SELF-EXCLUSION APPLICATION

Removal 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 REMOVAL

IMPORTANT: A removal request is only required for Casino self-exclusions. iGaming, VGT and Fantasy Contest self-exclusions automatically expire once the term has elapsed. No additional action is required from the users to be removed from self-exclusion for these gaming activities.

To begin the removal process, find and select the **Manage Active Self-Exclusions** button on the dashboard.

Find the active Casino self-exclusion record and select the **Details** button. On the details page, select the **Apply for Removal** button.

The removal 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 Casino self-exclusion removal.

UPDATE INFORMATION

Users are required to review their home and mailing addresses as well as their phone number(s) and make updates as needed to ensure OCPG records remain accurate. Changes can be applied directly to each of the fields.

Select the **Save 🖫** button at the bottom of the section to save your changes. Please note that changes **WILL NOT** be automatically saved by selecting the **Next** button.

If no changes are required, select the **Next** button to continue to the next step.

ACKNOWLEDGEMENT

The removal 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.

> **ⓘ 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, type your name into the **Electronic Signature** box.

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)

John Smith

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 to complete the affirmation.

Electronic Signature (Type Full Name)

John Smith

Date 📅

04/23/2023

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 removal.

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

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 removal request.

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 ▶

SELFIE & GOVERNMENT-ISSUED ID CAPTURE

The removal 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 removal 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 removal.*

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.
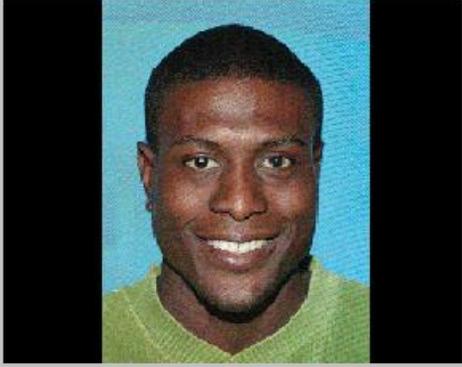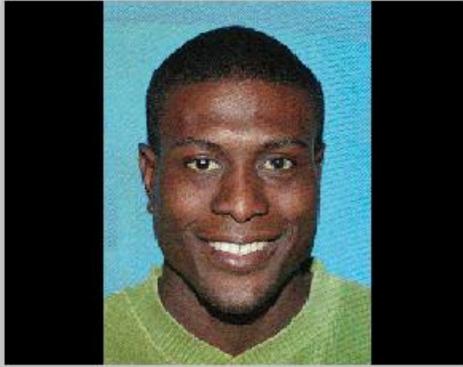
While taking the "selfie" photo please:

- 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.
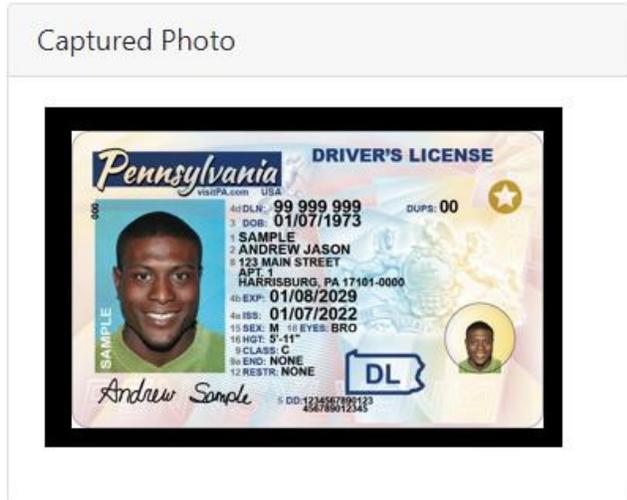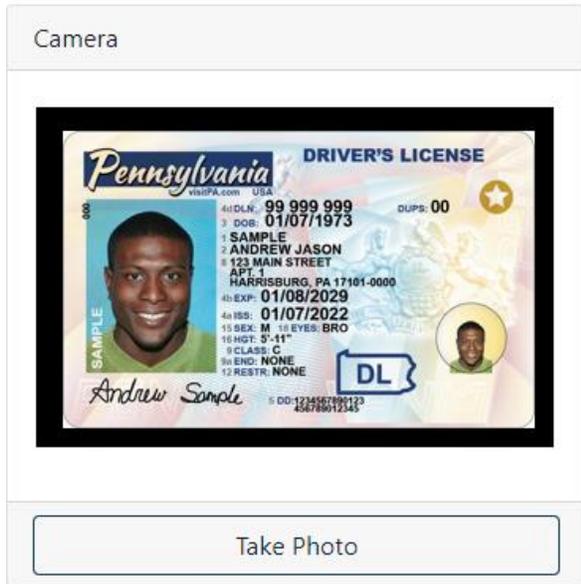
All images of your government-issued ID are automatically processed to verify authenticity. To aid in this process, please ensure that your ID:

