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 complete the course in one go 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 five business days after your name has been added.

Step 2

Go to www.BCLCRetailerHub.com

- Click **Training & Certification**
- Click **Get Lotto! Certified** on the left-side menu
- Click on the **Start Lotto! Certification** button and 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 unique 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.
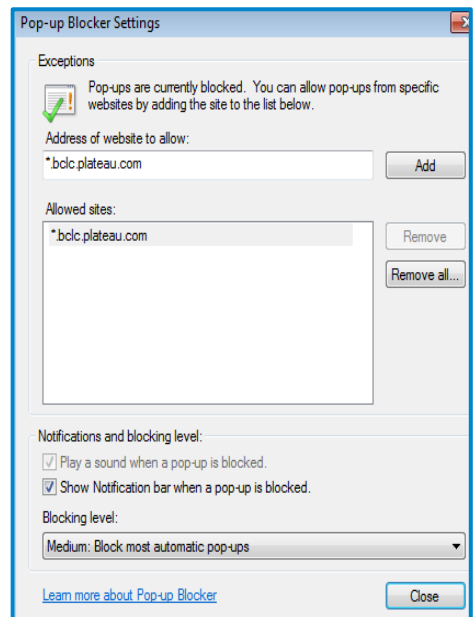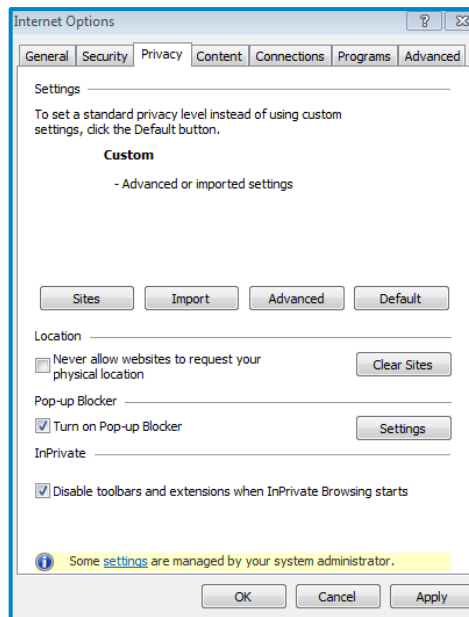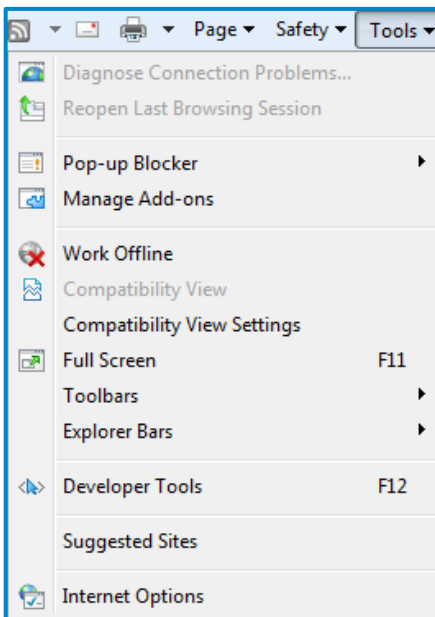
If you experience difficulties, please contact Lottery Support Hotline at 1-800-667-1649 or email **RetailerFeedback@BCLC.com** for troubleshooting.

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)

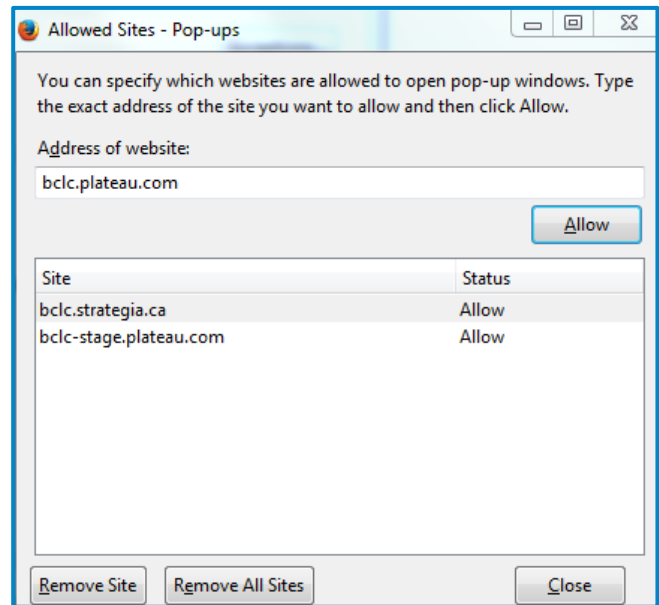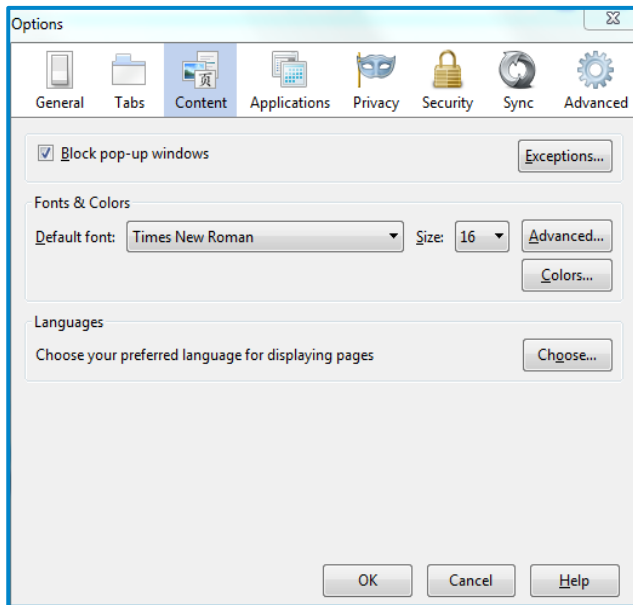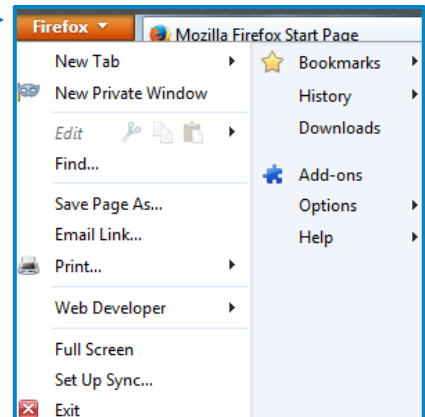   c) Click **Add** – the site should appear in Allowed sites box.

