



RETAILER RESPONSIBLE GAMBLING TRAINING PROGRAM

Retailers have provided a key connection between Atlantic Lottery and its players for more than 40 years.

The majority of lottery players rely on convenience stores or age-restricted social sites for lottery purchases. We rely on our retailers to help deliver on our mandate of providing a safe and enjoyable gaming experience.

To accomplish this, we support retailers with a Responsible Gambling (RG) training program that equips you with all the tools and information needed to comfortably enforce all Atlantic Lottery's RG policies. **As part of the Atlantic Lottery retailer agreement, retailers must renew their RG training every two years.**

We strongly recommend that your staff members complete the training as well.

LOG-IN DETAILS:

If you've registered before, please don't re-register; rather, follow the steps below to log in to your existing account:

STEP 1:

- Visit <https://rgtraining.alc.ca/>

STEP 2:

- Enter the **username/email** and **password** you used last time to get started.

If you've forgotten your username and password, enter your email and click the **"Forgot your username or password"** and you'll get an email with the info you need to log in.

Atlantic Lottery In English

[Sign in](#) [Register](#)

Welcome!

If you have already registered, please enter your user information below.

USERNAME OR EMAIL

PASSWORD

[Forgot your username or password?](#)

[SIGN IN](#)

[Need help?](#)

To register for the first time:

STEP 1:

- Visit <https://rgtraining.alc.ca/>

STEP 2:

- Click the **“Register”** tab.
- Enter your **Retailer ID** in the Retailer Number field and then click **‘Register’**.
- Click ‘OK’ in the grey bar area to confirm that this is your correct retailer name and number.

STEP 3:

- Enter your information on the profile screen and then click Continue.
- Click **‘Start’** on the homepage and you are ready to get started!

The image shows a screenshot of the Atlantic Lottery website's registration page. At the top, there is a green header with the Atlantic Lottery logo and a language dropdown menu set to 'In English'. Below the header, there are two tabs: 'Sign in' and 'Register'. A red arrow points to the 'Register' tab with the text 'Click “Register” tab'. The main content area features a 'Welcome!' message and a prompt: 'New user? Please enter your retailer number below'. Below this is a text input field labeled 'Retailer number'. A red arrow points to this field with the text 'Enter Retailer ID'. At the bottom of the form is a green button labeled 'REGISTER', which is circled in red. A red arrow points to this button with the text 'Click “Register”'. Below the button is a link that says 'Need help?'.

If you wish to return to the program later, just enter your chosen username and password on the ‘Sign in’ tab of the homepage.

If you require assistance during the training process, please contact **Atlantic Lottery’s Customer Care Centre** by email at retailersupport@alc.ca or by phone as follows:

- Retail Lottery - **1-800-561-7913** (choose 1 for English / 2 for French, then 2 for assistance)
- Video Lottery - **1-800-561-7913** (choose 1 for English / 2 for French, then 3 for assistance)

Our thanks in advance for making your customer’s safe lottery experience a priority.

PLEASE NOTE: YOU CAN ACCESS THE TRAINING VIA COMPUTER, SMART PHONE OR TABLET.