



Retailer Portal

Getting Started Guide



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BCLC's Retailer Portal provides you with self-service capabilities to support your lottery operations. This guide will help you get set up with the sign up process, logging in, and some troubleshooting in case you run into any issues.

Before You Start

To sign up for the Retailer Portal, you will need to be a contact registered in BCLC's system. Currently, the site is restricted to store managers/supervisors, representatives who manage Instant product and/or the Lottery Terminal, and business owners/signatories. If you are unsure about your set up in our system, please contact your Territory Manager.



Your email address will be used to set up your account and to log in, so please make sure that only you have access to that email address, so your account is protected.

Multi-factor Authentication (MFA)

Access to the Retailer Portal is secured using multi-factor authentication (MFA). This means you will sign in with your username and password, and then provide additional authentication using an authenticator app.

BCLC is committed to ensuring our systems are secure, for both BCLC and for our Retailers. The multi-factor authentication process is an added security feature that is required for all users of the Retailer Portal as part of the login process. We understand that security measures like these may add an extra step, but they are essential for ensuring a secure and reliable experience.

There are two types of authenticator app. When you login, after you successfully enter your username and password, the app will either:

1. ask you to approve the login for the Retailer Portal; once approved on the app you will automatically be logged in
2. provide you with a code, which you enter into the Retailer Portal to complete your login

Download the app

Before you set up an account on the Retailer Portal, download an authenticator app to your phone and/or tablet in preparation for connecting it to your Retailer Portal account.

There are many authenticator apps to choose from, some work on both mobile and desktop.

Below we have provided some information for authenticator apps that are confirmed to work with Retailer Portal.

While we recommend using the Salesforce Authenticator, please note that BCLC does not endorse or provide technical support for any of the listed apps. Your choice of authenticator app is at your discretion, and BCLC is not liable for any issues, including technical difficulties or security risks, that may arise from their use.

Salesforce Authenticator (recommended)

- Once set up, this allows you to approve your login with a single click. It also allows you to remember your device and your app and auto-approve your login.

In your app store search for “Salesforce Authenticator” and download it. The app page looks like this:



3rd party authenticator app

- These apps are usually called authenticator apps, authentications app and TOTP or OTP apps. They are installed on your mobile device (although some also have a desktop, web or browser plug-in version available).
- Their purpose is to generate a code that you enter when logging in to website with multi-factor authentication, like Retailer Portal.
- Any authenticator app that generates time-based one-time passwords (TOTP) can be used.

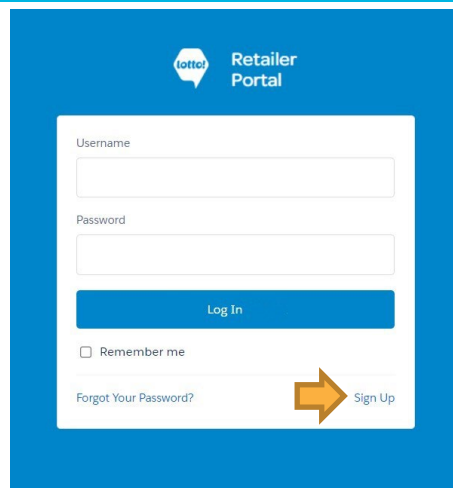
App	Platform	Free or Paid	Link
Google Authenticator	Mobile and browser plug-in	Free	https://safety.google/authentication/
Microsoft Authenticator	Mobile only	Free	https://www.microsoft.com/en-ca/security/mobile-authenticator-app
Authy	Mobile only	Free	https://authy.com/
LastPass	Mobile and computer	Free	https://www.lastpass.com/
Duo	Mobile only	Free	https://duo.com/
Bitwarden	Mobile and computer and browser plug-in	Paid (premium feature)	https://bitwarden.com/help/bitwarden-authenticator/
1Password	Mobile and computer and browser plug-in	Paid	https://support.1password.com/one-time-passwords/

Sign up

The Retailer Portal can be found at <https://portal.bclcretailerhub.com>.

