

Player Guide

Everything you need to know about playing on Tapout Gaming

PLAYER GUIDE

Tapout Gaming · Operating documentation

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Welcome

This guide explains the whole platform, start to finish. It is longer than the help articles on the site because it is meant to be read once, properly, rather than searched in a hurry. If you only want a quick answer, the Help Center on the site has short versions of everything here.

Three things are worth knowing before you start.

Your money sits in two different places. There is your Tapout Gaming balance, and there is the balance on each game you play. They are not the same thing, and money does not move between them by itself. Almost every question new players ask comes back to this one point.

Credits are dollars. One credit is one dollar. A balance of 105 is one hundred and five dollars.

Cashouts are automatic. When you ask to take money out and your request passes the checks, it is paid immediately. Nobody approves it by hand.

Everything else is detail, and the rest of this guide is that detail.

Getting Started

Creating your account

Signing up takes about a minute. You need a working email address and nothing else. No card, no deposit, no phone number.

The steps

1. Tap **Sign up** on the home page.
2. Enter your email address and choose a password. Use a password you do not use anywhere else, because this account will hold real money.
3. Check your email for a confirmation code and enter it. This proves the address is yours.
4. Enter your first and last name when asked.

You land on your dashboard with a balance of zero.

Why your real name matters

Use the name that matches the account you will eventually cash out to. If your Tapout Gaming account says one thing and the destination for your winnings says another, that mismatch causes delays at exactly the worst moment, when you are trying to get paid. Sorting it out at signup costs ten seconds. Sorting it out later can cost days.

What you get immediately

A starting gift of Tapout Gold, the reward currency, lands in your account straight away. There is also a one off scratch card waiting on your dashboard. Neither costs anything and neither requires a deposit.

What you still cannot do

You cannot play yet. Two things are missing: credits on your balance, and a game account to move them onto. Both are covered shortly.

If the confirmation email never arrives

Check your spam folder first, because that is where it is roughly nine times out of ten. If it genuinely is not there, wait two full minutes and request a new code. Requesting five in a row makes things worse, because only the newest one works and you may end up entering an older one.

If it says your email is already in use

You already have an account. Go to sign in and use the password reset instead of creating a second account. This matters more than it sounds. Holding two accounts is against the rules and can get both closed, including whatever balance is sitting in them. If you do not remember signing up, use the password reset anyway. It costs nothing and it tells you whether the account is yours.

Signing in and resetting your password

Signing in

Tap **Sign in**, enter the email address you signed up with, and enter your password.

If you forgot your password

1. On the sign in screen, tap **Forgot password**.
2. Enter your email address.
3. Open the email and follow the link.
4. Set a new password.

The link expires after a short while. If it has gone stale by the time you get to it, request another rather than trying to reuse the old one.

If you are locked out entirely

Contact support from the home page and give them the email address on the account. Support can reset it and send you a new password.

Support will never ask for your password. Not by email, not in chat, not ever. Anybody who asks is not from Tapout Gaming, no matter how convincing the message looks. Report it rather than replying.

Two different kinds of password

This trips up a lot of people. Your Tapout Gaming password gets you into the site. Each game account has its own separate password that gets you into that game. They are unrelated, and changing one does nothing to the other.

If you cannot get into a game, you need that game's password reset, not your site password. Ask support and name the specific game.

A quick tour of your dashboard

The top of the screen

Your balance sits at the top. That is money on your Tapout Gaming account, not on a game, so you cannot play with it until you move it across.

Next to it is the **Bonus** button, where you claim your daily reward.

Tap your picture to open your profile, which holds your name, your avatar, your rank, your recent wins, and your account settings.

The bottom bar

Five buttons, always visible:

- **Home** brings you back to the dashboard.
- **Games** opens My Games, where your game accounts live.
- **Wallet** opens the cashier, where you add credits or cash out.
- **Roulette** opens the Tapout Gold game.
- **Market** opens the Treasury, where you spend Tapout Gold.

The menu

The menu button opens the full list. Under **Games** you get My Games and The Treasury. Under **Events** you get Pick 5 Lottery and Phrase of the Day. Under **Others** you get the Leaderboard, Refer and Earn, the Affiliate Program, and Help.

The first thing to do

If this is your first visit, tap **Games** and set up a game account. Nothing else on the platform works until you have one.

Getting your first game account

Your Tapout Gaming balance and your game account are different things. You need a game account before you can play. There are two routes.

Route one: create a brand new account

1. Tap **Games** on the bottom bar.
2. Pick the game you want from the list.
3. Tap **Create account**.
4. Your username and password appear on screen.

Copy the password and save it before you close that screen. You will not be shown it again. Put it in your notes app or your password manager. If you lose it you can get it reset, but that costs a support conversation and a wait.

The account is live immediately. There is no approval and no delay.

Route two: claim an account you already have

If you already play that game elsewhere and want to bring the account across:

1. Tap **Games** and pick the game.
2. Choose the option to claim an existing account.
3. Enter the username and password you already use.
4. Send it in.

Somebody on the Tapout Gaming side signs in to that game's own system and checks the credentials work. This normally happens the same day.

Nothing is taken from you when an account is connected. Whatever balance you already had on that game stays exactly as it was. Connecting it does not move, reset, or claim any of it. Within about half a minute of approval your balance appears on the Tapout Gaming screen, mirroring what is really there.

If your claim is refused

The usual reason is that the username or password did not work when checked. Verify both and submit again, watching for autocorrect on the username.

