

Users Manual

ONLINE GAMING

# Portal

[portal.gamingcontrolcuracao.org](http://portal.gamingcontrolcuracao.org)



**GCB**

Curaçao Gaming Control Board

15/07/24

# 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. The GCB must verify your account before being able to use the portal.

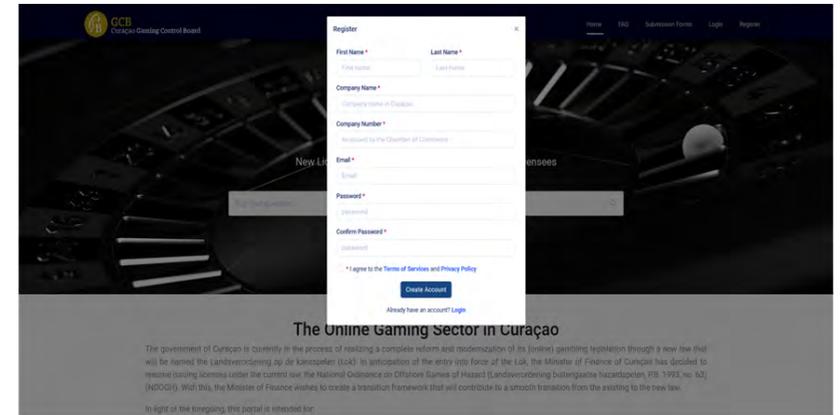


Fig.1 Registration pop-up on front page.

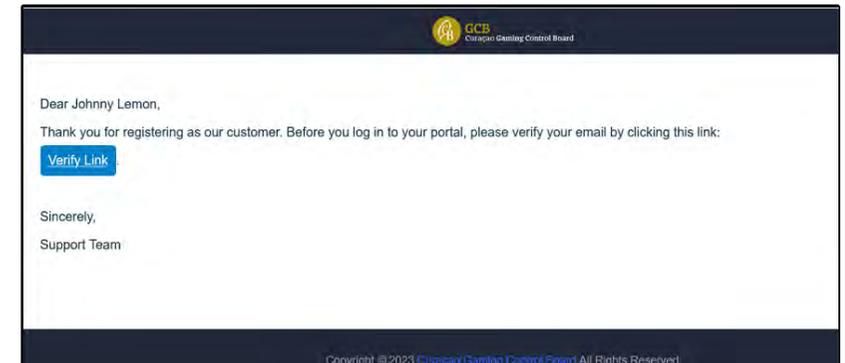
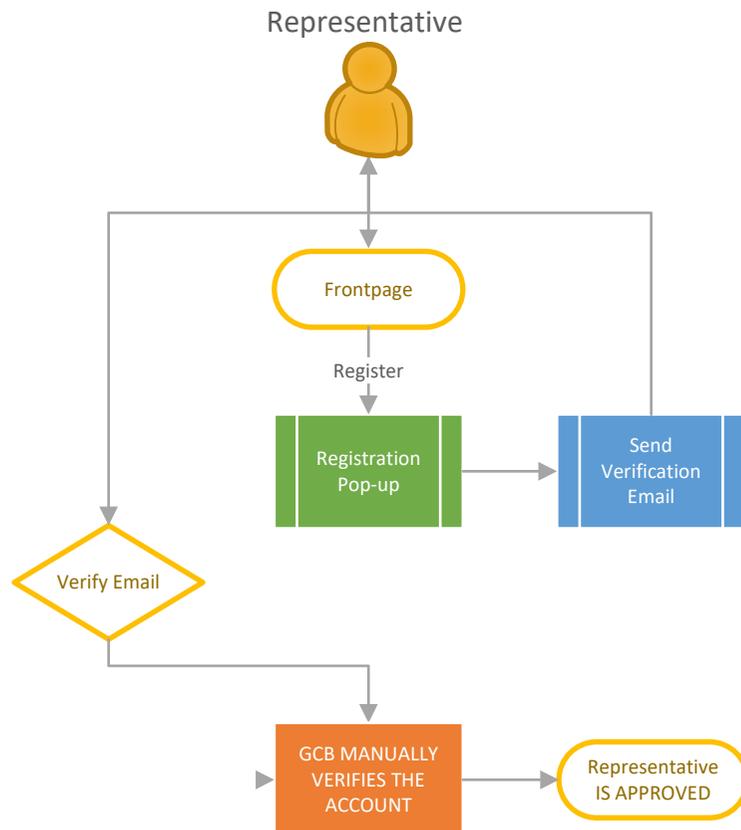


