

Training Paths

BCLC has developed training for new Lottery Terminals tailored to two distinct roles within your Lottery site: **Managers** and **Staff**. The following sections provide a detailed outline of the required learning for both. The success of your store's readiness for the new Terminal launch depends on you and your staff's engagement with our Training program. Dedicate some time to watch the Videos and carefully read the Information Sheets in each section to ensure a complete understanding of the content. It is highly recommended to revisit the material multiple times to reinforce comprehension.

To get started, visit:

<https://www.bclcretailerhub.com/lotto-transformation/retail-network.html>



MANAGERS

BE PREPARED

Operational Disruptions

Information Sheets

- Operational Blackouts
- Advance Buy Roll-Down
- Poker Lotto Decommission

Getting Ready

Information Sheets

- Readiness Checklist
- Hands-On Training Events

LOTTERY EQUIPMENT INSTALLATION & LOGIN

Videos

- Installing Your Lottery Equipment
- Loading Paper: Lottery Terminal

Information Sheets

- Lottery System Shutdown and Resumption Schedule
- Login on Launch Day
- Powering on the Equipment
- Equipment Overview

BACK-OFFICE TRAINING

Managing Scratch & Win

Videos

- Receiving Scratch & Win Tickets
- Returning Scratch & Win Tickets

Information Sheets

- Receiving Scratch & Win Tickets
- Returning Scratch & Win Tickets
- Printing Ticket List

Reporting

Videos

- The Reporting Feature

Information Sheets

- The General Terminal Report
- Transactions History Report
- Stock Summary Report
- General Terminal Report and Invoice



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



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STAFF AND MANAGERS

LOTTERY TERMINAL TRAINING

Using Your Terminal

Videos

- Lottery Terminal User Display
- The Cart

Information Sheets

- Lottery Terminal User Display
- The Cart On/Off
- Lotto Scanner
- Age Verification 19+
- Training Mode and Practice Activities
- Login Credentials

Online Games

Videos

- Selling Online Tickets
- Cancelling Online Tickets
- Validating Online Tickets

Information Sheets

- Online Ticket Features
- Selling Online Tickets
- Editing Online Tickets
- New Selection Slips
- Cancellation Rules
- Validating Free Play Prizes
- Prize Payout Levels
- Validation Scenarios
- Printing Draw Results

Scratch & Win

Videos

- Receiving Scratch & Win Ticket Orders
- Selling Scratch & Win Tickets
- Cancelling Scratch & Win Transactions
- Validating Scratch & Win Tickets

Information Sheets

- Receiving Scratch & Win Ticket Orders
 - Ticket Types and Features
 - Ticket Activation
 - Ticket Activation Cancellation
 - Validating Free Ticket Prize
 - Prize Payout Levels
 - Validation Scenarios
 - Web Cash, if applicable
- } Same as Online Games



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