The other reason is that the account is already connected to a different Tapout Gaming profile. An account can only be linked to one profile. If you believe that is wrong, contact support rather than submitting repeatedly.

How many games can you have

As many as you like. There is no limit, and holding several is normal. Each keeps its own separate balance.

Loading Credits

Buying credits

Credits are what you play with. One credit is one dollar.

What you pay with

Deposits are made in **USDC**, a digital dollar worth about \$1. You send it from a crypto wallet or exchange to an address shown on your screen.

If you have never used crypto before, the two sections that follow this one walk through the whole thing from scratch, starting with how to obtain USDC in the first place. Read those before your first deposit. This section is the summary and the rules.

The steps

1. Tap **Wallet** on the bottom bar, then **Get Coins**.
2. Choose a preset amount or type your own.
3. Read the total before you confirm. A fee is added on top, explained below.
4. Confirm. A QR code and a deposit address appear.
5. Send that exact amount of USDC **on the Ethereum network**, by scanning the code or pasting the address into your wallet.

You are not sent off to another website. Credits appear on your balance once the network confirms the payment, usually within a few minutes. Nobody approves it and there is no queue.

Ethereum only. USDC sent on any other network, and any coin that is not USDC, is lost and cannot be recovered by us or by anyone else.

The rules in full

- The smallest purchase is **\$25.00**. Anything below is refused before it reaches payment.
- There is **no maximum** on a single purchase.
- You can add up to **\$1,000 per day**.
- The day resets at **midnight Eastern time**, not midnight where you are.

The daily total counts everything you added that day, not just one transaction. If you have already put in \$700, the screen tells you that you have \$300 left. If you are on the west coast, your day rolls over at 9pm your time, which catches people out.

The fee, with the maths

The fee is **5 percent, added on top of what you asked for**.

Ask for \$100. You are charged **\$105.00**. The fee comes back as **\$5.00 of bonus credit**, so you receive **105 credits**.

The last line is the important one. **You are credited the full amount that left your account.** You are not charged a fee and then handed less than you paid for. One credit is always one dollar of what actually came out of your pocket.

Some platforms work the other way, taking the fee out of what you receive. Tapout Gaming does not.

YOU ASK FOR	YOU PAY	BONUS CREDIT	YOU RECEIVE
\$25	\$26.25	\$1.25	26.25 credits
\$50	\$52.50	\$2.50	52.50 credits
\$100	\$105.00	\$5.00	105 credits
\$250	\$262.50	\$12.50	262.50 credits
\$500	\$525.00	\$25.00	525 credits

If nothing arrives

Give it a couple of minutes. Payments are usually instant but can lag under load. If it is still missing after ten minutes, contact support with the amount, the time, and any reference from your wallet.

The next step

Credits on your balance still cannot be played. You have to move them onto a game.

Buying USDC before you deposit

This section is written for somebody who has never used crypto. If that is you, read all of it before you start.

What USDC actually is

USDC is a **stablecoin**. It is a digital dollar: 1 USDC is always worth about \$1. It does not swing in value the way Bitcoin does. You are not investing in anything and you are not gambling on a price. Think of it as the payment rail, not the product. You buy USDC with your normal money, send it to us, and it becomes credits.

We do not sell you the USDC

This is the part that surprises people. **You buy USDC somewhere else and then send it to us.** Tapout Gaming does not sell crypto and cannot buy it on your behalf. There are two separate stages:

1. **Buy USDC** at an exchange or wallet app, off our site. This section.
2. **Send that USDC to Tapout Gaming.** The next section.

Where to buy it

Any reputable exchange or wallet app that sells USDC will work. Common ones people already have on their phone include **Coinbase**, **Kraken**, **Crypto.com**, and **Binance.US**. If you already use one, use that. We are not affiliated with any of them and are not paid to name them.

What matters is only that it lets you **buy USDC** and **send USDC out on the Ethereum network**. Almost all of them do.

Setting it up the first time

1. Download the app and create an account.
2. Verify your identity. This is a legal requirement on their side, not ours. Expect to photograph your ID. It usually takes minutes, sometimes a day.

3. Add a payment method: a debit card, or your bank.

4. Buy USDC.

Buy a little more than you need

Do not buy exactly the amount you plan to deposit. Sending crypto costs a network fee, and your exchange may charge its own fee on top. If you buy exactly \$100 of USDC you will not be able to send a full \$100.

Buy a bit extra so the amount you intend to deposit actually arrives in full. Ten or twenty dollars of headroom is plenty, and whatever you do not use stays yours.

The network: Ethereum, and nothing else

When you send your USDC, the app asks which **network** to send on. USDC exists on several. **We only accept Ethereum.**

You will see it written as **Ethereum**, as **ERC-20**, or as **Ethereum (ERC-20)**. Those are the same thing. Pick it.

Do not pick any of these:

- Tron, or TRC-20
- Solana
- Base
- Polygon
- Arbitrum, Optimism, or any other name you do not recognise

Money sent on the wrong network is gone. Not delayed, not recoverable, not refundable by us or by your exchange. This is the single most expensive mistake a beginner makes, and it is why the deposit screen states the network in red.

The waiting period nobody warns you about

Most exchanges **lock new funds for a few days** before letting you send them anywhere. If you buy USDC with a bank transfer or a freshly added card, the app may say something like "withdrawals available in 3 days".

Nothing is wrong and nothing has been taken. It is a fraud-prevention hold on their side. **Plan for it.** If you want to play tonight, that hold is what will stop you, so buy your USDC a few days before you need it the first time. After the first purchase it is usually instant.

