SELF-EXCLUSION APPLICATION

Enrollment Instructions

Pennsylvania Gaming Control Board
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Contents

CONTACT INFORMATION

For more information on gambling disorder treatment options, call 1-800-GAMBLER.

If you are having trouble with the application, contact the board at 717-346-8300 or problemgambling@pa.gov.

Your participation in the PGCB's Self-Exclusion Program(s) will not be shared with or visible to any other state agency.

REGISTRATION & LOGIN

Users are required to perform a one-time registration with the self-exclusion application prior to signing up for the PGCB's self-exclusion program. During this registration process, the system will perform identity verification and determine whether the user is new to the system or is a returning user with existing enrollment and/or removal records. More information regarding the registration and login process can be found in the System Overview document.

IMPORTANT: Users who signed up for self-exclusion using the previous version of the PGCB's self-exclusion application are required to register again with the new application.

Keystone Login is no longer being used as part of the registration and login process. Users with Keystone Login accounts will not need to have access to their accounts in order to register with the new application.

STARTING ENROLLMENT

SELECT ENROLLMENT

To begin the enrollment process, find the **Self-Exclusion Enrollment** section on the dashboard and select the **Add Self-**Exclusion button.

On the **Add Enrollment** screen, select the [+ Start Enrollment] button next to the gaming type you wish to be excluded from. Current options are **Fantasy Contest, iGaming, VGT and Casino.**
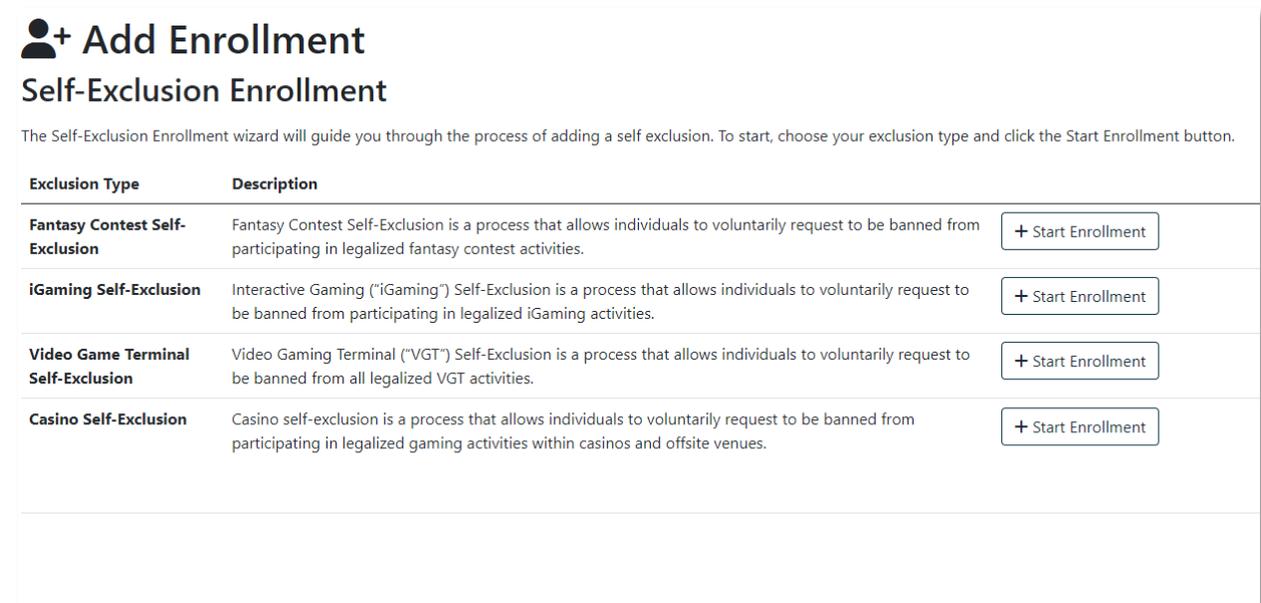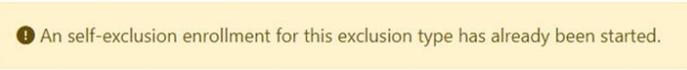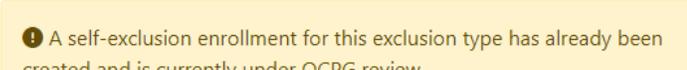
+ Add Enrollment
Self-Exclusion Enrollment

The Self-Exclusion Enrollment wizard will guide you through the process of adding a self exclusion. To start, choose your exclusion type and click the Start Enrollment button.

