

What is eServices and why does Gatherwell need access?

Part of the service that Gatherwell provides is to assist in the maintenance of your Gambling Commission licence, specifically your monthly lottery submissions. It is a requirement of the Gambling Commission that the financial takings of the lottery be reported within 3 months of any given draw. Gatherwell needs access to your e-Services hub to do this.

In order to gain access to your e-services account you need to email the request below to Lindsay Phillips (Gatherwell's account manager) at the Gambling Commission:
lphillips@gamblingcommission.gov.uk.

Wording of the request:

Please add submissions@gatherwell.co.uk under the name Phil Wright to our eServices account {insert account number here} so that they may submit monthly lottery submissions on our behalf.

NB - Your account number is in the top right of the screen when you log into your eServices account. Contact your Gatherwell account/project manager if you need assistance here.

Once your request has been processed by the Gambling Commission they will send you a confirmation email. When you have received this, please log into your eServices account (<https://secure.gamblingcommission.gov.uk/EServices/Account/Login>) to action the following:

1. Click on "User administration" (left hand side)
2. From the list of accounts > select "Manage" for submissions@gatherwell.co.uk
3. Under "Make this individual a super user for this account?" > select "Yes"
4. Scroll down the page > Click "Save"

Doing this will now change our status to "Pending". The Gambling Commission will subsequently activate the account. Should this not be done within 5 working days, please notify Gatherwell, and we will chase this on your behalf.