What it costs

Two fees sit outside Tapout Gaming and go to other people: the **exchange's fee** for buying and for sending, which varies by app, and the **Ethereum network fee**, sometimes called gas, charged by the network itself. Neither is ours and neither reaches us. Our 5 percent is separate.

If something goes wrong

The app will not let you withdraw yet. That is the holding period above. Wait it out.

You cannot find USDC in the app. Search for "USDC" or "USD Coin". Do not buy USDT, USDS, or anything else with a similar name. They are different coins and we do not accept them.

You are asked to pick a network and Ethereum is not listed. That app cannot send on the network we accept. Use a different exchange.

Somebody offers to buy the USDC for you. Do not let them. Nobody from Tapout Gaming will ever offer this, and anyone in chat who does is stealing from you.

Sending your USDC to Tapout Gaming

You have USDC and it is free to send. This is the second half. Read it once before you start, because there is a time limit and you do not want to be reading instructions while it counts down.

Start on our side first

Open the deposit screen before you touch your wallet app. The address you are about to send to is generated fresh for your payment. It is not permanent and you cannot save it for next time.

1. Tap **Wallet** on the bottom bar, then **Get Coins**.
2. Choose your amount and check the total, including the 5 percent.
3. Confirm to open the payment screen.

What you are looking at

The payment screen gives you everything in one place:

- **Amount to send**, a number in USDC. This is the exact figure to send.
- **A QR code**, for paying from a phone wallet.
- **The Ethereum address**, a long string starting `0x`, with a **Copy** button.
- **A red warning** naming the network.
- **A countdown**, normally **30 minutes**.

Sending it: two ways

Use whichever matches where your USDC is. You only need one.

If your USDC is in a phone wallet app, scanning is easiest. Open the wallet, choose to send USDC, tap the scan or QR button, and point it at the code on the Tapout Gaming screen. The address fills in for you, which removes any chance of a typo.

If your USDC is on an exchange, you cannot scan, so copy instead. Tap **Copy** on the deposit screen. Go to your exchange, choose **Send** or **Withdraw**, pick **USDC**, and paste the address into the destination field.

Before you press send, check these four things

Take the extra thirty seconds. Every one of these is unrecoverable if you get it wrong.

1. **The network says Ethereum**, or ERC-20. Not Tron, not Solana, not Base, not Polygon.
2. **The address matches**. Compare the first four and last four characters against the Tapout Gaming screen. Never type an address by hand, always paste or scan.
3. **The coin is USDC**. Not USDT, not ETH.
4. **The amount that will arrive matches the amount we asked for**. See below, because this one catches almost everybody.

Getting the amount right

This is the most common thing beginners get wrong.

Your exchange charges a fee to send, and **many exchanges take that fee out of the amount you typed** rather than adding it on top. Type 105 and only 103 leaves. Then 103 is what reaches us.

Look for a line on the withdrawal screen reading **"You will receive"** or **"Recipient gets"**. That number is the one that has to match the amount on the Tapout Gaming screen. If your app shows only the amount and the fee separately, add the fee on top of what you type so the arriving figure is right.

After you send

Nothing is required from you. The screen tracks it and moves through three states:

1. **Waiting for your payment.** We have not seen it yet.
2. **Payment received, confirming on-chain.** It has been spotted and the network is confirming it.
3. **Credits added.** Done.

On Ethereum this normally takes **a few minutes** end to end. It can be slower when the network is busy. Nobody approves it and there is no queue.

You can close the screen. The credits land whether or not you are watching. There is a button reading **Done, I've sent it** for exactly that.

The countdown

The 30 minutes is how long you have to **start** the transfer, not how long the network has to finish. A payment sent inside the window still lands even if it confirms after the timer runs out.

If it expires before you sent anything, nothing happened and nothing was charged. Close it and start a new deposit to get a fresh address.

If it expires after you already sent, do not send again. Your money is on its way. Contact support with the amount, the time, and your transaction hash.

Save your transaction hash

When your exchange or wallet confirms the send, it gives you a **transaction hash**, sometimes called a TXID or transaction ID. It is a long string starting `0x`.

Screenshot it or copy it somewhere. It is the receipt for your transfer and the single most useful thing you can hand support if anything needs tracing. Without it, a trace is guesswork.

If something goes wrong

Nothing has arrived after twenty minutes. Check your wallet or exchange first and confirm the transfer actually completed rather than sitting pending on their side. If it says complete, contact support with the amount, the time, and the transaction hash.

You sent on the wrong network. We cannot recover it and neither can support. This is why the four checks above exist.

You sent less than the screen asked for. See the next section.

You closed the screen and lost the address. That is fine if you had not sent yet. Start a new deposit. Do not go hunting for the old address.

Someone messages you an address to use instead. It is a scam, every time. The only address we will ever ask you to send to is the one generated on your own deposit screen. Support will never send you one in chat or by email.

If the amount that arrives is short

Sometimes less reaches the platform than you set out to send. Here is exactly what happens and why.

You are credited what arrives

You get what actually turned up, not what you asked for. Start a \$100 purchase, have \$80 arrive, and you are credited 80 credits. Your receipt says so plainly, so there is no guessing about which number was used.

This is not a penalty and nothing has been taken from you. The amount simply came in short.

Why it happens

The usual cause is a network fee taken on the sending side, or a small amount held back somewhere in transit. It is far more common with crypto payments than anything else, because the sending network takes its cut before the funds arrive.

What to do about it

Usually nothing. The credits are already on your balance and are yours to use. If you wanted the full amount, add the difference as a second purchase.

