

ONLINE REMOVAL FOR CASINO-BASED SELF-EXCLUSIONS

The PGCB's online Self-Exclusion application allows users to perform removals for casino-based self-exclusions.

IMPORTANT: A self-exclusion removal only needs to be performed for casino self-exclusions and are not required for VGT, fantasy contest or iGaming self-exclusions. These self-exclusions expire automatically once the term of the self-exclusion has been completed.

Ensure you are logging into the Online Self-Exclusion Removal portion of the application by using the link below:

<https://gamingcontrolboard.pa.gov/SelfExclusion/Removal/Default.aspx> Make sure you first create a keystone login account. Once you do that use your keystone login username and password to log into the online removal

PGCB Pennsylvania Gaming Control Board
Office of Compulsive and Problem Gambling

For more information on gambling disorder treatment options, call 1-800-GAMBLER
P.O. BOX 69060 | HARRISBURG, PA 17106-9060
If you are having trouble completing your enrollment, contact the board:
717-346-8300 or problemgambling@pa.gov
[Sign In](#)

Online Self-Exclusion Removal

Username:

Password:

If you do not have a Keystone Login account, click the **Register** button to create an account. Otherwise, click the **Login** button to log in with your Keystone Login account and begin the enrollment process. Your Keystone Login account can be used to enroll in self-exclusion from other gaming activities in the future.

If you need support for your Keystone Login account, please visit the [Keystone Login site](#).

In order to proceed with your self-exclusion removal, the account associated with your self-exclusion enrollment must be verified by the Office of Compulsive and Problem Gambling. Within 3 business days of your Keystone Login account creation, you will receive communication sent to the email address that you have provided. The email, which will be sent from the address problemgambling@pa.gov, will contain information and instructions on how to complete the self-exclusion removal process through this site. If you have any questions regarding this process, please email problemgambling@pa.gov.

IMPORTANT INFORMATION
Please note that this is only the first step in the self-exclusion removal process. In order for you to complete your removal from the casino self-exclusion program, you will need to take further action as directed in the email that will be sent to you in the near future, as explained above. If you are eligible, and once you have completed all future steps in the removal process, your request for removal will be approved.

If you log into the enrollment portion of the application by mistake, simply find the section highlighted below and click the link to be transferred to your removal dashboard.

Removal for Self-Exclusion Enrollments In-Person Casino-Based

Did you enroll in casino-based self-exclusion in-person at a casino and are now eligible for removal? You can submit a request to the PGCB to [complete your removal online](#). Please note that this only applies to existing casino-based self-exclusion enrollments and is not required for iGaming, VGT and fantasy contest self-exclusion enrollments.

New Enrollment

To begin, select one or more of the enrollment types below*:

- Fantasy Contest
- Video Gaming Terminal Activities (VGTs)
- Interactive Gaming (iGaming)
- Casino

REQUESTING REMOVAL FOR EXISTING CASINO SELF-EXCLUSIONS

Users who signed up for self-exclusion for casinos in person at a PGCB office can request to have their existing enrollment data linked to their online account. This will then allow an online self-exclusion removal to be performed.

To initiate this process, find and click the **Request Removal** button at the bottom of the screen:

Online Removal for In-Person Casino-based Self-Exclusion Enrollment

To begin the removal request process, click the **Request Removal** button below.

IMPORTANT INFORMATION

Please note that this is only the first step in the self-exclusion removal process. In order for you to complete your removal from the casino self-exclusion program, you will need to take further action as directed in the email that will be sent to you in the near future, as explained above. If you are eligible, and once you have completed all future steps in the removal process, your request for removal will be approved.

Request Removal

If the user's email cannot be retrieved from his/her Keystone Login account, the application will prompt for the email address to be entered:

Could not retrieve a valid email address from your Keystone Login account. Please enter your email address below and try again:

dagehman@pa.gov

Request Removal

Once the email address is entered, click the **Request Removal** button again. The section will be updated to confirm receipt of the request:

Online Removal for In-Person Casino-based Self-Exclusion Enrollment

Your request for access to your in-person enrollment data is currently pending. Please monitor your email for a confirmation from PGCB.

PGCB staff will review your request and send an email to the address you provided either confirming or rejecting your request. Please provide up to 3 business days for this to occur. Emails will be sent from **pgcb-noreply@pa.gov**; please check your spam folder in case you do not receive the notification within the expected time period.

If the request is approved, your existing casino self-exclusion will be displayed in the **Eligible For Removal** grid at the top of the dashboard.

IMPORTANT: If you performed your self-exclusion enrollment for casinos online, your request will automatically display in the **Eligible For Removal** grid without needing to contact PGCB. This section only pertains to users who enrolled in-person.

BEGINNING YOUR SELF-EXCLUSION REMOVAL

To begin your removal session, click the **Begin Removal** link in the grid.

