



Big Red Keno App FAQs

Where do I find the Big Red Keno App?

In the App Store for iPhones. At this time, it is not available for Android phones or in the Google Play Store.

How do I get started using the Big Red Keno App?

On the landing screen, create an account. You will need to provide your email address, driver's license, and social security number, and answer several questions to verify your identity.

How do I add funds to my account?

Once you are logged in, proceed to the profile icon in the upper right corner and tap on **+ Add Money**.

We offer several options for funding your account:

Bank Card – Your Debit Card, enter your card information when prompted.

Online Banking – Search for your bank, enter your bank log in credentials, and you will be prompted through several screens to complete the transaction.

PayPal Account – Add funds via PayPal when your account is connected to a checking or savings account.

Vanilla Direct or Green Dot Locations – Find Cash Retail Load locations such as Dollar Tree, Dollar Store, Casey's, Hy-Vee, Walgreens, and many other locations. Present your BRK Black Card/Debit Card to add cash to the card.

Cash accepted at the following Big Red Keno locations:

- 7101 S 84th St, La Vista
- 8100 Cass St, Omaha (Big Red Keno)
- 955 W O St, Lincoln (Big Red Keno)
- 2323 Laverna St, Fremont (Big Red Keno)
- 2101 W Pasewalk Ave, Norfolk (Big Red Keno)

*By State Law, Credit Cards are not accepted.

Proceed to the profile icon in the upper right corner of the main screen to check your balance. The funds may take a few minutes to transfer.

How do I play Big Red Keno on my iPhone?

Proceed to the home screen inside the Big Red Keno App; select **Play Big Red Keno**. When it illuminates, you can start playing Big Red Keno.

In the top right corner of the screen, if you are within a licensed keno location, the profile icon will be highlighted green. If you are not seeing a green profile icon, move closer to the keno counter. The green profile icon indicates that you are ready to play Big Red Keno. Verify that your account balance is displaying funds. If not, tap add money, to add funds to your Big Red Keno Account.

Troubleshooting if your profile icon is red. Proceed to a licensed keno location. Check the settings on your smart phone, advance to settings, Bluetooth, and ensure that Bluetooth is turned on. To play Big Red Keno, you can use cellular data or WiFi. Big Red Keno can only be played at a licensed location. Playing Big Red Keno outside of a licensed location, including from home, is not available. Visit a participating Big Red Keno venue to join the fun!

How do I reach customer support for questions about my Play+ Account?

The Big Red Keno App uses Play+ to fund your account. If you are having issues with Play+ please call toll free customer service number: 855-558-0043. The support team will help you with any questions you may have regarding your account.

The table illustrates the funding options Daily Limits.

Funding Options	Daily Limits	VIP Limits
Bank Card – Debit Card	\$200	\$200
Online Banking	\$2,000	\$10,000
PayPal – With Checking or Savings	\$2,000	\$10,000
Vanilla Direct or Green Dot	\$500 Per Transaction Up to \$1,000 daily	\$500 Per Transaction Up to \$1,000 daily
Cash	\$2,000 daily	\$5,000 daily

What happens if my transaction does not go through?

Contact your bank. If your bank shows a debit for the funds, contact Play+ 855-558-0043.

What happens to the funds if I void a ticket?

The funds go back to the account balance. Check your balance on the profile screen.

How can I use my face or fingerprint to log in?

Enable biometrics to save you time from entering your email address and password. Go to the green profile icon, under **Permission**, and select **Log in with biometric**. In the same area, you can enable **Win notifications**. You can also let us know your player preferences from this screen.

What happens if I forget my password for the Big Red Keno App?

Enter your email address and select **Forgot password**.

How do I Change my Play+ User Name or Password?

View the Play+ Frequently Asked Questions. <https://brk.evdevsites.com/>

I'm new to Big Red Keno. Is there a way to practice?

Select **Practice Keno** from the home screen to give it a try.

How do I save a ticket?

Select **Practice Keno**, select the game, choose your spots or select a quick pick option, and how many games you want to play. The **Details** prompt will provide you with the option to give your practice ticket a name, to use the ticket again in the future.

How do I check tickets?

Navigate to the home screen and select **Check Tickets**. Here you can check on tickets inside the app and paper tickets. Looking to check a paper ticket? Open the scanner icon in the top right corner, scan or manually enter the 12-digit ticket number.

What happens when I win?

