ONLINE GAMING

Portal

portal.gamingcontrolcuracao.org

GCB
Curaçao **Gaming Control Board**

0.Introduction

The GCB Portal is a web-based application for all regulatory aspects of online gaming in Curaçao. It includes the initial registrations for sub licenses and applications for new licenses followed by ongoing license management. An organization that wants to register as a sub-licensee or apply for a license can only have **one** account linked to it (with a unique verifiable email address as the identifier). All communications between the operator and the GCB will occur through the portal, except in those instances when the GCB has to communicate directly with the local representative for certain statutory requirements.

With the exception of an initial email verification and subsequent submission of the Authorisation Letter to the GCB expressly permitting a named person to represent the company in the application, ALL other communications regarding a license application will take place, and be permanently recorded, on the portal.

PURPOSE OF THE PORTAL

1. Account creation
2. Sub-license registration
3. Gaming application
4. License Management
5. Ticketing System

FORMS

1. Authorisation letter
2. Application form
3. Personal declaration
4. Business declaration

GUIDANCE NOTES

- Portal Manual
- Business Plan Requirements
- Sample Organogram

IMPORTANT INFORMATION

- Corporate Account Holders:

  - An organization that wants to register itself can only have one account linked to it (with a unique verifiable email address as the identifier).

  - The organization must be an active company incorporated in Curaçao.

  - An organization can make multiple applications and can hold multiple licenses under the same account. Each application/license will have its own license number. Multiple licenses require the prior approval of the GCB.

- Qualified or key individuals:

  - Qualified or key individuals including UBOs will have one Personal Account Number.

  - The PAN can be used across multiple corporate accounts or applications.

- The Portal uses session cookies necessary for proper site navigation. There are no tracking or profiling cookies. Cookies should expire either when the session is closed or after a few hours if the session is left idle.

- All files required for upload must be in PDF format. Files size must be less than 50MB. If a file is bigger than 50MB, then it must be split into 50MB chunks and each part uploaded separately.

- Uploaded forms must have their filename exactly as indicated on the input field. At time of submission the latest version of each form must be used, or it will be rejected by the system.

1. Registration

A **Representative** (front-end users of the portal are referred to as representatives or customers to differentiate from the portal's back office user) must have a valid account to use the portal. Registration for an account can be done from the portal's front page. In order to register for an account, the representative must have a company registered in Curacao and an email address that is uniquely linked to the account. The email address cannot be used to open other accounts.

Once registration is complete a success message appears on the top right corner and an email is sent to the Registered email address to verify the registration. Click on 'Verify Link' to finish the registration.
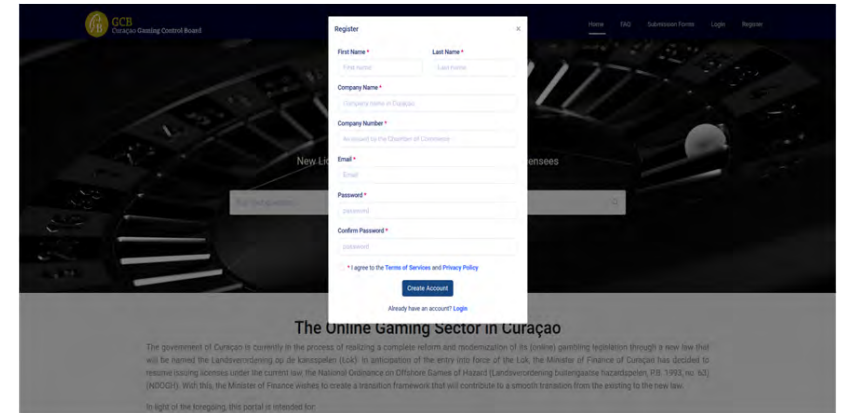
Fig.1 Registration pop-up on front page.
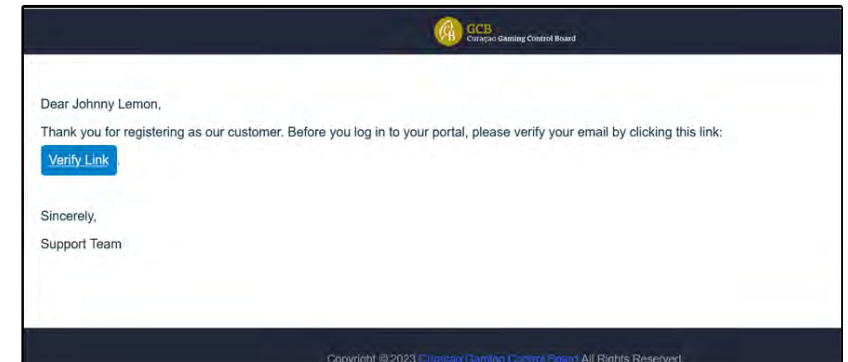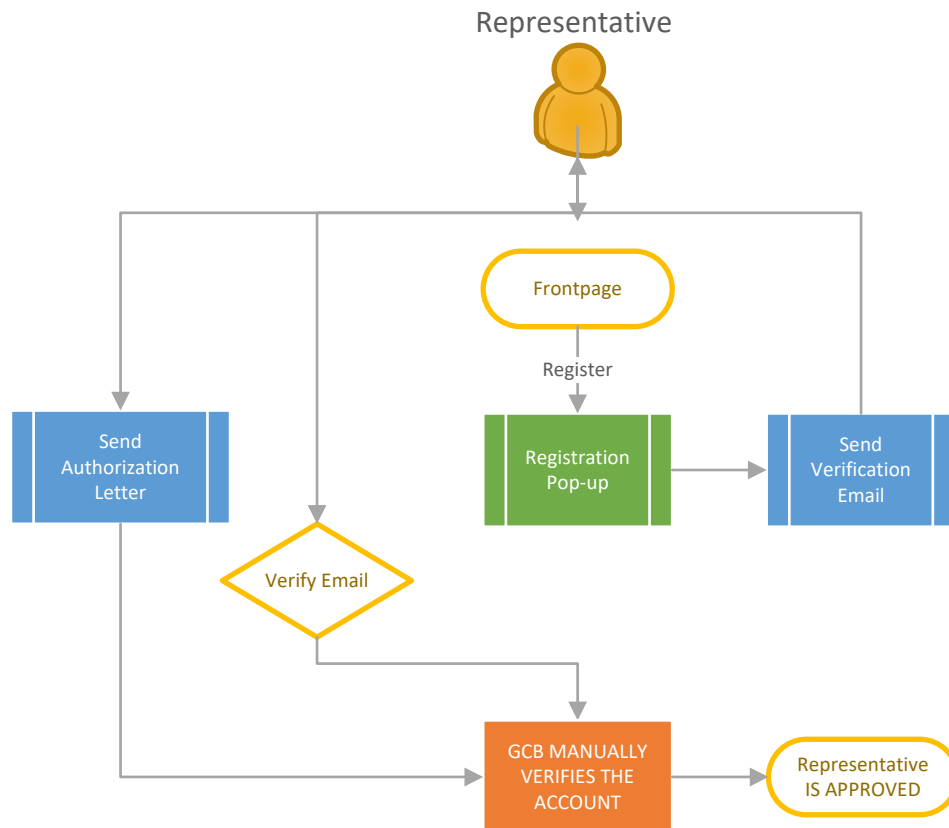
Fig 2. Verification Email

2. Logging into the Portal

A customer must be logged in to use the portal. To Log In use the link on the front page of the portal. If the account has not yet been verified by the GCB then a screen message as shown in figure 4 is displayed. The GCB will send an email when the verification is complete.