Exclusion Type	Description	
Fantasy Contest Self-Exclusion	Fantasy Contest Self-Exclusion is a process that allows individuals to voluntarily request to be banned from participating in legalized fantasy contest activities.	+ Start Enrollment
iGaming Self-Exclusion	Interactive Gaming ("iGaming") Self-Exclusion is a process that allows individuals to voluntarily request to be banned from participating in legalized iGaming activities.	+ Start Enrollment
Video Game Terminal Self-Exclusion	Video Gaming Terminal ("VGT") Self-Exclusion is a process that allows individuals to voluntarily request to be banned from all legalized VGT activities.	+ Start Enrollment
Casino Self-Exclusion	Casino self-exclusion is a process that allows individuals to voluntarily request to be banned from participating in legalized gaming activities within casinos and offsite venues.	+ Start Enrollment

The **Start Enrollment** button may be obscured by a message depending on the user's current enrollment status. Available messages include the following:

Active Exclusion – A self-exclusion has been successfully submitted and is considered active	✅ An active self-exclusion enrollment for this exclusion type already exists!
In-Progress Exclusion Request – The user has started a self-exclusion request for this gaming type. The request needs to be either completed or deleted. See **Unfinished Enrollments** at the end of this document for more information	⚠️ An self-exclusion enrollment for this exclusion type has already been started.
Submitted Exclusion Under Review – A request for self-exclusion has been successfully submitted but requires review by OCPG. Requests under review are **NOT** considered active	⚠️ A self-exclusion enrollment for this exclusion type has already been created and is currently under OCPG review.

ENROLLMENT STEPS

The enrollment process is broken into several individual steps. Users can navigate between steps using the and buttons found at the bottom of each page.

Required fields will be flagged in red text if the user attempts to proceed without providing a value. Users cannot proceed until all required fields are addressed.

The following sections provide an overview of the steps required to complete a self-exclusion enrollment. Please note that the configuration of steps will differ based on the type of gaming activity that was selected. Sections that apply only to specific gaming types will be properly denoted.

CROSS-BAN ACKNOWLEDGEMENT

This step provides notice to users that they may be banned from additional gaming activities in Pennsylvania regardless of what type of self-exclusion they are selecting.

Review the text of the notice and either enter your full name in the Electronic Signature box or select the **Sign** button to complete the step.

ALIASES

This section prompts users to enter any aliases or other names they may be known as. If a user answers Yes to the provided question, they are required to enter the details for the alias. You will not be required to enter any additional information if you select No.

To enter an alias record, select the **Add Alias** button. In the pop-up, enter the required fields and select the **Save** button.

The record will be displayed in the grid on the screen. Repeat the process for each alias you wish to enter.

Please enter all maiden names, nicknames, etc. that you have used or have been known by.

+ Add Alias

First Name	Middle Name	Last Name	Suffix	
John		Lawson		✕ Remove

If you wish to delete an alias, select the **Remove** button. In the confirmation pop-up, select the **Remove** button to permanently delete the alias record.

✕ Remove   ✕

Are you sure you want to remove this establishment?

✕ Remove
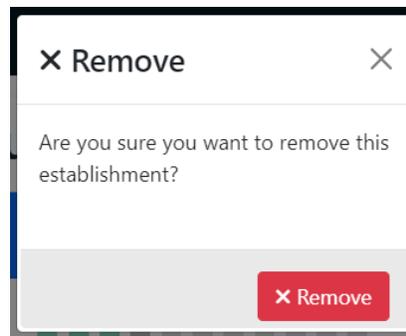
Alias records cannot be edited. To change a record, first delete it and create a new alias record.

