

 6 MIN READ, 25 PAGES



Getting Prepared Hands-On Training Events

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Eventbrite Assistance
all-salesadmin@bcl.com



Hands-On Training Events

Prepare for the Launch of New Lottery Terminals



In this Information Sheet, you will learn how to register for tickets for a Training Event. Lottery Experts will provide you with the tools and knowledge to leave the event feeling confident about the new Lottery Terminals. This includes:

- Hands-On Training on New Lottery Terminals
- In-person BCLC staff-led training.
- Interactive learning journey with quizzes and great PRIZES to be won at the events such as an **E-Bike, Apple Watch or E-Gift Cards up to \$500.**

Sign up early for the chance to win a \$100 GIFT CARD!



Register between **February 1 and March 31** for the chance to win one of 225 **\$100 E-Gift Cards** in Early Bird Prize Draws.

(Must register and attend the event to be eligible for the Early Bird Prize Draws)



Everyone can join!

Join us if you are a Lottery Retailer, Managers, Site Staff, Head Office Staff, or anyone involved with Lottery Transformation



April 5 - May 1

Sessions available from 10am – 8pm



13 Locations

Events in the Lower Mainland, Vancouver Island, Thompson-Okanagan, Kootenays, and Northern BC



Register Now

Click **Register Now** to get tickets on Eventbrite. Detailed instructions start on Page 5.



Eventbrite Assistance
all-salesadmin@bclc.com





Hands-On Training Events

Prepare for New Lottery Terminals

Training Event Details: Dates, Locations & Sessions

Upcoming in-person training events will take place from April 5 to May 1. Find an event in your city with a session time that works for you.

Lower Mainland

Dates	Event	Address	Sessions
April 5 – 9	Vancouver	2940 Virtual Way, Vancouver, BC V5M 0A6 (BCLC Vancouver Head Office)	10am – 1pm 2pm – 5pm 5pm – 8pm
April 26 – 28	Aldergrove	26607 Fraser Hwy, Aldergrove, BC V4W 3L1 (Royal Canadian Legion Branch 265)	11am – 1pm 2pm – 4pm 4pm – 6pm 6pm – 8pm
April 30 – May 1	Hope	344 Fort St, Hope, BC V0X 1L0 (Royal Canadian Legion Branch 228)	11am – 1pm 2pm – 4pm 4pm – 6pm 6pm – 8pm

Vancouver Island

Dates	Event	Address	Sessions
April 12 – 15	Victoria	761 Station Ave, Victoria, BC V9B 2S1 (Royal Canadian Legion - Langford Branch)	11am – 1pm 2pm – 4pm 4pm – 6pm 6pm – 8pm
April 20 – 22	Nanaimo	1630 East Wellington Rd, Nanaimo, BC V9S 5P8 (Royal Canadian Legion Branch 256)	11am – 1pm 2pm – 4pm 4pm – 6pm 6pm – 8pm
April 17 – 18	Cumberland	2770 Dunsmuir Ave, Cumberland, BC V0R 1S0 (Royal Canadian Legion Branch 28)	11am – 1pm 2pm – 4pm 4pm – 6pm 6pm – 8pm



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Hands-On Training Events

Prepare for New Lottery Terminals



Thompson-Okanagan

Dates	Event	Address	Sessions
April 5 – 7	Kamloops	74 Seymour St W, Kamloops, BC V2C 1E2 (BCLC Kamloops Head Office)	10am – 1pm 2pm – 5pm 5pm – 8pm
April 10 – 11	Vernon	2500 46 th Ave, Vernon, BC V1T 8S2 (Army Navy & Airforce Veterans In Canada - ANAF)	11am – 1pm 2pm – 4pm 4pm – 6pm 6pm – 8pm
April 13 – 15	Kelowna	3929 Lakeshore Rd, Kelowna, BC V1W 1V3 (Creekside Pub & Grill-LRS)	11am – 1pm 2pm – 4pm 4pm – 6pm 6pm – 8pm
April 17 – 18	Penticton	325 Power St, Penticton, BC V2A 7K9 (Penticton Community Centre)	11am – 1pm 2pm – 4pm 4pm – 6pm 6pm – 8pm

