



# Launch Weekend

## Readiness Checklist



### Install your new Lottery Terminal immediately after your location closes on Saturday, May 25, 2024.

Installing your Lottery Terminal as soon as you close on Saturday, will help ensure your location will be ready when we transition to the new gaming system.

SATURDAY, MAY 25	SUNDAY, MAY 26	MONDAY, MAY 27
<p>Install the new Lottery equipment within 30 minutes of closing.</p> <p>No further action is required, BCLC will do the rest once your equipment is plugged in and powered on.</p> <p><b>**Do Not Attempt to Login**</b></p>	<p>BCLC will be transitioning to the new gaming system and executing terminal software updates.</p> <p>Lottery terminals will not be operational prior to 7:00PM.</p> <p><b>RSG Lottery Kiosks will be CLOSED.</b></p> <p>Regularly check the <a href="#">Retailer Hub Transformation page</a> for status updates.</p>	<p>Arrive early.</p> <p><b>Game On!</b> Keno draws will display when your Lottery Terminal is ready for first-time login.</p> <p><b>Complete the First-Time Login.</b></p> <p>Open for business.</p>

Bringing up over 3,400 Lottery Terminals is no small task. We thank you for your patience and cooperation.



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





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### LEADING INTO LAUNCH WEEKEND

#### What to Expect:

- Receive a Start-Up Kit and a separate shipment of new Selection Slips. Put aside until May 26. May 13 - 23
- The Site Manager will receive an email with your location's Temporary Password and instructions for first-time login. May 21 - 24
- Receive new lottery equipment. If you have not received by May 24, contact Lottery Retail Support. May 15 - 23
- Daily Grand + Daily Grand Extra sales and validations shutdown after the 7:30PM draw May 23
- Lotto Max + Lotto Max Extra sales and validations shutdown after the 7:30PM draw May 24
- Critical go-live info on Sign On News Message and Retailer Hub. Throughout May

<b>NO SALES OR VALIDATIONS AFTER</b>		
<b>Thursday, May 23</b>		
		7:30 PM
<b>Friday May 24</b>		
		7:30 PM



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### SATURDAY, MAY 25 -- INSTALLATION DAY

#### What to Expect:

- Prepare to install the new equipment at closing.
- Sales and validations will shutdown as per the chart.
- At approx. 11:49PM the Lottery System will shutdown.
- At approx. 11:55PM Keno & Pacific Hold'em Poker screens will rotate error messages, Player Displays will be blank, and BCLC digital signage will display Lottery Temporarily Unavailable.

NO SALES OR VALIDATIONS AFTER	
	~4:00 PM
	7:30 PM
	9:00 PM
	11:00 PM
	11:30 PM
	11:40 PM

#### What To Do – At Close of Business

<input checked="" type="checkbox"/>	Activity
	On the old Terminal, print Today's Sales Report and your most requested Draw Results.
	Display the Lottery Temporarily Unavailable sign provided in the Start-Up Kit.
	Secure Scratch & Win Tickets. Tickets cannot be sold until terminal operations resume.
	Unplug and remove the old Lottery equipment.
	Install the new Lottery equipment.
	Power on all the new Lottery equipment, including Ticket Checker, Printer and Terminal.
	After the Lottery equipment is installed and powered on, the Lottery Terminal will display the Login screen. <b>*Do Not Attempt To Login*</b>
	Close the kiosk until Monday, May 27.



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**SUNDAY, MAY 26**

### What to Expect:

- Lottery terminals will **not be operational prior to 7:00PM.**
- Landlords have been informed of the site closures.
- Regular updates will be posted on [BCLC Retailer Hub Lotto Transformation homepage.](#)

### What to Do:

✓	Activity
	<h2>RSG Lottery Kiosk is CLOSED.</h2>



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### MONDAY, MAY 27 – FIRST-TIME LOGIN

#### What to Expect:

- Please arrive at least 30 minutes earlier to your location. Take extra time before opening to ensure your location’s readiness for business.
- Please ensure that you, as the RSG Operator, are on-site. Adjust staff scheduling if necessary.
- Game On!** Keno draws will display on the monitors when your terminal is ready to sell.

#### What to Do:

✓	Activity
	Do not display or sell Scratch & Win product until your Lottery Terminal is ready for use.
	Confirm that Keno is playing before attempting to login.
	<p><b>Game On!</b>                      Login using your 5-digit Retailer Number, and Temporary Password that was emailed to you. You will be prompted immediately to reset your Password.</p> <ul style="list-style-type: none"> <li>○ For First-Time Login instructions and password requirements click '<a href="#">here</a>'.</li> <li>○ If your Temporary Password cannot be located, contact your BCLC Territory Manager.</li> <li>○ Share the new Password with your team.</li> </ul>
	Keno is playing, but can't log into your Lottery Terminal? Call Lottery Retail Support for assistance.
	Follow the instructions in the box of new Selection Slips and replace all Selection Slips at your location. Recycle all old Selection Slips. Old slips will not work with the new Lottery Terminal.
	Open for business.



