

Frequently Asked Questions

What do I need to get started?

You will need to complete an application at one of the MGM Resorts International Race and Sports Books locations, have a valid photo ID and provide your Social Security.

How can I fund my account?

You may go to any MGM Resorts International Race and Sports Books location during operating hours to make a cash deposit. You may also fund your account remotely using the playMGM prepaid account. Enroll and fund your playMGM prepaid account by logging into your playMGM mobile app, selecting Wallet from the menu options, and selecting "Deposit by Card." After your playMGM prepaid account has been funded, you may complete transfers to your account anywhere.

How can I get money out of my account?

You may stop by any MGM Resorts International Race and Sports Books location during operating hours and make a withdrawal of any amount. You may also remotely transfer funds to your playMGM prepaid account. Enroll and withdrawal to your playMGM prepaid account by logging into your playMGM mobile app, selecting Wallet from the menu options, and selecting "Withdrawal to Card."

Can I make any bet (parlay, teasers, halftime, etc.)?

Yes, any type of wager that you can make at a MGM Resorts International Race and Sports Books location can be made on your phone, with the exception of Parlay Cards, Buying ½ Points, Contests, and Pari-Mutuel Racing.

How do I add selections to my parlay slip?

Select a bet by tapping with your finger either on the matrix at the top of the screen or else a proposition bet from the list at the foot of the screen. A small menu will pop up from the bottom of the screen. You can either add the bet to your parlay slip or directly place a straight bet by tapping the relevant item.

I am having trouble placing a parlay. What's happening?

It can be that one or more items in your parlay are no longer available. This is possible if you are returning to the application and have left some bets in the slip. You will have to clear your selections before building new bet combinations.

Sometimes parts of the selections flash yellow. What does this mean?

Prices can change suddenly in the betting markets. When you see a bet flashing yellow this means that the price has been updated and we are notifying you. If you are betting on this market you will need to accept the new price (or reject it and place a different bet) before continuing.

How do I clear selections from my parlay?

Swipe left to right from the left hand side of the parlay slip with your finger on the item you wish to remove. Then simply tap 'Remove'.

Why are no teaser options available for my selections?

Teasers require you to pick the outcome of two or more basketball or football games. They are not available for other sports.

Why am I being offered a different bet than the one I am trying to place?

The Sports book has calculated that it does not wish to accept your bet but has offered you an alternative. You don't have to accept the re-offer. You can try to place a different bet altogether if you choose.

I tried to place a bet but it was rejected! Why is that? Am I doing something wrong?

A bet might be rejected for a variety of reasons. It doesn't happen often but it may be that book is full for this market and no further bets can be accepted. It may equally be that something has happened with the event itself. You can try to place the same bet a little later to see if this is a temporary issue or you can choose to place a completely different bet.

I tried to place a bet but it was re-offered at a different price. What's happening?

The Sports book has calculated that it does not wish to accept your bet at the price you want but has offered you an alternative. You don't have to accept the re-offer. You can try to place a different bet altogether if you choose.

If I don't want to accept the re-offered bet what should I do?

If you're not happy with the re-offered bet, tap the (x) at the top right corner of the bet slip and the offer will close. You can now place a different bet if you wish.

Once I've placed a bet, how do I learn if I've won or lost?

You can return to the application at any time and look at the results of your bets via the menu item MY WAGERS. You can filter your bet history according to whether the bet is still open, won or lost. Additionally, whenever you have won a bet you will receive a message accordingly, pushed to your mobile device.

I lost my phone. Do I need to cancel my playMGM account?

No. Your account is entirely safe. You can re-download the application and login with your new device at any time. If you're in any way concerned you can always change your PIN at the desk or via the application on your new device.

I'm locked out of my account. How can I get back in?

The most common reason for this is failed log-in attempts but there may be other reasons. You can reset your PIN from the application log-in page via an SMS to your device. Failing that, simply go to the desk.

Are my winnings taxed?

We are required to issue you an IRS Form W-2G for Certain Gambling Winnings if you receive a payout of at least 300 times your wager and your winnings exceed \$600. If your payout exceeds \$5,000 and is at least 300 times your wager, you'll be required to submit a W-2G and 25% of your winnings will be withheld for tax purposes. If either scenario arises, you will automatically be notified with a message pushed to your device. When you withdraw your winnings at the Race and Sports Book, you will be provided with the necessary paperwork.

I need to dispute the outcome of a bet. How do I do that?

In the event that you wish to dispute a wager you should go to the desk and discuss the matter with a supervisor.