PLAYER ACCOUNTS

Users will have the option to enter any online player accounts used for fantasy contest and/or iGaming activities. This step will only be available if the user selected one of those gaming types and will be skipped for VGT and Casino enrollments. If a player has no accounts, the section can be left blank.

To add an account, select the button. Enter the website and account name in the appropriate fields and select the **Save** button to continue.

The record will then appear in the grid on the main Player Accounts page.

Repeat the process for all player accounts and select the **Next** button when finished.

Records can be deleted by selecting the **Remove** button.

PERIOD OF SELF-EXCLUSION

Select a length for your self-exclusion from the drop-down list. Available options for iGaming, Casino and VGTs is **1 year**, **5 years** or **Lifetime**. Users who selected Fantasy Contest self-exclusion will instead be prompted to enter a manual number of years for the length of their exclusion. The system accepts any whole number **between 1 and 99**. **DO NOT** enter decimal values.

Confirm your selection by reviewing the text below the drop down or text box by marking the checkbox. The **Next** button will not be visible until this action is performed.

Please select period of Self Exclusion.

1 Year

☑ I agree to be banned for the time period that I have selected above. I am aware that I may not change my ban period after I have completed the enrollment process unless I choose to extend the ban period prior to my removal. I understand that I may not request online removal from a lifetime ban.

◀ Previous   Next ▶

GAMING LICENSES OR PERMITS

Users must affirm whether or not they currently hold a license, permit or registration issued by the PGCB. This step is only available for Casino self-exclusions.

Do you currently hold any type of license, permit, or registration issued by the Pennsylvania Gaming Control Board?

No

Please be advised that if you hold a Board issued license, permit, or registration, violating any term of your Self-Exclusion may result in the suspension or revocation of your license, permit, or registration.

If you do not know when your duties may require you to be on the gaming floor or at which facility that you may need to perform you job duties, please contact the PGCB at 717-346-8300 to request a job duties form. You must contact the OCPG as directed above (at least two business days before entering a facility for your job-related duties if your job requires you to be on the property of a licensed facility). You must fill out this form and bring it to the facility to give to a PGCB employee at the time you are required to perform your job duties, otherwise you may be subject to arrest for trespass.

◀ Previous   Next ▶

Select a value from the drop-down. If you select **Yes** from the drop down, you will be required to provide details regarding your license, permit or registration and/or your employment. Enter appropriate values for each of the fields before selecting the **Next** button. You will not be required to enter this information if you select **No**.

Do you currently hold any type of license, permit, or registration issued by the Pennsylvania Gaming Control Board?

Yes

Employer

Test Employer

Title

Test Title

PGCB License, permit registration or certification docket

12345-1

Name of slot machine licensee(s) where I perform duties

PA Test Casino

Duties of employment

Dealer

ACKNOWLEDGEMENT

The enrollment process contains several texts that need to be carefully reviewed and acknowledged by the user. In this section, this acknowledgement is entered by initialing each line item.

ℹ Information! If you have previously enrolled in Casino Self-Exclusion, please be sure that you have removed your name from the list before trying to enroll again. If you are unsure of your current self-exclusion status, please contact the OCPG at 717-346-8300.

By initialing each acknowledgement, you are indicating that you agree with the text provided in each acknowledgement. Please scroll to the bottom to ensure ALL acknowledgements have been initialed.

By initialing below, I declare that under the penalty of perjury:

I understand and read the English language, or I have used a reliable translation tool to read and understand the information listed herein.

Initial [ ]

The information I provided herein is true and correct.

Initial [ ]

To initial a line item after it has been read, find and select the **Initial** button immediately below the text. The user's initials are automatically generated from their first and last name and are entered into the textbox next to the **Initial** button. The textbox is read-only; users cannot manually enter their own initials.