Keep the **\$25.00 minimum** in mind. If you are topping up a \$20 shortfall, you cannot add exactly \$20. You would need to add \$25.

If nothing arrived at all

That is a different problem. Wait ten minutes, then contact support with the amount, the time, and any reference from your wallet.

If the credited amount looks wrong

Check your receipt on the Wallet screen first. It shows exactly what was credited. If that does not match what left your wallet, send support both numbers and the time and they can trace it.

Moving credits onto a game

Buying credits puts them on your Tapout Gaming balance. Playing requires them to be on a game.

The steps

1. Tap **Games** on the bottom bar.
2. Pick the game you want to play.
3. Choose the amount to move.
4. Confirm.

Your balance drops by that amount, the game balance rises by the same amount, and nothing is taken in between.

There is no fee for this. Moving money around inside the platform is always free.

The rules

- The smallest move is **\$25.00**.
- **One exception:** if your balance is under \$15.00, you can move whatever is left. This exists so you are never stuck holding an amount too small to use.
- A game will **not accept** a move if it already holds more than **\$15.00**.

That last rule confuses people, so be clear on it. It is not about how much you are sending. It is about how much is already sitting on the destination game. If a game already holds \$40, it will not take more until you have played it down below \$15. The rule exists to stop everything being consolidated onto one game.

If the move fails

Your credits go back to your balance automatically. Check your balance before trying again so you do not send twice.

If the game says it is unavailable

That game is switched off, normally for maintenance. Pick a different game and check back later. Money already on the unavailable game is untouched and safe.

Moving credits between games

If you have credits on one game and want to play another, you can move them directly. You do not need to cash out and start over.

The steps

1. Tap **Games**.
2. Open the game the credits are currently on.
3. Choose **Game Transfer**.
4. Pick the destination game and the amount.
5. Confirm.

These go through immediately. Nobody approves them, there is no limit on how many you can do, and there is no fee.

The one rule that applies

The destination game will not accept credits if it already holds more than **\$15.00**. Same rule as moving from your balance. Play the destination down first or pick a different game.

If a transfer fails partway

Check both game balances before retrying. If credits left one game and did not arrive on the other, do not repeat the transfer. Contact support with both game names, the amount, and the time, and let them find where it went. Repeating a transfer you are unsure about is how people end up moving money twice.

Playing Games

Finding and opening your games

The steps

1. Tap **Games** on the bottom bar.
2. Every game you hold an account on is listed, each showing your balance.
3. Tap the one you want.
4. Use the play link to open the game itself.

Games open in their own window and ask for the username and password from when the account was set up. Keep those saved. You will need them each time unless the game remembers your device.

Adding another game

The same screen lists games you do not yet have an account on. Tap one and either create a new account or claim an existing one.

Games that have disappeared

If a game you expect is missing, it is switched off at the moment. This happens during maintenance. Your balance on it is untouched and the game will come back.

If you forgot a game password

Contact support and name the game. They can reset it and send you a new one. This is a different request from resetting your Tapout Gaming password.

If a game asks for a username you do not recognise

Open the game from your Games screen rather than a bookmark. Your Games screen shows the exact username tied to that account, which may not be the one you use elsewhere.

Checking your balance on a game

Your Tapout Gaming balance and your game balances are separate numbers, and it is worth being able to read both.

Where to look

The number at the top of your dashboard is your **Tapout Gaming balance**, money added but not yet on a game.

Tap **Games** and each game shows its own balance underneath. That is what you can play with, and what you can cash out from.

How current the numbers are

Game balances refresh every few minutes on their own, and again whenever you open the Games screen. If you have just won, give it a moment and reopen the screen.

If the number looks wrong

Open the game itself and check the balance there. **The game is the final word.** If the two still disagree after a few minutes, contact support with the game name and both numbers.

If it shows a dash instead of an amount

The platform could not reach that game at that moment. It is almost always temporary. Check again shortly.

One thing to know about large balances

If a single game account goes above **\$7,000**, your account is paused for a review before you can cash out. This is a routine check on a large balance, not an accusation and not a problem with your account. Contact support and it gets looked at.

When a game will not load

Work down this list in order. Most of the time one of the first three fixes it.

1. Close the game window completely and reopen it from your **Games** screen.
2. Make sure you are opening it from the Games screen and not an old bookmark.
3. If you are on mobile data, try wifi, or the other way round.
4. Restart your phone or browser.

If it still will not open

Check whether the game is even listed on your Games screen. If it has vanished, it is switched off for maintenance and nothing is wrong on your end.

If it is listed but will not open, try a different game. If the other one works, the problem is with that specific game and not with your account or connection. That is useful information for support.

Your money is safe throughout

A game nobody can open is a game nobody can play. Your balance on it does not move. There is no need to rush to cash out or to panic.

When to contact support

Get in touch if the game has been down more than a few hours, or if you can open it but the balance looks wrong. Tell them the game name, what you see, and roughly when it started.

Cashing Out

This part matters most, so it gets the most detail. Read all of it before your first cashout and you will avoid every common problem.

How cashing out actually works

The steps

1. Tap **Wallet** on the bottom bar, then **Redeem**.
2. Pick the game you are cashing out from.
3. Enter the amount, or use the 25 percent, 50 percent, 75 percent, or **Max** buttons.
4. Check the payout address shown. This is where your money goes.
5. Confirm.

What happens next, and this is the part people get wrong

Your request is checked against the rules straight away. **If it passes, you are paid automatically.** There is no queue and nobody has to approve it. For most cashouts the money is on its way within moments of you tapping confirm.

