

# SUPER USER ABILITIES

- How Super Users Can Reset Passwords:
  - 1) Click on the Admin dropdown and select Users.
  - 2) Use the search filter at the top of the Users page to search for the user in question. A list of matching users for your search criteria will appear. Find the user in question and click on their Username to access their User Edit screen.
  - 3) Click on the Reset Password button on the top right and then click Confirm on the pop up to reset the password. The reset password will default to *P@ssword1234*. Resetting the password will also automatically activate the username if it was locked out.
  - 4) Have the user log in using the default password of *P@ssword1234*. When they are prompted to enter the Current Password, they should use *P@ssword1234*. They can then enter and confirm a new password that is unique to them.
- How Super Users Can Add Users:
  - 1) Click on the Admin dropdown and select Users.
  - 2) Click on the +Add User button on the right.
  - 3) Complete the fields shown. Create a unique username for the user, add their full name and email address, and select their role.
    - Independent retailers: Super User role can see all data, add users, and reset passwords/unlock usernames. Clerk role users can see all data.
    - Corporate retailers: Super User role can see all data, add users, and reset passwords/unlock usernames. Headquarters role can see data for all locations. Manager role users can see all data for select locations.
  - 4) Have the user log in using the default password of *P@ssword1234*. When they are prompted to enter the Current Password, they should use *P@ssword1234*. They can then enter and confirm a new password that is unique to them.

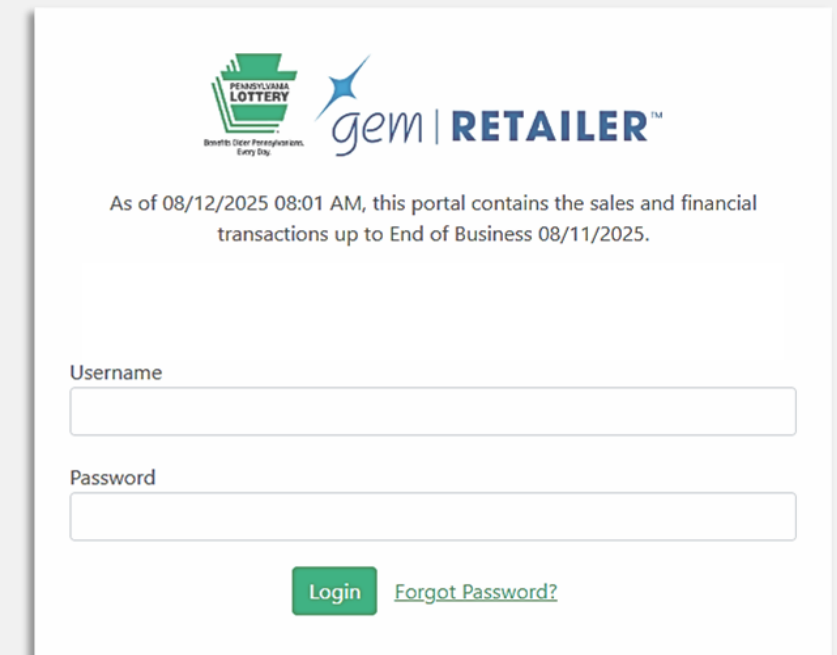
# RETAILER INCENTIVE PROGRAM

- Pennsylvania Lottery retailers can view their current Retailer Incentive Program Sales Incentive progress and past results at any time by clicking on the Accounting dropdown and selecting Retailer Incentives. Retailers can also run the Retailer Incentive Program report by clicking on the Reports dropdown and selecting On-Demand > Retailer Incentive Program.
- After the end of each quarter, retailers can verify any credits they received for surpassing their baseline sales goals by running the On-Demand Adjustments report, entering the date range when credits may have been issued, and selecting the Draw adjustment type. Retailers can receive up to two bonuses per quarter, depending on the actual sales reached.

