



Get Lotto Certified Online

Understand and feel confident selling lottery products.

Complete your Lotto! Certification within two weeks of starting your employment. The course is mandatory and will take approximately 30 minutes. Lotto! Certification provides you with important information that you need to know to sell lottery. ***Please view the entire course to the very end to ensure that your certification is captured successfully.***

Step 1

Check that your manager has added your name to the BCLC Retailer Database. You can access online certification two business days after your name has been added.

Step 2

Go to www.bclcretailerhub.com

- Click [Training](#)
- On the [Get Lotto Certified](#) page, click on the [Start Lotto Certification](#) button

Follow the steps below:

- Input your **First Name, Last Name** and **Retailer Number** (the 4-digit number used to sign onto your lottery terminal)
- Follow the prompts and input your **Middle Initial, Date of Birth** and **Email Address**.
- The system will generate your unique User ID and a temporary password.
- **Sign in** using your User ID and temporary password. Follow the prompts to create a new password.
- **Complete the course** → From the My Learning homepage click the '**Start Course**' button to launch the BCLC Lotto! Certification course.

IMPORTANT NOTE: The certification course will play within your existing browser window and may take a few seconds to load. Depending on your browser set-up, you may need to change your Internet Settings in your browser options to temporarily or permanently allow pop-ups from the lottery certification website (*. bclc.plateau.com). *See next pages for instructions on How to Allow the Lotto Certification Course to Pop Up for the different browsers.*

Step 3

Print or save your **certificate** from the History link on the Homepage as soon as you complete the course.

If you experience difficulties, please contact Lottery Support Hotline at 1-800-667-1649 or email

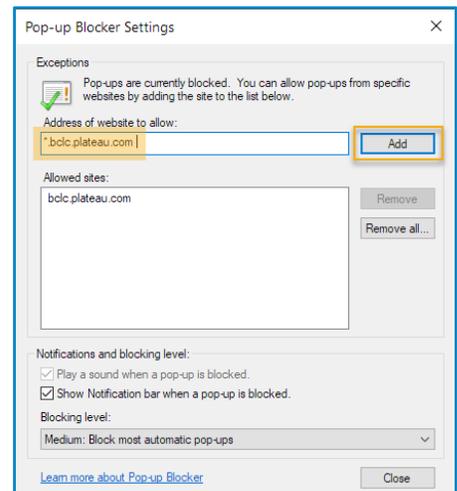
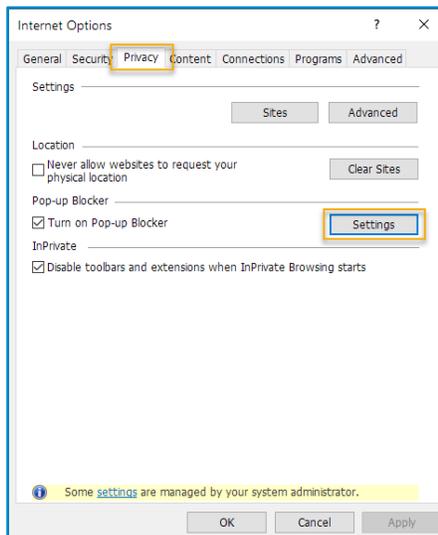
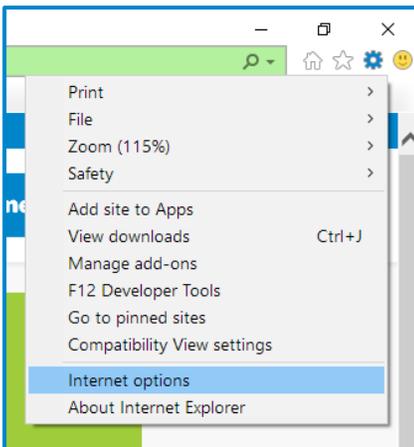
RetailerFeedback@BCLC.com for troubleshooting.



How to Allow Lotto Certification Course to Pop-Up

Internet Explorer *Different browser versions may differ slightly

1. Go to **Tools > Internet Options**
2. Select the **Privacy** tab
3. In the **Pop-up Blocker** section
 - a) Click **Settings**
 - b) In the **Exceptions** section input the website address to allow: ***.bclc.plateau.com** (note: be sure to include an * and a period before the word bclc)
 - c) Click **Add** – the site should appear in Allowed sites box.
4. Click **Close**.