Kootenays

Dates	Event	Address	Sessions
April 20 – 21	Castlegar	2101 6 th Ave, Castlegar, BC V1N 3V2 (Castlegar & District Recreation & Aquatic Centre)	11am – 1pm 2pm – 4pm 4pm – 6pm 6pm – 8pm
April 23 – 24	Cranbrook	803 Cranbrook St North, Cranbrook, BC V1C 3S2 (Royal Canadian Legion Branch 24)	11am – 1pm 2pm – 4pm 4pm – 6pm 6pm – 8pm

Northern

Dates	Event	Address	Sessions
April 27 – 29	Prince George	2601 Recplace Drive, Prince George, BC V2N 2S9 (Prince George Golf & Curling Club)	11am – 1pm 2pm – 4pm 4pm – 6pm 6pm – 8pm



Eventbrite Assistance
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Hands-On Training Events

Prepare for New Lottery Terminals



How to Register for Hands-On Training on Eventbrite

Continue reading for step-by-step instructions on how to register for a ticket on Eventbrite, the ticketing website.

Select an event in your city.



- Please click the 'Register Now' button
- This will direct you to the ticketing website (Eventbrite), where you can select the event location, session date and time.



Eventbrite Assistance
all-salesadmin@bcl.com



Hands-On Training Events

Prepare for New Lottery Terminals



How to Register for Hands-On Training on Eventbrite

Confirm event registration.

Confirm that the event you are registering for is in the correct city in one of two ways:

1. Check banner image with event city name and dates.
2. Check event location address.

If you chose the wrong city for the training event, return to the main page and make another selection. After you confirm that this is the correct event for registration, click "Get tickets."



Kelowna Hands-On Training Event

Get ready for an exciting hands-on training event to discover how the new Lottery Terminals will transform your business!



By BCLC

Following

2

Location

3929 Lakeshore Rd
3929 Lakeshore Road Kelowna, BC V1W 1V3
[Show map](#)

About this event

2 days 3 hours

Mobile eTicket

Early bird discount

Free

Get tickets

Click "Get tickets"



Eventbrite Assistance
all-salesadmin@bclc.com



Hands-On Training Events

Prepare for New Lottery Terminals



How to Register for Hands-On Training on Eventbrite

Register for the session date and time.

1. Session date
2. Session time
3. Quantity
 - You can register for multiple tickets for your staff (up to 7 tickets).
 - Register one (1) ticket per staff member. All tickets are free.
4. Review details in 'Order summary'
5. Click "Register"

Once you click "Register", you will be directed to a page to choose how you would like to receive your ticket(s).

The screenshot shows the Eventbrite registration interface for the 'Kelowna Hands-On Training Event'. The event is scheduled for April 13-15, 2024. The page lists four session options, all of which are free. The first session, 'Sunday 11 am - 1 pm Early Bird', is selected, and the quantity is set to 2. A 'Register' button is visible at the bottom. On the right side, an 'Order summary' box shows the total cost as CA\$0.00. A callout box at the bottom right says 'Scroll for more session date & times'.

1 April 14 2024

2 Sunday 11 am - 1 pm Early Bird
Free

3 Quantity: 2

4 Order summary

2 x April 14 2024 Sunday 11 am - 1 pm Early Bird	CA\$0.00
Total	CA\$0.00

5 Register

Scroll for more session date & times



Eventbrite Assistance
all-salesadmin@bcl.com



Hands-On Training Events

Prepare for New Lottery Terminals



How to Register for Hands-On Training on Eventbrite

1. Choose Delivery Method.

- eTicket (Free):
Digital ticket will be emailed to your mobile device. Show it on your phone or print it for entry. Present the ticket to our on-site staff for check-in on the event day.
- Will Call (Free):
This option is **not** recommended, as you will not receive an emailed digital copy of your ticket. Get your tickets on the training event day from our staff at the registration desk to check-in.

2. Click "Continue".

Click "Continue," and you will be directed to the Checkout page.

Choose Delivery Method

Time left 19:41

Ticket 1 - April 14 2024 Sunday 11am - 1pm Early Bird

1

eTicket (Free) ▼

eTicket (Free)

Will Call (Free)

eTicket is highly recommended.
An electronic copy of the ticket will be emailed to you for easy access and record keeping.

2

Continue

KELOWNA

HANDS-ON TRAINING EVENT

Prepare for the Launch of New Lottery Terminals

April 13 – 15, 2024

THE FUTURE OF PLAY.

