



Ohio Lottery Commission

Terminal Login Identification/Key Card

Policy

Office of Sales

No:

LOT-SA-0003

Effective:

January 22, 2025

Issued By:

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A handwritten signature in blue ink, appearing to read "M. B. Gilchrist".

Michelle B. Gilchrist

Director

Signed by: dff153cc-f0e8-49c3-928b-daf14b0da404

I. Purpose

The purpose of this Policy is to ensure that all Ohio Lottery Commission (the "Lottery") employees who visit a Licensed Retailer Sales Agent ("Retailer") location follow the proper procedures with regard to Lottery Terminals.

II. Scope

This policy applies to all Lottery employees and Retailers. In particular, the following policy will apply to Sales Managers, Assistant Sales Managers, Lottery Sales Representatives 1 and 2 ("LSR") and Lottery Executive Account Representatives ("LEAR").

III. Policy

A. Procedures & Responsibilities

1. All Lottery employees performing a Retailer visit must have their terminal login identification/key card or they will not be able to perform any Lottery functions at the Retail Sales Agent location. There are no manual login procedures.
2. All Lottery Employees performing a Retailer visit are required to log in upon arrival at the Retailer location using the following process:

a. Book Movement Visit

- i. In order to log the visit, from the terminal UTILITIES menu, touch the LSR button.
- ii. Touch the SIGN ON button.
- iii. At the USER ID screen, the retailer must enter the Retailer number.
- iv. At the PASS CODE screen, the Retailer must enter their pass code.
- v. The terminal will instruct “Please scan your LSR ID card.”
- vi. Place the barcode of your terminal login identification/key card under the reader until it beeps.
- vii. Enter your LSR four-digit pass code.

b. All Other Employee Retailer Visits

- i. In order to log the visit, from terminal UTILITIES menu, touch the LSR button.
- ii. Touch the LSR MENU button.
- iii. Touch the LE CHECK IN button.
- iv. The terminal will instruct “Please scan your LSR ID card.”
- v. Place the barcode of your terminal login identification/key card under the reader until it beeps.
- vi. The terminal will display a confirmation message.

c. Duty at end of Retail Visit

- i. The Employee must log out at the conclusion of the Retailer visit

d. Terminal Login Identification/Key Card Cards

- i. If a Lottery employee loses their terminal login identification/key card, they should immediately notify their Regional Manager (or in the case of the Regional Manager, the Deputy Director of Sales), who will then notify the Office of Investigations and Security for a replacement card.
- ii. Lottery employees must not share their terminal login identification/key card or any passwords associated with terminal login.

e. Exceptions

- i. Lottery employees who are visiting in an anonymous capacity, such as Secret Shoppers or Investigators, do not need to log in to the system.

- ii. Vendor partners are not required to log in to the terminal unless specifically directed to do so by the Lottery, such as in support of Marketing events.
- iii. The Gaming Vendor Service Technicians will use an alternate method of login and tracking.

B. Consequences of Violation

A violation of any part of this policy may subject an employee to disciplinary action up to and including termination. All other parties involved remain subject to their individual agreements with the Lottery and any penalties for breach may be levied subject to those agreements and at the discretion of the Director.

IV. Authority

[Ohio Administrative Code Rule 3770:1-5-05](#)

V. Revision History

This Policy supersedes any previously issued Office of Sales policies conveying information relative to this subject matter.

Status	Date	Changes
First Issued	July 1, 2009	-
Revised	May 2012	Content Changes
Revised	June 2016	Content Changes
Revised	August 24, 2016	Renumbered (Formerly: SA-04-01-A.3)
Revised	January 22, 2025	Content and format changes