



 5 MIN READ, 10 PAGES

# Using Your Lottery Terminal

## User Display Overview

[Welcome Screen](#)

[Navigation Bar](#)

[Menu Bar](#)



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



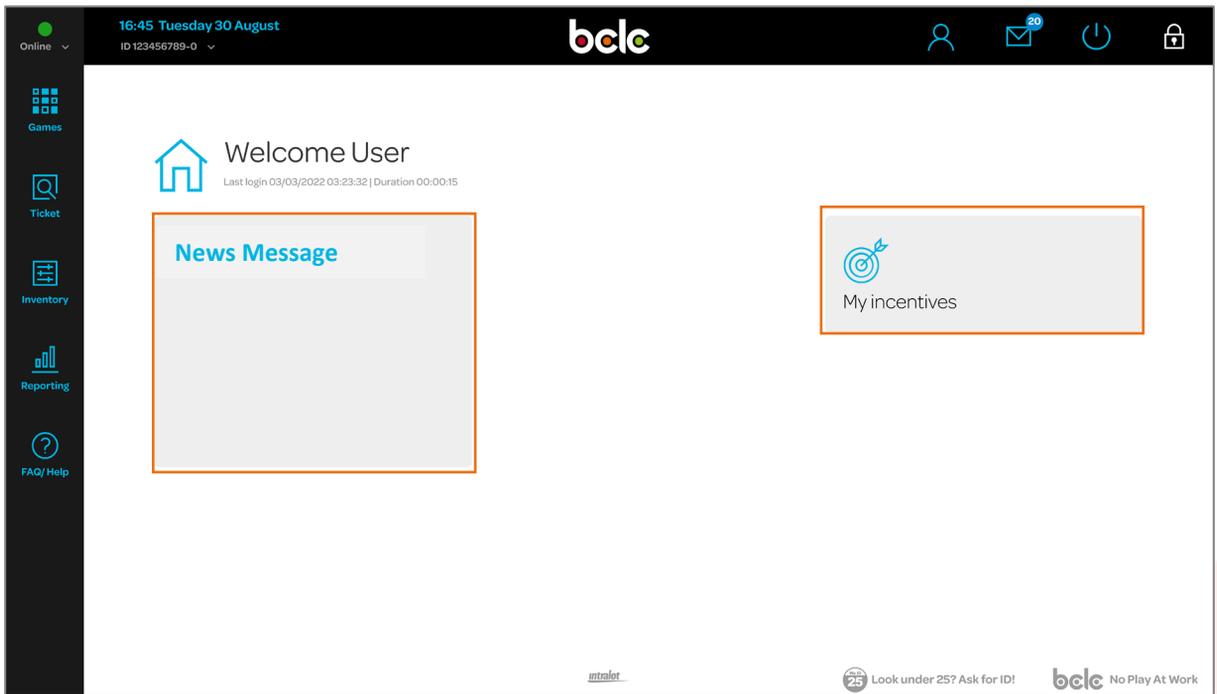
# Using Your Lottery Terminal

## User Display Overview



Familiarizing yourself with the Lottery Terminal User Display will facilitate efficient operation. This information sheet covers all the key elements on the display and what they are used for.

### Welcome Screen



**News Message** will be updated regularly with information to support lottery operations.

**My Incentives** will show your location’s progress during active Retailer incentives. BCLC anticipates this feature to launch summer 2025.



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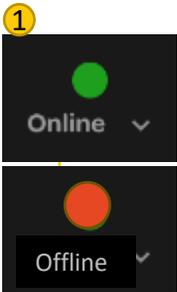


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## User Display Overview



### Navigation Bar



The **Online** indicator displays Lottery Terminal and equipment connection status. When red, tap the dropdown arrow to identify the disconnected equipment. Physically reconnect the piece and recheck the status. If it remains red, contact Lottery Retail Support to verify connection to the BCLC network.



The **Thermal Printer** indicates if the Printer is connected and there is enough paper.



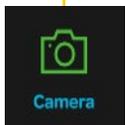
The **Player Display** indicates if Player Screen is connected.



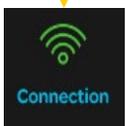
The **Barcode Gun** indicates if the Lotto Scanner is connected.



The **Ticket Checker** indicates if the Ticket Checker is connected.



The **Camera** indicates if the Ticket Tray Scanner is connected.