Step 1

To sign up, click on the “Sign Up” link on the login screen.



Step 2

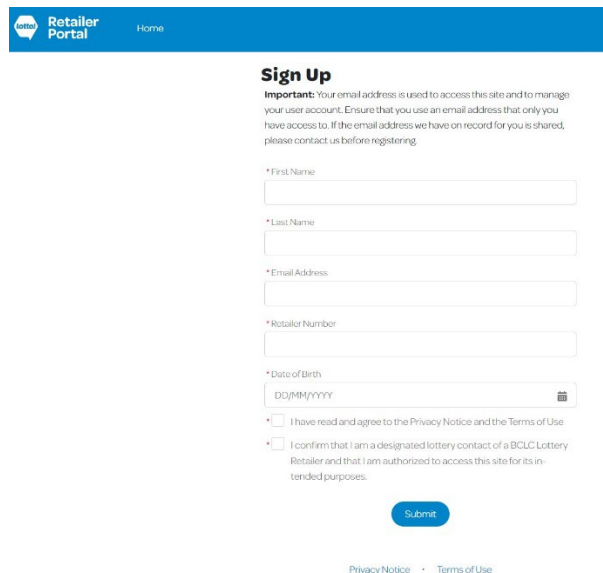
Enter your personal contact details (which must match the information in BCLC’s system).

Enter your Retailer Number (the 5-digit RETxxxxx number).

Read and agree to the Privacy Notice and the Terms of Service.

Read and agree to confirmation statement.

Tap Submit.





Potential issues when signing up

The information you entered cannot be matched to the records in BCLC's system.

Check the information you have entered. If you are still having issues, please speak to your Territory Manager or call Lottery Retail Support 1-800-667-1649 for assistance.

There is already an account with your email address.

If this is your account, you can go to the login screen and log in (and use the Forgot Password option if needed). If you did not set up this account, please speak to your Territory Manager or call Lottery Retail Support 1-800-667-1649 as soon as possible.

Complete your set up

When you have successfully created an account, check your email for a welcome email for the Retailer Portal and following the link in that email to complete your account set up.

Create a password

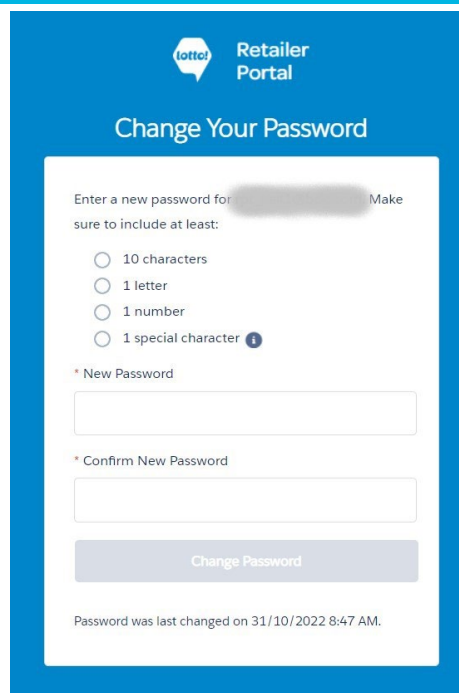
Step 3

Once you have verified your identity, you will need to create your password.

Enter your new password, ensuring it meets the criteria shown on the screen.

Confirm the password and click the “Change Password” button.

You are now logged in.



Step 4

Important

Now **log out**, and **log back in again**.

This will prompt the set up of the Multi-factor Authentication (MFA).

Note: You will not be able to use any feature on the Retailer Portal until MFA is set up.

