

“THE UPGRADE” RETAILER GUIDE

GET READY FOR “THE UPGRADE”!

Big changes are coming to Ohio Lottery retailers across the state.

The Ohio Lottery and Scientific Games are getting ready to bring new equipment, modern technology and helpful new tools to Lottery retailers across the State.

Over the coming months, there will be plenty happening to help you and your staff prepare. Scientific Games will be reaching out about equipment removals and installations, new training opportunities will become available, and much more will give you a closer look at what to expect as we get ready for go-live.

New WAVE clerk-operated terminals and PlayCentral self-serve kiosks are part of “The Upgrade”, bringing a more modern Lottery experience to retailers and players.

We know a change this big comes with questions. That’s why the Ohio Lottery and Scientific Games are working together to provide the information, training and support you need throughout the transition.

Thank you for being a valued Ohio Lottery retailer. We’re excited about what’s ahead and look forward to bringing “The Upgrade” to you.



YOUR NEW EQUIPMENT IS ON THE WAY

One week before your installation, you’ll receive a call from the **Scientific Games Command Center** to let you know your location is on the schedule. Your caller ID will say **ScientificGame** and the number is 216-888-0069. You’ll receive a second call **24–48 hours** before installation to confirm your schedule. If your existing equipment is being replaced, it will be removed the day before your new equipment is installed.

The Scientific Games Command Center will also let you know if there’s anything you need to do before equipment is removed. This may include **running reports, removing all tickets and cash** from your existing self-serve kiosk, and **having the kiosk keys available**.



Don’t worry—we’ll let you know what you need to do and when you need to do it so your location is ready for installation.



INSTALLERS WILL SHOW THEIR BADGES

Field Service Techs will identify themselves with either a Scientific Games or Intralot badge. Installers will take photos of the new equipment after installation.



DOWNTIME

Installation times depend on the equipment you are receiving. You will only experience downtime when your old terminal is removed until your new kiosk is installed. There may be some downtime on the day of go-live in Spring 2027. More information about go-live will be communicated at a later date.



SAME-DAY TRAINING FOR SELF-SERVE KIOSKS

If your location is receiving a replacement for a WinStation or DreamTouch Smart, in-store training will take place the same day as installation. You will also receive Quick Reference Guides to review common tasks.



LEAVE-BEHIND MATERIALS FOR GO-LIVE

When you get your WAVE clerk-operated terminal, you’ll receive an Installation Guide with helpful information about what to expect as you prepare for go-live.



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TRAINING THAT WORKS WITH YOUR SCHEDULE

e-Learning will be available for all new terminals later this year, giving you and your staff another convenient way to get ready for “The Upgrade” in Spring 2027.



Don’t forget: Completing e-Learning training is **required** and must be completed by **at least one person** before go-live. Once you complete training, you will be able to download your certificate on the e-Learning website.

If training is not complete, your terminal will be **temporarily deactivated** at go-live until the required training is finished.



In the coming months, you’ll receive an e-Learning Login Flyer with everything you need to access your training.



You can also take the courses as many times as you’d like or retake any course when you need a refresher.



Training takes about 90 minutes to complete, but you don’t have to do it all at once. Work at your own pace, and come back whenever it’s convenient.



You and your staff can access the training using the same link. There’s no limit to how many members of your team can be trained, so everyone who needs training can take it.

QUESTIONS?

For questions related to training, installations, or technical assistance, please contact:



Scientific Games Command Center
Email: **OH.CC@scientificgames.com**
Phone: **888-780-0030**



Check **ohiolottery.com/retailers** for the latest news and updates about “The Upgrade”.