If logged in successfully then the customer is directed to the main dashboard. It is possible to change the password at log-in by clicking on "forgot password" on the log in pop-up. An email is sent when the forgot password feature is used with a link to rest the passord.

Fig 3. Login pop-up

Procedure

- Front Page
- Representative
- Logs in account
- Login Scessful? — Not Approved → Approval Required
- Approved → Dashboard

Before You Login

1. Your email address has been successfully verified.

2. The GCB needs to verify the corporate information submitted.

3. In the interim, if you haven't already, please send the Authorization Letter to the GCB at egl-applications@gcb.cw to complete the account opening process.

Once this verification process is complete, you will be able to access your account.

Fig 4. Approval Required

3. The Dashboard

The Dashboard is the Portal's activity hub. All functions can be accesses from the dashboard. The **Top Menu** include links to return view current applications or sub-licenses. The **Notifications Menu** show all the Notification the customer received from the GCB. The **Profile Menu** contains the **Customer Profile Settings** as well as links to other pages that are also available on the dashboard. Navigation Bar shows the customer the current location within the portal. Navigation Bar can also be used as a quick go-to menu by clicking on the bread-crumbs.

The Server Time Bar, shows the current date and time of the Server. Any activity on the Portal is always measured relative to the server time. For fairness sake, and to avoid daylight saving time issues, the server time is set at Universal Time co-ordinates (UTC). Any reference to time will be always assumed to happen at the Portal's server time.

The Bottom Menu contains legal information and Frequently asked questions.

The customer is encouraged to familiarize with the dashboard prior to proceeding with entering information.

Panels
Portal Functions are grouped in Panels. The Dashboard includes all the portal functions in different panel. Some panels have a show/hide button to preserve screen space.
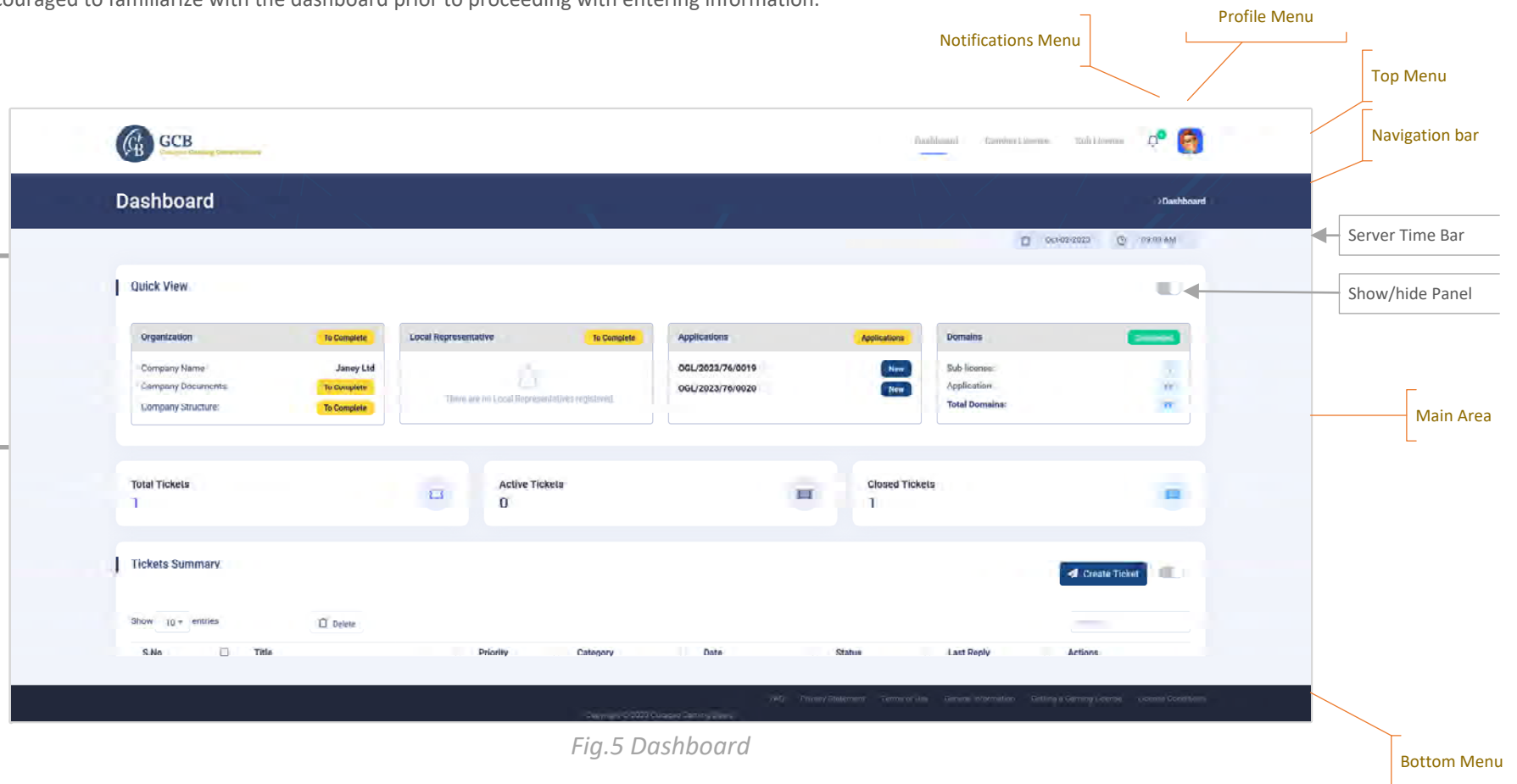
Fig.5 Dashboard

4. Profile Menu & Profile Page

The Profile contains most of the function available on the dashboard plus the ability to set personal profile and to log out of the portal.

It is important to check the information in the Profile User section and update it with the correct information if necessary. Setting the right time zone is important so that the GCB knows the difference between your submission times and Curacao time.