Eligible For Removal

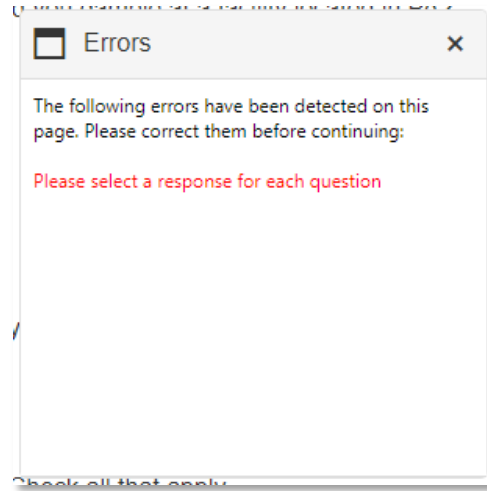
	Exclusion Start	Exclusion End	Type	Exclusion Period
Begin Removal	1/14/2018	1/14/2019	Casino	One Year

Removal Wizard

The removal process is conducted through a step-by-step wizard. Each page will prompt you to complete or review a set of fields. You can navigate the wizard by clicking the **Next** and **Previous** buttons in the bottom right corner of the screen (see below). The buttons will be available at the bottom of the screen if you are accessing the application with a mobile device. Please note that you will not be able to use the **Previous** button until you complete all required fields on the current wizard page.



If any errors are detected or any required fields are missed while attempting to advance through the wizard, a pop-up message will be displayed. Make corrections to the listed items and click the **Next** button to continue.



The first page in the wizard will be the instruction page. Review the information provided and click the **Next** button when finished.



**PENNSYLVANIA GAMING CONTROL BOARD
REQUEST FOR REMOVAL FROM VOLUNTARY SELF-EXCLUSION**

This wizard will guide you through the process of requesting removal from self-exclusion for the following activities:

- Casinos and Gaming Related Activities

Provide the answers to the questions on each page and click the **Next** button. You can return to any completed sections by clicking the **Previous** button or by clicking the title of the section you wish to view in the navigation bar at the left.

To complete this wizard, click the **Finish** button once all questions have been answered.

** Your email address will not be shared with any third parties not licensed with the Pennsylvania Gaming Control Board. Disclosure of your email address to licensees is for informational purposes only.

If you experience any difficulties during this process, please contact the Board by calling (717) 346-8300 Monday through Friday, 7:00am - 3:30pm.


IDENTIFICATION


The system will check if the identification you provided during your enrollment is still valid. If so, the identification section will be pre-populated with the values you initially provided. A green circle with a checkmark indicates this section is complete and needs no further attention.

Identification

Please provide the information below for your government-issued photo identification card.

Your previously uploaded ID is still valid for this request.


 File successfully uploaded

Instructions for Mobile Users 

ID Number:

Type of ID:

Issuer of ID:

Expiration Date: 

If the fields are blank, you will be required to enter data for a valid government-issued ID. A scan or photo of the ID will also need to be uploaded.

Identification

Please provide the information below for your government-issued photo identification card.

Please upload a scan or photo of a government-issued photo identification card. Examples of accepted IDs are:

- Driver's license
- Passport
- ID card

Click the **Select** button to browse to the location of the file or picture on your device. The name of the file and a green dot will appear below the file selection control if the selection process was successful.

● TestDoc.pdf ✕ Remove

If the file name displays a yellow dot, the file or picture is invalid or is open in another app. If this occurs, please close any other apps that are using the file, click the **Remove** button under the file selection control and repeat the instructions above to select the file again.

When finished, click the **Next** button.

REVIEW DATA

In the next step of the wizard, the data from your self-exclusion enrollment will be displayed in a read-only fashion:

The following information was included in your enrollment. Please review it for accuracy.
Updates can be made to some of the fields by clicking the button below.

UPDATE INFORMATION

Name:	Last, First
SSN (Last Four Digits):	1234
Birth Date:	1/1/1998 12:00:00 AM
Home Address	Mailing Address
123 Address St City, PA	123 Address St City, PA 12345
Home Phone Number:	0000000000
Mobile Phone Number:	2222222222
Gender:	Male
Height:	6ft. 1in.
Race:	Caucasian
Hair Color:	Brown
Eye Color:	Hazel
Other Distinguishing Marks or Physical Characteristics:	None

Any aliases you provided previously will be displayed at the bottom of the screen, also in read-only fashion:

Exclusion Type:	Casino	
Exclusion Period:	One Year	
Aliases		
Aliases for First Last		
First Name	Middle Name	Last Name
No aliases entered		

Limited updates to the information displayed on this page can be made by clicking the **Update Information** button. Checking the **Mailing address matches home address** checkbox allows for the home address fields to be automatically copied into the mailing address fields.

Update Information

Make changes to your information below. When finished, click the **Save** button.