Connect the Salesforce Authenticator to your account

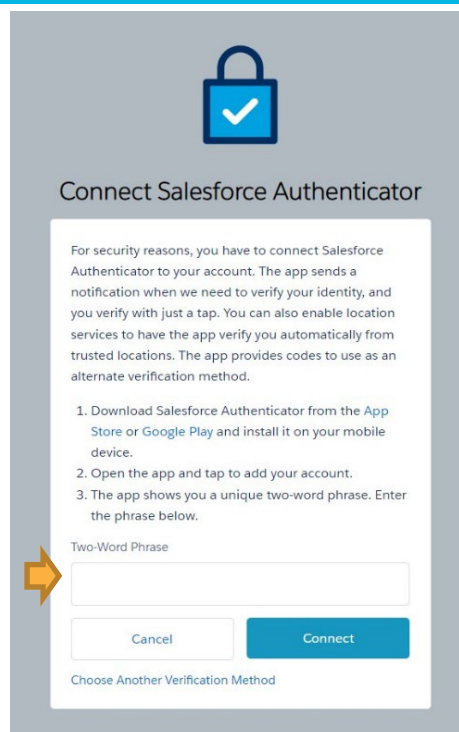
The steps below are for the **Salesforce Authenticator app**.

If you would prefer to use a different authenticator app, please refer to our guidelines in Appendix A - Using an Alternative Authenticator App.

Step 5

When prompted to set you MFA you will see this screen.

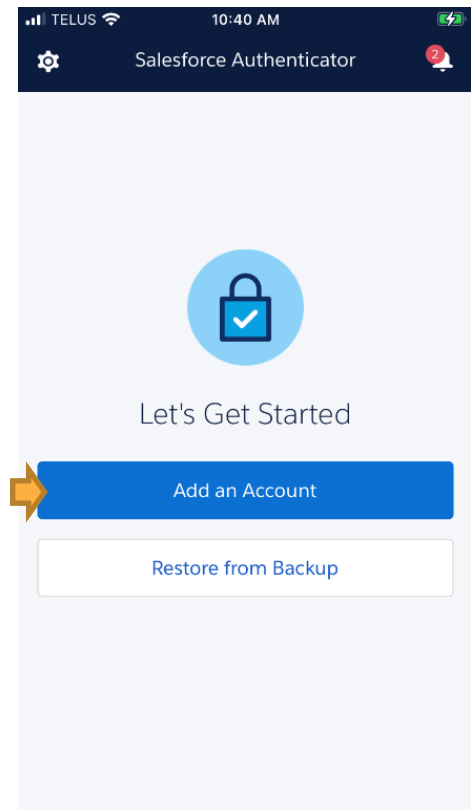
The Salesforce Authenticator app will generate a random two-word phrase which you can enter here.



Step 6

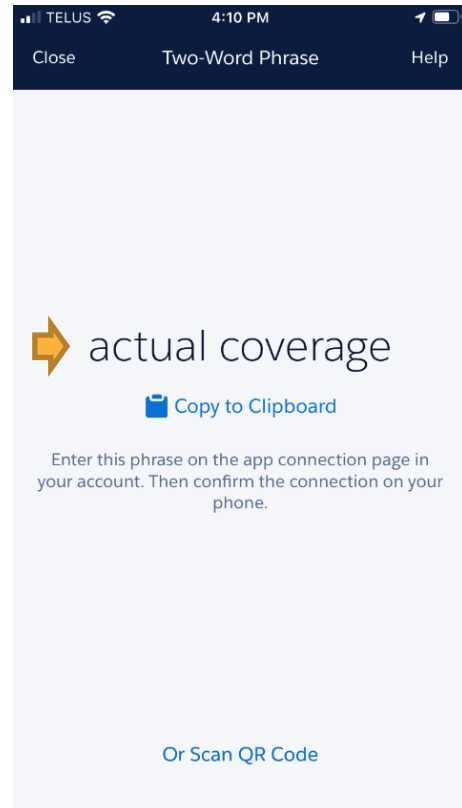
Go to the Salesforce Authenticator app on your phone

Choose “Add an Account”



