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# Online Games Selection Slip Scanning Tips

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Text or call Lottery Retail Support:  
[1-800-667-1649](tel:1-800-667-1649)



# Online Games

## Selection Slip Scanning Tips



This Information Sheet covers tips to troubleshoot scanning issues to best support selection slip performance and ensure successful scans.

### Having Troubles Scanning the Selection Slips?

Here are 7 tips below:

#### 1 Use New Selection Slips

- Old Selection Slips do not work on new Lottery Terminal.
- If Players present an old Selection Slip, they must complete a new one and can save it for future use.

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For image comparisons between old and new slips  
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#### 2 Use Blue or Black Ink Pen

- Only use black or blue ink pen to fill out Selection Slips.
- Using a pencil or light-coloured pens will not work with the new Lottery Terminal.

#### 3 Place Selection Slips Flat on Ticket Tray

- Place the Selection Slip flat on the ticket tray and let go for the camera to read.
- Ensure the Selection Slip is placed within the marked boundary of the ticket tray.
- Ensure there are no other items on the ticket tray.

#### 4 Use Ticket Replay

- To replay a ticket after validation, simply use the ‘Replay’ button instead of rescanning the Selection Slip.

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For Ticket Replay



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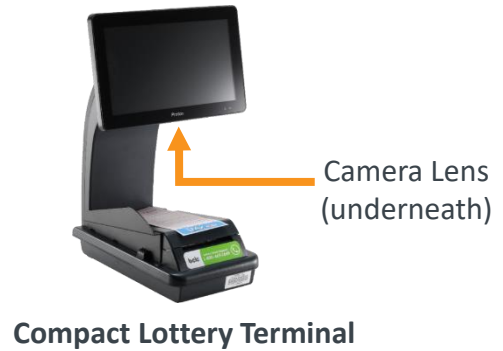
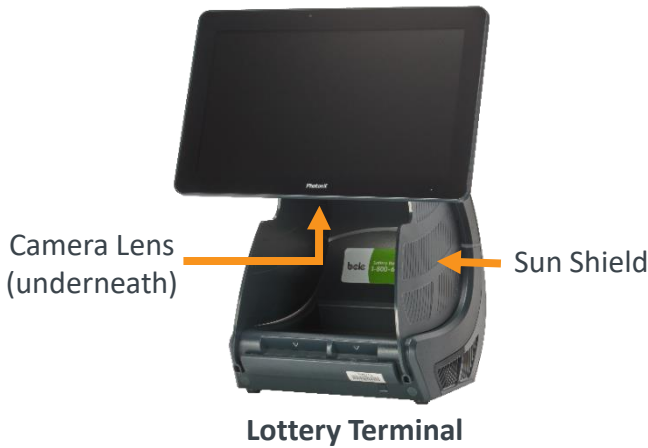
# Online Games

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### 5 Clean the Camera Lens

- Clean the camera lens using use a microfiber cloth dampened slightly with water.

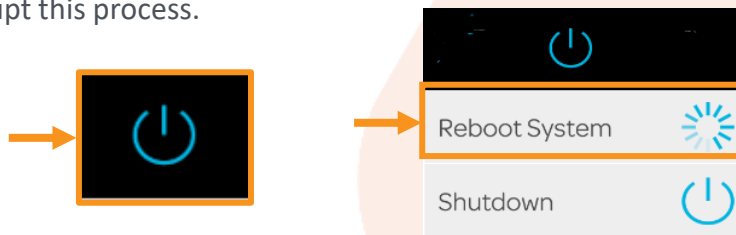


### 6 Sun Shields

- Sun Shields improve scanning by eliminating interference from sunlight or other lighting. All Lottery Terminals will have Sun Shields installed.
- **Note:** Sun Shields are not compatible with the Compact Lottery Terminal. For Compact Lottery Terminals, consider placing it in a darker area, away from windows or bright lights if possible.

### 7 Reset the Terminal

- Tap the power button on the top navigation bar.
- Tap 'Reboot System'.
- When the Terminal reboots, the camera scans the white marks on the ticket tray to realign itself for accurate scanning. Make sure the tray is clear, as any items can disrupt this process.



Please contact Lottery Retail Support for further assistance if the issue persists.



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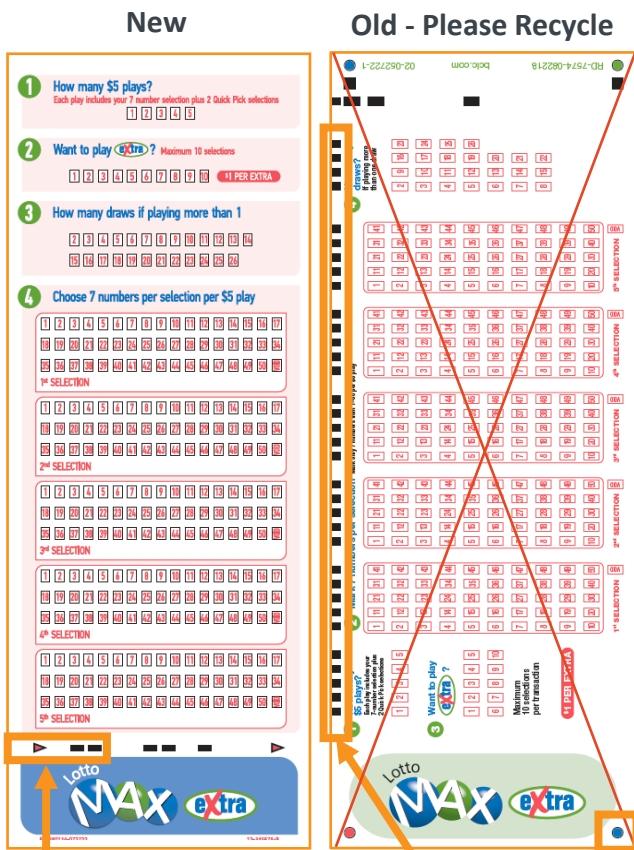
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## Selection Slip Scanning Tips



### New vs. Old Selection Slips

1. New Selection Slips feature **red arrows**, while old Slips have coloured circles in the four corners and **black squares** along the side edge.
2. New Selection Slips are numbered 280132 to 280141. This unique code is found in small font at the edge of the slip.
3. New Selection Slips are vertical.



Red Arrows

1

Black squares and coloured circles



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For image comparisons between old and new slips



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