SELF-EXCLUSION APPLICATION

System Overview

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.
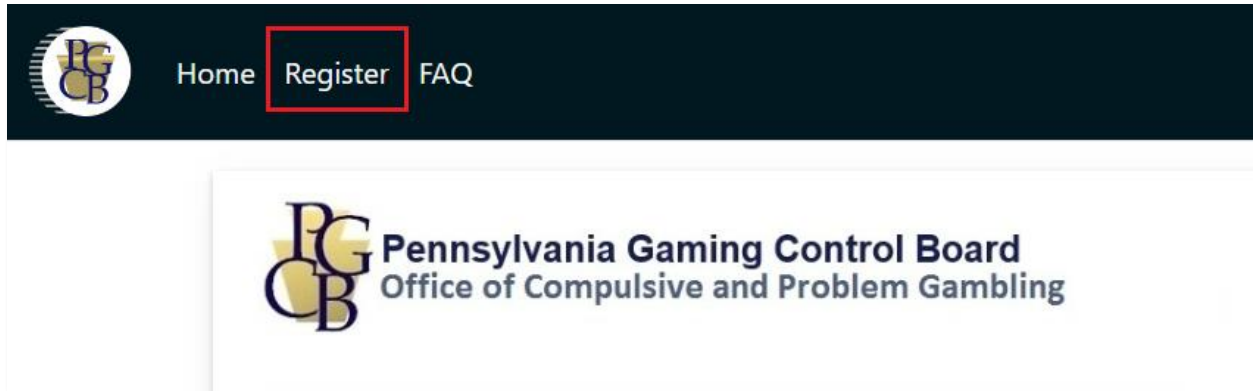
REGISTRATION

Users are required to perform a one-time registration with the self-exclusion application prior to signing up for or removing from 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.

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.

Select the **Register** link at the top of the page to begin the registration process.


Complete all the fields of the registration form and select the button at the bottom of the screen to continue. If your mailing address is the same as your home address, you may check the **Check if Mailing Address is the same** option to reuse the address entered as your home address as your mailing address.

Users can encounter three possible results from the submission of their account registration: **Success, Failure** or **Registration Under Review**.

Success

A success indicates the user's identity has been verified and that the registration has been accepted and is considered complete. The user should proceed to the login page to continue the enrollment process.
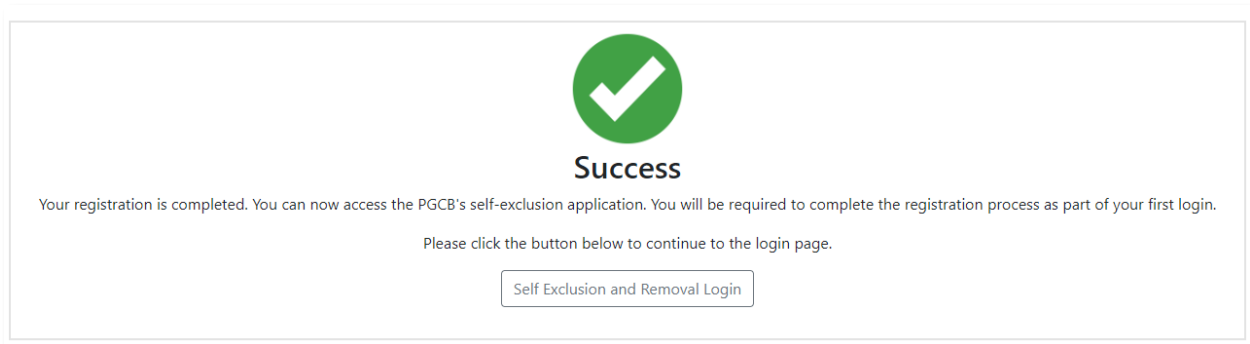
IMPORTANT: *Completing the registration process* DOES NOT *mean a user has been enrolled in self-exclusion, only that the registration process is complete.*

Failure

A user's registration request will fail if their identity cannot be properly verified using the information provided. This can also occur if the application believes the registration attempt is fraudulent. If a failure response is received, the process will end and the registration will be cancelled.

If you believe this is in error, please contact the PGCB's Office of Compulsive and Problem Gambling.