Order summary

2 x April 14 2024 Sunday 11am - 1pm Early Bird	CA\$0.00
Delivery 2 x eTicket	CA\$0.00
Total	CA\$0.00



Eventbrite Assistance
all-salesadmin@bcl.com



Hands-On Training Events

Prepare for New Lottery Terminals




How to Register for Hands-On Training on Eventbrite

Checkout - Fill in the Contact Information.

You can register for multiple tickets (ie. for your staff), but make sure to provide the necessary information for each person. More instructions on the next page.

1. Legal First Name
2. Legal Last Name
3. Email address
4. Confirm email address
5. Check box to receive updates on the event

 **There is 20-minute time limit to fill out the information. Please have all your details ready.**

Checkout


Time left 19:24

KELOWNA

HANDS-ON TRAINING EVENT

Prepare for the Launch of New Lottery Terminals

April 13 – 15, 2024



To participate in the Early Bird Draw, the registrant must register between Feb 1-March 31, 2024, enter their legal first name, last name, email address, cell phone number, city (store location), and name of store, and also check-in at a registration desk at one of our thirteen training events to be eligible.

Contact information

[Log in](#) for a faster experience. * Required

1 Retailer First Name

3 Retailer@bcolo.com

5 Keep me updated on more events and news from this event organizer.

Send me emails about the best events happening nearby or online.

2 Retailer Last Name

4 Retailer@bcolo.com

Order summary

2 x April 14 2024 Sunday 11am - 1pm Early Bird	CA\$0.00
Delivery 2 x eTicket	CA\$0.00
Total	CA\$0.00

Hands-On Training Events

Prepare for New Lottery Terminals



How to Register for Hands-On Training on Eventbrite

Checkout - Fill in the Ticket Holder information.

Continue filling in all the required information for each individual attendee.

To participate in the Early Bird Draw, the registrant must:



- Register on Eventbrite between February 1-March 31, 2024.
- Enter their legal first name, legal last name, email address, cell phone number, city (store location), and name of store.
- Check-in at a registration desk at one of our thirteen training events.

1. Legal First Name
2. Legal Last Name
3. Email address
4. Cell phone number (for prize redemption contact)
5. City (**Store Location**)
6. Store Name (**Please indicate your 5-digit Retailer ID if known**)

Checkout

Time left 13:30

KELOWNA

HANDS-ON TRAINING EVENT

Prepare for the Launch of New Lottery Terminals

April 13 – 15, 2024

Ticket 1 · April 14 2024 Sunday 11am - 1pm Early Bird

Copy buyer information

Same as contact information.

1 First name*
Retailer 1 First Name

2 Last name*
Retailer 1 Last Name

3 Email address*
Retailer1@bclc.com

4 Cell phone*
604-123-4568

5 City*
Kelowna

6 Store Name*
Save On Foods #980 LTC (32601)

Order summary

2 x April 14 2024 Sunday 11am - 1pm Early Bird CA\$0.00

Delivery 2 x eTicket CA\$0.00

Total CA\$0.00

Please indicate your 5-digit Retailer ID if known



Eventbrite Assistance
all-salesadmin@bclc.com





Hands-On Training Events

Prepare for New Lottery Terminals

How to Register for Hands-On Training on Eventbrite

Click Register.

By selecting Register, I agree to the [Eventbrite Terms of Service](#)

Register ←

Order Successful. Fill out Ticket Holder’s information (continued).

Continue filling in the required information for each individual attendee.

7. Do you work at a corporate head office? (Yes or No).
8. Do you work at a Hospitality location (HN), such as a pub or casino? (Yes or No).
 - This will help us tailor the training to your needs, including using the Self-Serve Terminal.

Retailer 1 First Name's information

7 Do you work at a corporate head office?

Yes

No

8 Do you work at a Hospitality location (HN), such as a pub or casino?

Yes

No

Your organizer needs more details

To issue your ticket, your organizer needs some more information. Any personal details will remain private.

✔

Order successful

Click “Get tickets”.

Once you click “Get Tickets”, you will be directed to an Order Confirmation page. Continue reading for next steps.

→ **Get tickets** Do it later



Eventbrite Assistance
all-salesadmin@bcl.com



Hands-On Training Events

Prepare for New Lottery Terminals



How to Register for Hands-On Training on Eventbrite

Order Confirmation

Congratulations, you have successfully registered for ticket(s) to the Hands-On Training Event!