How can I retrieve my winnings?

You can generate a withdrawal code from within the application and then take this to the desk along with your M life card and photo ID to finalized your transaction. You'll find this function under the WALLET > WITHDRAW tab in the menu. If you have a pre-paid card attached to your account then you may wish to withdraw to the card via the application.

I've moved. How do I change my address?

You will need go to the desk and present your proof of address details to a supervisor.

Help! I forgot my PIN!

You can reset your PIN using the 'Forgot your PIN?' link on the application log-in page. Just fill in the form and a temporary PIN will be sent to you via SMS. You will then be able to set a new PIN of your choice. If you are having any trouble doing this you can always go to the desk for assistance.

I think somebody else logged into my account. What should I do?

In the unlikely event that you have any concerns, go to the desk. A record of all your access and wagering activity is available for review.

What is the MGM Resorts International Privacy Policy?

Our Privacy Policy describes how information about you may be obtained, used, protected and disclosed by MGM Resorts International companies. It also describes how you can review and change your contact information, and provides you with ways to “opt-out” of the use of your personal information for marketing purposes.

How does MGM Resorts International use the information it collects?

We use the information we collect to assist in our customer marketing activities, such as to send you promotions, offers and invitations; to confirm your identity when you make reservations or have questions about your Mlife account; to process your reservations or purchases; to track your reservations and hotel stays generated through our affiliate program; to conduct statistical analyses; to customize your experience at MGM Resorts International websites; to help us identify your preferences and interests; and to offer you additional products and services. Some promotions and offers will be delivered to you through our business partners; these marketing relationships allow us to offer you additional products and services that you may find valuable.

How does MGM Resorts International use “cookie” technology?

A cookie is a small file that contains information sent by a web site that is saved on your computer’s hard drive. MGM Resorts International websites use cookies and similar technologies to put a unique identifier on your computer, which allows us to track your usage of our websites; to gather data such as which web pages you visit and what material you download; and to personalize your experience at our websites (such as storing your preferences for viewing MGM Resorts International websites so that you will not have to reset your preferences on future visits). Third-party advertising companies that work with us may also use cookies and similar technologies to collect information at our websites for a variety of purposes including providing you with advertisements that are likely to be of interest to you. You can configure your computer’s browser to reject some types of cookies. However, if you reject cookies, you may not be able to conduct some transactions or use some services on our websites. Additional details are provided in our Privacy Policy.

How will MGM Resorts International business partners contact me?

Our business partners may communicate with you via e-mail, direct mail, or telephone.

Can I choose not to share my personal information with MGM Resorts International business partners?

Yes. If you choose to opt-out from receiving (that is, not receive) offers from our business partners, we will not share your personal information with our partners for marketing purposes, but you may continue to receive communications from MGM Resorts International resorts and casinos. However, even if you opt-out, your personal information may be used by us and shared with our partners and other third parties for non-marketing purposes, such as processing a reservation or a purchase you have requested.

How do I opt-out from receiving offers or other information from MGM Resorts International or its business partners?

If you do not wish to receive marketing offers from MGM Resorts International or its business partners, please choose one of the following ways to inform us of your decision:

(1) E-mail us at privacy@mgmresorts.com.

(2) Call (866) 761-7111 toll-free.

(3) Send your written request to:

MGM Resorts International
Attn: Privacy Policy
3549 Industrial Road
Las Vegas, Nevada 89109

What steps does MGM Resorts International take to protect my personal information?

The security of your information is extremely important to us. We store your personal and non-personal information on secure computer devices. To protect your information, we maintain administrative, procedural and technical security measures that meet generally recognized industry standards, and we train our employees on our security procedures. We take reasonable measures to ensure that unauthorized persons cannot access your personal information. However, no security system is completely impenetrable, and your personal information could become accessible in the event of a security breach. When we provide personal information to our partners, we require them to exercise reasonable care to protect your personal information and to limit the use of your personal information to the purpose for which it was provided to them.

What privacy protections apply to non-MGM Resorts International websites that are linked to MGM Resorts International websites?

MGM Resorts International web sites often have links to other non-MGM Resorts International web sites that you may find interesting. You should review and understand the privacy policies on those sites before you provide any personal information through such sites.

Who do I contact if I have other questions or comments about MGM Resorts International's Privacy Policy?

Contact MGM Resorts International at privacy@mgmresorts.com. Or, write to us at:

MGM Resorts International
Attn: Privacy Policy
3549 Industrial Road
Las Vegas, Nevada 89109