

ATLANTIC LOTTERY'S RETAILER PORTAL: support.alc.ca

Atlantic Lottery | Loto Atlantique

Home Help Articles Learning Retailer Zone Register Log in English

Retailer Portal

What can we help with?

Please log in or register to access additional resources.

- Browse Help Articles**
View all help articles by popular categories
- Learning**
View all eLearning
- Lottery Orders**
Place a ticket and supply order

Most Viewed

- WAVE 8 RETAILER TRAINING
37 Views
- IGT GL20 Quick Reference Guide
29 Views
- Spielo Prodigy Vu Quick Reference Guide
23 Views
- How do I disable an employee's access to the LMS on the Retail Portal?
21 Views
- How retail employees can access the Retailer Portal
19 Views

Featured

- WAVE 8 RETAILER TRAINING
37 Views

Most Useful

- How to access the Retailer Portal - Primary User
18 Views
- How to approve requests for Retailer Portal access
14 Views

Help Categories

- Manage Portal Account
- Ticket Lottery
- Telecommunications
- Video Lottery
- Self Service Terminal (SST)



When visiting the RETAILER PORTAL, you will instantly have access to **HELP ARTICLES** where you can browse or search various lottery topics without logging in.



We have added a link to our online ticket ordering site for easy access. Click on **LOTTERY ORDERS**, log in to your account (using your current ordering log in details) and place your ticket and supply order! If this is your first time accessing online lottery orders or you forget your password, click **Lost Your password?**



To access our **eLEARNING COURSES** (WAVE 8 training) you will need to **LOG IN** (see page 2).

NOTE: To provide access to eLEARNING courses for your employees, they will need to **REGISTER** on the portal. For privacy reasons, you will need to approve their access.

RETAIL MANAGER FIRST TIME LOG IN - eLEARNING

To access eLearning courses, you will need to complete the following LOG IN process.

- 1 To get started, click [here](#).
You will see the "FORGOT PASSWORD?" screen. You will need to enter your **USER NAME**. Your **USER NAME** is your Retailer number _ your email address. For example: 12345_mary@retailstore.ca
- 2 Enter your **USER NAME** and click **NEXT**.
- 3 Enter your **EMAIL** address & click **NEXT**.
- 4 You will receive a message to confirm an email was sent with password reset instructions.
- 5 Click the link provided in the email to reset your password.
- 6 You will see the Reset Password screen. Create a new password (20 - 40 characters) and click **RESET PASSWORD**.
- 7 When your password meets our criteria, click **DONE** on the Password Reset screen.
- 8 Enter your **USER NAME** (Retail #_ email address) and your new **PASSWORD**. Select your language preference.
- 9 Set up **MULTI-FACTOR AUTHENTICATION (MFA)**. Select the second option - Get verification code sent to your email. Click **CONTINUE**.
- 10 Check your email for the **6-DIGIT CODE**. Enter the 6-digit code (no hyphen, no white spaces at the beginning or end). Click **VERIFY**. Each time you log in, you will need to verify your identity with a new 6-digit code.
- 11 Click **ACCEPT** to agree to the Terms and Conditions. Note: If you click Cancel, you will be logged out.
- 12 **SUCCESS! YOU'RE IN!** Click on **LEARNING**, select **VIEW CATALOGUE** and click on **WAVE 8 RETAILER TRAINING COURSE!**

You may be asked to **DISABLE POP-UP BLOCKER**. Click on the following **ICON** in your browser window (located in the top right-hand corner of the screen). Depending on the browser, select "Allow all" or "Always allow pop-ups and redirects from the URL".



Click on **VIEW COURSE!**

RETAIL EMPLOYEE REGISTRATION

RETAIL EMPLOYEES will need to register to be granted access to eLearning courses.

- 1 Go to: <https://support.alc.ca/>
- 2 Click on **REGISTER** (top right).
- 3 Complete the fields in the **CUSTOMER REGISTRATION** window. In the Business Email Field, enter your **PERSONAL EMAIL** address. Be sure to **ACCEPT** the terms and conditions. Click **SUBMIT**.
- 4 Your **RETAIL MANAGER** will need to approve the registration request before you can access the eLearning courses.
- 5 You will receive an approval email. A link to the portal will be included in the email. The **USER NAME** is provided.
- 6 A second email will provide a link to **RESET PASSWORD**.
- 7 Click the **RESET PASSWORD** link and setup a password (20 - 40 characters). Click **RESET PASSWORD**.
- 8 You will receive a confirmation that Password reset was successful. Click **DONE**.
- 9 Enter your **USER NAME** (Retail #_Email Address) and **PASSWORD**. Select preferred **LANGUAGE**. Click **LOG IN**.
- 10 You will now need to setup **MULTI-FACTOR AUTHENTICATION (MFA)**. Select the second option - Get verification code sent to your email. Click **CONTINUE**.
- 11 Check your email for the 6-digit verification code. Enter the 6-digit code (no hyphen, no white spaces at the beginning or end). Click **VERIFY**.
- 12 **SUCCESS! YOU'RE IN!** Click on **LEARNING**, select **VIEW CATALOGUE** and click on **WAVE 8 RETAILER TRAINING COURSE!**

You may be asked to **DISABLE POP-UP BLOCKER**. Click on the following **ICON** in your browser window (located in the top right-hand corner of the screen). Depending on the browser, select "Allow all" or "Always allow pop-ups and redirects from the URL".