The **Connection** indicator shows if Lottery Terminal is connected to BCLC Network.



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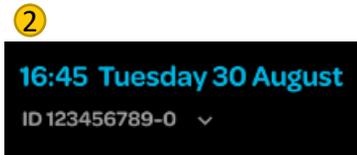


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## User Display Overview



### Navigation Bar



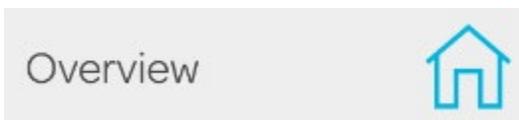
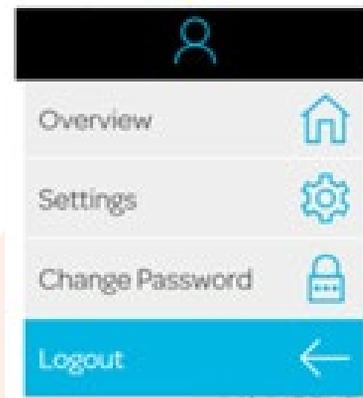
**Date and time** in Pacific Standard Time.  
The **Terminal ID** is your Retailer Number, followed by 01 or 02 for each Terminal at your location.



The **BCLC logo** takes you to the Welcome Screen.



The **User icon** drops down for options.



**Overview** takes you to the Welcome Screen.



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# Using Your Lottery Terminal