The credits come off your game balance at the same time.

You are paid in USDC to the address saved on your account.

The numbers

- The smallest cashout is **\$25.00**.
- The most in one go is **\$1,000**.
- The most in a day is **\$1,000**, resetting at **midnight Eastern time**.
- A **2 percent** fee comes out of the payout, and comes back as **bonus credit**.

The fee, with the maths

Unlike the deposit fee, this one is taken **out of** what you asked for, not added on top. It then returns to your Tapout wallet as bonus credit once the payout has gone out.

Ask for \$100. You receive **\$98.00**, plus **\$2.00** in bonus credit.

YOU ASK FOR	YOU RECEIVE	BONUS CREDIT
\$25	\$24.50	\$0.50
\$50	\$49.00	\$1.00
\$100	\$98.00	\$2.00
\$250	\$245.00	\$5.00
\$500	\$490.00	\$10.00
\$1,000	\$980.00	\$20.00

The bonus credit lands after the payout does, not when you request it. If a payout fails and is reversed, no bonus credit is given. And like every bonus on Tapout it must be played through before it can be cashed out — load it onto a game and it counts.

The fee is locked when you ask, not when it pays. If your payout goes out later for any reason, you still receive the number quoted on screen. It does not move on you.

Why the two fees work in opposite directions

Adding money is charged on top because you are buying a specific number of credits and should receive exactly that number. Taking money out is charged from the amount because you are moving an existing balance and the fee has to come from somewhere. Different directions, same principle: the number on the screen is the number you get.

If it does not go through automatically

Occasionally a request cannot be completed on its own. When that happens it is picked up and finished by a person, usually the same day. Your credits are not lost while that is happening, and you do not need to do anything.

If it is taking a long time

Check the Wallet screen for the status first. If it still shows unfinished after a few hours, contact support with the amount and the time you requested it.

Setting up your payout address

Your payout address is the wallet your winnings are sent to. You enter it once and it is saved.

Adding it

The first time you cash out you are asked for it. Choose the network you want to be paid on, then paste your address for that network. The format is checked against the network before it is saved, so an address for the wrong network is refused rather than accepted and lost.

You are paid in USDC.

Changing it

Open the Redeem screen and choose to edit the saved address. You have to confirm the change before it takes effect.

Get this right the first time

Payments cannot be reversed. Once funds are sent to an address they are gone. Nobody can pull them back, including Tapout Gaming. This is how the underlying networks work and there is no appeal process.

Before you save an address:

1. **Copy and paste it. Never type it by hand.** A single wrong character sends your money somewhere nobody can reach.
2. Check the first four and last four characters against your wallet.
3. Make sure the network you picked matches the network your wallet expects.

If your address is refused

It does not match the network you selected. Check you have not pasted an address for a different network. This check exists to protect you.

If you sent to the wrong address

It cannot be recovered. This is exactly why the checks above matter.

If somebody asks you to change your payout address

Do not do it. Support will never ask you to send winnings to an address that is not yours. Nobody legitimate will ever contact you about your payout address. Report it.

Play-through explained

Play-through is the rule that stops somebody adding money and immediately withdrawing it without playing.

How it works

Before you can cash out, you must have moved at least as much onto games as you have added, including any bonus you received.

- Add \$100, and you need to have moved \$100 onto games.
- Add \$100 and receive a \$50 bonus, and you need to have moved \$150 onto games.

It counts what you move onto a game, not what you win or lose. Moving \$100 onto a game clears \$100 of play-through whether you then win or lose it.

Where to check

The Redeem screen tells you how much you have left. If it says \$40 remaining, move another \$40 onto a game and the requirement is met.

A worked example

You add \$100. You are charged \$105.00 and receive 105 credits. You move all 105 onto a game and play. You are now clear and can cash out whatever you have, up to the daily limit.

Three things people get wrong

Playing longer does not help. Only moving credits onto a game counts toward play-through. You could play the same \$25 for six hours and clear only \$25.

A new deposit adds to the requirement. Adding more credits raises what you have to play through. If you are close to being able to cash out, finish that first before topping up again.

Bonuses count too. A bonus is money you did not pay for, so it carries the same requirement as money you did.

If you believe you have cleared it

If the screen says you still have play-through remaining and you think that is wrong, contact support with the number you see on the Redeem screen.

Why your cashout was not allowed

If a cashout is refused, the screen tells you which rule stopped it. Here is every reason, in the order they are checked.

The amount is below the minimum

The smallest cashout is **\$25.00**.

You still have play-through to finish

You have not moved enough onto games yet. The screen tells you how much is left. See the previous section.

The amount is above your limit

The most in one go is **\$1,000**. The most in a day is also **\$1,000**, resetting at midnight Eastern. If you have already taken \$600 today, you can take \$400 more.

The game does not hold that much

The live balance on the game you picked is checked. If the credits are not there, the request stops. Refresh your balance and look at the number.

Remember you cash out from **one game at a time**. Money on a different game has to be moved across first. Having \$600 spread over three games does not let you cash out \$600 in one request.

Your account is paused for review

If a single game account went over **\$7,000**, cashouts pause while it is reviewed. Contact support.

Cashouts are paused

Occasionally payouts are switched off briefly for maintenance. The message says so. Nothing is wrong with your account. Try again a little later.

Still not sure

Contact support with the game, the amount, and the exact wording of the message you saw. That last detail saves a lot of back and forth.

