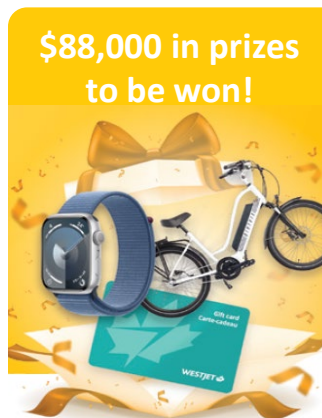**6 MIN READ, 8 PAGES**

The Lottery Terminal Essentials program is NOW OPEN.

Complete the course, be entered to win!

➢ e-Bikes
➢ Apple Smart Watches
➢ Travel Vouchers
➢ E-Gift Cards (values up to $2,500)

$88,000 in prizes to be won!

Instructions

Text or call Lottery Retail Support:
1-800-667-1649

Retailer Hub

Lottery Terminal Essentials Instructions
April 29 – May 26, 2024

How to Register:

1. Visit: **www.lottotraining.com/signin-and-registration**

2. Select **Create New Account**.

3. Enter your first name, last name, cell phone number and **unique email address.**

4. Select the city where your workplace is located from the **City** drop-down box.

5. Select your workplace address from the **Address** drop-down box, or if using a desktop, you can start typing the address to narrow the search.

   Once selected the store name will display.

6. If you sell lottery product at more than one location, click **+Add Address**.

7. Select **Submit**

8. **Go to your email!** You will be sent an email from BCLC Training with a link to the program. This is a 'one-time only' link and will be active for 30 mins.

   Check your *Spam* and *Junk* folders if email notification is not received in your Inbox.

9. In the email, click '**Start Your Program**' and you will be directed to your network specific course.

   Text or call Lottery Retail Support:
   1-800-667-1649

Lottery Terminal Essentials Instructions
April 29 – May 26, 2024

Returning User? Sign In

1. Visit: www.lottotraining.com/signin-and-registration

2. Select **Sign In**.

3. Enter your email or cell phone number.

4. See the onscreen **Success!** notification

5. **Go to your email!** You will be sent an email from BCLC Training with a link to the program.

6. In the email, click '**Continue Your Program**' to be directed to where you left off.

For assistance, text or call your BCLC Territory Manager or BCLC Retail Support after standard business hours.

Text or call **Lottery Retail Support:**
1-800-667-1649

Retailer Hub

Lottery Terminal Essentials Instructions
April 29 – May 26, 2024

Navigating the Courses

On the main page, scroll down to the course modules. These will be specific to the network associated to your store type, ie. Retail or Hospitality. Select **Start Course** and watch the videos and complete the corresponding quiz. Complete all the quizzes for your name to be automatically entered into the prize draw.

Quiz Tips

You must get 100% to move on. If you fail a quiz, click the **View Questions** button to review the results; see your correct and incorrect answers. Then Restart Quiz to take it again.

Text or call **Lottery Retail Support:**
1-800-667-1649

lotto! Retailer Hub

Lottery Terminal Essentials Instructions
April 29 – May 26, 2024

Completing the Courses

Complete all the courses and their respective quizzes for your name to be automatically entered into the prize draw.

Green check on all the courses on your dashboard?
Your name has been entered into the prize draw!

02:20min	04:33min	03:10min	05:18min
Loading Lotto Paper	**Lottery Terminal User Display**	**The Cart**	**Selling Online Tickets**
100% COMPLETE Last activity on March 8, 2024 8:38 am	100% COMPLETE Last activity on March 8, 2024 8:45 am	100% COMPLETE Last activity on March 8, 2024 8:49 am	100% COMPLETE Last activity on March 8, 2024 8:54 am
Revisit Course	Revisit Course	Revisit Course	Revisit Course

03:31min	02:39min	03:20min	5:23min
Validating Online Tickets	**Cancelling Online Tickets**	**Receiving Scratch & Win Ticket Orders**	**Selling Scratch & Win Tickets**
100% COMPLETE Last activity on March 8, 2024 9:01 am	100% COMPLETE Last activity on March 8, 2024 9:04 am	100% COMPLETE Last activity on March 8, 2024 9:08 am	100% COMPLETE Last activity on March 8, 2024 9:11 am
Revisit Course	Revisit Course	Revisit Course	Revisit Course

For assistance, text or call your BCLC Territory Manager.