- Check your **email** for an order confirmation.



To access "View tickets", you need an Eventbrite account, but it's optional. Alternatively, you can simply check your email for a PDF copy of the tickets if you selected eTicket as the ticket Delivery Method.

Thanks for your order! #8777250549

View tickets

YOU'RE GOING TO

Kelowna Hands-On Training Event

ORGANIZER MESSAGE

Thank you for registering. Don't forget to mark your calendars - we look forward to guiding you along this exciting training journey, and you'll also have a chance to win great prizes!

Please present your ticket to a BCLC staff member at the event for registration and check-in when you arrive.

If you have any questions, please contact your Territory Manager.
[More](#) ▾

1 TICKET SENT TO	DATE	LOCATION
Retailer1@bclc.com		Kelowna, BC, Canada
Change		

Select "Change" to update your email address if needed. Your order confirmation and tickets (if applicable) will be sent to the new email address you provide.



Eventbrite Assistance
all-salesadmin@bclc.com



Hands-On Training Events

Prepare for New Lottery Terminals



How to Register for Hands-On Training on Eventbrite

Check your Order Confirmation email for tickets.

- By registering for an eTicket, your digital ticket will be attached to your email (PDF format).
- Show it on your phone or print it to show our staff for check-in on the event day.

File Message Help Tell me what you want to do

Delete Archive Reply Reply All Forward Share to Teams All Apps Quick Steps Move Tags Editing Immersive Translate Zoom Reply with Scheduling Poll View Viva Insights Report Phishing

Your Tickets for Kelowna Hands-On Training Event

Eventbrite <noreply@order.eventbrite.com>
To Retailer1@bcl.com

774550109227-8593418809-ticket.pdf 48 KB

This is your ticket

eventbrite

**Retailer 1 First Name,
you've got tickets!**

Keep your tickets handy

Go to My Tickets



Will Call tickets include an email confirmation, but no digital ticket will be provided.



Eventbrite Assistance
all-salesadmin@bcl.com



Hands-On Training Events

Prepare for New Lottery Terminals



How to Register for Hands-On Training on Eventbrite

This is the end of the ticket registration process. Below is a sample Eventbrite ticket. Show it on your phone or print it to show our staff for check-in on the event day.

This is a sample ticket for reference

eventbrite

Order #8593418809

Kelowna Hands-On Training Event

April 13 2024 Saturday 11am - 1pm Early Bird

3929 Lakeshore Rd, 3929 Lakeshore Road, Kelowna, BC V1W 1V3. Canada

Free Order

Order Information

Order #8593418809. Ordered by Retailer 1 First Name
Retailer 1 Last Name on 27 December 2023 3:26 PM

Name

Retailer 1 First Name
Retailer 1 Last Name



859341880914199248259001

Event Information:

We look forward to guiding you along this exciting training journey, and you'll also have a chance to win prizes at the Hands-On Training Event!

Please present your ticket to a BCLC staff member at the event for registration and check-in when you arrive.

If you have any questions, please contact your Territory Manager.

[View ticket information](#)



Take a screenshot of this ticket on your phone for offline access.



Eventbrite Assistance
all-salesadmin@bclc.com





Hands-On Training Events

Prepare for New Lottery Terminals

How to Claim Your Ticket



These instructions only apply to staff whose managers registered a ticket on their behalf. Please check your email for an Order Confirmation.

1. Claim Your Order

- In your Order Confirmation email, click “Claim Your Order”.
- You will be prompted to Eventbrite’s Log In screen.

AGR Manager just got you tickets to Kelowna Hands-On Training Event

Eventbrite <noreply@order.eventbrite.com>
To Retailer1@bcl.com

Thu 2024-01-25 9:43 AM

☺ Reply Reply All Forward

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Hi, Retailer1
AGR Manager got you tickets to Kelowna Hands-On Training Event!

1 Claim Your Order

About the event

Sat, 13 Apr 7:00 PM
 Kelowna Hands-On Training Event
 by BCLC
 Creekside Pub



Eventbrite Assistance
all-salesadmin@bcl.com



Hands-On Training Events

Prepare for New Lottery Terminals



How to Claim Your Ticket

2. Click “Email me a login link”

- If you already have a preexisting Eventbrite account, skip this step and log in with your email and password by clicking "Log in" instead.