Your limits, all in one place

Adding credits

- Minimum **\$25.00** per purchase
- No maximum per purchase

- **\$1,000** per day

Cashing out

- Minimum **\$25.00** per cashout
- Maximum **\$1,000** per cashout
- **\$1,000** per day

Both daily limits reset at midnight Eastern time.

Moving credits around

- Onto a game: minimum \$25.00, unless your balance is under \$15.00, in which case you can move the remainder
- A game will not accept more if it already holds over \$15.00
- Between games: no limit at all
- No fee on either

Do limits change with rank?

No. **Every rank has the same \$1,000 per day cashout limit.** Higher ranks get better cashback, a bigger daily bonus, more gifts, and free spins, but the limits are identical for everyone. Nobody can cash out more per day by ranking up.

Bonuses and Rewards

Tapout Gaming runs a reward economy alongside real money. Understanding it is worth real value, because a lot of it is free.

Tapout Gold explained

Tapout Gold, written as TG, is the reward currency. It is separate from your credits and behaves differently.

What it is worth

1,000 Tapout Gold is worth 1 credit, which is one dollar.

How to earn it

- A gift of **5,000 TG** when you sign up
- The daily bonus, from **150 TG** a day upward depending on your rank
- Winning Pick 5 or Phrase of the Day
- Various tasks and rewards along the way

How to spend it

- **The Treasury**, converting it to credits, buying spins, or entering the monthly draw
- **Roulette**, the game on your bottom bar
- **Pick 5**, for entries beyond your free ones

Turning it into real money

You can convert Tapout Gold into credits in the Treasury. Once it is credits it behaves like any other credit, so you can play it or cash it out under the normal rules, including play-through.

You cannot cash out Tapout Gold directly. It has to become credits first. This is not a restriction so much as a description of what it is: a reward currency, not a balance.

Where to see it

Your Tapout Gold shows on your dashboard alongside your credits. They are two separate numbers and they never mix.

Your welcome bonus

Your first purchase of credits earns a **50 percent match**, capped at **\$250**.

How it works

- Add \$100, get \$50 on top.
- Add \$500, get \$250, which is the cap.
- Add \$1,000, still get \$250. The cap is the cap.

It applies **once**, to your first purchase only.

When it arrives

The bonus is checked before it is added, so it does not land at the same instant as your credits. It is usually applied the same day. You do not need to claim it or ask for it.

Where it lands

On your game account, not on your Tapout Gaming balance. That is deliberate: the bonus is for playing.

What it means for cashing out

Bonus money carries the same play-through as money you paid for. Add \$100, receive a \$50 bonus, and you need to have moved \$150 onto games before you can take anything out. This is the single most common reason a new player finds they cannot cash out yet.

If it has not arrived

Give it until the end of the day. If it is still missing, contact support with the date and amount of your first purchase. Two things hold a bonus up: the purchase not having settled yet, or the account not being eligible. Support can tell you which.

The daily bonus

You can claim a free reward once a day. It costs nothing and requires no deposit.

The steps

- 1. Tap the **Bonus** button at the top of your dashboard.
- 2. Look at the list of tasks.
- 3. Tap to claim anything marked ready.

How much you get

The base is **150 Tapout Gold**, multiplied by your rank.

RANK	MULTIPLIER	DAILY BONUS
Knight	1x	150 TG
Prince	1.25x	187 TG
Queen	1.5x	225 TG
King	2x	300 TG
Emperor	3x	450 TG

An Emperor gets three times what a Knight gets for the same tap.

Once a day, and it does not stack

The claim resets daily. Miss a day and it is gone. There is no catching up, so the habit is worth building.

If the button will not let you claim

You have already claimed today. Come back tomorrow.

Your welcome scratch card

New players get a scratch card. It is free.

How to get it

You do not have to look for it. It appears on your dashboard shortly after you sign up.

The steps

1. Tap the card when it appears.
2. Scratch it.
3. Whatever you win is added to your account.

It is a one off

One card per account, ever. It is a welcome gift, not a recurring thing.

If you closed it by accident

It comes back next time you open your dashboard, as long as you have not scratched it. Once scratched, it is done.

If it never appeared

Contact support with your signup date. **Do not make a second account to get another card.** Multiple accounts can get all of them closed, which is a very expensive way to get one scratch card.

The Treasury

The Treasury is where Tapout Gold gets spent. Reach it by tapping **Market** on the bottom bar, or **The Treasury** in the menu. Both go to the same place.

What you can get

Credits. Convert Tapout Gold into spendable credits, in bundles from 10 up to 100 credits.

Spins. Buy spins on the prize wheel, in packs of one, three, or five. The bigger packs cost less per spin. Prizes are mostly Tapout Gold with a capped amount of credits in the mix.

Entries to the monthly draw. Covered in its own section below.

The steps

1. Tap **Market** on the bottom bar.
2. Pick what you want.
3. Confirm. The cost comes off your Tapout Gold and what you bought lands straight away.

Worth knowing

There is a daily limit on wheel spins, so you cannot spin endlessly in one sitting.

Credits from the Treasury behave exactly like credits you paid for. Move them onto a game, play them, cash them out under the normal rules.

If a purchase will not go through

You do not have enough Tapout Gold, or you have hit the daily spin limit. Your balance is shown at the top of the screen. Claim your daily bonus to build it back up.

Playing Roulette

Roulette is a game played with Tapout Gold rather than credits. It is on the bottom bar.

The steps

1. Tap **Roulette** on the bottom bar.
2. Choose your bet.
3. Spin.

Your stake comes off your Tapout Gold and anything you win is paid back in Tapout Gold.