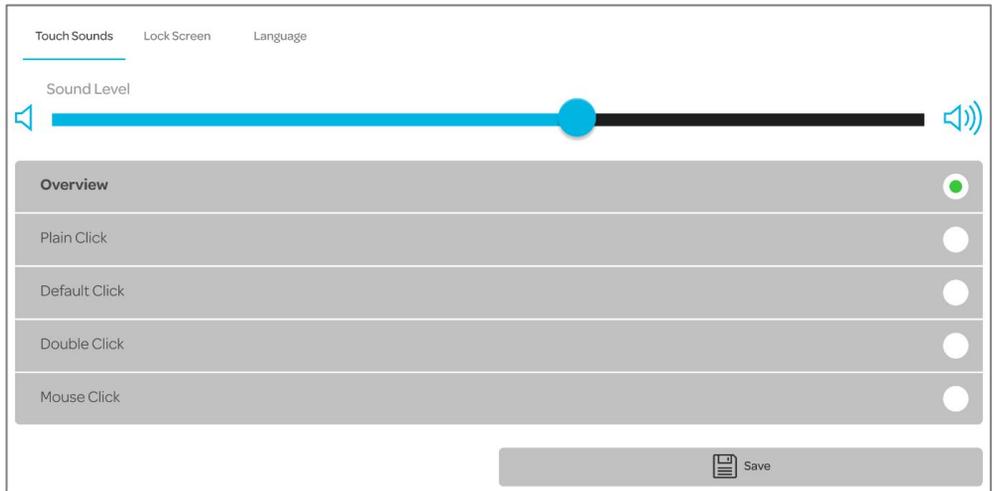
## User Display Overview

### Settings

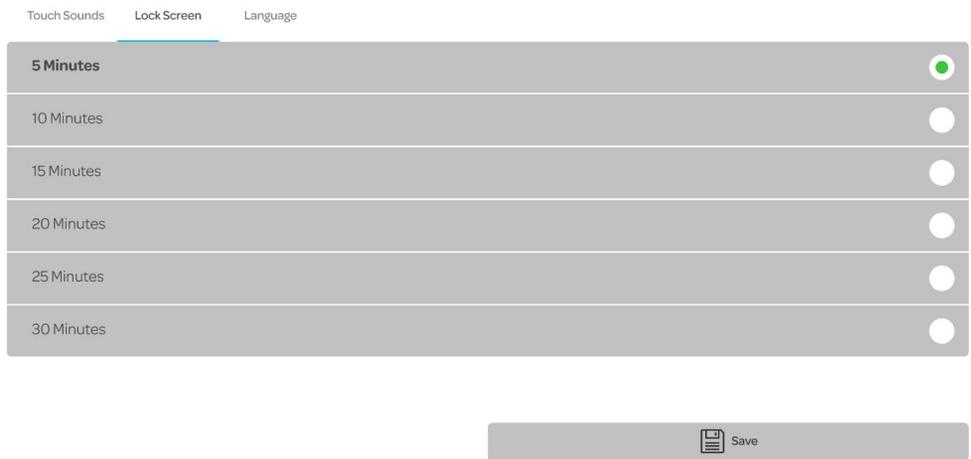


**Settings** allows you to change some terminal settings.

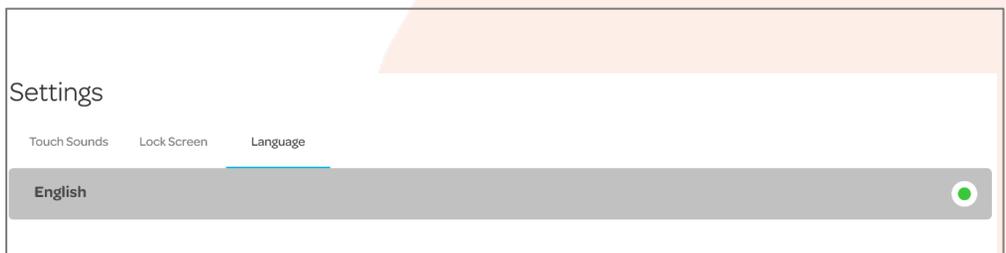
**Touch Sounds** changes the volume and sound of onscreen taps.



**Lock Screen** limits access after a set amount of time of inactivity. By default, at 5 minutes of inactivity, the Lottery Terminal automatically locks.



**Language** default is English and cannot be changed.



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Change Password 

**Change Password** enables password reset.

Change Password →

q	w	e	r	t	y	u	i	o	p		
a	s	d	f	g	h	j	k	l	Enter		
Shift	z	x	c	v	b	n	m	.	,		
Clear	Space								Bksp		

1	2	3
4	5	6
7	8	9
	0	

Logout ←

**Logout** to restrict access.

Logout throughout the day or at the end of your business day to close the system and allow for any overnight updates. If you forget to Logout your Terminal will still receive updates.

Logout takes you to the Login screen.



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# Using Your Lottery Terminal

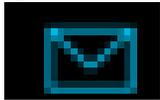
## User Display Overview



### Navigation Bar



- 5 Use the **Messages** icon to read, save, print and delete alerts and important messages from BCLC.



### Messages

All (5)   Unread (1)   Saved (3)

Message 1	18/01/2018 10:07:23		
Message 2	18/01/2018 10:07:23		
Message 3	18/01/2018 10:07:23		
Message 4	18/01/2018 10:07:23		
Message 5	18/01/2018 10:07:23		

- Tap Message to open the message.
- Tap to save the message. Will be saved and displayed under the Save tab.
- Open message and tap **Print** to print the message from the Lottery Terminal Printer.
- Tap Trash Can icon to delete message from Inbox.
- High priority message (!) will appear in a pop up on the Lottery Terminal when the message is executed or upon Login.

### Retention Rules:

Read Low Priority messages:                      auto-delete after 30 days  
 Read High Priority (!) messages:                auto-delete after 90 days  
 Unread messages:                                    auto-delete after 90 days.

Saved messages will never be auto-deleted from the Inbox. Retailer must manually delete if needed.



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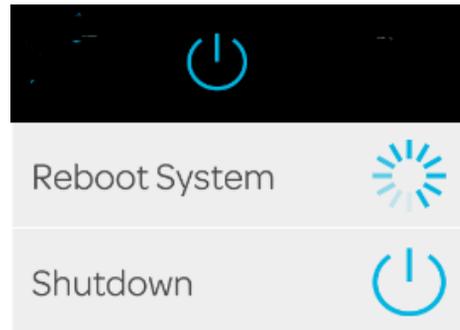
### Navigation Bar



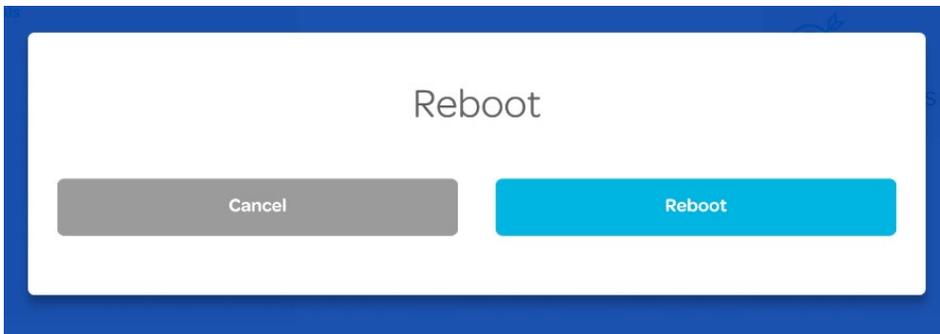
6



The Power button drops down for options.