Text or call **Lottery Retail Support:**
1-800-667-1649

lotto! Retailer Hub
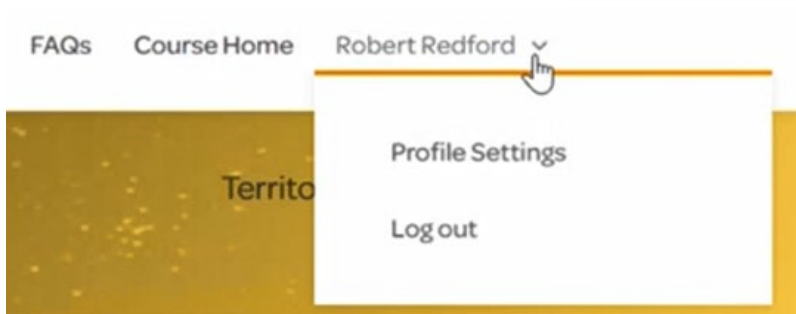
Lottery Terminal Essentials Instructions
April 29 – May 26, 2024

Log out of the Program

Any time you leave the program, always log out.

In the top right corner, select the arrow next to your name, and select **Log out**.

For assistance, text or call your BCLC Territory Manager.

Text or call **Lottery Retail Support:**
1-800-667-1649

Retailer Hub

# Lottery Terminal Essentials Instructions
April 29 – May 26, 2024

Support Tips

Having issues registering?

Please ensure that you use a **unique email address**.

If you're attempting to register with a shared email address and encountering issues, it indicates that someone has already registered using that email. Please try again with a distinct email address that you have access to, as you'll need to retrieve the email containing the link to access the course.
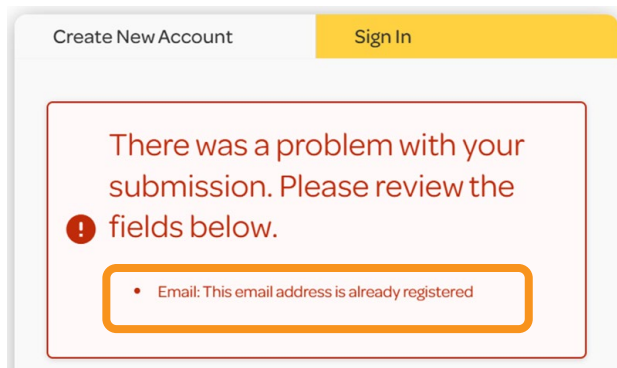
Didn't get the email to access the course?

If the email does not hit your Inbox within a couple of minutes, check your Junk or Spam folders. When you have located the email, when you click the button to continue to the course, you may receive an Email Security prompt, and may need to complete the steps to proceed.
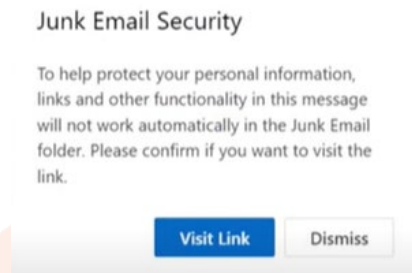
Who do I call for help?

If you need assistance, you may:

1. Review the FAQs on the course site.

2. Contact your store's BCLC Territory Manager. Once signed in, your Territory Manager's name will be displayed on your profile welcome page. Visit the Territory Manager Contact link in the top corner of the page for contact info.

3. Call Lottery Retail Support 1-800-667-1649 (after regular business hours only)

4. Submit a support request via https://lottotraining.com/support/

Text or call **Lottery Retail Support:**
1-800-667-1649

Retailer Hub

Lottery Terminal Essentials Instructions
April 29 – May 26, 2024

Questions & Answers

My work location isn't in the drop down, what should I do?

If you are using a desktop, you can start typing the store address and the system will bring you closer to the address. Unfortunately, you cannot search by store name/account name. Some city lists are longer than others, so take your time and scroll through to find your store's physical address. If it is still not there, submit a support request via https://lottotraining.com/support/

Should I use my given or common first name when registering?

Ideally, you use the same name as the one BCLC has in the Retailer Database. But it is okay to use either your given first name or your common name to register for the course.

After registering, I didn't get the email to access the course. I checked my Junk folder but did not receive an email.

If you are using a corporate work email, it may be possible that there is a firewall blocking the receipt of registration/sign in email.

Do I have to Sign In to get the email or text message every time I want to revisit the course?

Yes. Every time you sign in an email or text message is generated granting you access to the program and your profile. That email is valid for 30 minutes.

What do I do if the videos are showing an error message, and I can't proceed in the course?

For technical issues, please submit a support request via https://lottotraining.com/support/

How do I know my name has been entered into the prize draw? Will I get an email confirmation?

Once you've completed all the modules/courses on your profile, your name is automatically entered into the draw. You will know when you are complete when all the modules/courses are checked off and turned green, and the onscreen message says Mission Complete!

Text or call Lottery Retail Support:
1-800-667-1649

Retailer Hub