Fig 2. Verification Email

# 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 reset the password.

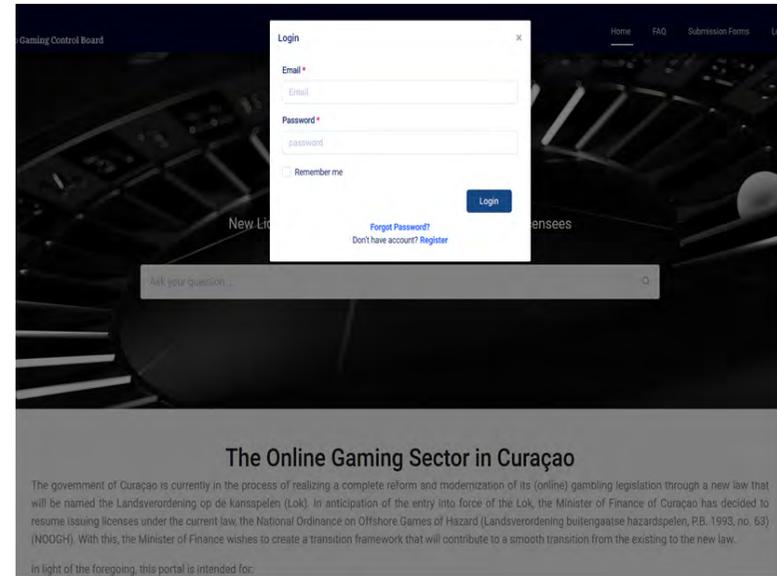


Fig 3. Login pop-up

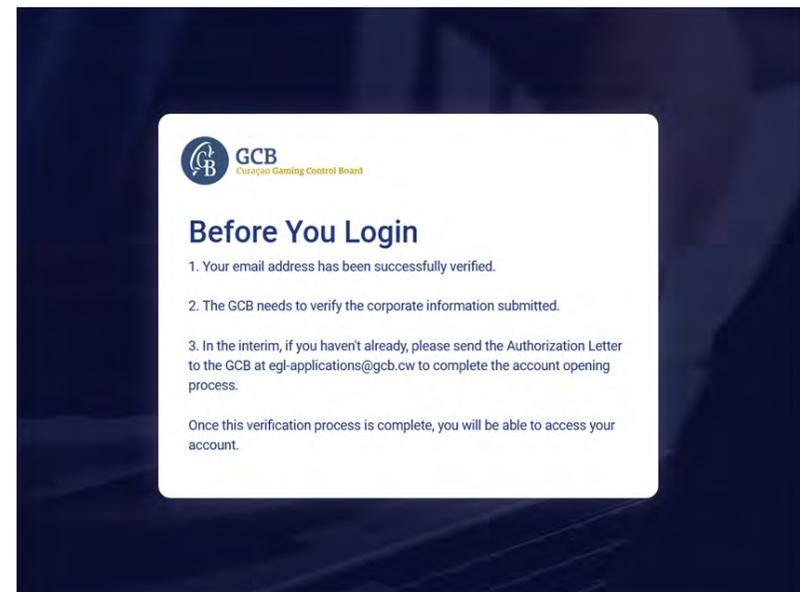
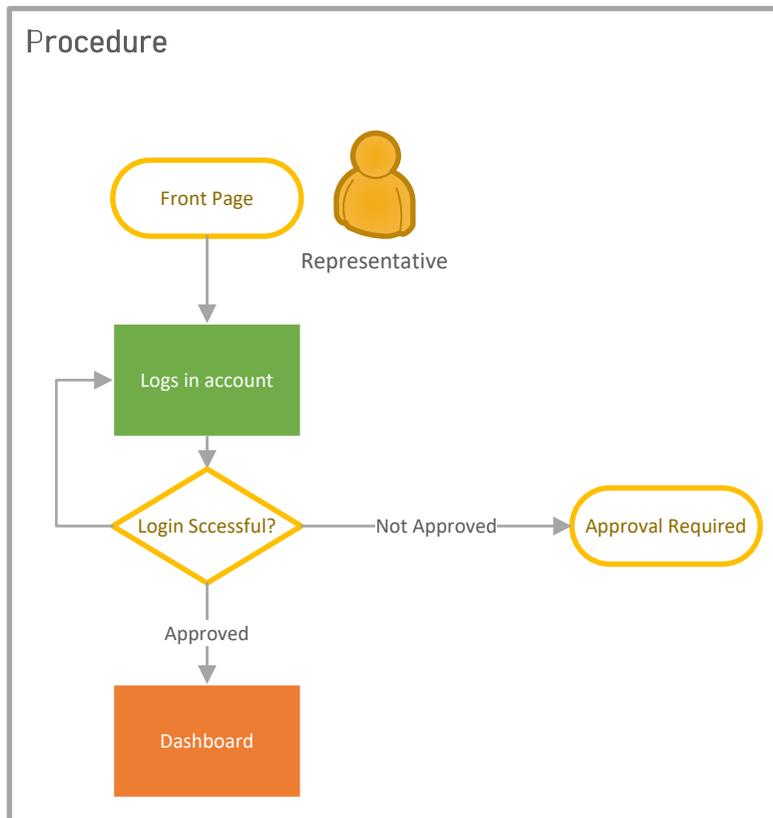