In the update profile page, it is possible to change the password and delete the account. Deleting your account will permanently remove access to the portal. All information related to your account shall be deleted according to the terms and conditions of usage of the Portal. If the account contains persons who has been issued with a Personal Authorization Number, their information shall not be deleted since this can be linked to other applications or licenses from other accounts.
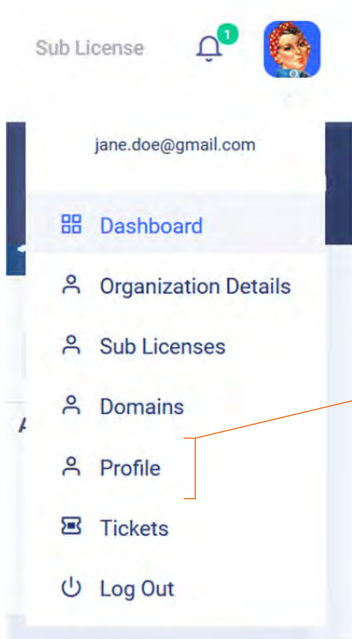
Fig 6. User Profile Menu
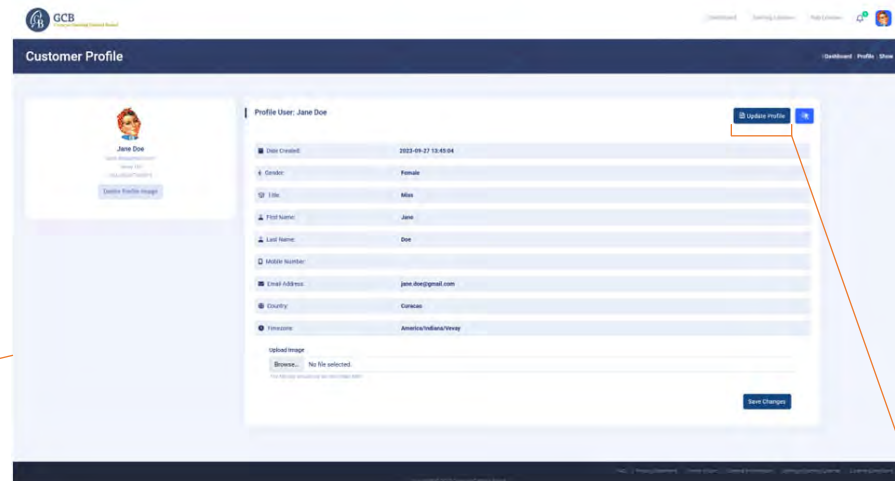
Fig 7. User Profile Page
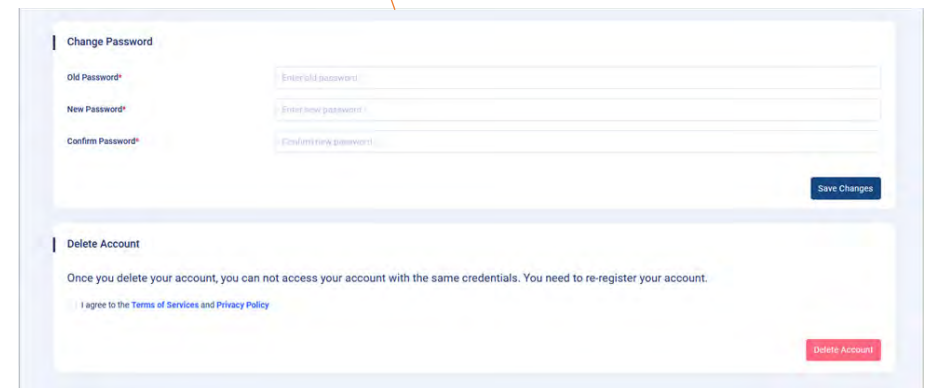
Fig. 8 Update Profile Page

5. Organization Details

Certain details of the applicant company that owns the account are filled in automatically during account creation. However additional information is required to complete the organization's profile.

From the Profile Menu, click on Organization Details to access the page. Complete the company information and upload the latest Articles of Incorporation and the **Company Ownership Structure**. The Company Ownership Structure must include all the Ultimate Beneficiary Owners, no matter of their what is the size of their ownership, unless they are part of a publicly listed company. An example document is provided as a reference.
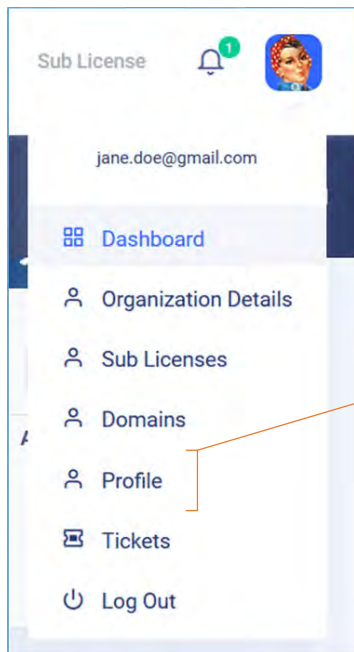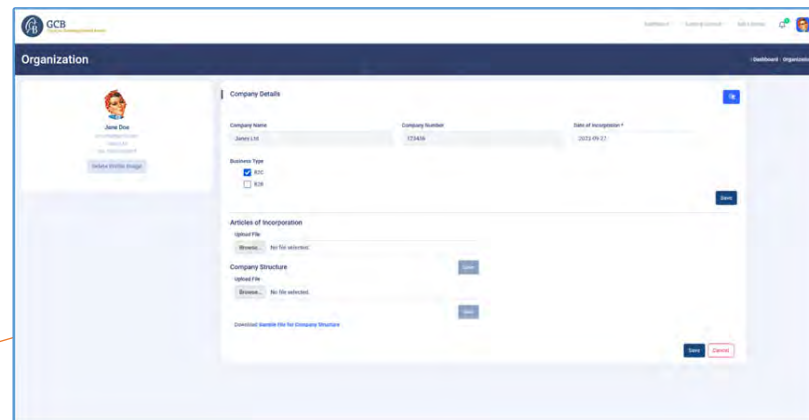
Fig 10. Organizational Details Page

Fig 9. User Profile Menu

6. Local Representative

This information is not required until a license is issued. A Local representative is a local person appointed in accordance with the articles of incorporation, who is responsible for the management and control of the operations of the entity and may represent the entity in and out of court. Generally this is a member of the board of directors and can be a Trust Service Provider.
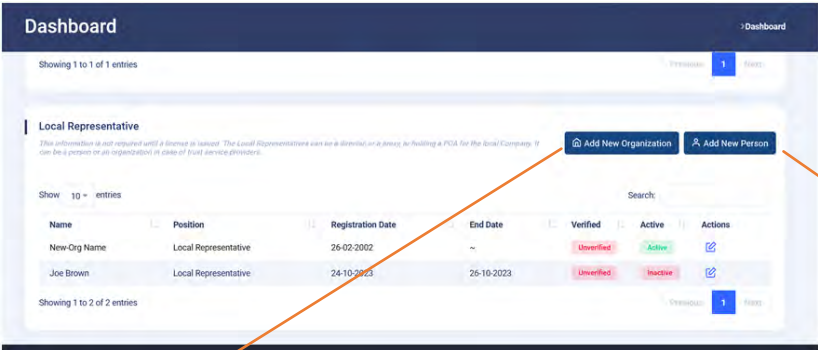
The Local Representative Panel is located in the Dashboard
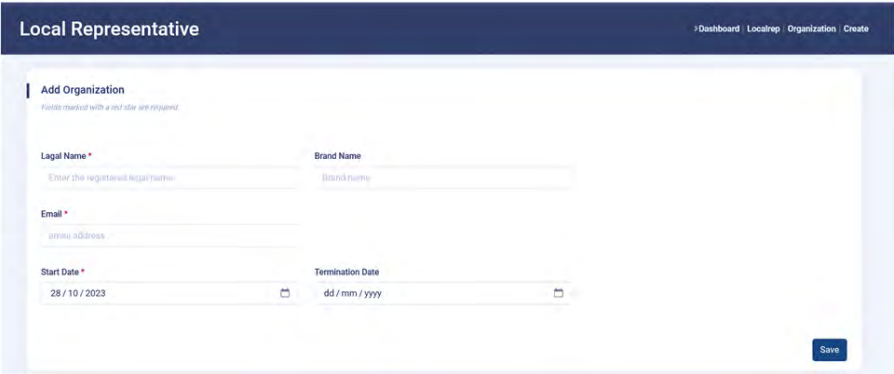
Add a Trust Service Provider as a Local Representative
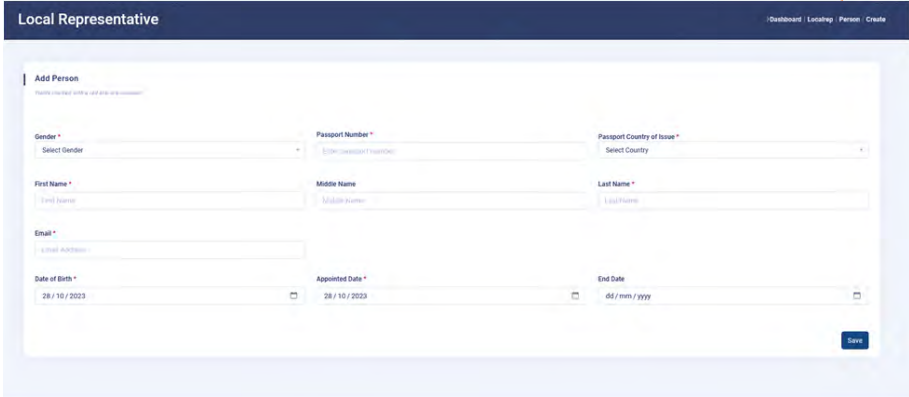
Add a person as a Local Representative