Initial | JS

An electronic signature is required at the bottom of the page in addition to the initials for each line item. To apply your electronic signature, either type your name into the **Electronic Signature** box or select the **Sign** button to have the system automatically apply your first and last name.

By signing below, I acknowledge that I have read this section of the self-exclusion documentation and I understand and agree that licensees and operators may choose to ban me in other jurisdictions and from the other venues, including those listed above, and it is my responsibility to obtain this information.

✒ Electronic Signature (Type Full Name or select the Sign button)

JOHN SMITH | **Sign**

RELEASE

Users will need to review the full text of the release statement and acknowledge it by entering an electronic signature. Enter your full name into the Electronic Signature box or select the **Sign** button to complete the affirmation.

> 📝 Electronic Signature (Type Full Name or select the Sign button)   📅 Date
>
> JOHN SMITH | Sign | 06/12/2023

CONTACT METHOD

Users are required to select one of two available methods of contact to be utilized if the Board's Office of Compulsive and Problem Gambling needs additional information regarding their enrollment.

Select the appropriate value, either By Phone or By Email, from the drop-down list and select the **Next** button to proceed.

> The PA Gaming Control Board's Office of Compulsive and Problem Gambling (OCPG) will review your enrollment data upon submission. If errors or issues are found, please select a method in which the OCPG can contact you:
>
> Select Contact Method
>
> Choose...
>
> ◀ Previous   Next ▶

VOLUNTARY QUESTIONNAIRE

Users will be presented with a series of multiple-choice questions regarding their gaming habits. Data collected is used anonymously and is not tied to any identifying information such as name, address, etc. The questionnaire is voluntary, though a response is required for each question in order to proceed with the enrollment.

Select a value from each question and select the **Next** button to proceed. Some questions may allow multiple answers to be selected. These questions will be denoted with **Check All That Apply.**

Please answer the following questions:

1. What the types of gambling activities that you participate in, including non-legalized activities? (Check all that apply)

- ☑ Slots
- ☑ Poker
- ☐ Blackjack
- ☑ Pai Gow
- ☐ Horse Racing
- ☐ Internet
- ☐ Lottery
- ☐ Casino
- ☐ Bingo
- ☐ Sports
- ☐ Stock Market
- ☐ Pull Tabs
- ☐ Home Card Games
- ☐ Table Games
- ☐ I do not wish to answer

If you do not wish to answer a question, select the **I do not wish to answer** option for each question.

7. Have you signed up for any other self-exclusion programs in Pennsylvania?

- ☐ Yes
- ☐ No
- ⦿ I do not wish to answer

Some questions may also reveal additional follow-up questions if a certain response is chosen. Provide the answers to each follow-up question as they appear.

2. Do you have a player's card?

- ● Yes
  If so, where?
  - ☐ Mohegan Sun
  - ☐ Parx Casino
  - ☐ Presque Isle Down
  - ☐ Rivers Pittsburgh
  - ☐ The Meadows
  - ☐ Hollywood Casino
  - ☐ Wind Creek Bethlehem
  - ☐ Rivers Casino Philadelphia (SugarHouse)
  - ☐ Harrah's Philadelphia
  - ☐ Mt. Airy
  - ☐ Valley Forge
  - ☐ Lady Luck Casino
  - ☐ Live! Casino and Hotel
  - ☐ Live! Pittsburgh
  - ☐ Parx Shippensburg
  - ☐ Hollywood (Morgantown)
  - ☐ Hollywood (York)
- ○ No
- ○ I do not wish to answer

Some follow-up questions may also prompt the user to enter values manually. Enter the appropriate response into the provided text box as they appear.

4. Are you self-excluded in other jurisdictions?

- ● Yes
  If yes, where

  Jurisdiction Name

- ○ No
- ○ I do not wish to answer

SELFIE & GOVERNMENT-ISSUED ID CAPTURE

The enrollment process requires capture of a live photo of yourself (referred to as a "selfie") as well as photos of the front and back of a valid government-issued ID. Each of these three images are captured on separate steps in the enrollment process.