What you need

Tapout Gold. If you have none, claim your daily bonus, or convert credits in the Treasury.

What you can win

Tapout Gold. Build it up and turn it into credits in the Treasury, which you can then play or cash out under the normal rules.

It counts toward the leaderboard

Tapout Gold you put into Roulette counts toward your leaderboard position.

If the wheel will not spin

You do not have enough Tapout Gold for the bet you picked. Lower the bet or top up.

Play sensibly

Roulette is a game of chance. It is meant to be fun, not a way to make money back. If you find yourself chasing losses, take a break. There is a responsible gaming page linked at the bottom of the site, and support will help you set limits if you ask.

Pick 5

Pick 5 is a weekly number draw. You choose five numbers and the draw happens **Sunday at 8pm Eastern time**.

The steps

1. Open **Pick 5 Lottery** from the menu.
2. Choose your five numbers.
3. Confirm your entry.

What it costs

You get **free entries every week**. Beyond those, entries cost Tapout Gold. You also earn bonus entries for every \$100 you add in credits. There is a cap on how many entries you can hold in a week.

The screen shows how many free entries you have left and what an extra one costs.

What you can win

- **One or two matches** pays Tapout Gold.
- **Three, four, or five matches** pays credits from a fixed prize pool.

How the pool works, and why it matters

The cash pool is a set amount shared among winners. **It cannot be exceeded**, no matter how many people win. A week with many winners means a smaller share each. A quiet week means a bigger one.

If nobody wins a top prize, that money can roll into the following week, which is why some weeks are worth more than others.

When you find out

The draw runs automatically on Sunday evening. Winnings are paid into your account without you doing anything. Check the Pick 5 screen for results.

If your entry did not register

Check the Pick 5 screen, where accepted entries are listed. If you are out of free entries and short on Tapout Gold, the entry did not go through. Claim your daily bonus and try again before the draw closes.

Phrase of the Day

A riddle is posted every day. Answer correctly and you go into the draw for a Tapout Gold prize.

The steps

1. Open **Phrase of the Day** from the menu.
2. Read the riddle.
3. Type your answer and send it.

You get one answer

One attempt per day. Think before you send. There is no second go and no way to withdraw an answer.

Entering is free. It costs no Tapout Gold and no credits.

How winners are picked

Everybody who answers correctly goes into a pool. A set number of winners are then drawn **at random** from that pool. Being right does not guarantee a prize, it gets you into the draw. Winners get the same amount of Tapout Gold each.

Answers are forgiving

Capital letters do not matter and extra spaces do not matter. Several wordings of the same answer are usually accepted, so "a piano" and "piano" both work.

The time limit

Each riddle closes after a set window. Once closed, no more answers are taken. The screen shows the closing time.

If you think you were right

It happens that a correct idea is phrased in a way that was not on the accepted list. Send it to support with the date and your answer and it will be looked at.

The monthly Crown Draw

Once a month there is a **\$1,000** prize pool shared between **10 winners**.

PLACE	PRIZE
1st	\$400
2nd	\$200
3rd	\$150
4th	\$100
5th	\$50
6th to 10th	\$20 each

How to get in

Buy entries with Tapout Gold in the Treasury. Tap **Market** on the bottom bar and look for the draw. The more entries you hold, the better your chance, and every entry is a separate chance.

Higher ranks get more

Players at Queen and above get a bonus on the entries they buy, so the same Tapout Gold goes further.

When it is drawn

Once a month, automatically. Winnings are paid into your account without you claiming anything.

Your winnings

Prizes are paid as credits, and behave like any other credits. You can play them or cash them out under the normal rules, including play-through.

Refer a friend

Invite somebody and earn **25 percent** of what they add, up to **\$250**.

The steps

1. Open **Refer & Earn** from the menu.
2. Copy your personal link.
3. Send it to whoever you are inviting.

4. **They must sign up using your link** for it to count.

What you earn

25 percent of their deposit, capped at \$250. Friend adds \$100, you earn \$25. Friend adds \$2,000, you earn \$250, which is the cap.

When you get paid

There is a **24 hour hold** on every referral bonus. After that it is reviewed and paid. The delay is deliberate and applies to everybody.

What will not count

- Somebody who signed up without your link. It cannot be attached afterwards, so send the link before they sign up.
- An account you made yourself. **Referring yourself is not allowed and gets both accounts closed.**
- Accounts that look like they belong to the same person. These are checked.

Where to track it

The **Refer & Earn** screen shows who has joined through your link and what you have earned.

If a bonus has not appeared

Check they used your link and that their purchase has settled. If both are true and it has been more than a day, contact support with your friend's signup date.

The leaderboard

The leaderboard ranks players against each other. Open it from the menu.

What counts

Your position is based on how much **Tapout Gold** you put into games, including Roulette bets and draw entries. It measures how much you play, not how much you win.

What does not count

- Your credit balance
- How much you have added
- Your VIP rank, which is a completely separate thing

Two players can be far apart on the leaderboard and hold the same rank.

Other lists

Alongside the leaderboard you will find recent wins from around the platform. Your own recent wins are on your profile.

Privacy

Only your display name and position are shown. Nobody can see your balance, what you have added, or what you have cashed out. If you would rather not be recognisable, change your display name in your profile.

How often it updates

Regularly through the day. If you have just played, give it a few minutes.

Your Account

Your VIP rank

Your rank rises with your lifetime deposits. There are five.