3. Type in your email address.

4. Click “Send login link”.



Eventbrite Assistance
all-salesadmin@bclc.com





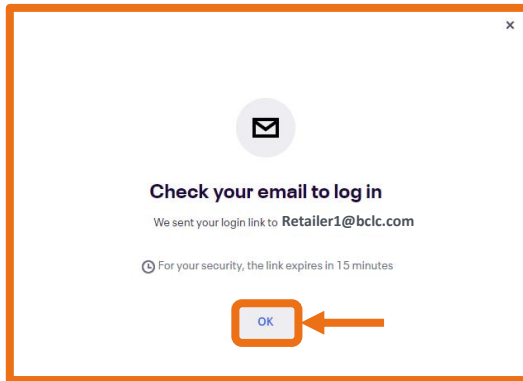
Hands-On Training Events

Prepare for New Lottery Terminals

How to Claim Your Ticket

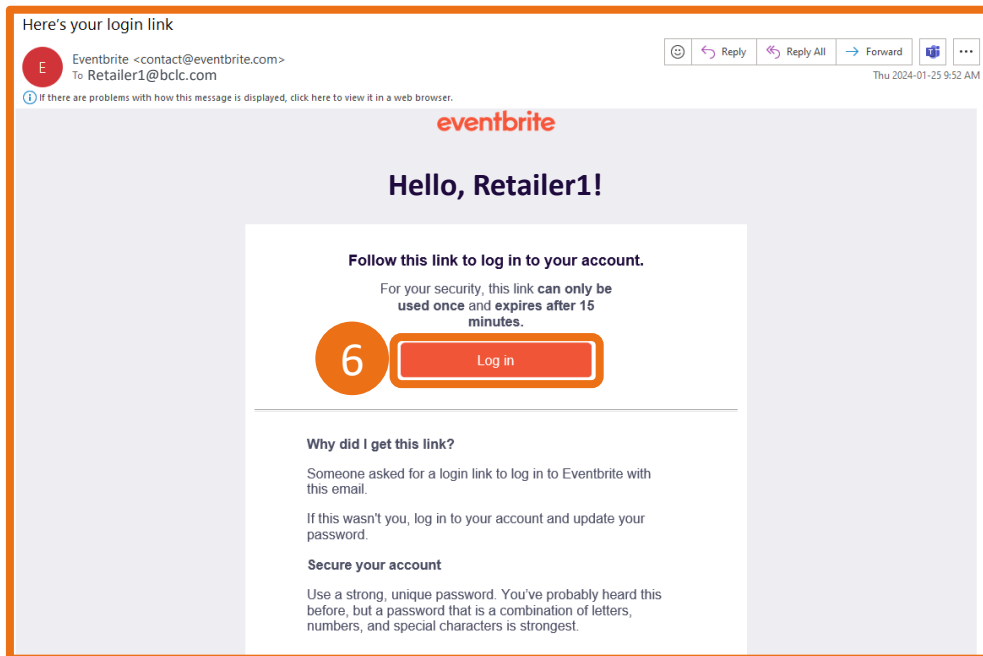
5. Check your email

- You'll see a message on the screen telling you to check your email for a login link within 15 minutes.
- Click **“OK”** and open your email.