Click on **VIEW COURSE!**

RETAIL MANAGER - EMPLOYEE APPROVAL

As a **RETAIL MANAGER**, you will need to approve access to the eLearning courses for your employees.

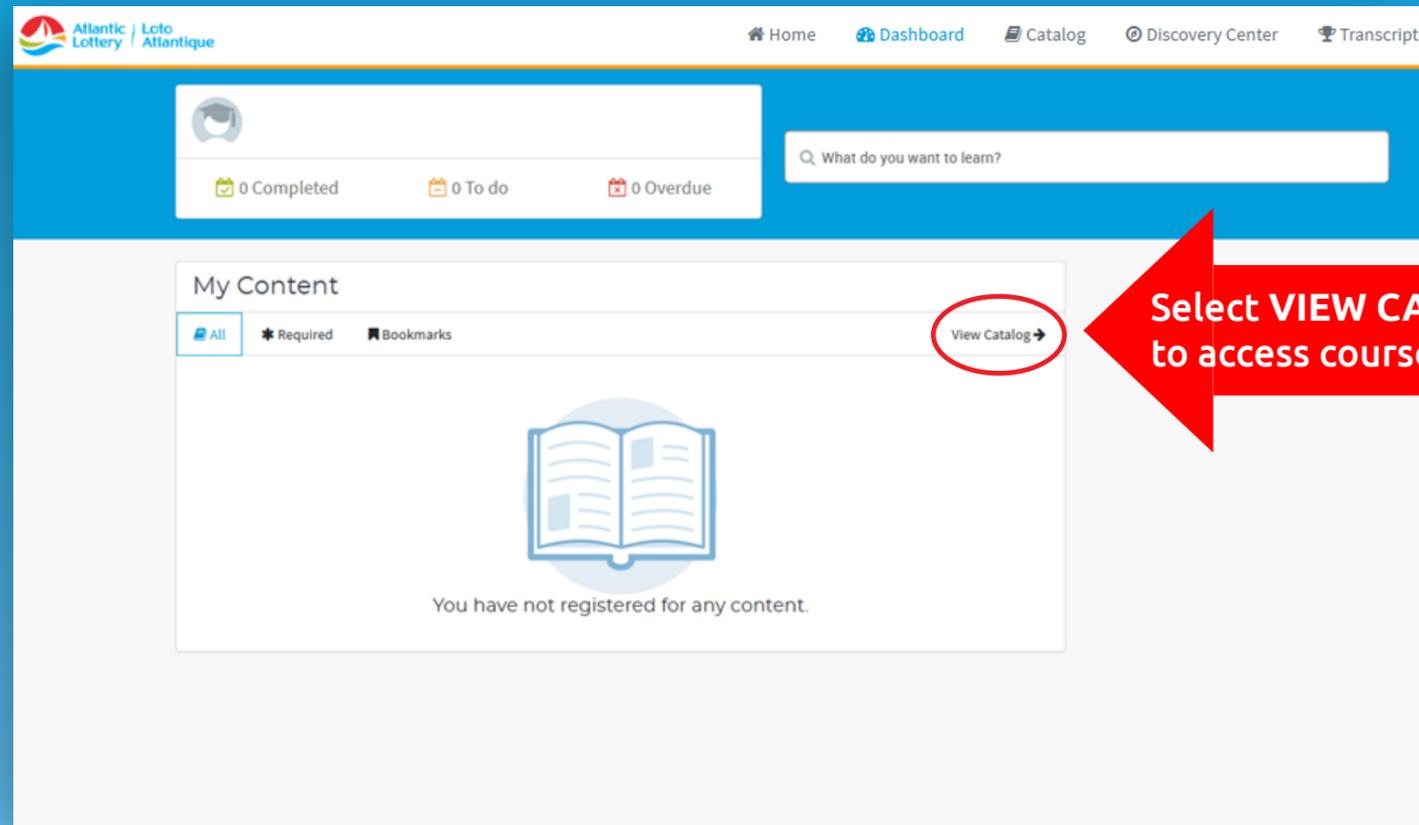
- 1 You will receive an **EMAIL** when an employee registers on the portal. Click on the **LINK** in your email to access the portal.
- 2 In the top menu, click on **LOG IN**. Enter your **USER NAME** and **PASSWORD**. Click **LOG IN**.
- 3 **VERIFY YOUR IDENTITY**. A **6-DIGIT VERIFICATION CODE** will be emailed to you.
- 4 Enter the 6-digit code (no hyphens, no white spaces at the beginning or end of the code). Click **VERIFY**.
- 5 In the top menu, click on **NOTIFICATIONS**. A list of all employee requests will appear.
- 6 Select the **EMPLOYEE'S NAME** from the approval list. Click **APPROVE**. The green banner at the top of the screen indicates you have approved the employee successfully.
- 7 The employee will receive an **EMAIL** indicating that they have been approved. A link to the portal and their **USER NAME** will be included in the email. A second email will provide a link for the employee to reset their **PASSWORD**.

