

FREQUENTLY ASKED QUESTIONS

Account Information

1. Where can I sign up for B Connected Sports?

You can register at any of these six (6) Boyd Gaming sports books: Aliante, The Orleans, Gold Coast, Suncoast, Sam's Town Las Vegas, California, and Fremont.

2. What kind of information will I need to provide the Sports Book when I get there?

You will need to fill out the B Connected Sports Registration Form, provide your B Connected card, social security number and a valid driver's license / ID.

3. How long does it take to sign up for B Connected Sports?

It only takes a matter of minutes provided that you have all the necessary information to open the account.

4. How do I close my account?

You can go to any participating Boyd Gaming Casinos Race and Sports Book location in Las Vegas.

5. How do I fund my account or make deposits?

Cash, credit or debit cards (Visa and Mastercard), a cash advance, or Boyd Gaming Casino gaming chips can be used to make deposits to your account.

6. Can a friend or family member make a deposit to my account for me?

No. All Boyd Gaming B Connected Sports wagering account transactions, including deposits and withdrawals, must be made by the account holder only. Agents or other representatives are not permitted.

7. How do I update my profile information on my account if it has recently changed?

You can go to any participating Boyd Gaming Casinos Race and Sports Book location in Las Vegas to update your information.

8. What happens if I move out of Nevada?

You will no longer be allowed to make wagers on B Connected Sports per gaming regulations. However, you may use your account when visiting Nevada.

Mobile Device

1. The system states I am not in a legal jurisdiction to wager. Why is this?

According to Nevada Gaming Control regulations, you must be in the State of Nevada to wager or view B Connected Sports.

2. Why am I not able to view the application in California, Utah or any state other than Nevada?

According to Nevada Gaming Control regulations, you must be in the State of Nevada to wager or view B Connected Sports.

3. What happens if I try to place a mobile wager outside of Nevada?

The system states "you are not in a legal jurisdiction to wager." According to Nevada Gaming Control regulations, you must be in the State of Nevada to wager or view B Connected Sports.

4. Why am I receiving a "Location Services Error" message?

You must enable location services on your mobile device.

5. Why does the application require location services to be enabled on my phone?

Location Services is required when using the app to confirm that you are physically in Nevada. Due to Nevada gaming regulations, you must be in the State of Nevada to make wagers.

6. Can I use the B Connected Sports Mobile application while connected to my computer via a USB device?

No. You need to unplug your mobile device before you will be allowed to run the B Connected Sports application on your phone.

7. Why am I getting an error about unauthorized apps?

The B Connected Sports application detects other apps that are not in compliance with the Nevada gaming regulations. This means that you must end all other applications that are currently running before you will be allowed to use the B Connected Sports app.

8. What versions of the Android Operating System (OS) are supported by B Connected Sports?

Android OS 2.2 and above are supported.

9. What versions of the iPhone Operating System (iOS) are supported by B Connected Sports?

iOS 4.0 and above are supported.

10. Which mobile carriers are supported by B Connected Sports?

Sprint, AT&T, T-Mobile and Verizon Wireless.

11. My phone is "rooted" or "unlocked". Can I still use the B Connected Sports mobile application on my phone?

No, you cannot use B Connected Sports on your phone if it is "rooted" or "unlocked".

12. How do I install the application on my phone?

There are multiple ways to install the application on your phone, depending on what type of device you have.

If you have an Android device, you can download the application directly. In order to do this, turn off WiFi on your mobile device, and click the "Download App For Android" button on this website. Open BConnectedSports.apk to install the app**. Once the installation is complete, click the B Connected Sports icon to launch the app. Your phone's GPS will check your location and grant access if you are within Nevada's state lines. When access is granted, you can log in to your account.

* Terms and conditions may change without notice. Some restrictions apply. See Boyd Gaming Race & Sports Book for details.

** If you receive an error message during installation, please go to your phone's Settings menu, then tap "Security" (for older phones) or "Applications" (for newer phones) and check "Yes" to allow installation of non-Market apps from Unknown Sources.

If you have an iPhone, you can download the application both from the app store and from your computer. To download from the app store, go to the app store on your phone and search for "B Connected Sports". Select "Install" to download the free app. To download from your computer, go to the app store on your computer and search for "B Connected Sports." Select "Install". Connect your iPhone to your computer and sync to install the app on your phone.

For both types of devices, you can download the app in person by going to your favorite Boyd Gaming Casino's Sportsbook and asking any Team Member to assist you in setting your device up with the B Connected Sports application.

13. What happens the first time I open the B Connected Sports App on my phone?

You will be required to follow a registration process. Simply complete the required information on each screen to access your account.

14. Why do I keep getting kicked back to the log in screen of the application when I have not logged out?

For privacy reasons, the application will automatically log you out after a period of inactivity.

15. What do I do if my phone freezes in the middle of placing a wager?

First, reboot your phone and restart the application. If the bet was completed it will be listed in your undecided wagers. If you think there are any inconsistencies or problems with your account please call any participating Boyd Gaming Casinos Race and Sports Book location in Las Vegas.

16. On my Android device, I selected the download button to download the B Connected Sports mobile application, but nothing happens.

The application has been downloaded to your device. To install the Sports Connection mobile application, select the phone's menu button from an open browser window that displayed the download button. From this menu select 'More' and then 'Downloads'. Select BConnectedSports.apk to complete the installation.