Your winnings, up to \$1,499.99 per ticket, will be deposited to the balance on your Play+ account. Proceed to the profile icon screen and check your balance. Prizes of \$1,500 or more may be payable and subject to verification at a separate location. Please proceed to the location listed in the **Big Win** notification within the app to collect your winnings. Please bring the cell phone you use for the Big Red Keno app, photo identification, and your Social Security number to complete the Tax Information form.

How do I void a ticket?

Once a ticket is purchased, if you tap on the **menu icon**, it will give you an option to void your ticket. The ticket cannot be voided after the game has started, unless it is played for more than one game. If the ticket is played for more than one game, you can void the remaining games that have not been played within a licensed keno location.

What are the fees for the account funding options?

View the Play+ Terms and Conditions. <https://brk.evdevsites.com/>

How do I get my tax information?

From the main screen inside the Big Red Keno App, select the **menu icon** and navigate to **Tax Information**. Complete the form and bring it to the location listed in the **Big Win** notification.

How do I close my account?

You can deplete the funds in your Play+ account by transferring them out. Then, call Play+ 855-558-0043.

How do I see if my numbers won?

Once you are logged into the Big Red Keno App, select **Check Tickets**. View the date and game numbers on the tickets; the Winnings will be highlighted in green.

How do I set up stronger security for my account?

In the Big Red Keno App, select **Log Out** from the **menu icon**, go to the introductory screen, select **Log In**, and select **Forgot Password**.

Where can I watch live games?

Log in to the Big Red Keno App, tap on Watch Live Ball Draw.

Where can I play keno on my phone?

You will need to be in a licensed Big Red Keno location to play the Big Red Keno App.

<https://bigredkeno.com/locations>

How do I view the Monthly Keno Specials?

Log in to the Big Red Keno App, tap on the **menu icon**, and navigate to the **Monthly Keno Specials**.

Where can I view the pay tables or playbook for my community?

Log in to the Big Red Keno App, tap the **menu icon**, and navigate to the **Official Rules**.

What parts of the Big Red Keno App work outside of a licensed Keno location?

Once logged into the Big Red Keno App, you can watch the winning number selection, check tickets, view saved tickets, use practice keno, and save tickets to play later when you are at a licensed location. You can also set up your account and fund your account from anywhere. The **Play Keno** button will be grayed out.

How do I contact Responsible Gaming?

Call 800-522-4700. Play Responsibly.

Why did I get a Big Red Keno debit card?

When you create an account for the Big Red Keno App, the debit card gets issued for free to our first 1,000 customers. After the first 1,000, customers can choose to receive a debit card for a one-time issuance fee.

Where can I use my Big Red Keno debit card?

The BRK Black card can be used anywhere that allows purchases with a Visa debit card.

How long does it take to receive my winnings in my account?

Winnings under \$1,500 are deposited within minutes to your Play+ account. Proceed to profile screen and view balance. You may need to tap on **Refresh** to update the balance.

How do I see all my active tickets?

On the home screen tap to **Watch Ball Draw**. At the bottom you will be able to see all your active tickets with just a swipe.

How do I get connected to the Big Red Keno App if I have an Android Phone?

To play Big Red Keno you will need an iPhone. Currently, the Big Red Keno App is not available for download in the Google Play Store.

Playing Big Red Keno in the Big Red Keno App

Select **Play Big Red Keno**. Next, pick a game, choose your spots or a quick pick option, tap **View Details**, then select how much you want to bet on each game. Select **Next** and choose how many consecutive games you want to play. Select **Next**, save the ticket for future replays, tap **save**, and watch the live ball draw to see how your ticket is doing.

How do I play Boxes and Verticals?

Tap the **Play Keno** screen. Select **Penny Keno**, then tap the symbol that looks like a staircase in the bottom right-hand corner. Follow the prompt: “**Which special ticket would you like to play?**” Tap on **Boxes 190 Ways Penny Keno**, select **Load Ticket**, **View Details**, **How much do you want to wager on each way**, then select **Next**, you will then fill out the dialog box **How many consecutive games do you want to play?**, select **Next**, fill in the prompts under What would you like to name your ticket, then tap **Save**, watch the live ball draw to see how your ticket is doing.

How do you withdraw money from the Play+ Account?

Tap on your profile icon in the upper right-hand corner. Then, proceed to **Interested in cashing out? Visit Play+**, (The text is displayed below the **Balance** field.)

My profile icon is red; how do I get it to turn green to play Big Red Keno?

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