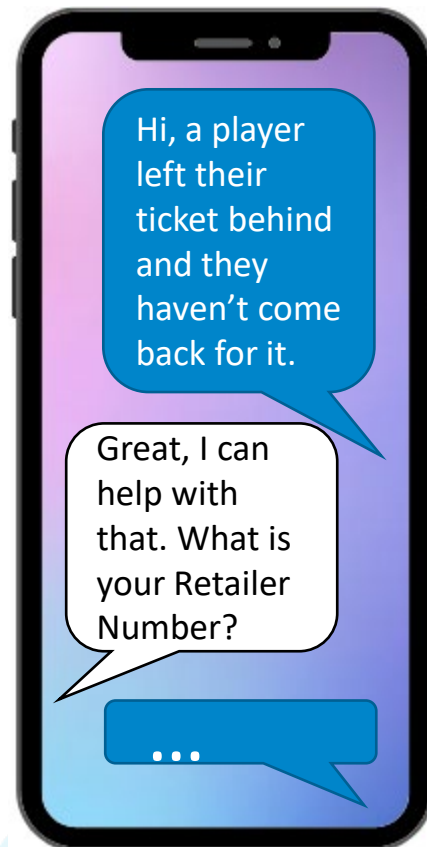# Lottery Retailer Support

Lottery Support at your fingertips!

Text Lottery Retail Support (aka Hotline) for support with:

- All issues and inquiries
  - Equipment troubleshooting
  - Modem resets
  - Add/delete names on your staff list
  - 'How to' inquiries
  - Left-behind & damaged tickets
  - And more!

**Text Hotline at
1-800-667-1649**

Phone message (blue bubbles):
Hi, a player left their ticket behind and they haven't come back for it.

Great, I can help with that. What is your Retailer Number?

...

Why use it?

- It's quick and convenient.
- Agents are available and ready to help. Not a Chatbot, you are texting with an actual human being.
- Messages stay open giving you the flexibility to focus on your customers, or to perform the troubleshooting action and then return to the message.
- The message history stays on your phone for easy reference after the call.
- If the problem cannot be solved over text, agents will contact you by phone to provide support.

Call or text **Lottery Retail Support**:
1-800-667-1649

lotto! Retailer Hub

Lottery Retailer Support

Question & Answer

How can I tell if Hotline received my text?

An auto response should be received within 30 seconds of sending the text. Automatic messages are sent out at each step, confirming that the message has been received and whether an agent has been assigned or not.

If you don't receive an auto response, check your cell service and text again or call 1-800-667-1649 to speak with an agent.

What happens if I text after Hotline hours?

If an agent is not available, ie. Outside of Hotline's hours of operations, the message goes into a message Inbox and will be manually picked up when an agent becomes available.

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