- 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.
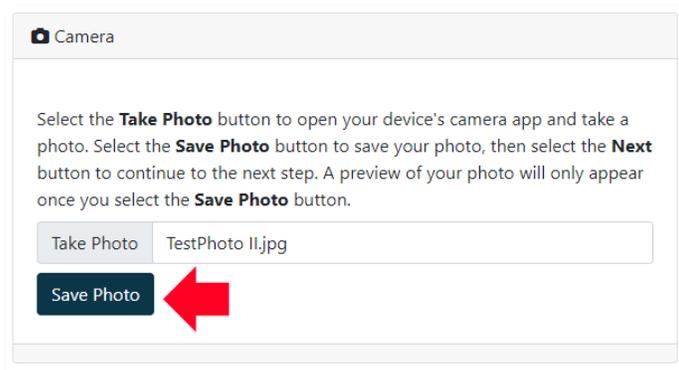
If the photo capture is not working, select the **It's not working** link and upload a file from your device using the file upload control.
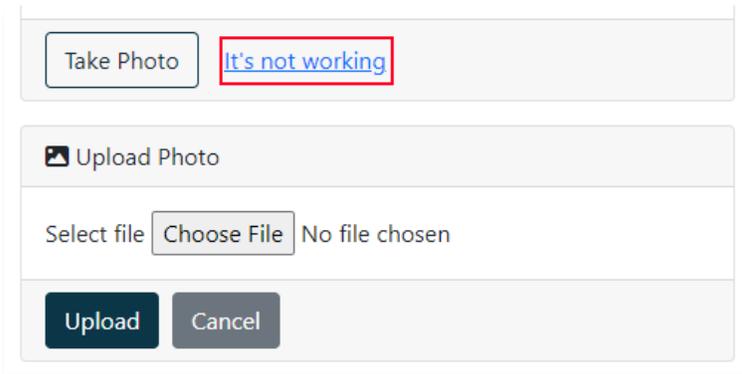
IMPORTANT: If you upload a file from your device instead of capturing a live photo, your enrollment request will automatically be flagged for manual review from OCPG. Your enrollment will not be considered live until you receive confirmation from OCPG (See **Enrollments Under Review** for more information).

CONFIRMATION

The confirmation screen allows the user to review the information collected during the removal process 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 removal from 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.

Name	DAVID BALMORES
Exclusion Type	Casino
Original Self-Exclusion Period	One Year
Gaming Privileges Restored On	05/23/2023
Home Address	123 Address St City, PA 12345
Mailing Address	123 Address St City, PA 12345 US
Home Phone	234-234-2342
Cell Phone	234-234-2342
Email Address	testuser@test.com

Previous   Finish

COMPLETION

The user will be presented with the removal completion screen once all required information has been collected and received by OCPG. The removal 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 removal receipt document. The document contains all information entered into the system during the removal process 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 removal 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

REMOVAL REQUEST UNDER REVIEW

A removal 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 data within the next 3-5 business days and contact the user regarding next steps to complete their removal.

A removal is **NOT** considered active as long as it is under review.

Removal Request Under Review

Your self-exclusion removal request has been submitted. It currently requires additional review by OCPG staff. You are NOT yet considered removed from self-exclusion at this time.

You will receive a communication from the Board's Office of Compulsive and Problem Gambling upon completion of this review regarding next steps.

If you wish to contact the Board, you may do so at (717) 346-8300 between 7:00am and 3:30pm Monday through Friday or problemgambling@pa.gov.

⊕ Return to Dashboard