Registration Under Review

A user's account will be placed under review if the user's identity is confirmed but the information partially matches records in the PGCB's self-exclusion database. This can occur if a user signed up for self-exclusion previously in-person at a PGCB office and did not provide their SSN during enrollment.

A manual review is required by the PGCB's Office of Compulsive and Problem Gambling to ensure the correct data is associated with the user's account. The user will receive an automated email within 3-5 business days with the next steps to take regarding their registration.

Registration Under Review

Your registration request is currently under review. You will be contacted within the next few business days by the Pennsylvania Gaming Control Board's Office of Compulsive and Problem regarding the next steps for your account.

You may contact the board at 717-346-8300, Monday through Friday 7:00am t0 3:30pm or problemgambling@pa.gov.

LOGGING IN

To log in to the self-exclusion enrollment application, enter the first name, last name, last four digits of your Social Security Number (SSN) and birth date.

Users will be redirected to the application dashboard on a successful login.

Pennsylvania Gaming Control Board
Office of Compulsive and Problem Gambling

🔒 **LOG IN**

First Name

John

Last Name

Smith

Last 4 of SSN

1234

📅 Birth Date

01/01/1970

Log in

LOGIN FAILURE

A login failure may be encountered if the provided information does not match existing records or if the login attempt is seen as fraudulent by the application.

If you continue to receive failed login attempts and believe this is in error, please contact the PGCB's Office of Compulsive and Problem Gambling.
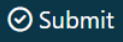
KNOWLEDGE-BASED QUIZ

A user may be presented with a knowledge-based quiz if the application requires additional information to verify the user's identity. The quiz uses information gathered from public records to create a series of questions that only the user should be able to answer.

Some questions may have a **None of the Above** answer at the bottom. Select this if none of the responses to the question are appropriate or if the question does not apply.

Choose the appropriate response for each question and select the ⊘ Submit button when finished. Users will not be granted access to the application if they fail the questionnaire.

🆔 Identity Verification

Please provide the answers to the questions below to confirm your identity and complete your login.

Question #1

In what county do you currently live?

○ Arapahoe
○ Adams
○ Yuma
○ Otero
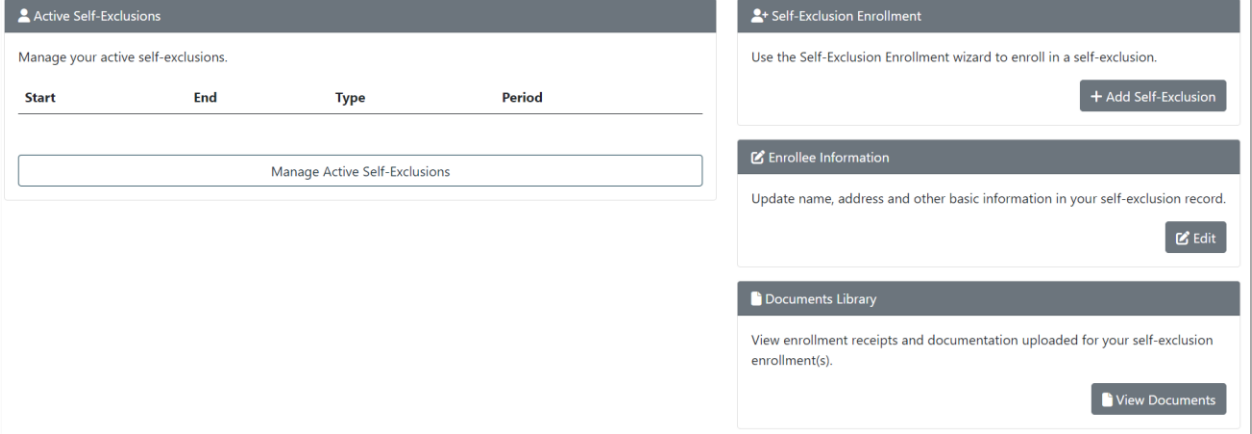○ None of the above

Question #2

In which of the following cities does 'Joseph David' currently live or own property?