Step 7

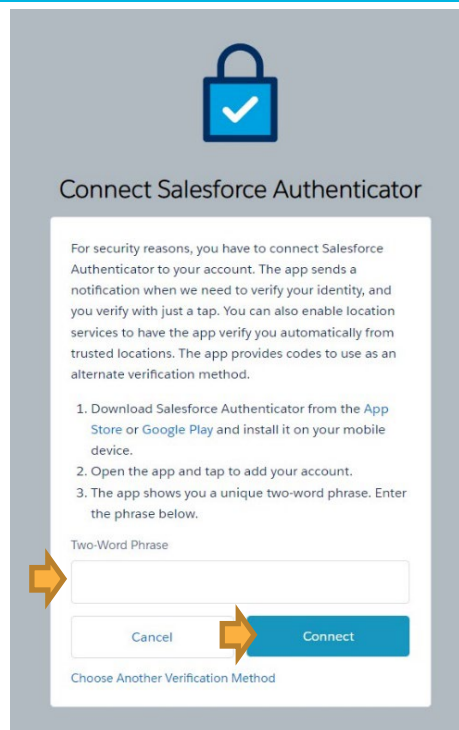
You will see a two-word phrase which you can enter into the “Connect Salesforce Authenticator” screen.



Step 8

Enter the two-word phrase from the Salesforce Authenticator app on your phone.

Click the Connect button to finish adding your account.

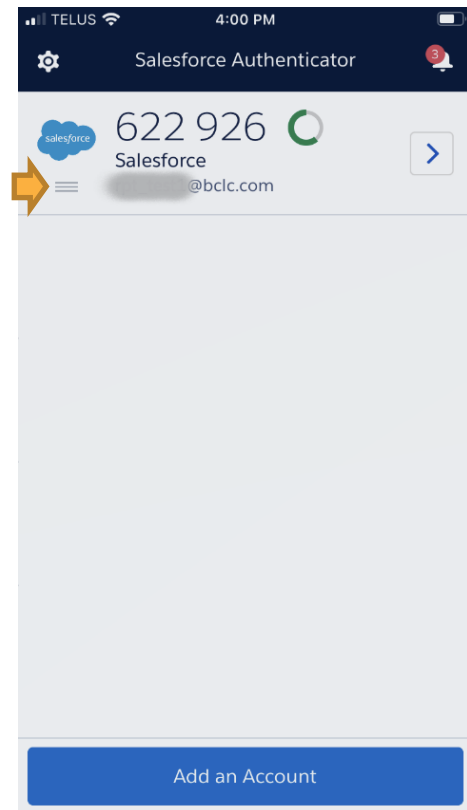


Step 9

When you have connected your account, you will see that account in the Salesforce Authenticator app.

Important: You can only connect your account to one authenticator app at any one time.

If you need to set up a new authenticator app (e.g. if you change your mobile device), see the Resetting MFA section later in this document.

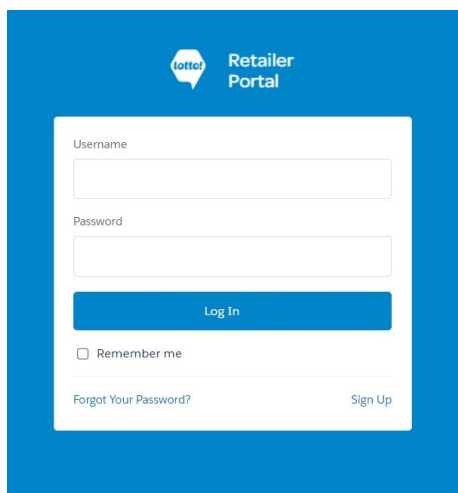


Your Retailer Portal account is now set up.

Log In

To log in, go to the Retailer Portal at <https://portal.bclcretailerhub.com>.

Enter your username (the email address you used to sign up) and password.