These actions should only be used when instructed by Lottery Retail Support.



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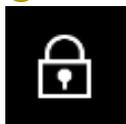
## User Display Overview



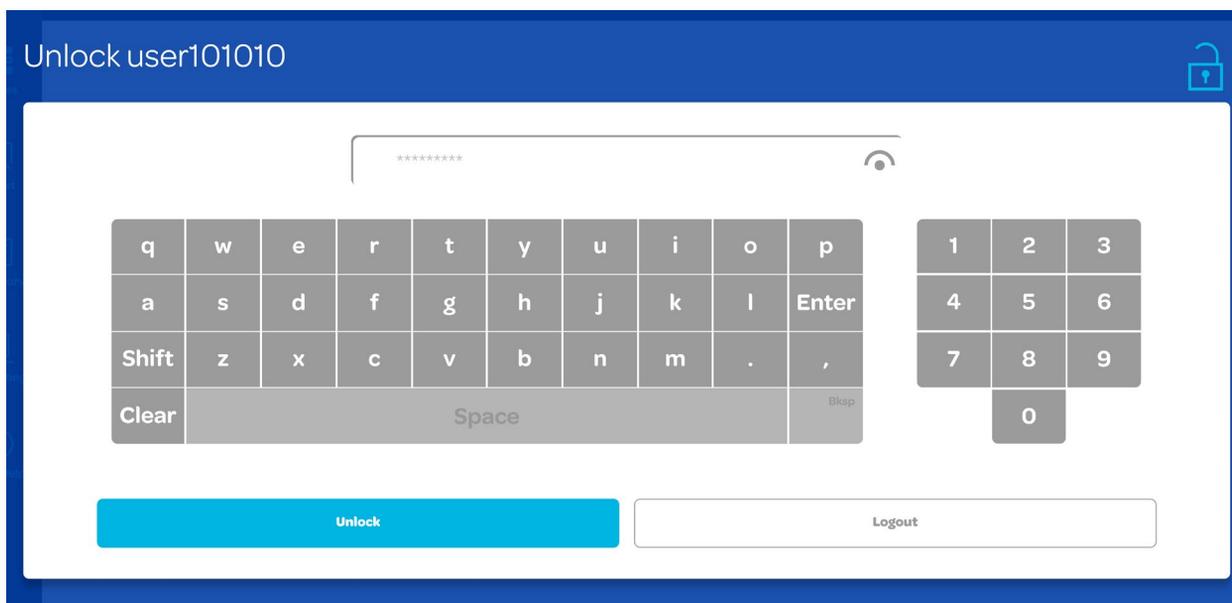
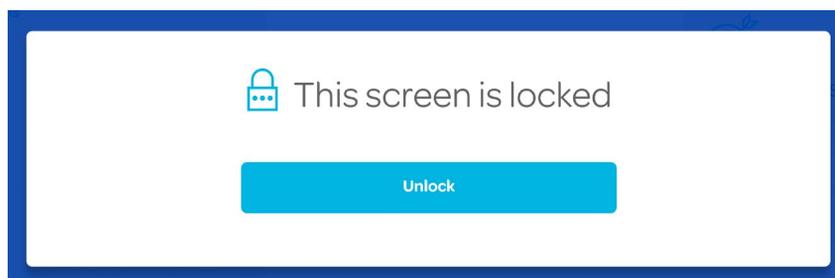
### Navigation Bar



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Use the **Lock Screen** icon when leaving your Terminal unattended for a short period of time to prevent unauthorized use. Only Password is required to Unlock.



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### Menu Bar



**Games** is where printed tickets from your Lottery Terminal, otherwise known as Online Tickets, as well as Packages can be purchased.

**Tickets** menu is where you validate and cancel Online and Scratch & Win Tickets.

**Inventory** is used to manage Instant products.

Access **Reporting** to view and print sales reports.

**FAQs** includes answers to most frequently asked questions.



For step-by-step instructions on navigating the User Display



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