6. Once in your email, click **“Log in”**.

- You will be redirected to Eventbrite’s login page



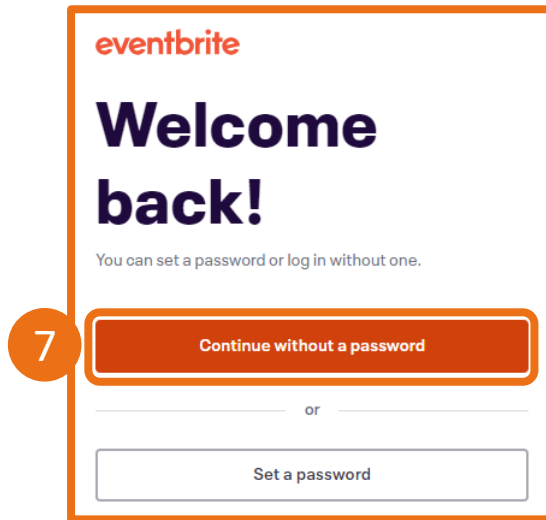


Hands-On Training Events

Prepare for New Lottery Terminals

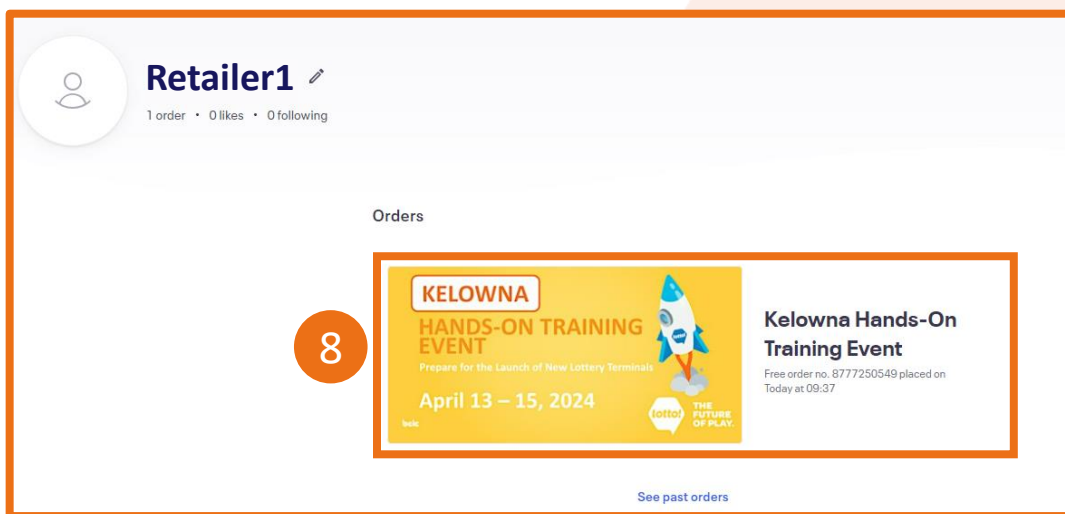
How to Claim Your Ticket

- Click “Continue without a password”
 - Setting a password for future logins is optional.



8. Display Ticket

- Your profile will be displayed. The ticket assigned to you will be under “Orders”.
- Click on the banner image to view and print your ticket.





Hands-On Training Events

Prepare for New Lottery Terminals

How to Claim Your Ticket

9. Click "Print Tickets"



10. Download Ticket

- You will be prompted to save your ticket (PDF). Open the file to view or print your ticket.
- Show it on your phone or print it to show our staff for check-in on the event day.



Take a screenshot of this ticket on your phone for offline access.



Eventbrite Assistance
all-salesadmin@bcl.com





Hands-On Training Events

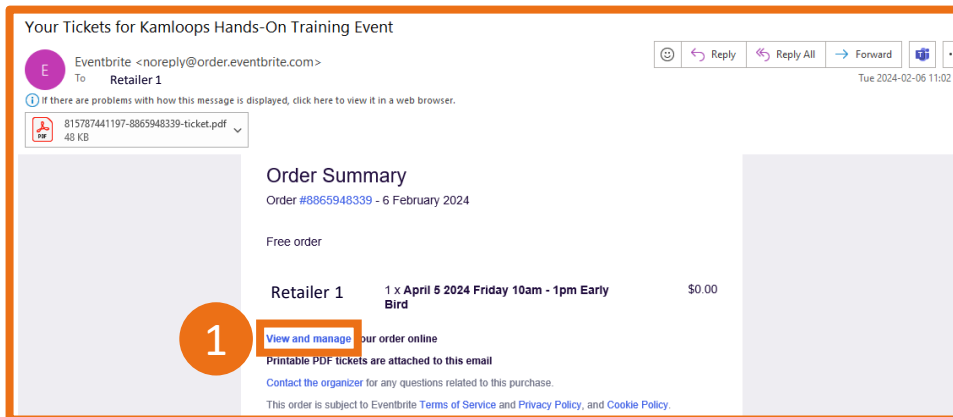
Prepare for New Lottery Terminals

How to Cancel a Ticket

These instructions are for attendees that are cancelling **all** tickets in your order.
 To cancel a **portion** of your ticket order, please contact Sales Admin all-salesadmin@bclc.com.
 Please include your Order Confirmation Number in the email.