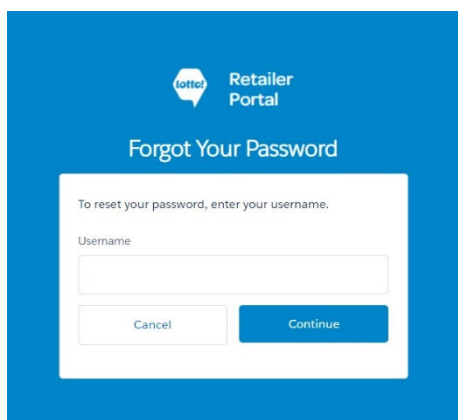


The screenshot shows the login page of the Retailer Portal. It features a white form on a blue background. At the top left of the form is the 'lotto! Retailer Portal' logo. Below the logo are two input fields: 'Username' and 'Password'. A blue 'Log In' button is positioned below the password field. Underneath the button is a checkbox labeled 'Remember me'. At the bottom of the form, there are two links: 'Forgot Your Password?' on the left and 'Sign Up' on the right.

Please note: Due to the way many browsers manage cookies, "Remember me" might not have any affect. Refer to your browser's privacy / cookie settings.

Forgot Password

If you have forgotten your password, click on "Forgot Your Password". You will be sent an email with a link to reset your password.



The screenshot shows the 'Forgot Your Password' page of the Retailer Portal. It features a white form on a blue background. At the top left of the form is the 'lotto! Retailer Portal' logo. Below the logo is the heading 'Forgot Your Password'. Underneath is the instruction 'To reset your password, enter your username.' followed by a 'Username' label and an input field. At the bottom of the form are two buttons: a white 'Cancel' button and a blue 'Continue' button.

MFA Verification

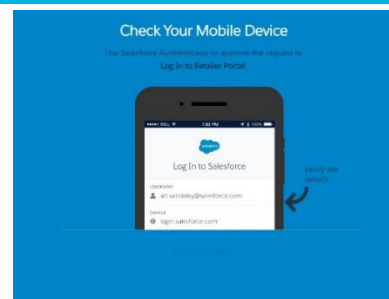
Each time you log in you will need to use your authenticator app to verify your identity.

The steps below are for the **Salesforce Authenticator app**.

If you have set up a different authenticator app, please refer to our guidelines in Appendix A - Using an Alternative Authenticator App.

Step 1

When you need to complete the MFA verification step you will see this screen.



Step 2

Go to the Salesforce Authenticator app on your mobile device.

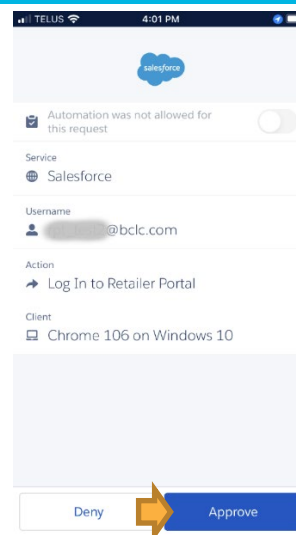
You will see this screen.

Note: If you already have the app open, you may need to close it and reopen it.

Review the information:

- Service will be *Salesforce*
- Action will be *Log In to Retailer Portal*
- Check your *Username* and *Client*

If everything is correct, click Approve.



Step 3

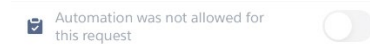
Go back to the Retailer Portal and you will be logged in.

Automatic Approval

When approving your login on the Salesforce Authenticator app, you will see an option to automatically approve your login in the future. This will work when you log in using the same device and at the same location.

To enable, set the switch **before you click Approve**.

If you see that the switch is not enabled, you will need to allow location sharing for the app.

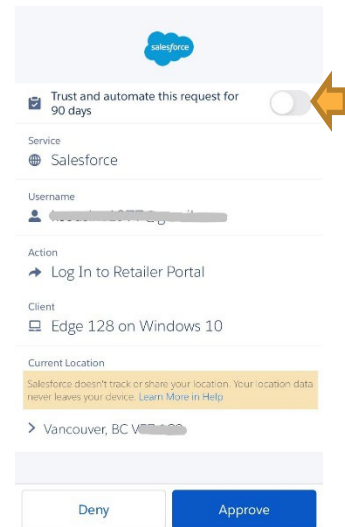


Suggested:

iOS location services permission set to Always and Background App Refresh enabled.