7. Tickets

All communication with the GCB is done through the ticketing system. When you open the portal for the first time, you should see a welcome ticket. You can use this ticket to ask any questions to the GCB. Latter on more tickets are opened autmatically depending on your activity.
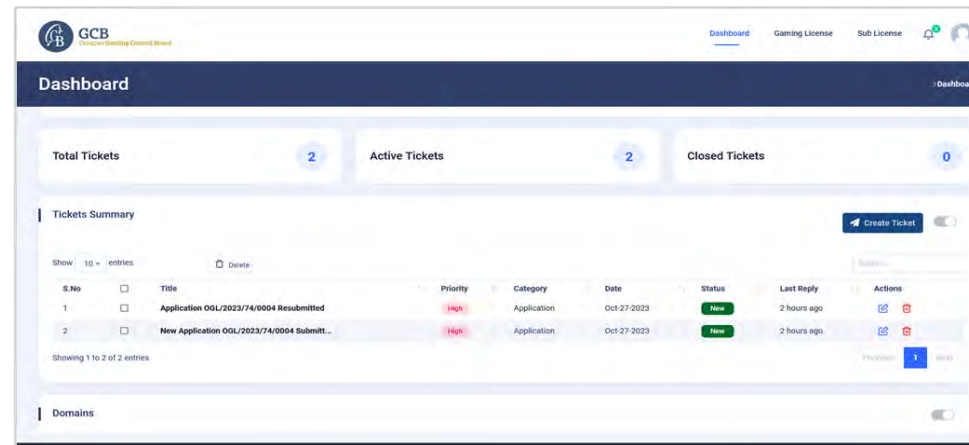
Tickets panel on Dashboard

Fig 9. User Profile Menu
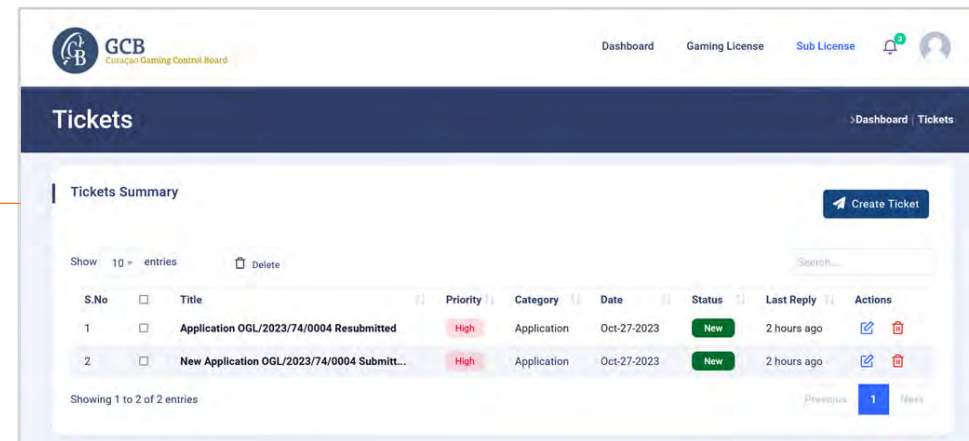
Ticket from Profile Menu

8. New Ticket

To send a ticket to the GCB use the create button. Fill the mandatory fields and press send. You can send images as attachments. Images can only be 30MB in size.
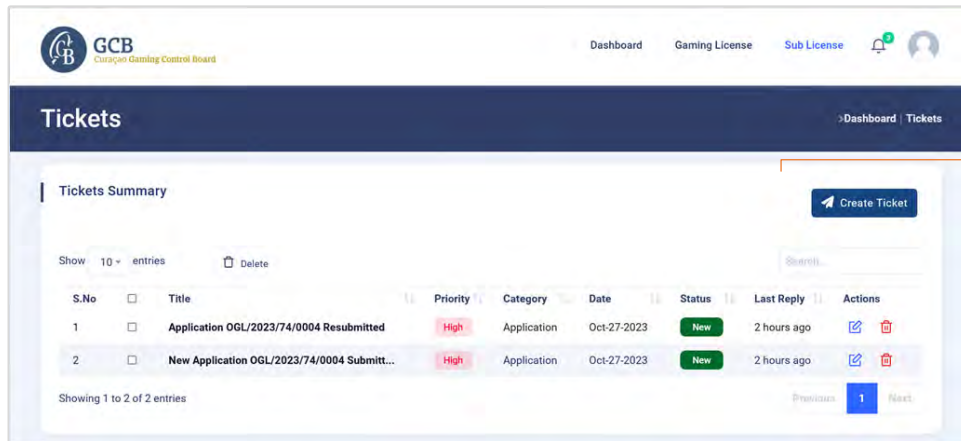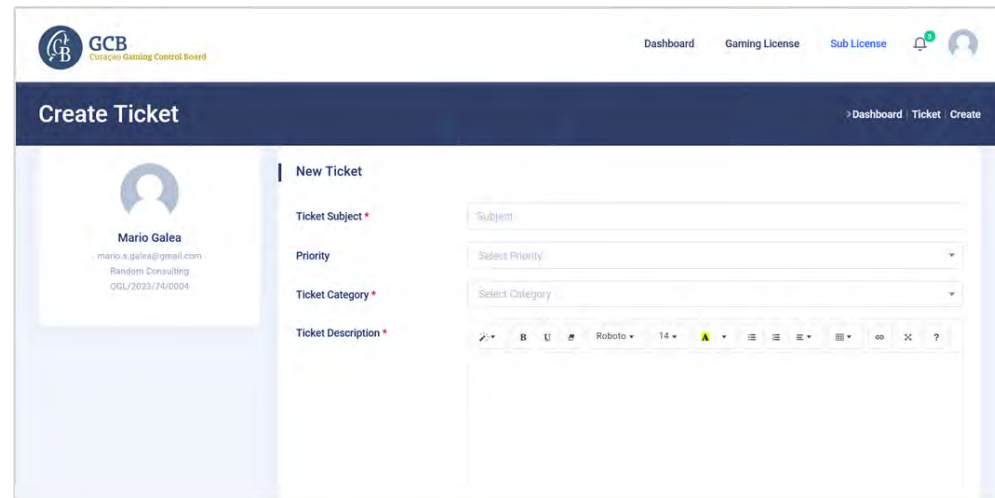
Ticket from Profile Menu

9. Register as a Sub-Licensee

Operators who are currently operating under a License Holder (so called 'Master Licensor') must register their operation, including all domains with the GCB. Failing to do so may void their eligibility to continue to operate when the new law comes into force. The registration for a sub-licensee shall remain open until the new comes into place. Once the new law comes into place it will not be possible to register as a sub-licensee, but new domains can be added to the sub-license until it converted to a full license.