4. Click **Close**.

Mozilla Firefox *Different browser versions may differ slightly

1. From the Firefox drop down on the top left select **Options**

2. Click **Content** tab

3. Click **Exceptions**

4. Input the website address: **bclc.plateau.com**

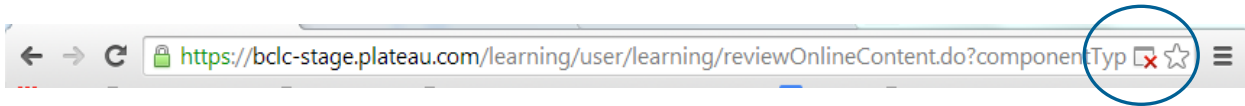5. Click **Allow** – the site should pop down to the Site box
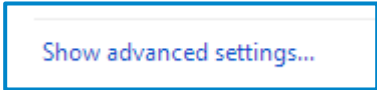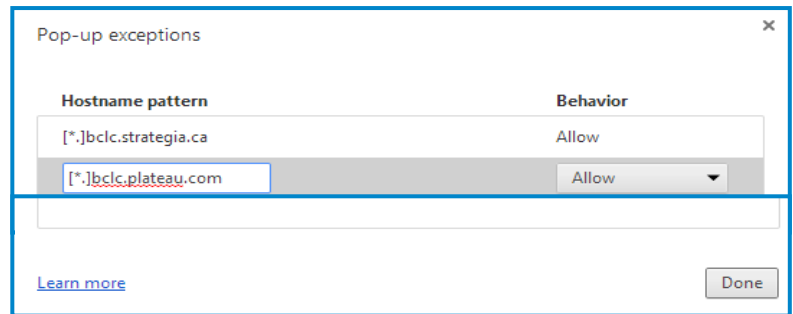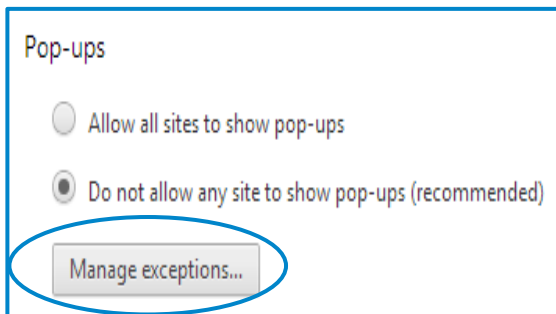
6. Click **Close**

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 **Show advanced settings** – at the bottom of the page.

    Show advanced settings...

4. In the **"Privacy"** section, click the **Content settings** button.

5. In the **"Pop-ups"** section

    a) Click **Manage exceptions** and input **[*.]bclc.plateau.com** (note: be sure to include the square parenthesis, an * and a period before the word bclc)

    b) Select **Allow**

    c) Click **Done**
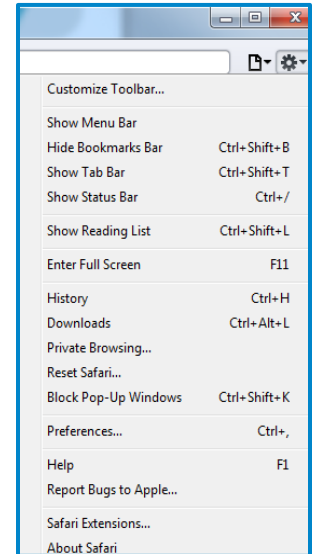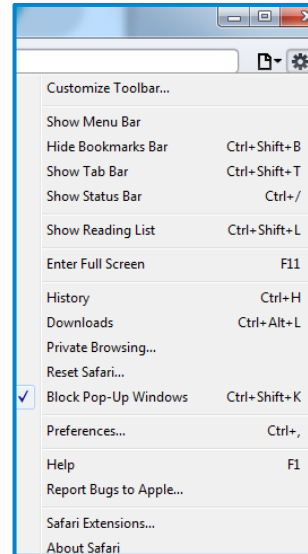
How to Allow Lotto! Certification Course to Pop-Up

Safari *Different browser versions may differ slightly

Safari has no per-website control blocking pop-up windows. Pop-ups are either blocked or they are not.

To allow pop-ups:

1. From the Safari menu, ensure the **Block pop-up windows** option is not checked. Unchecking this option will allow pop-ups.

2. To block pop-ups once again, check **Block pop-up windows** in the Safari menu.

Or

1. From the Safari menu, choose **Preferences...**

2. Click the **Security** tab.

3. Ensure the **Block pop-up windows** option is not checked. Unchecking this option will allow pop-ups.

4. To block pop-ups once again, check the **Block pop-up windows** checkbox.