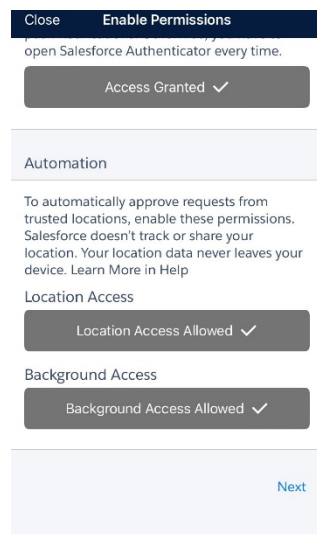
Android has location services set to High Accuracy Mode.

Set notifications to always allow and keep the app open during use.

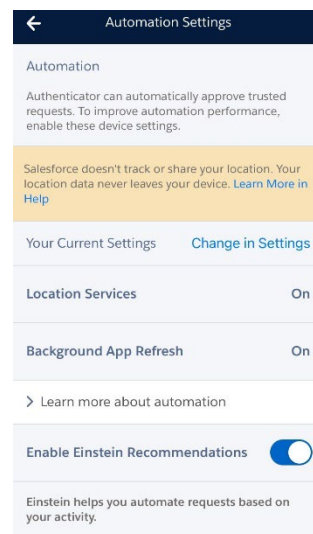


You may be prompted to set this up after you approve and when the switch is not available, or you can check the settings by going to Settings > Automation Settings.

Prompted after approval:



Automation Settings:



Resetting MFA

If you need to change your authenticator app (e.g. you have a new mobile device, or you can no longer access your app) you can either remove your existing one via Settings in the Retailer Portal, or you can contact Lottery Retail Support

Settings

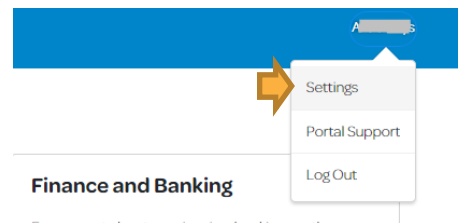
If you are planning to get a mobile device or if you just want to switch to a different authenticator app, you can go into **Settings** on the Retailer Portal and remove the authenticator app from your user account.

Contact Lottery Retail Support

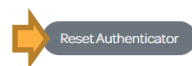
If you no longer have access to your authenticator app, you can contact Lottery Retail Support and ask them to remove the authenticator app from your user account.

Next time you login, you will be prompted to set up a new authenticator app (following the instructions in the sections earlier in this document)

Note: You will not be able to use any features on the Retailer Portal until you have a new authenticator app set up.



Verification Method



After resetting your MFA Authenticator App, your user account will no longer have multi-factor authentication enabled.

To set up a new authenticator app, you will need to log out and log back in, then follow the prompts on the screen. **Please do this immediately to ensure your account stays secure.**

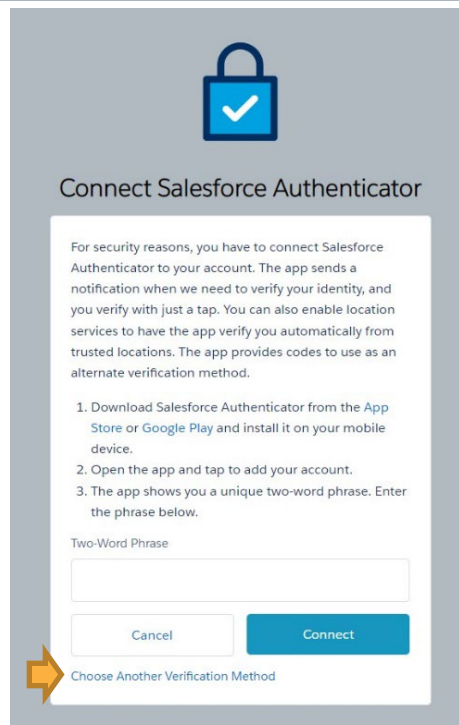
Appendix A - Using an Alternative Authenticator App