RANK	REACHED AT	CASHBACK	DAILY BONUS	FREE SPINS
Knight	\$0	3%	1x	0
Prince	\$100	5%	1.25x	0
Queen	\$500	8%	1.5x	1
King	\$2,500	12%	2x	2
Emperor	\$10,000	20%	3x	3

Higher ranks also get bigger level up gifts, a birthday bonus, and better draw entry value. Queen and above get priority support.

What rank does not change

Your cashout limit is \$1,000 a day at every rank. It does not rise with status. Rank affects your rewards, not your limits. This is worth knowing before you chase a rank expecting bigger withdrawals.

Keeping your rank

Ranks slip if you go quiet. After **30 days** without a deposit of at least **\$10**, you drop one rank. You get a warning at day 27.

Emperor gets a longer grace period, **45 days**, before its first drop.

Any deposit of \$10 or more resets the clock entirely. It does not have to be large.

Where to see it

Open your profile from the dashboard. Your current rank and your progress toward the next one are both shown.

Updating your profile

Getting there

Tap your picture at the top of the dashboard.

What you can change

Your avatar. Tap your picture and pick a new one.

Your name. If you signed up without a full name you will see a prompt. Use your real name, because it has to match the account you cash out to.

Account settings. Email preferences and other options.

Your password. You need your current one to set a new one.

What you cannot change yourself

Your email address. Contact support if it needs updating, and expect a few identity questions first, since the email is how your account is secured. That friction is protecting you.

What else is on the profile

Your VIP rank and progress toward the next one, and your **Recent wins** if you have any.

Email you do not want

Every email has an unsubscribe link at the bottom. Using it stops marketing messages. You still receive the important ones about your money and your account, and that is deliberate. You cannot unsubscribe from a message telling you your payout was sent.

Getting help from support

How to reach support

Open the support chat from your dashboard. It is a private conversation between you and the team. Nobody else can see it. You can send pictures as well as text, which is the fastest way to show an error.

What to include

The more of this in your first message, the faster it gets solved.

1. What you were trying to do
2. Which game, if it involves one
3. The amount, if it involves money
4. Roughly when it happened
5. What you expected, and what actually happened
6. A screenshot of any error

What support will never ask you for

- Your password, for your account or for a game
- Money sent anywhere to release a payout
- To move your winnings to an address that is not yours

If anyone asks for these, it is not Tapout Gaming. Report it in the chat.

How long it takes

Most messages are answered the same day. Money questions are prioritised.

Use support, not the public chat

The public chat is for everyone. Anything about your balance, your payout, or your account belongs in support, where it is private.

Posting in the public chat

The public chat is the shared room where players talk. You can read it immediately, but you need approval before you can post.

Getting access

1. Open the chat and ask for access.
2. Wait. Somebody reviews it, usually the same day.
3. Once approved, you can post.

You do not need to ask twice.

The rules

- No abuse, harassment, or hate
- **No arranging deals with other players.** Do not offer to buy or sell credits or accounts
- No sharing personal details, yours or anybody else's
- No spamming or advertising

Some words and phrases are blocked automatically. A message containing one will not post.

If you are refused or removed

Access can be turned down or taken away, usually over one of the rules above. Ask support if you are unsure why.

Keep private matters out of it

Never post your balance, a payout amount, an address, or anything about your account in the public chat.

Anyone in the public chat offering to help you with a payout is not from the team. This is the single most common way players get scammed on any platform. Real support only ever contacts you through the support chat.

Quick Reference

Every number in one place

Adding credits

RULE	VALUE
Minimum purchase	\$25.00
Maximum purchase	None
Daily limit	\$1,000
Fee	5 percent, added on top — returned as bonus credit
Day resets	Midnight Eastern

Cashing out

RULE	VALUE
Minimum cashout	\$25.00
Maximum per cashout	\$1,000
Daily limit	\$1,000
Fee	2 percent, taken from the payout — returned as bonus credit
Day resets	Midnight Eastern
Paid in	USDC

Moving credits

RULE	VALUE
Minimum onto a game	\$25.00
Exception	Balance under \$15.00, move the remainder
Destination game must hold	\$15.00 or less
Between games	No limit
Fee	None

Rewards

ITEM	VALUE
Signup gift	5,000 TG
Daily bonus base	150 TG, times your rank multiplier
Tapout Gold to credits	1,000 TG = 1 credit = \$1
Welcome match	50 percent of first purchase, up to \$250
Referral bonus	25 percent, up to \$250, 24 hour hold
Crown Draw	\$1,000 pool, 10 winners, monthly
Pick 5 draw	Sunday 8pm Eastern

Review thresholds

ITEM	VALUE
Single game balance review	Above \$7,000
Rank decay	30 days without a \$10 deposit, 45 for Emperor

The ten things worth remembering

1. **Your balance and your game balance are different.** Money does not move between them by itself.
2. **One credit is one dollar.** Everywhere, always.
3. **\$25 minimum** on adding, cashing out, and moving onto a game.
4. **\$1,000 a day** in and out, resetting midnight Eastern, the same for every rank.
5. **Adding costs 5 percent on top. Cashing out costs 2 percent from the amount. Both come back as bonus credit.**
6. **You are credited what arrives,** not what you asked for, if a payment comes in short.
7. **Play-through means moving credits onto games,** not winning or losing them.
8. **Cashouts pay automatically** when they pass the checks.
9. **Payout addresses cannot be undone.** Paste, never type, and check both ends.
10. **One account per person.** A second one risks both.

Where to get help

The Help Center on the site has a short article on every topic in this guide, and a search box.

For anything about your own account or your own money, use the support chat from your dashboard. Include the amount, the time, and the game, and you will usually have an answer the same day.