

RETAILER PORTAL USER GUIDE

RETAIL MANAGER - FIRST TIME LOG IN

To complete the following log in process, you must be the **PRIMARY LOTTERY CONTACT** for the retail location.

- 1 To get started, [CLICK HERE](#).
- 2 On the "Identify" screen, enter your **USER NAME** and click **NEXT**.
 - The **USER NAME** is your *Retailer number_ your email address*.
ex: 12345_mary@retailstore.ca
- 3 Enter your **EMAIL ADDRESS** & click **NEXT**.
- 4 Check your email for a **password reset link**: Create a new password and click **RESET PASSWORD**, then **DONE**.
- 5 Enter your **USER NAME** and new **PASSWORD** and select your language.
- 6 Set up **MULTI-FACTOR AUTHENTICATION (MFA)**: Select "**Get verification sent to email**", then **CONTINUE**.
- 7 Enter the **6 digit** code emailed to you and **VERIFY**.
- 8 Click **ACCEPT** to agree to the Terms & Conditions. *Note: Selecting cancel will log you out.*
- 9 Click **LEARNING**, then **VIEW CATALOGUE** to see all available courses.
 - You may be asked to **DISABLE YOUR POP UP BLOCKER** to view courses.

RETAIL MANAGER - EMPLOYEE APPROVAL

Retail Managers must approve their employees' access to eLearning courses.

- 1 When an employee registers, you'll receive an email. Click the link to open the portal.
- 2 Select **LOG IN**: enter your **USER NAME** and **PASSWORD**.
- 3 Verify Your Identity: A **6 digit** code will be emailed to you. Enter the code and **VERIFY**.
- 4 In the top menu, click on **NOTIFICATIONS** to see pending employee requests. Select the employee's name and click **APPROVE**. *Note: A green banner confirms approval.*
- 5 The employee will receive two emails:
 - One with their **USER NAME** and a link to the portal
 - One with a **password reset** link.

*** Note: Managers need to complete the steps above for each employee registration request.**

RETAIL EMPLOYEE REGISTRATION

Retail employees must register to access eLearning courses.

- 1 Go to support.alc.ca and click **REGISTER** (top right).
- 2 Complete the form, accept the terms and conditions and **SUBMIT**.
 - *Enter your personal email in the business email field.*
- 3 Your Retail Manager must approve your registration. Once approved, you'll receive two emails:
 - *One with your **USER NAME** and a link to the portal*
 - *One with a **password reset link**.*
- 4 Click on the **Password Reset link**, create a password, and click **RESET PASSWORD** → **DONE**.
- 5 Log in with your **USER NAME** ([Retail#_Email Address](#)) and new **Password**, choose your **Language** and click **LOG IN**.
- 6 Set up **MULTI-FACTOR AUTHENTICATION (MFA)**: Select "**Get a verification code sent to email**", then **CONTINUE**.
- 7 Enter the **6 digit** code emailed to you and **VERIFY**.
- 8 Click **LEARNING**, then **VIEW CATALOGUE** to see all available courses.
 - *You may be asked to **DISABLE YOUR POP UP BLOCKER** to view courses.*

LOG IN PROCESS - eLEARNING (after initial login/registration)

Once the registration process is complete (for managers & employees), follow the steps below to access eLEARNING courses:

- 1 Go to support.alc.ca → click **LEARNING**.
- 2 Enter your **USER NAME** and **PASSWORD** → click **LOG IN**.
- 3 Enter the 6 digit verification code emailed to you → click **VERIFY**.
- 4 Once logged in, go to **LEARNING** → **VIEW CATALOGUE** → select a course.

DISABLING YOUR POP UP BLOCKER:

- *On a Desktop: Click the following browser icon [on the right of the address (URL) bar] and choose "Allow all" or "Always allow pop ups and redirects from the URL."*



- *On a mobile device: open the site settings or browser menu, and turn off pop up blocking for the site or browser.*