Connect the Authenticator App to your account

Step 1

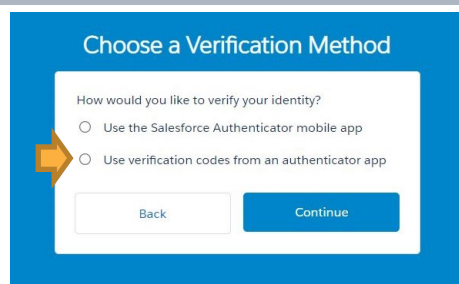
If you want to use a different authenticator app than the Salesforce Authenticator app, follow these instructions to connect your account.

Click on “Choose Another Verification Method” from this screen.



Step 2

On this screen, choose the second option and click Continue.



Step 3

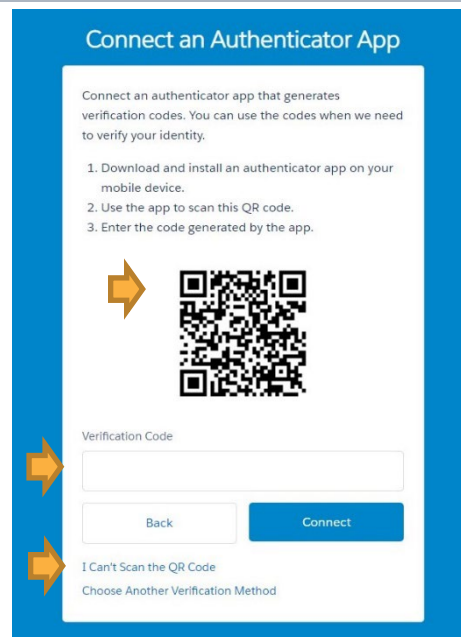
You have two options here:

Scan QR Code

1. Follow the instructions on the screen
 - a. Open an authenticator app.
 - b. Scan this QR code with the authenticator app.
 - c. Enter the 6-digit code generated by the app.
2. Click Connect

Enter Code Manually

1. Select "I Can't Scan the QR Code"
2. Follow the instructions on the screen
 - a. On your mobile device, go to the authenticator app and enter this key.
 - b. Enter the 6-digit code generated by the app.
3. Click Connect

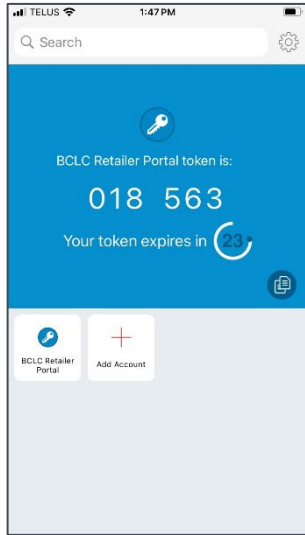
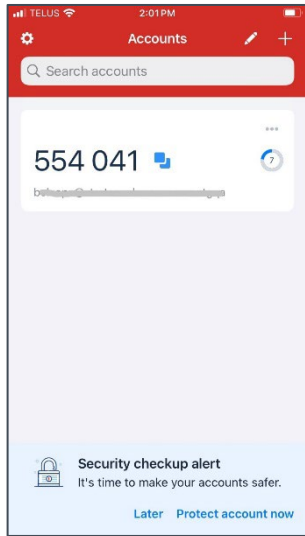


Alternative Authenticator Apps

The steps on your mobile device will vary depending on which app you are using, but we have provided some basic instructions below for some popular authenticator apps.

These instructions may not be fully accurate or up to date and are offered as a guideline only. Please refer to the instructions / help on your app for more details.

