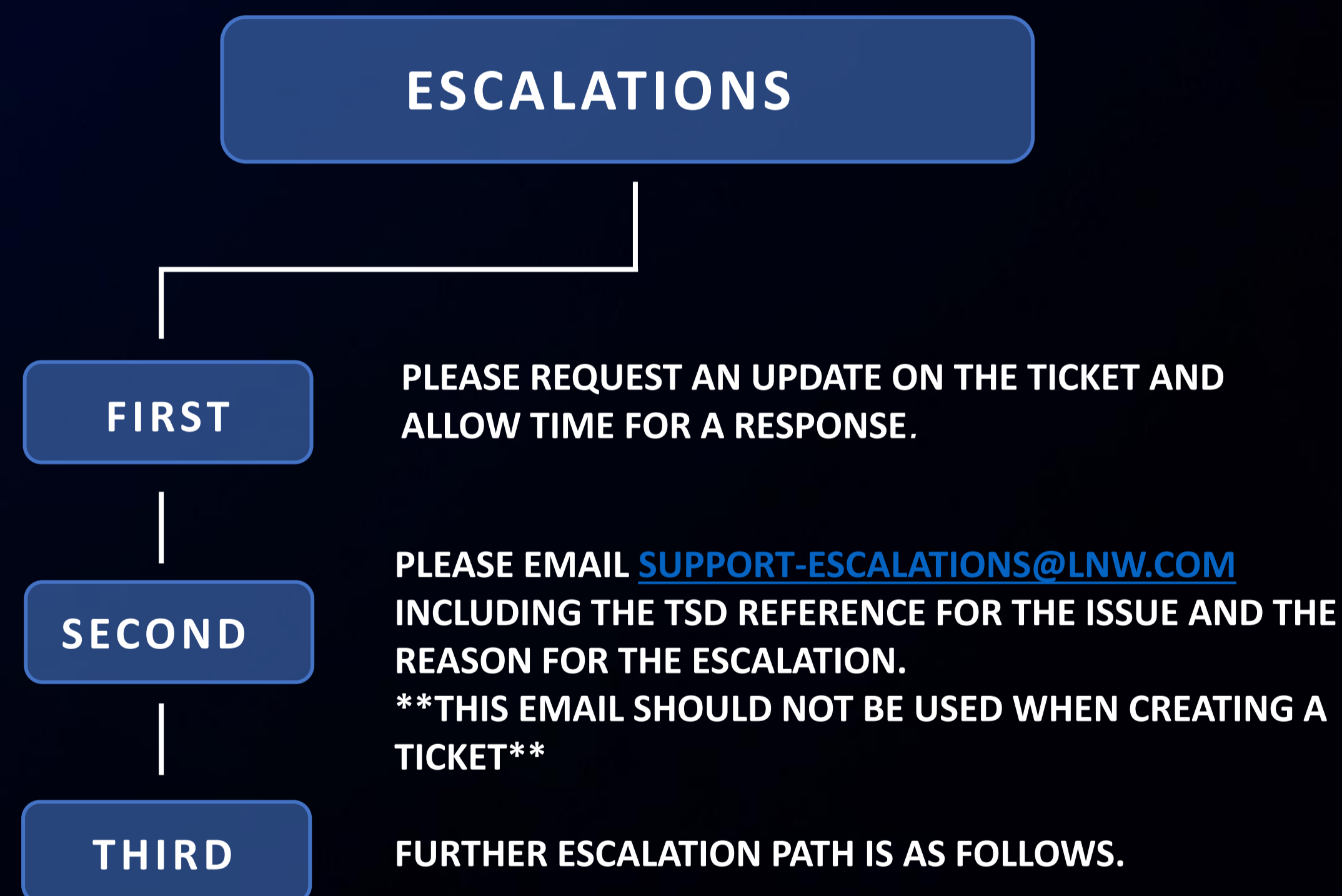
## OTHER NOTES:

- Raise all issues via our online Support Portal. Add P1 or P2 to the subject if applicable. All P1/P2 incidents MUST ALSO be phoned in (24/7) to our voicemail service, via one of the following numbers: North America +1-800-584-9042 or Europe +44 (0) 800-069-8184
- You will receive a confirmation email that includes an L&W igaming support reference number in the subject - TSD - xxxxx
- If you are replying to the email received DO NOT change the subject line. This contains a tag and will automatically update the correct ticket in JIRA.
- If you are using a ticketing system to manage issue and send emails to L&W, please ensure your system includes the TSD - xxxxx reference number in the subject line of subsequent updates on your side.
- For status of your issue, check the ticket in the online Support Portal. All updates, including resolution notification, are sent via email. If you would like an update, please request one via the ticket in the support portal.
- Tickets are closed 72h after being resolved. During this time, any response from you will reopen the ticket. After the ticket is closed, you will need to use the Escalation email address.

## REQUIRED DETAILS

Please supply as much information as possible when raising a ticket. If possible, please include screenshots & videos and the launch URL/App name. The more detail you provide in the ticket, the faster we can triage and resolve your issue or request.

OPERATOR NAME	OPERATOR ID	TROUBLE SHOOTING CARRIED OUT TO DATE		
DEVICE/BROWSER INFORMATION		SCREENSHOTS OF ANY ERROR MESSAGES		
GAME ROUND ID	GAME NAME	TIME STAMP	GAME ID	PRIORITY
TEST ACCOUNT DETAILS ON OPERATOR'S PORTAL			ISSUE DESCRIPTION	
ENVIRONMENT: STAGING/PRODUCTION		STEPS TO REPLICATE THE ISSUE		
USERNAME OF PLAYERS WITH ISSUE, IF ANY			SITE URL	



ESCALATIONS	NAME	TITLE	EMAIL	MOBILE
1 <sup>ST</sup>	<a href="#">Stamatia Agkou</a>	Head of Support	<a href="mailto:sagkou@lnw.com">sagkou@lnw.com</a>	+30 698 0650200
2 <sup>ND</sup>	<a href="#">Matthew Davison</a>	Operations Director	<a href="mailto:mdavison@lnw.com">mdavison@lnw.com</a>	+44 (0) 7500601106
3 <sup>RD</sup>	<a href="#">Rob Hulme</a>	VP, Technical Operations	<a href="mailto:rhulme@lnw.com">rhulme@lnw.com</a>	+44 (0) 7711375875