



SELF-EXCLUSION APPLICATION

Removal Instructions

Pennsylvania Gaming Control Board

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Contents

CONTACT INFORMATION 3

ACCOUNT CREATION & LOGIN 4

STARTING REMOVAL 5

UPDATE INFORMATION 7

ACKNOWLEDGEMENT 8

RELEASE 9

VOLUNTARY QUESTIONNAIRE 10

CONTACT METHOD 12

SELFIE & GOVERNMENT-ISSUED ID CAPTURE 13

CONFIRMATION 17

COMPLETION 18

REMOVAL REQUEST UNDER REVIEW 19

CONTACT INFORMATION

For more information on gambling disorder treatment options, call [1-800-GAMBLER](tel: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.

ACCOUNT CREATION & LOGIN

Users are required to create an account on the self-exclusion application prior to signing up for the PGCB's self-exclusion program. During this account creation 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 account creation 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 create an account with the new application.

Keystone Login is no longer being used as part of the account creation and login process. Users with Keystone Login accounts will not need to have access to their accounts in order to create and account 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.

The screenshot shows the 'Enrollment Dashboard' with several sections. The 'Active Self-Exclusions' section contains a table with columns for Start, End, Type, and Period. Below the table is a button labeled 'Manage Active Self-Exclusions', which is highlighted with a red rectangular box. Other sections include 'Self-Exclusion Enrollment', 'Enrollee Information', and 'Documents Library'.

Find the active Casino self-exclusion record and select the **Options** button. On the pop-up menu, select **Apply for Removal**.





Active Self-Exclusions

Manage your active self-exclusions.

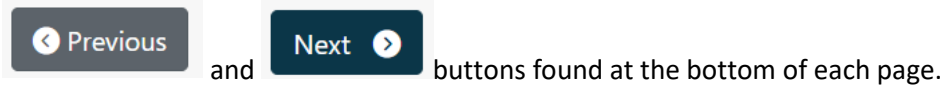
Casino Self-Exclusion

Period of Self-Exclusion	One Year
Start Date	08/01/23
End Date	08/01/24

Options

-  Print Receipt of Enrollment
-  Print Cross-Ban Acknowledgement
-  Extend
-  Apply for Removal

The removal process is broken into several individual steps. Users can navigate between steps using the



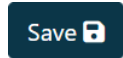
Required fields will be flagged in red text if the user attempts to proceed without providing a value. Users cannot proceed until all required fields are addressed.


The image shows a form titled 'Home Address'. Below the title is the label 'Address 1' followed by an empty text input field. A red rectangular box highlights the bottom-left corner of the form, containing the text 'Required!' in red.

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  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

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

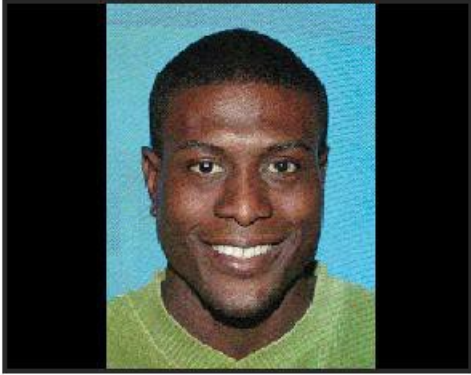
Next ▶

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.

<p>Camera</p>  <p>Take Photo</p>	<p>Captured Photo</p> <p>Your captured image will appear here...</p>
--------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------

A preview of the captured image will be displayed in the **Captured Photo** section.