# RETAILER PORTAL WEBSITE

<https://retailer.lottery.pa.gov>

## QUICK REFERENCE GUIDE



As a valued partner of the Pennsylvania Lottery, you have secure access to our Retailer Portal website, which provides valuable and timely information regarding your Lottery business.

# WEBSITE FEATURES

- Greater insight into your Lottery business.
- Accessible on any internet-capable device.
- Valuable reports at your fingertips.
  - SFTP (Secure File Transfer Protocol through secure server)
- Reports can be exported in multiple formats:
  - Crystal Reports (RPT) (*On-Demand reports only*)
  - PDF
  - Microsoft Excel (97-2003) Data Only (*On-Demand reports only*)
  - Microsoft Word (97-2003)
  - Rich Text Format (RTF) (*On-Demand reports only*)
  - Comma Separated Values (CSV)
  - HTM (*Scheduled reports only*)
- Lottery news and other pertinent information available immediately.
- 24/7 site access through your secure username and password.
- Retailer Incentive Program bonus commission progress.

# USERNAME & LOGIN INFORMATION

- Initial Retailer Username:
  - Retailers Active Prior to March 19, 2024:
    - First 5 Digits of Retailer Number (e.g., 12345).
  - Retailers Activated After March 19, 2024:
    - The Letter “R” and Retailer Number (e.g., R123456).
- Initial Retailer Password: P@ssword1234
  - Upon your first login, you will be required to create a unique password. Additionally, you will need to update your password every 60 days to maintain security.
- If You Forget Your Password:
  - Please click on the Forgot Password? link located on the login page to receive a password reset email.
    - This email will be sent from RA-RVLOTGEMRETAILER@pauat.lotteryplus.com.
    - Please check your SPAM or Junk mail to ensure you receive it.

## **IMPORTANT!**

Your account will be locked after five unsuccessful password attempts. You should contact your location/chain Super User or Lottery at 1-800-692-7481, option 1, option 9 for assistance.

# RETAILER PORTAL: A CLOSER LOOK

- Customizable Retailer Dashboard
  - Provides a variety of Widget options that allow you to see certain data at-a-glance from the main dashboard and important Lottery news items.
- Sales Dropdown
  - Provides a wide variety of information such as Weekly Sales, Sales Totals, Sales by Location, Sales Map, Game Sales, Scratch-Off Sales, and Sales Comparison.
- Scratch-Offs Dropdown
  - Provides detailed information about a retailer’s ScratchOff inventory. It also includes features to assist retailers in researching a pack’s history and viewing shipping manifests.
- Accounting Dropdown
  - Provides detailed winners and payout information, information on the adjustments made to the retailer’s account, the retailer’s last four weekly settlements, and Retailer Incentive Program sales incentive progress/results.
- Docs & Forms Dropdown
  - Provides the ability to view/download documents and forms shared by the PA Lottery.
- Reports Dropdown
  - Provides the ability to run reports on-demand, set up scheduled reports to be run and/or emailed, and view completed scheduled report archives.
- Admin Dropdown
  - Provides the ability for Super Users to see all the location’s or chain’s Retailer Portal users, reset user passwords, add new users, etc.

## Setting Up Scheduled Reports:

- Click on the Reports dropdown and select Scheduled Reports.
- Click on the Add Scheduled Reports button.
- Select the report you’d like schedule from the dropdown.
- Select the format in which you would like the report to be run (PDF, Word Doc, CSV, XML, HTM. While XLS is an option, it will arrive in CSV format).
- Naming the report is optional.
- Select the frequency you would like a report to be run (Daily, Weekly, Monthly, Quarterly).
- If you are part of a chain, you can select all locations or run separate reports for individual locations.
- If you would like the report to be emailed with each run, turn on the Send Email toggle.
  - Multiple email addresses may be entered but must be separated by semicolons (;).
- To have reports sent via SFTP, you must first submit a SFTP Server Transfer Request.
- After you click Submit, the saved report will appear in your Scheduled Reports list under the Reports dropdown. You can see previous scheduled reports by clicking on the Reports tab and selecting Report Archive.

# RETAILER USER ROLES