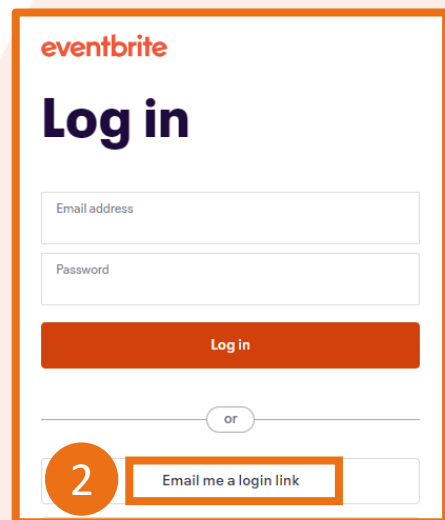
1. Find your order confirmation email.

- Scroll down to the bottom of the email and click on the link ‘View and manage’.



2. Eventbrite’s login page will open.

- Click ‘Email me a login link’ if you do not have an Eventbrite account.



3. Open your email and click on the link you received.

- Click ‘Continue without a password’.



Hands-On Training Events

Prepare for New Lottery Terminals



How to Cancel a Ticket

4. Click 'Cancel Order'. A pop-up will appear.

Order for Kamloops Hands-On Training Event

Free order #8865948339 on Feb 6, 2024
Kamloops BC

April 5 2024 Friday 10am - 1pm Early [Edit](#)

Bird

4 Cancel Order

Print Tickets
Contact the organizer
Report this event

Information
Last Name *
Retailer Last Name
Email *
retailer1@bclc.com
Delivery Method
Ticket
Cell Phone *
604-123-4568

5. Click 'Yes, cancel this order'.

Cancel Free Order

Are you sure you want to cancel this order? **5**

No, nevermind Yes, cancel this order

6. You will receive a cancellation email.

Free Order Canceled for Kamloops Hands-On Training Event

BCLC <noreply@order.eventbrite.com>
To Retailer 1

If there are problems with how this message is displayed, click here to view it in a web browser.

eventbrite **6**

Hello Retailer 1,

Your order for the event Kamloops Hands-On Training Event was successfully canceled through Eventbrite.

FREE ORDER CANCELED

Event Name: Kamloops Hands-On Training Event
Order Number: 8865948339



Eventbrite Assistance
all-salesadmin@bclc.com





Hands-On Training Events

Prepare for New Lottery Terminals

How to Update Ticket Contact Details

These instructions are for:

- Changing ticket details such as First Name, Last Name, Email Address, or Cell Phone.
- Updating contact details if there is a new attendee replacing an existing attendee.

A confirmation email will be sent once the details are updated. Each attendee requires their own ticket, and the provided information must match the government-issued ID they'll be presenting at the event.

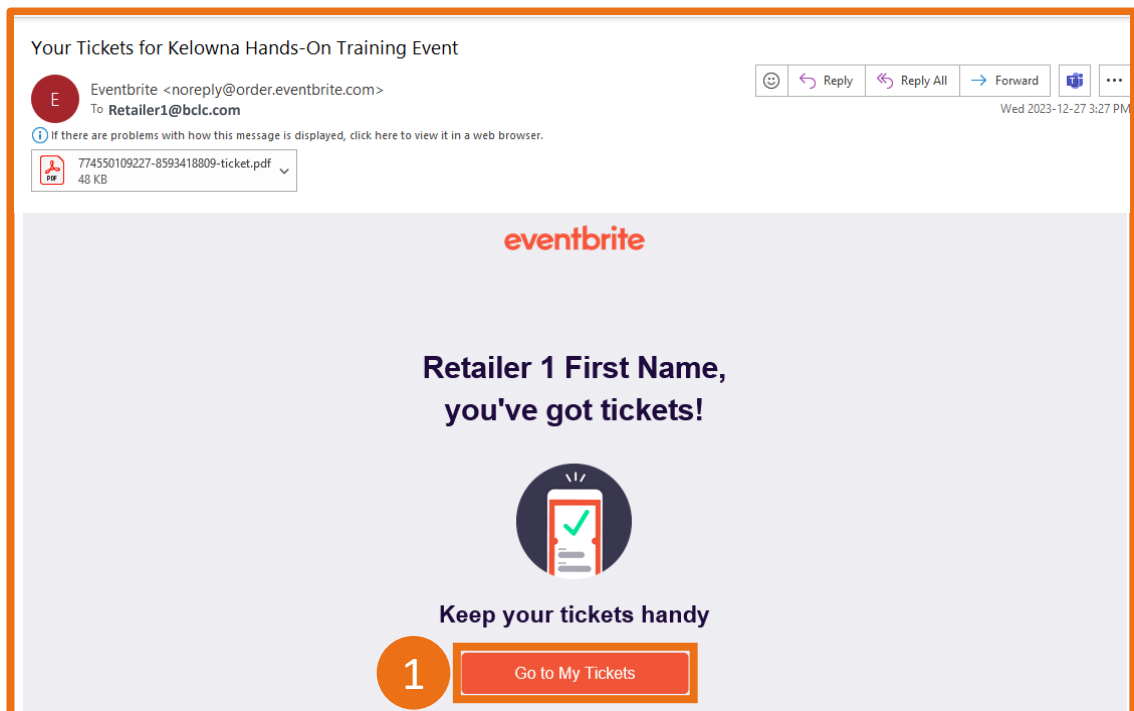
Only the buyer (individual that registered for the tickets) can make these updates.

