

Using Your Lottery Terminal

Password Protocols



A new Lottery Terminal password is required every 180 days (approx. 6 months). To ensure smooth password changes at your location please review this information sheet carefully. It explains the 180-day password reset, the benefits of changing your password early as well as the minimum password requirements and best practices.

1. 180-Day Password Reset:

The back-end system will automatically trigger a password reset at exactly 180 days after the previous password change, right down to the very second. To prevent business disruptions, retailers are encouraged to proactively update the password before the automatic reset occurs.

2. Benefits of Early Password Reset:

1. Avoid Transaction Interruptions:

- Prevents the “Change Password” pop-up from appearing during a Lottery transaction.

2. Ensures Proper Oversight:

- Allows the designated Team Lead to manage and set the new password.

3. Facilitates Team Communication:

- Enables the new password to be shared with the team in advance, reducing confusion.

4. Minimizes Downtime:

- Helps avoid unexpected Lottery Terminal lockouts and reduces the need to contact Lottery Retail Support.



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


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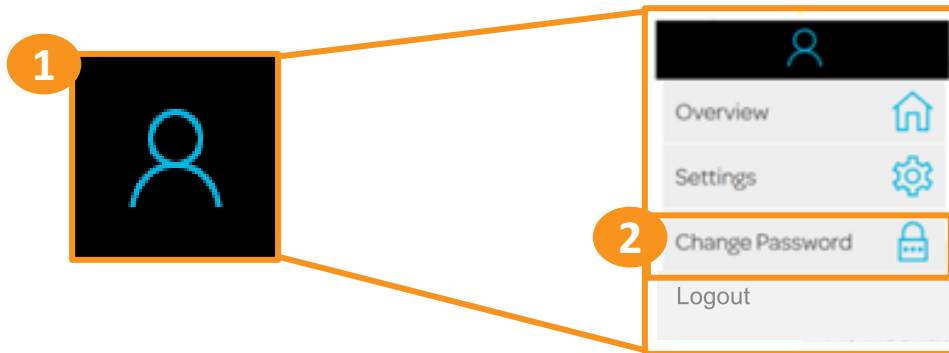
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3. How to change the Password:

From the Top Navigation Bar:

1. Tap the User icon. 
2. Tap Change Password.
3. Change Password screen displays.
4. Type: Old Password, New Password and Confirm the New Password.
5. Tap Submit.



The image shows the 'Change Password' screen. At the top, it says 'Change Password' with a right arrow. Below this are three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Below the fields is a virtual keyboard with letters, numbers, and special keys like 'Enter', 'Shift', 'Clear', 'Space', and 'Stop'. At the bottom, there are two buttons: 'Submit' (highlighted with callout 5) and 'Cancel'. Callout 3 points to the 'Change Password' header, and callout 4 points to the input fields.



Reminder to share the new password with your team



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4. Password Requirements

Please note the following Password requirements:

- **Must be** a minimum of 6 characters
- **Can be** a combination of numbers, letters and/or symbols
- **Can be** a combination of upper-case and/or lower-case letters
- **Cannot** repeat or be in sequential order (for example 123456, 1111111, ABCDEF etc...)
- **Cannot** include words using consecutive keystrokes (for example qwerty)
- **Must be** changed every 180 days
- **Cannot** be reused: most recent 8 Passwords cannot be reused

5. Best Practices

- Set a reminder in your calendar to change the Lottery Terminal password prior to the 180-day automatic reset.
- If your Terminal locks due to a failed password attempt call or text Lottery Retail Support at 1-800-667-1649 to reset your password immediately.
- Store your Password in a secure location and ensure all staff know where to locate.
- Your 5-digit Retailer number can be found on your Lottery Terminal in the top left corner just below the date and time.
- If you have more than 1 Lottery Terminal at your location, the Login will be the same for both. **Note: this includes the Self-Serve Terminal located in the Hospitality Network.**
- During the day it is recommended to use the Lock Screen icon  when leaving your Terminal unattended to prevent unauthorized use.



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