



PENNSYLVANIA GAMING CONTROL BOARD
303 WALNUT STREET, COMMONWEALTH TOWER
HARRISBURG, PENNSYLVANIA 17101

KEVIN F. O'TOOLE
Executive Director
303 Walnut Street
Commonwealth Tower, 5th Floor
Harrisburg, PA 17101
Phone: (717) 346-8300
Fax: (717) 346-8350
Email: keotoole@pa.gov
Website: gamingcontrolboard.pa.gov

July 1, 2022

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Sent via Electronic Mail

Interactive Gaming Certificate Holders
Interactive Gaming Operators
Interactive Gaming Manufacturers
Sports Wagering Certificate Holders
Sports Wagering Operators

Ex-Officio Members
STACY GARRITY
C. DANIEL HASSELL
RUSSELL C. REDDING

Re: Interactive Gaming Account Multi-Factor Authentication (MFA) Requirement

Dear Interactive Gaming Stakeholder:

The Pennsylvania Gaming Control Board ("Board") is implementing new requirements pertaining to the interactive gaming account login process as it relates to the account security of an interactive gaming account pursuant to 58 Pa. Code. § 812a.3. The new Multi-Factor Authentication ("MFA") requirements are designed to align Pennsylvania with best practices in other jurisdictions and prevent fraud, reduce risks of an external credential stuffing attack, and prevent account sharing and unauthorized account access. Operators must implement the new MFA requirements on all accounts, including existing interactive gaming accounts and newly created interactive gaming accounts.

The new MFA requirement will entail the Interactive Gaming Operator to employ an MFA method for each device that a patron utilizes to access their interactive gaming account. Once a device is authenticated using MFA, the MFA process will not be required again for that device for a period of fourteen days. Once the fourteen days have past, the patron will have to reauthenticate their device using the MFA process. Each different device a patron uses to access their interactive gaming account will have to perform MFA and the MFA will remain valid for fourteen days after the last time that device successfully passed MFA. The enclosed MFA requirement for interactive gaming accounts provides various acceptable methods for completing MFA. The new MFA requirement must be implemented by December 31, 2022.

Please refer to the attached Interactive Gaming Account MFA Industry Guidance, which describes the requirements in further detail. If you have any questions, please contact Lee Copello, Director of iGaming Compliance Operations, at 717-210-8603 or via email at lcopello@pa.gov.

Sincerely,

Kevin F. O'Toole
Executive Director

KFO:lc

Enclosure

July1, 2022

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cc: Steve Cook, Chief Counsel, PGCB
Cyrus Pitre, Chief Enforcement Counsel, PGCB
Paul Mauro, Director, Bureau of Investigations & Enforcement, PGCB
Claire Yantis, Administrative Director, PGCB
Paul Resch, Director, Bureau of Gaming Operations, PGCB
Lee Copello, Director, iGaming Compliance Operations, PGCB
Kevin Kile, Director of Sports Wagering, PGCB
Heather Worner, Director of Gaming Laboratory Operations, PGCB