Camera	Captured Photo
	
<p>Take Photo</p>	

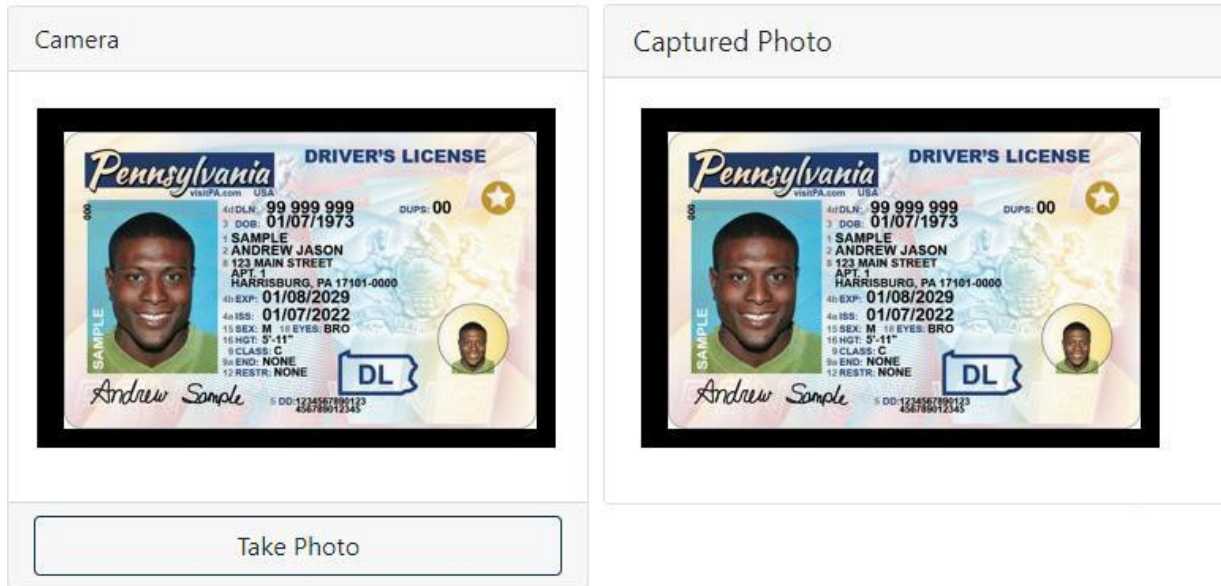
While taking the “selfie” photo please:

- 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.

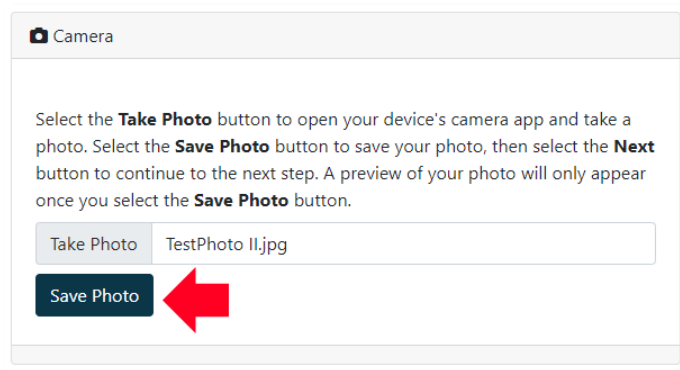
Repeat the image capture process on the subsequent pages to capture the front and back face of your government-issued ID.

Camera	Captured Photo
	Your captured image will appear here...
<p>Take Photo</p>	

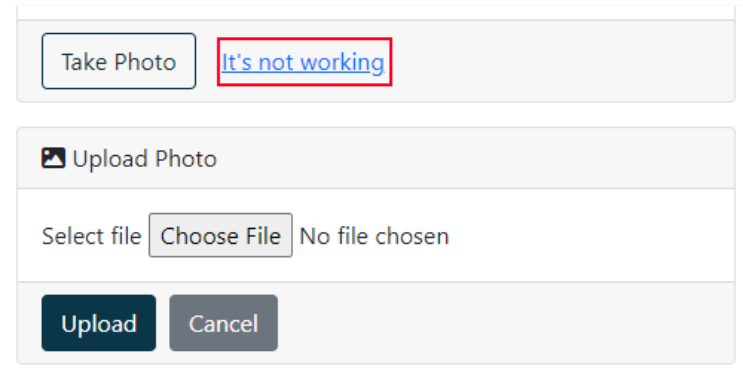


All images of your government-issued ID are automatically processed to verify authenticity. To aid in this process, please ensure that your ID:

- 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.




The screenshot shows a user interface for photo capture. At the top, there are two buttons: 'Take Photo' and 'It's not working'. The 'It's not working' link is highlighted with a red border. Below this is a section titled 'Upload Photo' with a camera icon. Underneath, there is a 'Select file' label, a 'Choose File' button, and the text 'No file chosen'. At the bottom of the interface, there are two buttons: 'Upload' and 'Cancel'.

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  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.



Enrollment Complete!

You have been successfully placed on the PGCB's self-exclusion list.

If you wish to print out a copy of you request, click the Print Receipt buton below. Once you navigate away from this page, you WILL NOT be able to print a copy of your request unless you contact PGCB.

[Print Receipt](#)

To have a copy of this request receipt sent to the email address provided during enrollment, click the Email Receipt button below. Please note that an email will only be sent if you provided a valid email during the enrollment process.

[Email Receipt](#)

[Return to Dashboard](#)

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