Fig 4. Approval Required

# 3. The Dashboard

The Dashboard is the Portal’s activity hub. All functions can be accessed 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-crums.

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.

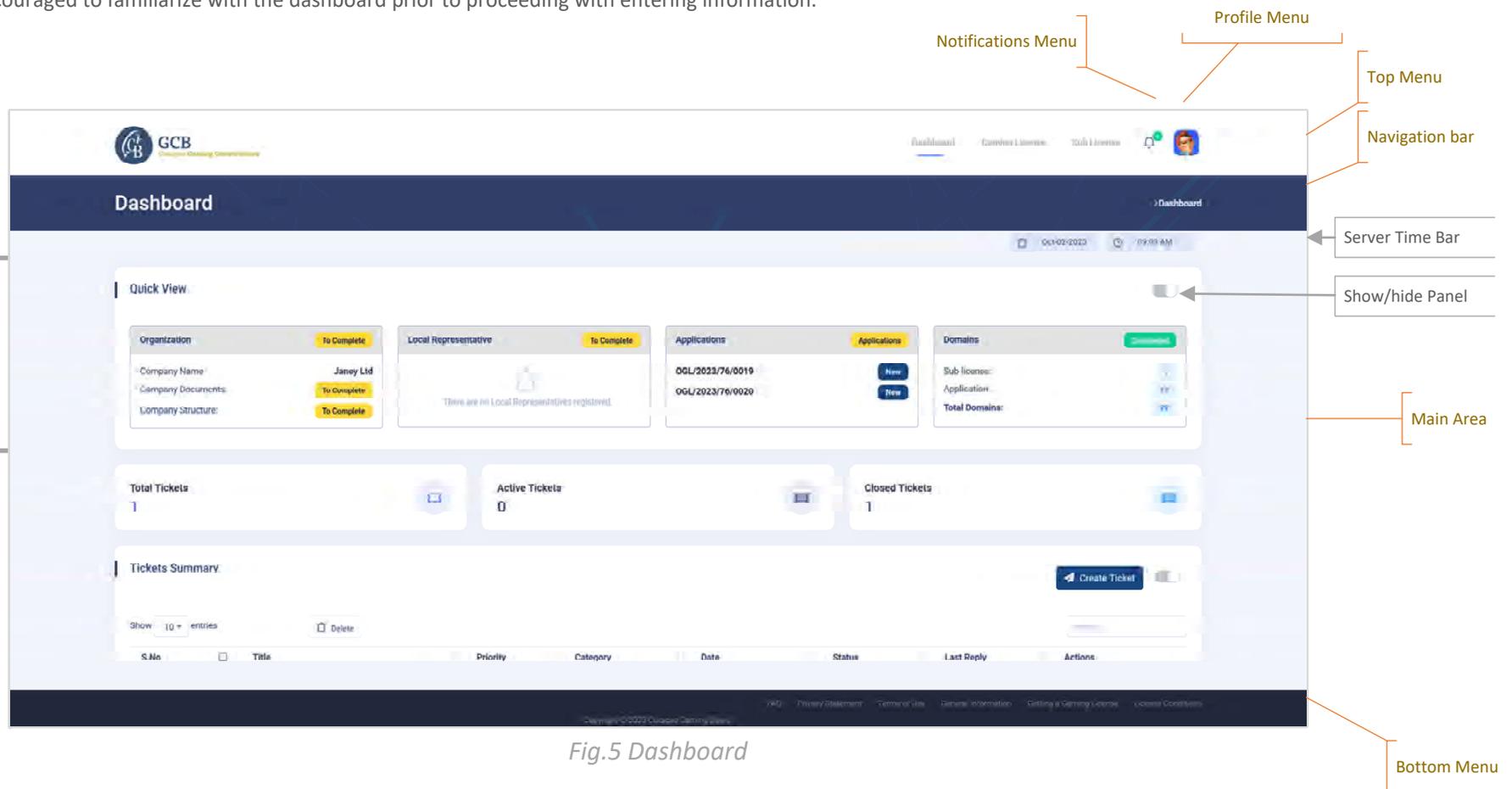


Fig.5 Dashboard

# 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.

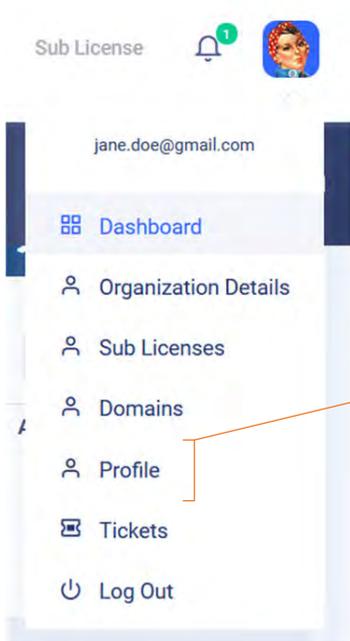


Fig 6. User Profile Menu

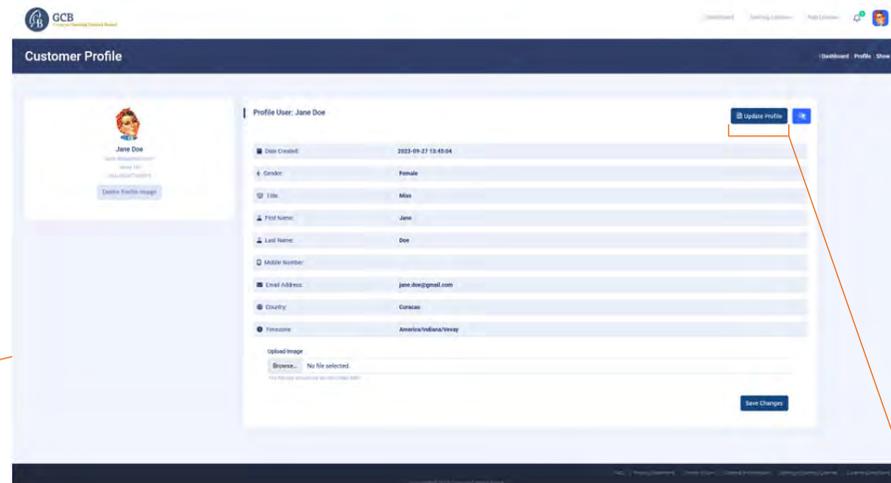


Fig 7. User Profile Page

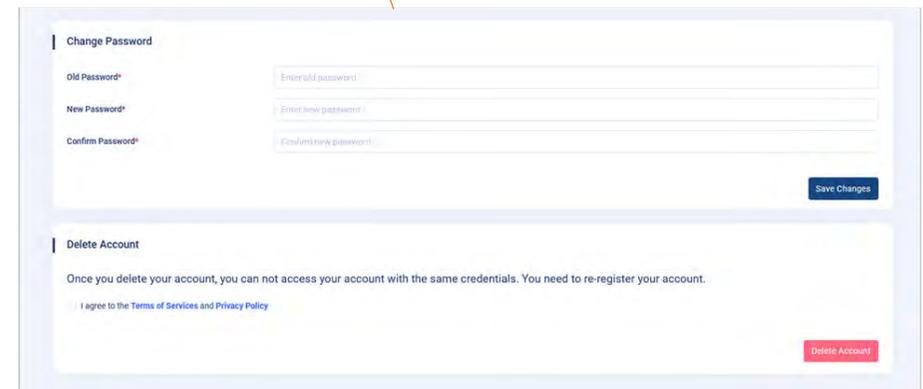