<p>Google Authenticator</p> <p>Connecting</p> <ol style="list-style-type: none"> 1. Click + 2. Scan QR Code or Manually Enter Code 3. Username is shown along with 6-digit code 4. Enter 6-digit code on set up screen on Retailer Portal <p>Logging in</p> <ol style="list-style-type: none"> 1. Enter code into Retailer Portal when prompted (after submitting username and password) 	
<p>Microsoft Authenticator</p> <p>Connecting</p> <ol style="list-style-type: none"> 1. Click + 2. Select "Other" 3. Scan QR Code or Enter Code Manually 4. Username is shown along with 6-digit code <ol style="list-style-type: none"> a. Note: you can edit the account nickname after it is set up 5. Enter 6-digit code on set up screen on Retailer Portal <p>Logging in</p> <ol style="list-style-type: none"> 1. Enter code into Retailer Portal when prompted (after submitting username and password) 	

<p>Authy</p> <p>Connecting</p> <ol style="list-style-type: none">1. Click +2. Scan QR Code or Manually Enter Code3. Pick a logo (recommend Salesforce Logo or Generic Logo, but anything is fine)4. Enter account nickname (defaults to user name but can be changed to BCLC Retailer Portal)5. Account nickname is shown along with 6-digit code6. Enter 6-digit code on set up screen on Retailer Portal <p>Logging in</p> <ol style="list-style-type: none">1. Enter code into Retailer Portal when prompted (after submitting username and password)	
<p>LastPass</p> <p>Connecting</p> <ol style="list-style-type: none">1. Click Add2. Scan QR Code or Add Manually3. Username is shown along with 6-digit code<ol style="list-style-type: none">a. Note: you can edit the account to change the name4. Enter 6-digit code on set up screen on Retailer Portal <p>Logging in</p> <ol style="list-style-type: none">1. Enter code into Retailer Portal when prompted (after submitting username and password)	

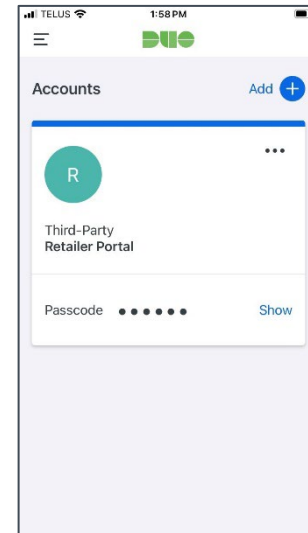
Duo

Connecting

1. Click +
2. Select "Use QR code"
3. Enter account name (defaults to username but can be changed to BCLC Retailer Portal)
4. Name is shown in list
5. Click "Show" to get 6-digit Passcode
6. Enter 6-digit code on set up screen on Retailer Portal

Logging in

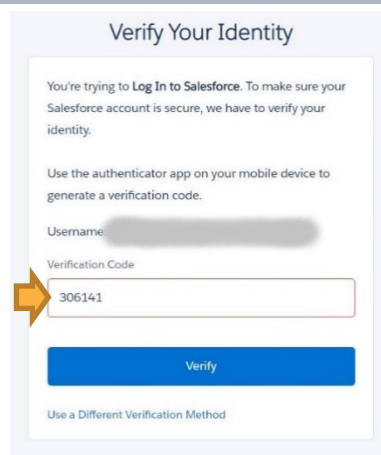
1. Enter code into Retailer Portal when prompted (after submitting username and password)



MFA Verification

Step 1

When you need to complete the MFA verification step, and you are not using the Salesforce Authenticator app, you will see this screen asking for a verification code.



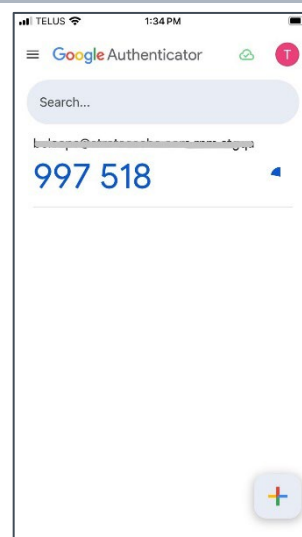
Step 2

Go to your authenticator app on your mobile device, desktop or browser plug-in.

You will see a screen like this.

Find the 6-digit code for your account.

Enter the 6-digit code into the Retailer Portal screen and click Verify to complete your login.



Step 3

You are now logged in.