



## 1 Introduction

The purpose of this document is the regular publication of answers to questions regarding technical matters received via the support mailbox [dgoj.sopORTEoperadores@ordenacionjuego.gob.es](mailto:dgoj.sopORTEoperadores@ordenacionjuego.gob.es).

## 2 FAQ - Player Verification Web Service

**VerificarCambiosRGIAJ. Player records must be compared against the RGIAJ exclusion list every hour, which could involve mass submissions of inactive player records.**

Section 2.2.2 of the Player Verification Web Service specifications explains that for VerificarCambiosRGIAJ: "this operation does not require input parameters, as the Operator is authenticated and identified through their digital certificate." This means the operator does not have to send their player list every hour. The verification service is aware of the players who have been verified via the VerificarJugador or VerificarRGIAJ services and only informs the operator of changes.

**Is player verification required from the moment operations begin?**

Yes.

**Since it's possible to send up to 100 players for verification, we assume it doesn't have to be in real time. Is it pseudo real-time? Periodic daily?**

The verification service is real-time. However, if the operator needs to perform a query later, the service allows up to 100 players in a single request.

**Will the operator be required to recheck the player's status on the RGIAJ list if it changes? How frequently?**

Section 2.1.7.1 of the Technical Specifications Document describes that the operator must query the service every hour to learn of any changes to the RGIAJ for players in their records.

**What certificates can the operator use to access the web service?**

Only certificates issued by CAs listed in the EUTL (<https://eidas.ec.europa.eu/efda/tl-browser/#/screen/home>) will be accepted. It must be noted that "it is the operator's responsibility to inform the CNJ in the event of a revocation."

**When the email of unverified players is sent, does it include full information or just the document number?**

There are two Excel files: one for identity verification and one for RGIAJ verification, both containing DNI, first name, last name and second last name.

**Regarding the daily limit of up to 3 attempts to verify identity using the SVJ, do all attempts count, whether made by the player or internally by the platform?**

All attempts are counted.

**Regarding repeated calls for a NIE/DNI: are cases where a person has changed their data (name, surname, gender...) considered, and the only way to confirm validity is to retry the verification? Or is there another option?**

Those cases are not considered, but up to three attempts can be made per day, and new attempts with different data combinations can be made after 24 hours. In such cases, the best option is to include the support number in the request, which uniquely identifies the citizen.

**Is there any additional or updated documentation about the firewall's security rules, including configuration and blocking criteria, that would allow us to adjust our requests to avoid being blocked without relying on regulator support? Also, is it possible to obtain a list of keywords or patterns that might trigger firewall blocks to prevent future incidents?**

A list of keywords, criteria, or firewall configuration cannot be provided, as this would compromise the security of the firewall itself. However, any technically skilled person can compile a list of commands to be monitored. Recent cases involved the Linux command "wget," which might be helpful.

**Is there an emergency protocol for incidents outside business hours, and is the DGOJ considering implementing a hotline or another system to expedite resolution of critical issues like IP blocking? Also, could the DGOJ notify operators of IP blocks and offer a priority review process in case of accidental blocks?**

The blocking period has been reduced from 24 hours to 30 minutes. As noted, the main causes of IP blocking have been explained, so we recommend reviewing the characters in the service calls and making subsequent requests from a different IP.

**We understood that periodic verification is mandatory at least once a year, but now it seems it's not required if systems are functioning well — is that correct?**

Indeed, periodic review is at the operator's discretion. If their systems are functioning correctly and the RGIAJ and death records are updated properly in the client database through the `verificarCambiosRgiaj` and `verificarCambiosDefunciones` operations, it is not necessary.

**Do we need to develop anything on our side to validate the support number with the SVJ?**

If you decide to request the support number from the player, you will need to collect it during the platform's user registration process and include it in the `verificarJugador` or `verificarIdentidad` messages, where it is currently an optional field.

**Regarding `inicioRevision` and `finRevision`: which players should be verified and in what state? We understand it refers to active players (lega A and PV), but it was said the entire database should be considered.**

For a partial review, the players to be verified are those the operator deems appropriate. Primarily, those suspected of not being properly updated via `verificarCambiosRGIAJ` or `verificarCambiosDefunciones` due to a system update or platform change. Logically, active players since that date are at higher risk; if they haven't engaged in play, they may be excluded. If in doubt, review the entire database.

**How many technical contacts can be added under the types mentioned on the SEDE (Player Verifications, Monitoring, Responsible Gambling Contact, etc.)?**

As many as desired. We recommend using generic mailboxes, not personal accounts, and ensuring they are monitored by personnel familiar with the SVJ.

**As technical contacts, can we use distribution lists, or do they have to be individual email addresses?**

They can be generic mailboxes or named accounts — either is fine. The key is that they are monitored by personnel who understand the SVJ.

**If we reach the limit of 3 incorrect verification attempts, how should we proceed and in what format?**

You'll need to contact the player to identify the issue. If document verification confirms the DNI/NIE matches the data entered on the platform but still returns an error, contact the support mailbox. However, remember that the operator is responsible for properly identifying participants.



### **During a periodic review, how many calls can be made at once?**

Each call can include up to 100 players, but calls cannot be executed in parallel. Once one batch of 100 is answered, the next can be submitted. A time window sufficient for full validation will be granted, which may span several days or weeks.

### **We receive the same API response from "revisionJugador" every day: {"code":"COD913","description":"No hay jugadores para verificar"}. Why are there never players to review?**

This operation is not yet live in the production environment. For now, it will not return any data. Operators will be notified when it becomes active.

### **If a player who was deactivated reactivates their account, is it necessary to reverify RGIAJ and Identity?**

Yes, the verification process must be performed as for any new player. You can use the verificarIdentidad and verificarRgiaj operations or the verificarJugador operation, which performs both.