To register as a sub-licensee, select the **Sub-License** link from the top menu. Click on **Add a Sublicense** button to select the 'Master Licensor' and the the date when the agreement started.

Once a Master Licensor is added, use the **Add Domains** button to can enter all the domains operated under that sub-license from the Sub-Licensee screen.
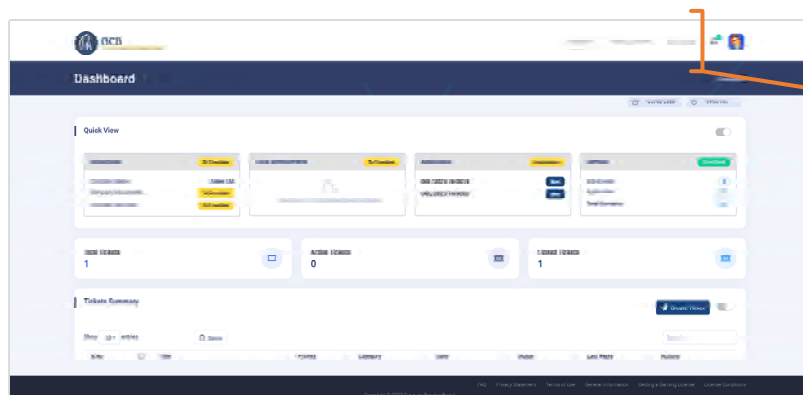
Sub-License Link on Dashboard
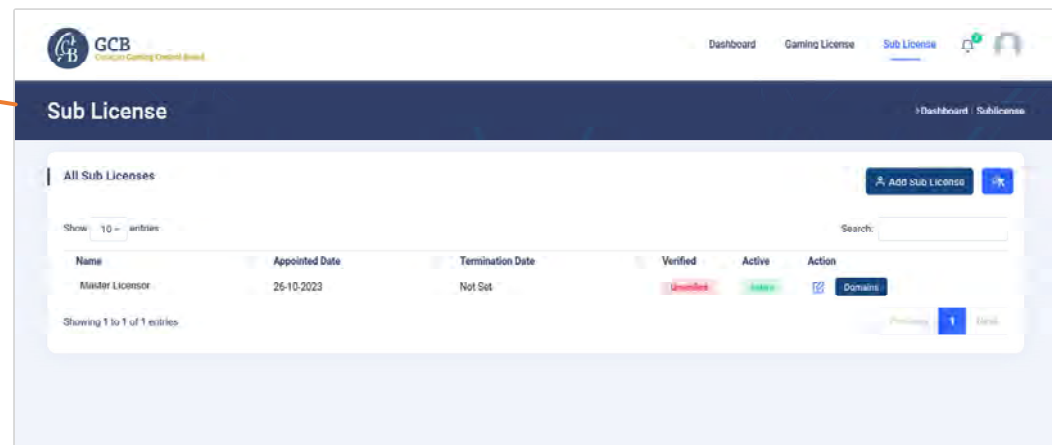
10. Adding Domains under a Sub-license*

Once a Master Licensor is added, use the **Add Domains** button to can enter all the domains operated under that sub-license from the Sub-Licensee screen. DO NOT ENTER subdomains otherwise the system generate a different token and your domain cannot be verified. (example.com not www.example.co).

Domains can be added singularly or in bulk. To enter multiple domain use a comma delimited list or separate by carriage return

When a domain is added, a unique token is issued for that domain. This token is used by the GCB portal to verify that the domain belongs to the applicant and later on to issue the online certification for a license. The token must be added as a **TXT record** under the Domain name service as follows:

HOST: @   VALUE: gcb_domain=<*Domain Unique Token*>

To copy the Domain Unique Record go to the Domains panel in Dashboard or the Domain Screen from the Profiles menu and click on the clipboard next to the domain.
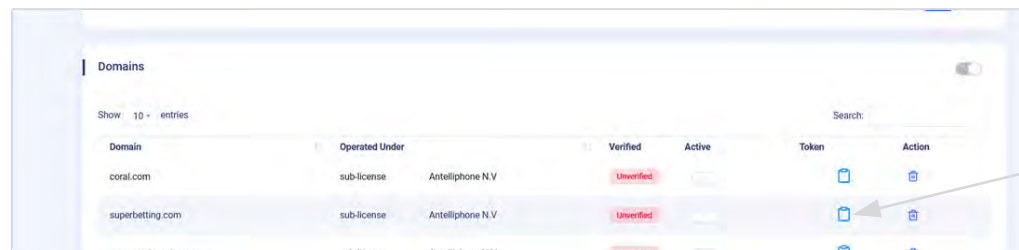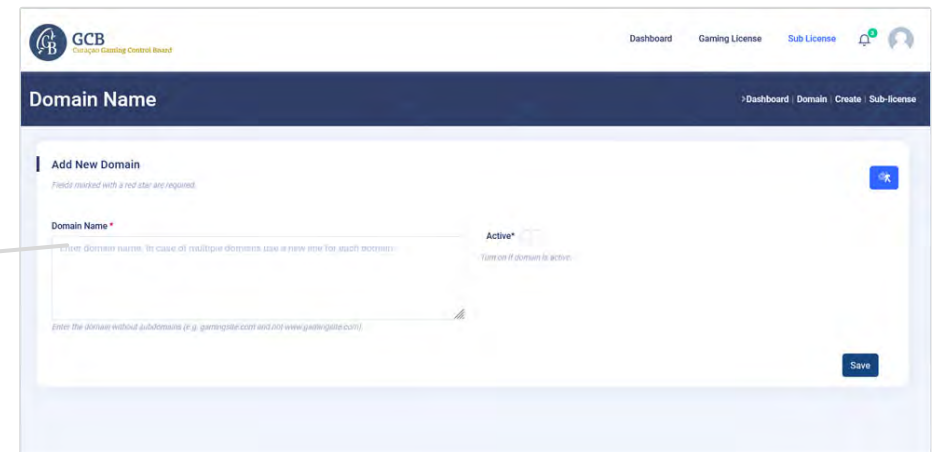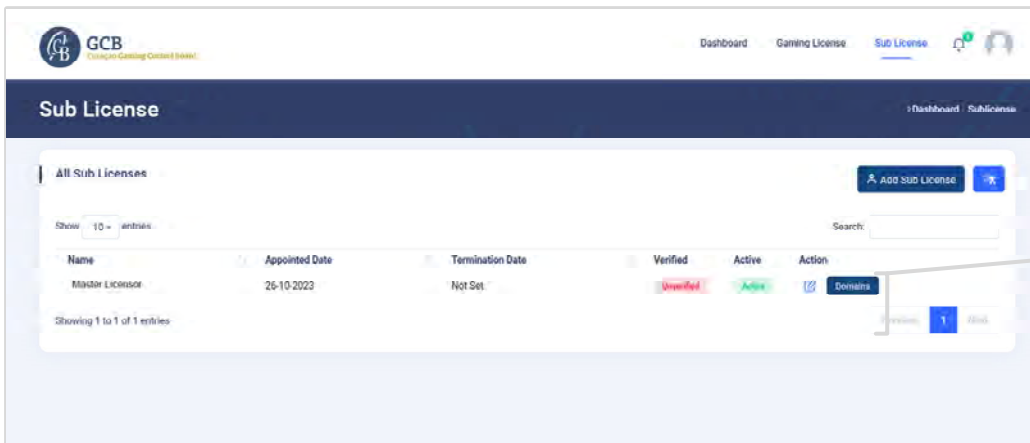
11. Applying for a Gaming License

It is highly recommended that you have all the forms and enclosures ready before you start an application for a gaming, license. It should take a few minutes to complete the application if all the documents are at hand.