Note: you will need to complete the steps above for each employee registration request.

LOG IN PROCESS - eLEARNING (after initial login)

- 1 Go to <https://support.alc.ca/>
- 2 Click on **LEARNING**, enter your **USER NAME** and **PASSWORD**. Click **LOG IN**.
- 3 **VERIFY YOUR IDENTITY**. A **6-DIGIT VERIFICATION CODE** will be emailed to you.
- 4 Enter the 6-digit code (no hyphens, no white spaces at the beginning or end of the code). Click **VERIFY**.
- 5 **SUCCESS! YOU'RE IN!** Click on **LEARNING**, select **VIEW CATALOGUE** and click on **WAVE 8 RETAILER TRAINING COURSE!**

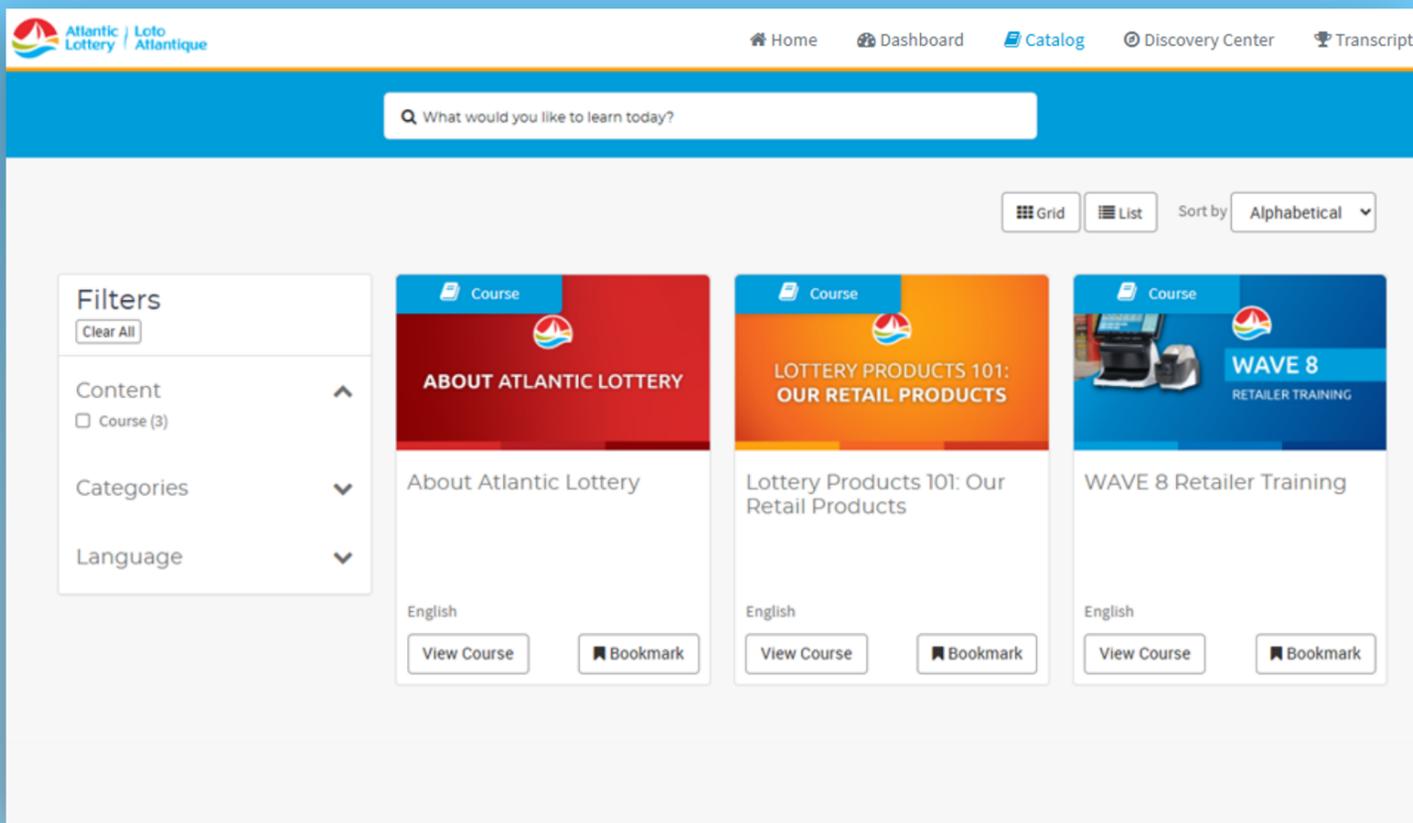
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LEARNING - HOME PAGE

Once logged in you will see the following screen, select **VIEW CATALOG** to access courses.

Click on **HOME or the **ATLANTIC LOTTERY LOGO** to return to the Retailer Portal.



LEARNING CATALOG - AVAILABLE COURSES

Click on the course you would like to view!