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### RETURNING THE OLD EQUIPMENT TO BCLC

#### What to Do:

✓	Activity
	<p>Box up the old equipment in the box the new equipment arrived in.</p> <p><b>If you receive a <i>Return Waybill</i> in the Lottery Terminal box:</b></p> <ul style="list-style-type: none"> <li>• Stick the Return Waybill over top of the old label on the box.</li> <li>• Contact Purolator at 1.888.744.7123 to arrange pickup.</li> </ul> <p><b>If you do not receive a <i>Return Waybill</i> in the Lottery Terminal box:</b></p> <ul style="list-style-type: none"> <li>• A BCLC Representative will pick up the equipment within 1 – 3 business days. No need to call for pick-up.</li> </ul>

### WHAT'S NEXT?

#### What to Expect:

- Over the next few months, LVI technicians will be visiting every location to clean up any left-over cables and equipment and ensure all the new equipment is in place for ease of maintenance.
- Continue to update and refine your store's Lottery procedures and policies in accordance with the latest Lottery equipment and updated BCLC Retailer policies and procedures.
- Continue to train employees on terminal operations and any updated store policy and procedures.
- Use Training Mode on the Lottery Terminal and continue to leverage the videos and information sheets available on the BCLC Retailer Hub Lotto Transformation pages.
- Continue to read the Monthly Retailer eBulletin for post-launch information and for tips and tricks related to operating the Lottery Terminal.



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### Questions & Answers

#### Has my landlord been informed of the closure on Sunday, May 26?

Landlords and grocery managers have been notified that your location will be closed for the day on Sunday, May 26.

#### How will sales and validations of big Lotto games be impacted leading into Launch weekend?

To support the transition to the new system, sales and validations of our big Lotto games will be unavailable immediately after each game’s last draw that takes place before new terminals are installed.













This means players will not be able to purchase or validate tickets until new terminals are able to transact.

Additionally, players will not be able to check their tickets on the Ticket Checker, or on the BCLC Lotto App.

See the chart for the full schedule of shutdown times.

#### What can I do to ensure my terminal is ready for Launch Day?

1. Upon delivery of the equipment, check the waybill and confirm the 5-digit Retailer Number and address is your location. If it is not meant for your location, decline the delivery and contact Lottery Retail Support.
2. Watch and read the [Installation videos and quick reference guides](#) available on the BCLC Retailer Hub Lotto Transformation pages.

<b>NO SALES OR VALIDATIONS AFTER</b>	
<b>Thursday, May 23</b>	
 	7:30 PM
<b>Friday May 24</b>	
 	7:30 PM
<b>Saturday, May 25</b>	
	~4:00 PM
  	7:30 PM
	9:00 PM
	11:00 PM
	11:30 PM
	11:40 PM

#### When can the new Lottery Equipment be installed on Saturday, May 25?

It’s critical that new equipment is installed as soon as you close on Saturday, May 25. Don’t delay, and ensure equipment is installed **within 30 minutes** of closing.



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### Questions & Answers

#### What happens if I don't have my new terminal installed on Saturday?

The expectation is that all RSG Operators will have their new Lottery equipment installed promptly after closing on Saturday, May 25. Not installing it on May 25, or installing it more than 30 minutes after close, can delay the resumption of sales at your location.

#### What do I do if I have problems with installing the new Lottery Equipment?

First refer to the training aids provided such as the Troubleshooting Guide and the Installation Quick Reference Guide. If there are still issues installing the new Lottery Equipment contact Lottery Retail Support at 1-800-667-1649.

#### When will my store be able to start using the new Lottery Terminal?

The duration of upgrading to the new Lottery system, and executing terminal software updates, is influenced by various factors. Lottery terminals are not expected to be operational prior to 7:00PM on Sunday, May 26; therefore, RSG Lottery Kiosks will be closed on Sunday, May 26, 2024. You can anticipate using your new Lottery Terminal on Monday, May 27.

Please visit: <https://www.bclcretailerhub.com/lotto-transformation.html> for the most updated information about the progress of the system upgrade.

#### How will I know when I can log onto the new Lottery Terminal?

It's **Game On!** when you see that Keno has resumed; bringing your lottery environment back online.

Keno has resumed, but can't login to the Lottery Terminal?  
Call Lottery Retail Support for assistance.



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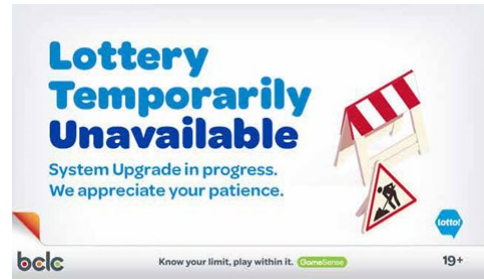
### Questions & Answers

#### Will players know that Lottery is unavailable?

BCLC will be supporting player messaging by advertising to players that Lottery purchases will be disrupted during the transition to the new Lottery system.

In addition, Lottery Temporarily Unavailable messaging will be displayed on all BCLC monitors when the system is shutdown.

Retailers can direct players to contact BCLC Customer Support at 1-866-815-0222.



#### How can I stay up to date with what's happening?

BCLC will be providing updates via email and posting regular updates on BCLC Retailer Hub Lotto Transformation homepage: <https://www.bclcretailerhub.com/lotto-transformation.html>.

*Thank you for all your efforts while we navigate this unprecedented Lotto transformation!*



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