To start a Gaming application, click on the Gaming License link in the top Menu. Then Click on **Start a New License** button. This will return with your **Application Reference Number**. The Reference number must be used on all forms. Once a licence is granted, the application reference number shall become the License Number.

You can apply for multiple licenses under the same organization. Multiple licenses require the approval of the GCB.
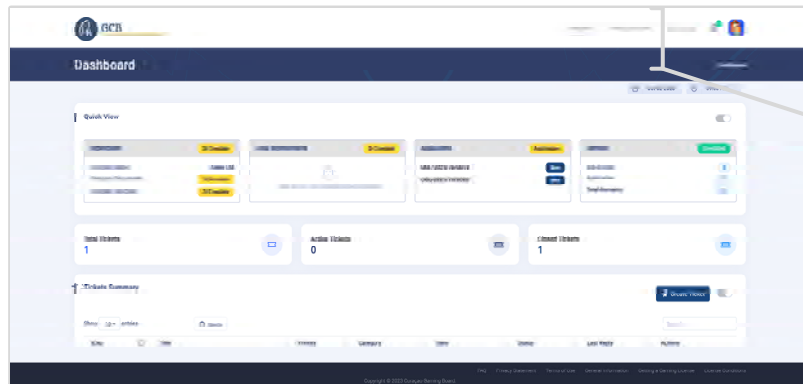
Gaming License Link on Dashboard

Applications Screen
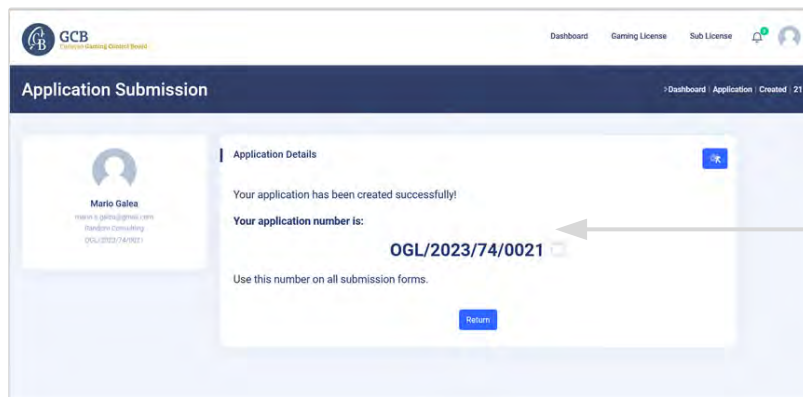
Your application reference number and the license number if granted.

12. Submitting an Application

To apply for a Gaming License you need to complete all the submission requirements. Click on the **Complete** Button from the applications screen

Uploaded forms must have their filename exactly as indicated on the input field. At time of submission the latest version of each form must be used, or it will be rejected by the system. You do not need to submit any domain names if you have submitted them under a sub-licensee. These can be transferred later when the license is issued.

You can save files individually by pressing the S**ave** button under each input field or collectively at the end of the form. You can replace any file at any time by uploading a newer version, however you cannot delete uploaded files. All uploaded files remain visible and can be redownloaded from the system.
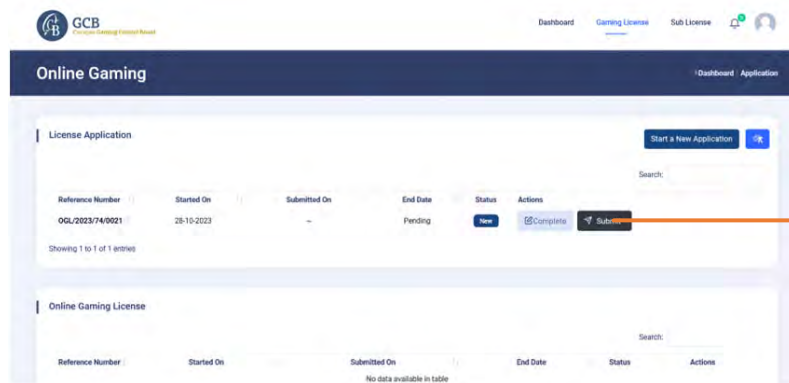
Online Gaming Applications Screen
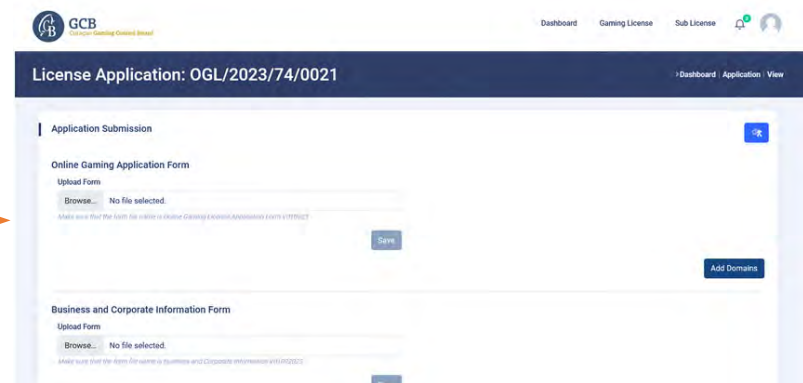
Application Submissions
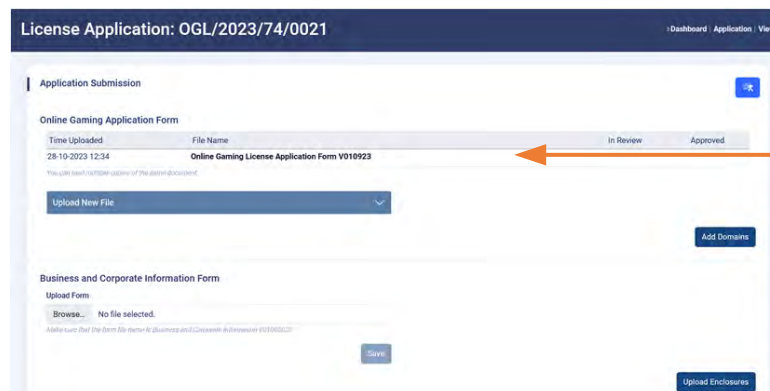
Uploaded files can be viewed from the document viewer

13. Business & Corporate Information Form Enclosures

The following documents needs to be submitted with the Business and Corporate Information Form:

- Company Structure
- Articles of Incorporation
- Share Ledger
- Directors List
- Business Plan
- Compiled Financial Statements (Not required for companies established within the last 18 months.)
- Source of Funding

First upload the Business and Corporate Information Form in the Application Submission Screen, then click on **Enclosures** button.
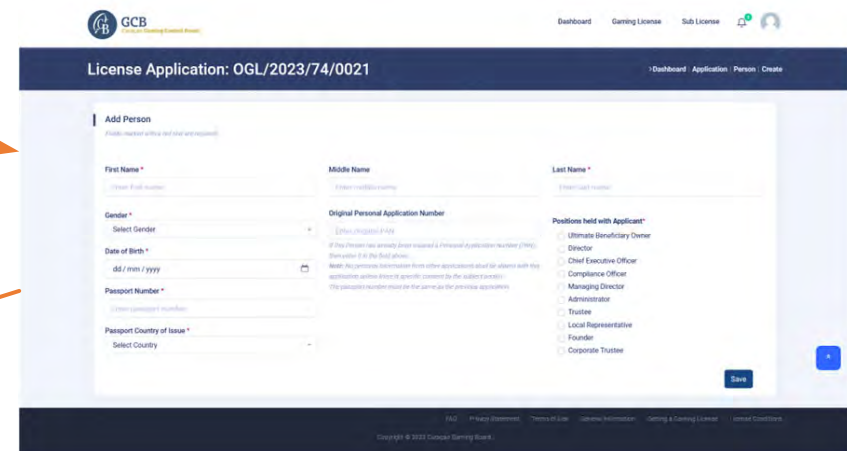
14. Qualifying Persons

All qualifying persons, except for the Local Representative when this is a Trust Service Provider, need to submit a Personal History Disclosure Form. It is recommended that all the required documents are ready before starting a submission for a qualifying person.