First Name:

Last Name:

<p>Home Address</p> <p>Address 1: <input type="text" value="123 Address St"/></p> <p>Address 2: <input type="text"/></p> <p>Address 3: <input type="text"/></p> <p>City: <input type="text" value="City"/></p> <p>State/Province: <input type="text" value="Pennsylvania"/></p> <p>Zip: <input type="text"/></p>	<p>Mailing Address</p> <p>Address 1: <input type="text" value="123 Address St"/></p> <p>Address 2: <input type="text"/></p> <p>Address 3: <input type="text"/></p> <p>City: <input type="text" value="City"/></p> <p>State/Province: <input type="text" value="Pennsylvania"/></p> <p>Zip: <input type="text" value="12345"/></p>
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Mailing address matches home address

Home Phone Number:

Mobile Phone Number:

To complete your changes, click the **Update** button at the bottom of the screen. To revert to read-only mode without saving your changes, click the **Cancel** button.



When finished, click the **Next** button.

ACKNOWLEDGEMENT/RELEASE AGREEMENTS

Read through the acknowledgement agreement, providing your initials in the textbox for each line:

Within 10 business days after this request is completed and submitted, the Board will remove my name from the self-exclusion list and will notify each slot machine licensee of the removal. It may take each licensee up to 5 business days to remove my name from their copies of the self-exclusion list. For this reason, I am required to refrain from entering a PA licensed facility for 15 business days after submitting this completed request.

My gaming privileges will be restored on 5/6/2020

If I am identified on the gaming floor or if I engage in gaming activity during the 15 business day processing period, I may be arrested for criminal trespass and have my winnings confiscated.

When finished, click the **Next** button.

Read through the release agreement and enter your first and last name into the **Signed** textbox. This will act as your digital signature for the release agreement:

Under penalties of perjury, I declare that I have reviewed and understand the information provided to me and provided by me in this Request for Removal from Voluntary Self-Exclusion from all Casinos and Gaming Related Activities and in this Acknowledgement and Release, and to the best of my knowledge and belief, it is true, correct, and complete. I further declare that the information listed herein is my own. Upon submission of this request, I authorize the Board to permit its licensees to restore my gaming privileges. I acknowledge that the typed electronic signature below is my signature which validates my Request for Removal from Voluntary Self-Exclusion from all Casinos and Gaming Related Activities and validates and completes my request for removal from casino self-exclusion in the Commonwealth of Pennsylvania.

Signed: (First and Last Name only) Date: 

When finished, click the **Next** button.

CONTACT METHOD

Select a method (by phone or email) that PGCB staff can use to contact you if there are issues with your removal once it is submitted. PGCB will not use your email address or phone number for any other purposes.

CONTACT

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

- I would like to be contacted by phone
- I would like to be contacted by email

When finished, click the **Next** button.

VOLUNTARY QUESTIONNAIRE

You will be presented with a series of questions regarding your self-exclusion. You will be required to provide a response for each of the questions, however if you do not wish to answer, you may select the **I do not wish to answer** response for each of them.

Provide a response for each question and click the **Next** button.

1. Prior to signing up for the PA Self-Exclusion Program, did you gamble at a facility located in PA?
 - Yes
 - No
 - I do not wish to answer
2. While you were signed up for the PA Self-Exclusion List, did you gamble outside of PA?
 - Yes
 - No
 - I do not wish to answer

REVIEW

As part of the final step of the removal process, you will confirm the data that you entered thus far to ensure it's accuracy. To make corrections, click the **Previous** button to return to the wizard page that needs updating. Once done, click the **Next** button until you advance to the review page.

The review page will also display the date your gaming privileges will be restored. This is typically 15 business days after the completion of your removal request.

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:	Last, First
Exclusion Type:	Casinos
Original Exclusion Period:	One Year
Gaming Privileges Restored On:	5/6/2020
Home Address:	123 Address St City, PA
Mailing Address:	123 Address St City, PA 12345
Home Phone:	0000000000
Cell Phone:	2222222222
Email Address:	

The **Next** button will be replaced with a **Finish** button. When ready, click this button to submit your removal. As indicated, do not close the window while the loading screen is displayed:

Online Self-Exclusion Removal

Processing your request. Please do not close this window.

Once the request has been successfully submitted, you will be permitted to print your removal paperwork or email it to the address in your Keystone Login account. The paperwork, provided as a PDF, will be accessible from the **Document Library** section on the dashboard.

Online Self-Exclusion Removal

REMOVAL COMPLETE

Your removal has been completed successfully!

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

Print Receipt

Click the button below to have a copy of your removal request paperwork sent to the email address registered with your account.

Email Receipt

Click below to finish your enrollment process:


Finish

Click the **Finish** button to return to the removal dashboard. You will notice that your casino self-exclusion will be removed from the **Eligible Removals** grid:

	Exclusion Start	Exclusion End	Type	Exclusion Period
You don't have any enrollments that are eligible for removal at this time.				

As indicated earlier, your removal request paperwork will be available in the **Document Library**. Click the printer icon to print the PDF at any time.

Document Library

	Upload Date	Document Type	Document Description
	4/15/2020	Removal Request	sys-generated Request

If you wish to sign up for self-exclusion again, find the section below and click the link to be transferred to your enrollment dashboard:

New Self-Exclusion Enrollment

Looking to sign up for self-exclusion? Click [here](#) to visit your enrollment dashboard.