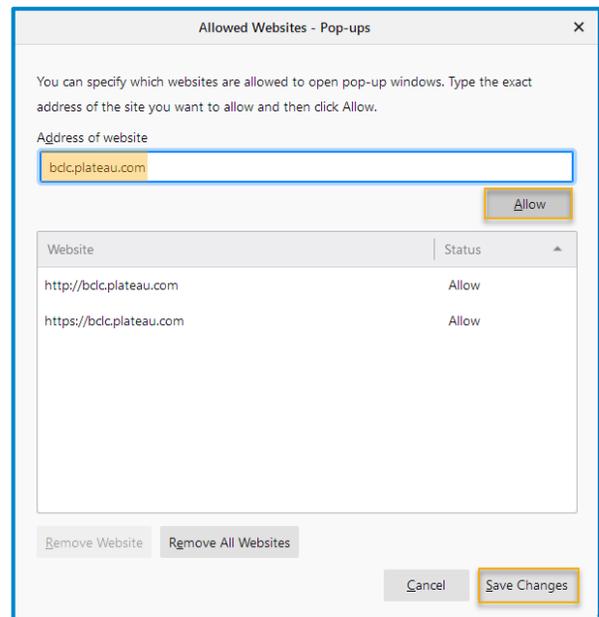
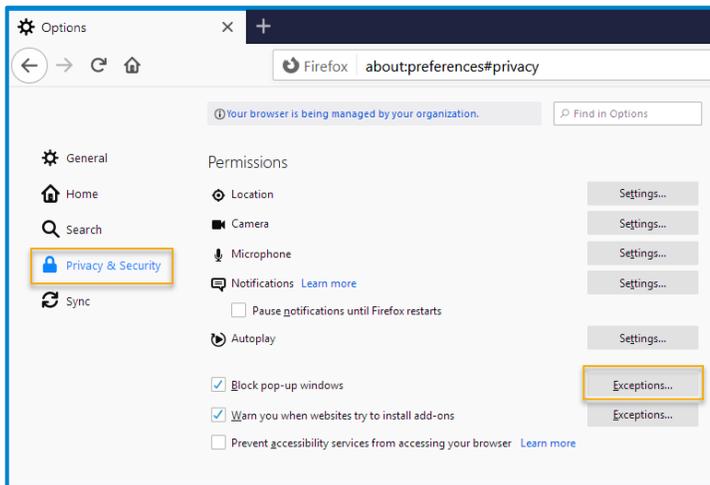
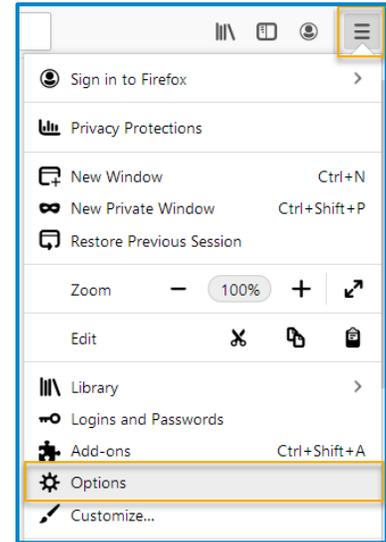




How to Allow Lotto Certification Course to Pop-Up

Mozilla Firefox *Different browser versions may differ slightly

1. From the Firefox drop down on the top right select **Options** →
2. Click **Privacy & Security** tab
3. Scroll down to the **Permissions** section
 - a) Next to 'Block pop-up windows', click on **Exceptions**
4. Input the website address: **bclc.plateau.com**
5. Click **Save Changes**

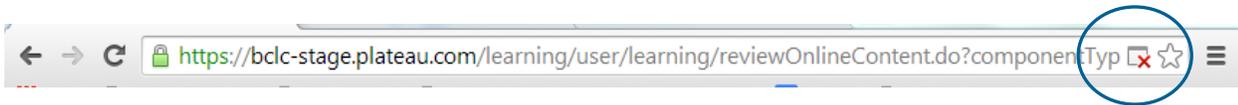




How to Allow Lotto Certification Course to Pop-Up

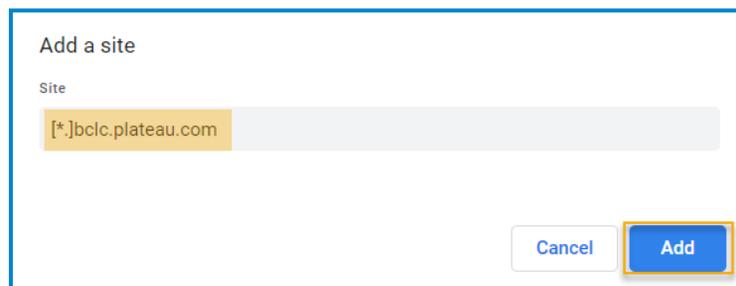
Google Chrome *Different browser versions may differ slightly

1. When Google Chrome blocks pop-ups for a site, the  icon may appear in the address bar.
2. Click the icon to see a list of the blocked pop-ups.
3. Click the link for the pop-up window that you'd like to see.
4. To always see pop-ups for the site, select **Always show pop-ups from [site]**.



If the icon does not appear in the address bar, you can manually allow pop-ups from a site

1. Click the Chrome menu  on the browser toolbar.
2. Select **Settings**.
3. Click the link to **advanced** – at the bottom of the page. 
4. In the **Privacy and security** section, click on Site Settings.
5. In the **Permissions** section
 - a) Click **Pop-ups and redirects**
 - b) Click on **Add**, and input **[*.]bclc.plateau.com** (note: be sure to include the square parenthesis, an * and a period before the word bclc)
 - c) Select **Add**





How to Allow Lotto Certification Course to Pop-Up

Safari *Different browser versions may differ slightly

1. From the Safari menu, choose **Preferences...** →
2. Click the **Websites** tab.
3. On the left menu, click **Pop-up Windows**
4. Beside 'When visiting other websites', select **Allow**