Go to the Application Submission Screen and click on the **Add a Qualifying Person** button. Fill all the personal details. If the person has already been checked from another application, enter the Personal Application Number from that application so that the person does not need to undergo the checks again. Choose the positions occupied by this person in the company and submit the form.

Once the form is submitted, Personal Application Number is issued for that person. The Application Number must be entered on the Personal History Disclosure form.
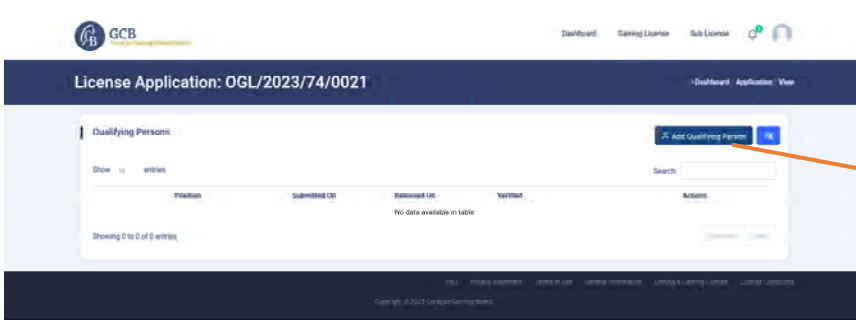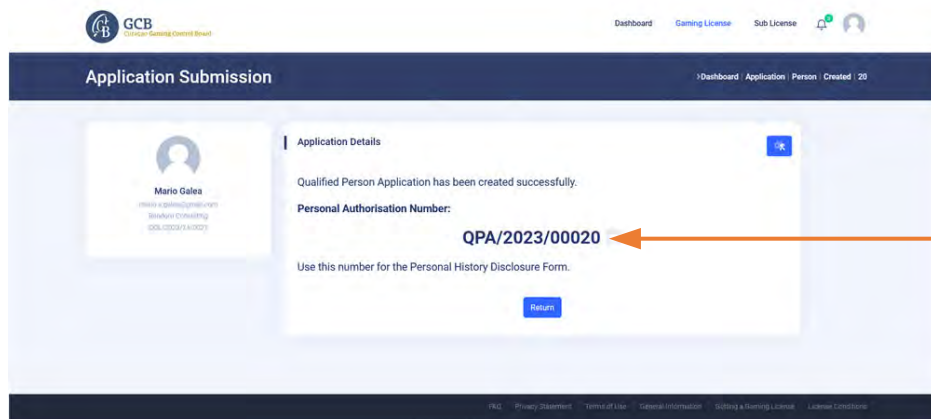

Application Submission Screen

Qualifying Person Screen

Personal Application Number for the Qualifying Person

The Refernce number must be entered on the Personal History Disclosure Form
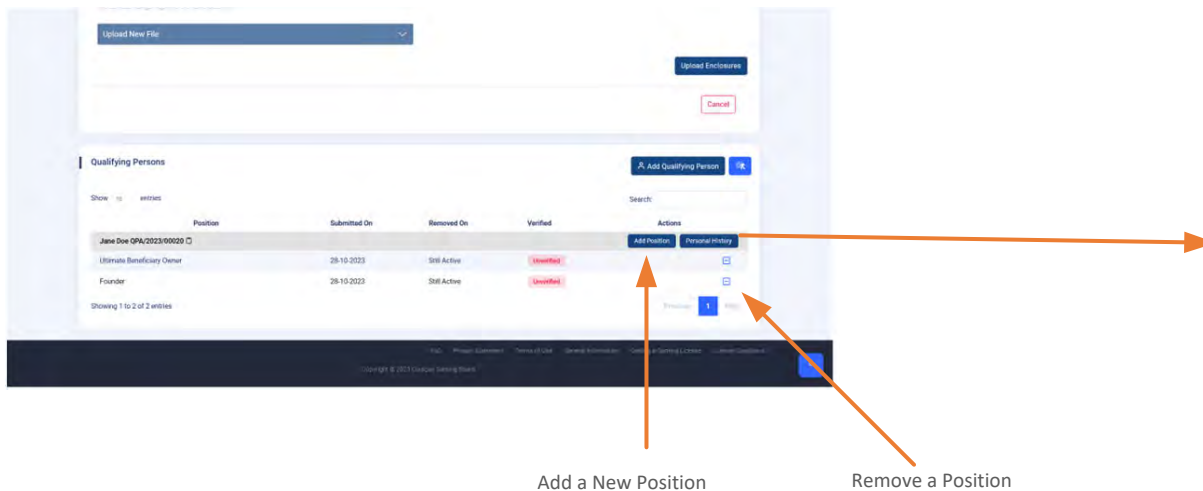
15. Qualifying Persons Form and Enclosures

To Submit the Persona History Declaration Form of a qualifying person, go to the Applications Screen and click on the **Personal History** Button. You can also add and remove positions for the qualifying person from the Application Submission Screen.

The Following Documents are required for a qualifying person:

- Copy of Passport (Travel Document)
- Copy of Criminal Record
- Copy of Birth Certificate
- Copy of a Utility Bill
- Reference Letter from a Financial Institution
- Source of Wealth Declaration
- Letter of Appointment/Engagement as a Key Person (Non Mandatory)
- Personal Gaming Authorisations from Other Jurisdictions (Non Mandatory)

Add a New Position

Remove a Position

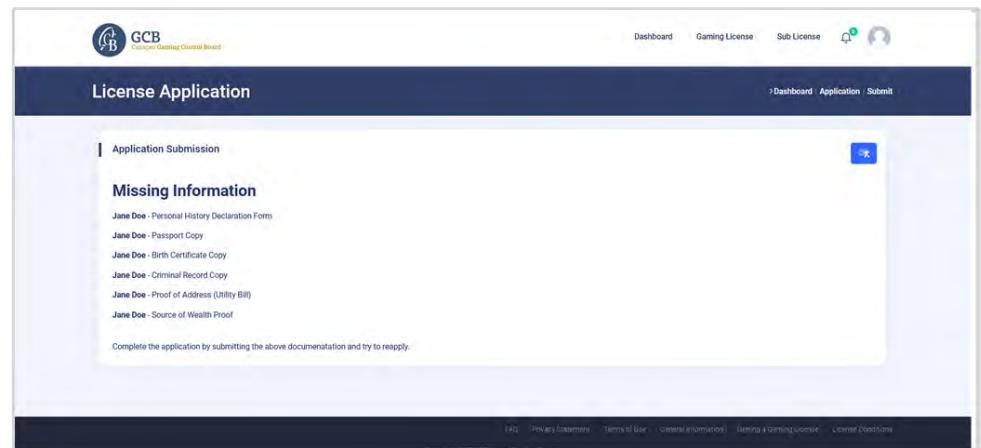# 16. Submitting an Application

Once all documents are uploaded to the portal the application can be submitted for processing. Form the Applications Screen click on the **Submit** button.