If someone else registered for a ticket for you, please contact the buyer or Sales Admin:

all-salesadmin@bclc.com

Please include your Order Confirmation Number in the email.

1. Find your ticket confirmation Email. Click “Go to My Tickets”



Eventbrite Assistance
all-salesadmin@bclc.com



Hands-On Training Events

Prepare for New Lottery Terminals



How to Update Ticket Contact Details

2. Click "Edit".

[← Back to Current Orders](#)

Order for Kamloops Hands-On Training Event

Free order #8867155369 on Feb 6, 2024
Kamloops BC

Print Tickets

Cancel Order

Contact the organizer

April 5 2024 Friday 10am - 1pm Early Bird

Contact Information

First Name *
Retailer

Last Name *
Retailer Last Name

Email *
Retailer@bclc.com

2

Edit

[Report this event](#)

3. Fill in the updated contact information.

- Check the box to send confirmation email to new attendee.

4. Click Save.

April 5 2024 Friday 10am - 1pm Early Bird

Contact Information

First Name *

Last Name *

Email *

Send confirmation email to new attendee

4

Save

Cancel



Hands-On Training Events

Prepare for New Lottery Terminals



How to Register for a Different Session

We understand that plans can change. To switch to a different session, please:

1. Register for a ticket for a new session time slot.
2. Cancel your current ticket. Instructions for canceling a ticket can be found on Page 20.

This ensures that you have a ticket in case your desired time slot sells out.

For assistance, please contact Sales Admin all-salesadmin@bclc.com
Please include your Order Confirmation Number in the email.



Order Information

Order #8593418809. Ordered by Retailer 1 First Name
Retailer 1 Last Name on 27 December 2023 3:26 PM

Name

Retailer 1 First Name
Retailer 1 Last Name



859341880914199248259001



Eventbrite Assistance
all-salesadmin@bclc.com



Hands-On Training Events

Prepare for New Lottery Terminals



Questions & Answers

If I enter for the Early Bird Draw Prize, can I also enter for a Prize at the Hands-On Training Event?

Yes! You can participate in both the Early Bird Prize Draw (\$100 E-Gift Card) and the event Prizing (eg. E-Bike, Apple Watch, E-Gift Cards up to \$500). Please see Terms and Conditions for details.

If I registered my 5 employees for Early Bird tickets, do I get 5 entries for the Early Bird Prize Draw?

No, you'll only be entered into the Early Bird Prize Draw once you check-in at the event in-person. Each one of your employees will also be entered into the Prize Draw when they check-in. It's one entry per person. Please see Terms and Conditions for details.

How much time does the in-person training session take?

All sessions are approximately 1.5 hours. BCLC staff will guide you throughout the learning journey, and each training topic will have a set amount of time to complete. We highly recommend that you stay for the entire event.

Where do I register?

Please click the  Register Now button. This will take you to the ticketing website (Eventbrite), where you can select the training session city, session date and time.

I still have questions about the event and/or how to register, who can I contact?

For technical assistance on how to register on Eventbrite, please contact Sales Admin at all-salesadmin@bclc.com. Please include your Order Confirmation Number in the email.

If you have any questions about event, please contact your Territory Manager for assistance.

For Early Bird Draw Prize Draw - Terms & Conditions.

 Read More

For Hands-On Training Event Prize Draw- Terms & Conditions.

 Read More



Eventbrite Assistance
all-salesadmin@bclc.com