> *IMPORTANT: You must have access to a webcam or a device that has a built-in camera. If you do not have access to a camera on any of your devices, please contact OCPG for special accommodations to be made for your enrollment.*

Select the **Take Photo** button in the **Camera** section to capture a live photo from your device.

A preview of the captured image will be displayed in the **Captured Photo** section.
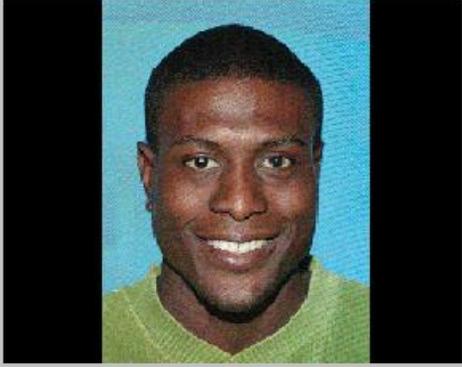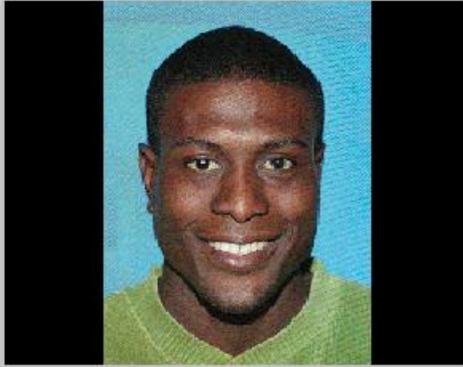
While taking the "selfie" photo please:

- Remove any accessories that may obscure your face such as sunglasses, hats, etc.
- Ensure that your full face is visible within the image and is not cropped out
- Ensure that the camera is positioned so your face takes up most of the image. A zoomed-out image may make it difficult for the system to process facial details

Select the **Next** button once an appropriate selfie is captured and displayed in the **Captured Photo** section.

Repeat the image capture process on the subsequent pages to capture the front and back face of your government-issued ID.
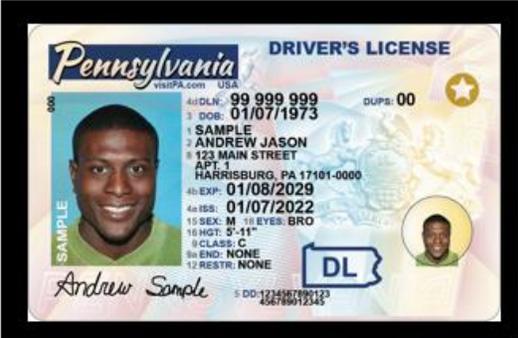
All images of your government-issued ID are automatically processed to verify authenticity. To aid in this process, please ensure that your ID:

- Is laid on a flat surface and is not tilted. The ID should be aligned so that its edges are parallel to the edges of your camera preview (see examples above)
- Is completely unobscured. Do not hold your ID in your hands as your fingers may obscure sections of the ID. If you must hold your ID, hold it by the edges so the ID is not obscured
- Is in an environment that is properly lit. Ensure the image is not too dark or that the light is causing a glare on your ID