If the application is complete then you should see a message stating that the application has been submitted and a ticket with a reference number has bee issued. Otherwise you get a Missing Information screen indicating which documents are still missing.
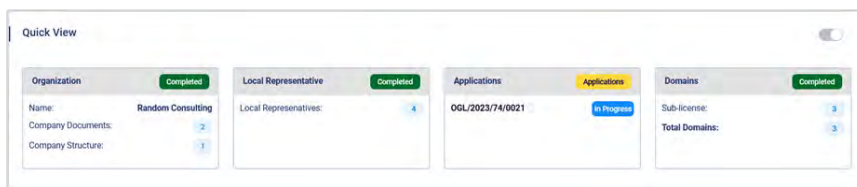
Once an application has been submitted, its status changes from New to In Progress. you can see the status of your application from the Dashboard.
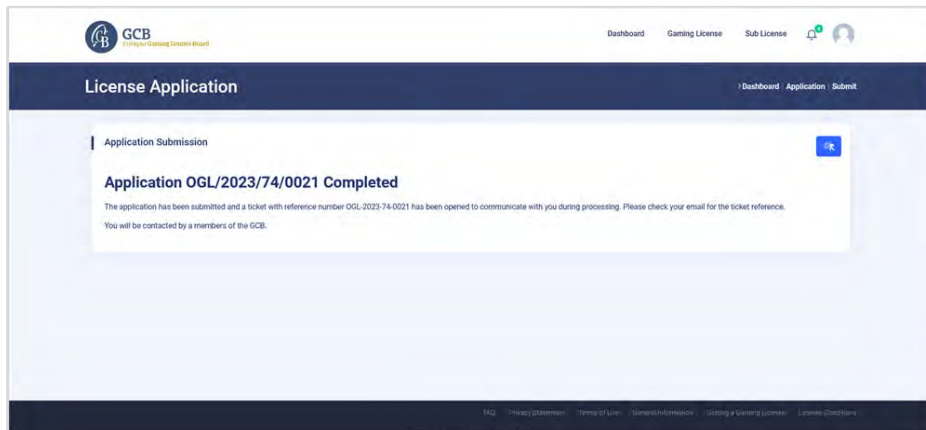
Application has been submitted successfully


Missing Information Message

Quick View on Dashboard Showing Application in Progress
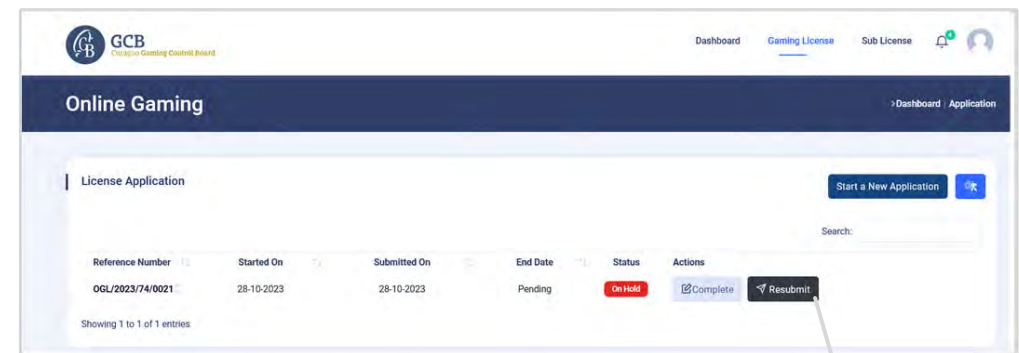
17. Re-submitting an Application

If the GCB encounters issues with your application submission, it will inform you through the ticketing system. You should receive an email to let you know that your application has been placed on hold until the issues are resolved from your end.

The ticket that was issued for the application submission will outline the issues found and what is required to resolve them. The documents that have been turned down can easily be identified as they would be marked with a 'thumbs down' icon. This means that the document needs to be resolved and resubmitted.
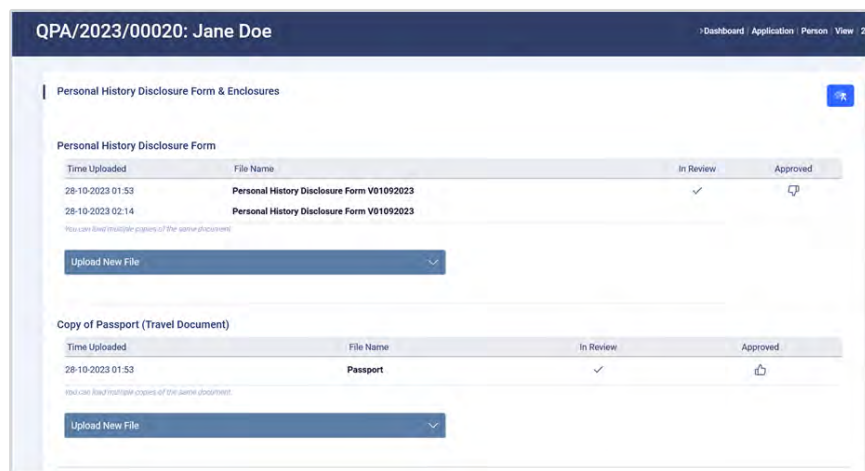
Once you have reloaded all the documents, go to the Application Screen an click on **Resubmit** button. Tou should get a message statung that the application has been resubmitted nd that a new ticket has been issued.
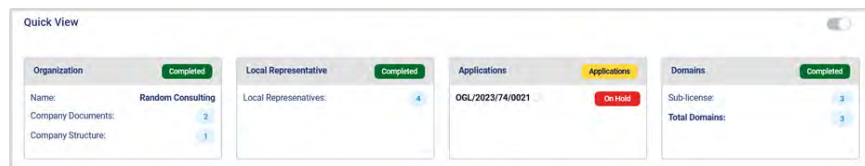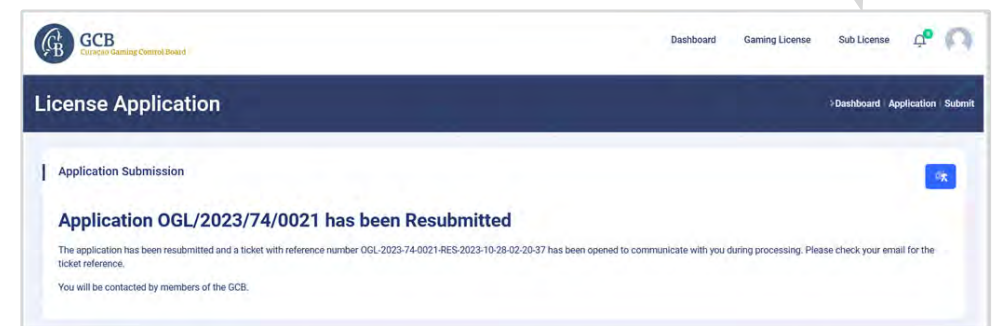

Quick View indicates the Application is on hold

Resubmit Application from the Application Screen

The Document Viewer shows which documents have been reviewed and accepted or rejected

Message showing application has been resubmitted