○ Imperial, Missouri
○ Moberly, Missouri
○ Saint Joseph, Missouri
○ Springfield, Missouri
○ None of the above or I am not familiar with this person

DASHBOARD

The Enrollment Dashboard is the central hub of the self-exclusion application. It links users to the various features of the application.

Current features of the application include:

- **Manage Active Self-Exclusions**: View a list of all active self-exclusions. Users can choose to apply for removal from casino self-exclusion or extend an existing self-exclusion from this feature

- **Document Library:** View a list of documents associated with the user's current or previous self-exclusion(s). This includes enrollment and removal receipts, photos of government-issued IDs and any other acknowledgements or agreements signed as part of the enrollment and/or removal process

- **Self-Exclusion Enrollment**: A step-by step process which collects the necessary information to enroll the user in self-exclusion. Users can choose to be excluded from specific gaming activities and will need to go through the enrollment process for each gaming activity they select. More information regarding enrollment can be found in the Enrollment Instructions document

- **Enrollee Information**: Allows users to update or correct the information that was entered into the system during the registration process. It is recommended that patrons update their mailing or email address as needed to ensure OCPG's records are accurate

DOCUMENT LIBRARY

The document library stores all files uploaded by the patron or generated by the system during the enrollment process. These documents include:

- Receipts for each of the patron's previous or current self-exclusion enrollments. These receipts include all information entered by the patron when signing up
- Copies of signed acknowledgements or agreements
- Photos of government-issued IDs captured by the patron

To download a copy of a document, select the [⬇ Download] button.

Users can also filter results by typing a specific criteria (such as a signed date or document type) into the **Search** bar. Results will be automatically filtered based on the value entered by the user.

ENROLLEE INFORMATION

The enrollee information page allows users to update the information that was entered during the registration process such as name, home and mailing address, physically identifying characteristics (such as height and hair/eye color) as well as contact information. This information can be edited at any time, regardless of whether or not the patron is enrolled in self-exclusion.

Please note that SSN and Birth Date fields cannot be edited. If you notice any issues with these pieces of information, please contact OCPG.

MANAGE ACTIVE SELF-EXCLUSIONS

The Active Self-Exclusions section on the dashboard displays information regarding the patron's current self-exclusions. Active iGaming, VGT and Fantasy Contest self-exclusions will be automatically removed from this list as they expire. Casino self-exclusions will remain on this list until the patron initiates removal.

To view details regarding each of your active self-exclusions, select the **Manage Active Self-Exclusions** button.

Click the **Details** button to view the details for a single active self-exclusion.
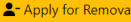
The details for the self-exclusion will be displayed along with the **Documents** and **Options** sections.

DOCUMENTS

Users may download documents that were generated specifically during the selected enrollment.

Select the **View** button next to the appropriate document to download a copy.

IMPORTANT: Patrons who signed up for self-exclusion prior to May of 2022 will not have signed the cross-ban acknowledgement during their enrollment. This document will not be available for enrollments created prior to this date. A copy will be added to any new enrollments that are completed moving forward.

The Options section contains all actions that can be taken for the selected self-exclusion. Please note that certain options are only visible if specific criteria are met (see **Availability** below).

Option	Availability	Description
Extend	Visible for all non-lifetime enrollments	Allows a user to extend the length of their active self-exclusion. Expired self-exclusions cannot be extended. Lifetime self-exclusions also cannot be extended. Additional Information regarding the extension process is contained in the Extension Instructions document
Resume Extension	Visible only when an in-progress extension request is created in the system	Allows a user to continue an in-progress self-exclusion extension request. In-progress extension requests are only retained for three weeks from the date they are created at which point they are automatically deleted by the system
Cancel Extension	Visible only when an in-progress extension request is created in the system	Deletes an in-progress extension request. Data cannot be recovered after it is deleted. A new extension request will need to be created if an existing one is deleted
Apply for Removal	Visible only for Casino self-exclusions whose exclusion period has elapsed	Allows the patron to begin the casino self-exclusion removal process. Additional information regarding the removal process is contained within the Removal Instructions document
Finish Removal	Visible only if a Casino removal request has been started by the user	Allows the patron to continue an in-progress removal request. In-progress removal requests are only retained for three weeks from the date they are created at which point they are automatically deleted by the system