Mobile users can capture a photo by selecting the **Take Photo** button. The app will open your device's native camera app. Once the photo is captured, select the **Save Photo** to save the photo to the system. A preview will be displayed in **the Captured Photo** box.
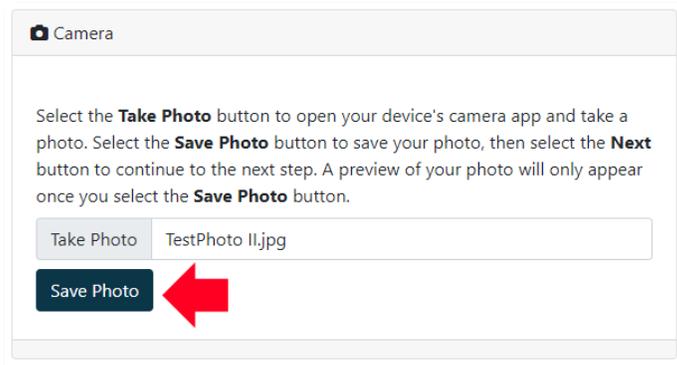
If the photo capture is not working, select the **It's not working** link and upload a file from your device using the file upload control.
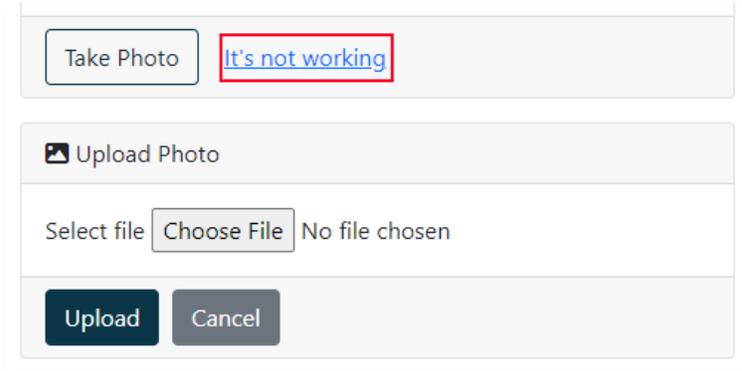
IMPORTANT: If you upload a file from your device instead of capturing a live photo, your enrollment request will automatically be flagged for manual review from OCPG. Your enrollment will not be considered live until you receive confirmation from OCPG (See **Enrollments Under Review** for more information).

CONFIRMATION

The confirmation screen allows the user to review the type and length of the self-exclusion prior to formally submitting the request. Changes may be made to data on preceding steps by selecting the **Previous** button.

Please note that your request is **NOT** considered submitted until you click the Finish 🏁 button.

Clicking the Finish button below will submit your request for self-exclusion to the Pennsylvania Gaming Control Board. Before continuing, please review the items below. You will not be able to make changes to your request once it is submitted.

Please confirm the data you have provided:

Name	John Smith
Exclusion Type	Casino
Period of Self-Exclusion	One Year

ℹ **IMPORTANT!** Your enrollment is not complete until you click Finish.

◀ Previous   Finish 🏁

COMPLETION

The user will be presented with the enrollment completion screen once all required information has been collected and received by OCPG. The enrollment request is not considered submitted until this screen is visible.

The following options are available on the confirmation screen:

Option	Description
Print Receipt	Print a copy of the enrollment receipt document. The document contains all information entered into the system during enrollment as well as copies of any agreements that were signed or initialed. A copy of this document is automatically inserted into a user's document library when the request is submitted
Email Receipt	Emails a copy of the enrollment receipt document to the user. The system uses the email address that was entered during registration
Return to Dashboard	Returns the user to the dashboard page
Add Another Enrollment	Returns the user to the Enrollment Selection page so they can begin enrollment for a different gaming type

ENROLLMENTS UNDER REVIEW

An enrollment can be flagged for additional review if the provided "selfie" image or government-issued ID photos cannot be automatically authenticated by the system.

Users will be presented with the following screen instead of the confirmation above if these images do not meet system requirements (see guidelines for Selfie & Government Issued ID Capture). OCPG will manually review the user's data within the next 3-5 business days and contact the user regarding next steps to complete their enrollment.

An enrollment is **NOT** considered active as long as it is under review.

UNFINISHED ENROLLMENTS

An unfinished enrollment can be resumed at any time within three weeks of its creation. After the three week period expires, the incomplete enrollment will be deleted. Users whose incomplete enrollments are deleted will need to start a new enrollment from the first step.

To resume an unfinished enrollment, find the **Unfinished Enrollments** section on the Enrollment Dashboard and select the **Resume** button. Users can also manually delete an unfinished enrollment by clicking the **Cancel** button. Cancelled enrollments cannot be recovered once they are deleted.

IMPORTANT: Deleting an incomplete enrollment does not delete any existing data within the PGCB's self-exclusion database relating to previous enrollment, removals or extensions.