

Getting Started

How do I create an account in the Snoqualmie Casino Sportsbook mobile app?

1. In the App, click on the “Join” link in the upper right-hand corner
2. You will receive a message inviting you to visit the Snoqualmie Casino Sportsbook in person to open your account. Be sure to bring valid photo identification and be prepared to provide your Social Security number, provide a physical mailing address and sign a current W-9. Snoqualmie Casino Sportsbook is located inside the Snoqualmie Casino at 37500 SE North Bend Way, Snoqualmie, WA 98065
3. At the Sportsbook you will receive a Crescent Club account number that will be required in order to activate your Sportsbook mobile app account.

How do I log-in to my account?

You can log into Snoqualmie Casino Sportsbook with your username and password.

1. Click on "Login." It will be in the upper right corner of your screen
2. Type your username into the first box.
3. Type your password into the second box.
4. Click on “Login”

If you do not remember your username email us at support-sportsbook@snocasino.com and a representative will assist you. Alternatively, you can follow the “Forgotten password” procedure.

Deposits

1. **How can I deposit funds in my account?**
You can deposit funds using cash at the Sportsbook window located inside the Snoqualmie Casino.
2. **Which are the available deposit methods?**
Currently, the available deposit methods are cash through the Snoqualmie Casino Sportsbook. Please note that credit cards are not an allowed deposit method.

Withdrawals

1. How can I withdraw funds?

- a) In the App, select “My Profile” in the bottom right of your screen.
- b) Choose “Withdraw” in the upper portion of your screen.
- c) Scroll down to the “Withdraw from Sportsbook” and select “Withdrawal”
- d) Enter the amount to withdraw and press the “Withdraw” button.
 - i) Pressing the “Withdraw” button will process the transaction and issue a claim number (Authorization Code). You will receive an email/SMS notification that contains the code. You will notice that these funds will now display as “locked” in your account.
- e) Bring your authorization code to the Snoqualmie Casino Sportsbook or Casino Cage Cashier inside the Snoqualmie Casino. Once you are paid out in cash, the funds will be deducted from your account.

Disabled Accounts

1. How does an account get disabled or closed?

An account can be disabled or closed for a number of reasons:

- You have contacted our Customer Care and have requested account closure.
- You have selected to participate in the self-exclusion program.
- Your account has been inactive for 365 days.
- Concern of fraudulent activity on your account.

2. What happens if I don't use my account?

An account is considered abandoned once it has no activity for 365 days. If this occurs, any funds available for withdrawal will be mailed to the address on file.

3. If my account is closed due to inactivity, can I register for a new account?

No, you cannot register for another account. However, you might be able to reactivate your account by emailing support-sportsbook@snocasino.com.

General Questions

1. Can I wager with the Snoqualmie Casino Sportsbook app outside of the Snoqualmie Casino?

Wagers through the Snoqualmie Casino Sportsbook app can only be placed while within the property boundaries of the Snoqualmie Casino.

2. How old do I have to be to play?

You must be 21 years of age or older to wager.

3. How do I sign up for special offers and promotions?

You can sign up for Snoqualmie Casino special offers and promotions by joining the Crescent Club. The Crescent Club is free to sign up and an account is required to use the Snoqualmie Casino Sportsbook app.

4. How can I change my password?

If you wish to change your password, you can go to "My Profile" in the bottom right corner of your screen.

Next, click "Account Settings" and then "Security Settings" Scroll down to the password section where you will be asked to enter your old password. Next, enter your new password, confirm your new password and click "SAVE." A pop up will inform you that your password has been successfully updated. To complete the change, an email confirming the change will be sent to the address associated with your account. Follow the instructions in that email to complete the password change.

5. Forgot your password or unable to access your account?

Click on "Log In" in the top right corner of your screen. In the pop-up window, select "Forgot Your Password?" You will be asked to enter your username or email and click "Send E-Mail" Once you successfully answer your security questions, you will receive an email with a temporary password, which you must use in order to log in. Please note that once you log in with this password, it is mandatory to change it. Next, you will be asked to fill in your temporary password, enter new password. You will receive a confirmation email. If you continue to have issues or suspect that your account/password might have been violated, please contact us at support-sportsbook@snocasino.com

6. How can I change my email address?

Click "My Profile" in the bottom right corner of your screen. Select "Account Settings" where you can edit your personal details. Scroll down to the email section, press "Edit" and enter your new email address, press done, press save. An email will be sent to confirm your email address change.

7. How can I view my betting history?

Select "My Profile" and select "Transaction History." Select the date range you would like to view your transaction history.

8. My account has been blocked because I typed in an incorrect password several times. What should I do?

Your account is locked after three (3) failed login attempts. A pop-up message will indicate "Your Wagering Account has been locked, due to too many failed attempts to log in. To reactivate it, you can change your password by clicking on "forgot password" in the Log In screen. You will be asked to enter your username or email and click "Send E-Mail" Once you successfully answer your security questions, you will receive an email with a temporary password, which you must use in order to log in. Please note that once you log in with this password, it is mandatory to change it. Next, you will be asked to fill in your temporary password, enter new password.