How to Scan FAQs

Q: What are the minimum operating system requirements for using the California Lottery® Official App on my mobile device?
A: The minimum operating system requirements for using the California Lottery Official App are: version 7.0 for an Apple device and version 4.0 for an Android device.

Q: How do I download my California Lottery Official App?
A: Go to calottery.com and scroll down to the bottom of any page of the California Lottery website to where you see “Download Our App Now.” Click on your preferred App Store to be taken directly to the California Lottery Official App for your device.

Q: Do I need to allow access to my camera?
A: Yes. For Android devices, the installation of the California Lottery Official App signifies your acceptance of the use of the camera. For iOS devices, once you download the California Lottery Official App, at the initial launch of the app, it will ask you to allow the app to access your device’s camera. If you failed to do this during the initial launch of the app, please go to Settings, find the California Lottery Official App, and turn on the camera. The scanning feature will not operate if you do not allow this access.

Q: How do I scan my 2nd Chance barcode?
A: Hold your device so that you can see your ticket on the screen. Then keep your camera over the barcode. The scanner will automatically recognize if it is an eligible 2nd Chance barcode and confirm your entry.
Q: Where do I find the unique 2nd Chance barcode to scan on my Lottery tickets?
A: On Scratchers® tickets, the unique barcode is located in different locations on the FRONT of each ticket. See image below:

On SuperLotto Plus® tickets, the unique barcode is directly below the 2nd Chance Code printed on the ticket. See image below:

On Fantasy 5 tickets, the unique barcode is directly below the 2nd Chance Code printed on the ticket. See image below:
Q: What tickets have this unique 2nd Chance barcode?
A: Scratchers tickets launched after February 2015 will have the unique barcode on the front of the ticket. SuperLotto Plus and Fantasy 5 – 2nd Chance tickets purchased after July 12, 2015 will have the unique barcode.

Q: What if my ticket does not have the unique barcode, can I still enter into 2nd Chance?
A: Yes. Scratchers tickets launched prior to February 2015 ("LUCKY IN LOVE", "CROSSWORD CA$H", "MONEY BAG MULTIPLIER", "EMERALD 10’S", "MILLION $$ MATCH", "$5 MILLION JACKPOT", "$25,000 TAXES PAID", "$250,000 TAXES PAID", and "$1,000,000 TAXES PAID") will not have the new unique barcode. In addition, SuperLotto Plus and Fantasy 5 – 2nd Chance tickets purchased prior to July 12, 2015 will not have the new unique barcode. In these cases, you will have to enter the 2nd Chance codes manually.

Q: Why is the scanner not recognizing the unique 2nd Chance barcode?
A: First, make sure you are scanning the unique barcode on the FRONT of the ticket. There are other reasons why the unique 2nd Chance barcode may not be scanning. These may include:
- Light reflecting off the ticket
- A smudged or badly printed barcode
- Torn or damaged ticket
- Over-scratched ticket
- Dirty camera lens
- Older camera with low resolution
- Older ticket
- The 2nd Chance code was previously scanned and confirmed

Q: How will I know if my submission was successful?
A: You’ll get a “success” message. You can also go to “My Submissions” to see a record of your successful submissions. If the submission record is there, you can be assured that it is in the system.

Q: What do I do if I can’t scan?
A: You can manually enter the 2nd Chance code into your account with the app. Just sign into your 2nd Chance account and click on the “Enter Manually” button.
Q: How will I know if my submission is NOT successful?
A: If your 2nd Chance code is not successful, you will get an appropriate error message and it will not show on your “My Submissions” page.

Q: What if the ticket is a winner?
A: It is your responsibility to check your ticket to see if it’s a winner. You can scan your tickets to see if it’s a winner at your nearest Lottery retail location.

Q: Can I scan my ticket to see if it’s a winner?
A: No. Currently, the scanning feature is only for 2nd Chance submissions. You can scan your ticket to see if it’s a winner at your nearest Lottery retail location.

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