Fig. 8 Update Profile Page

# 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.

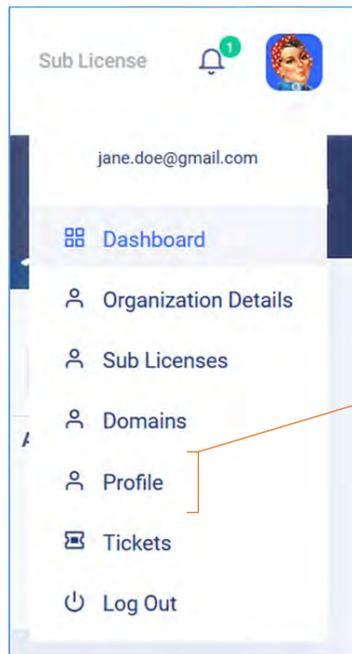


Fig 9. User Profile Menu

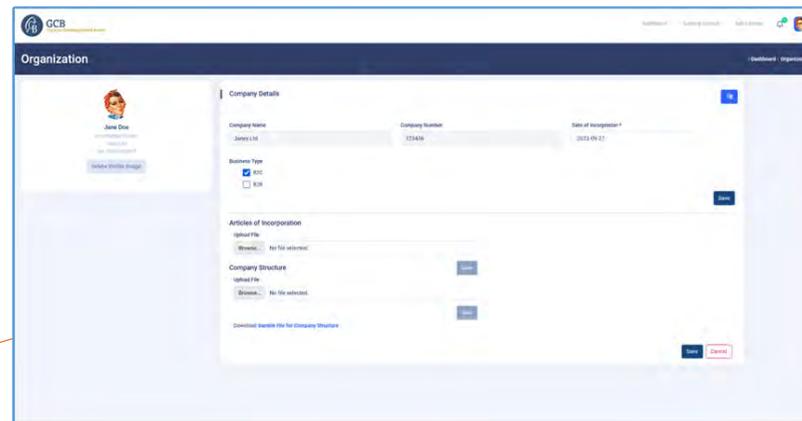
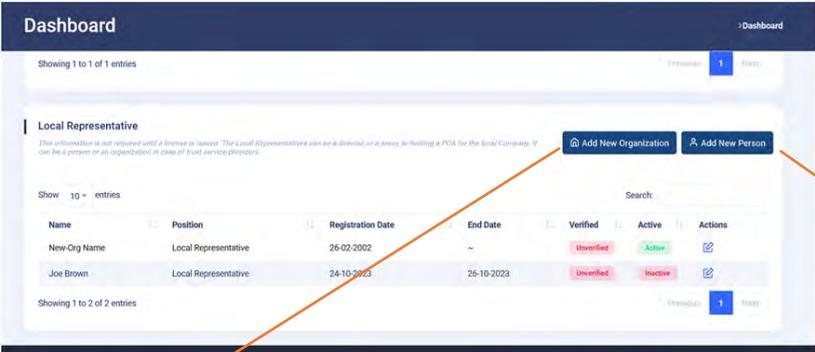


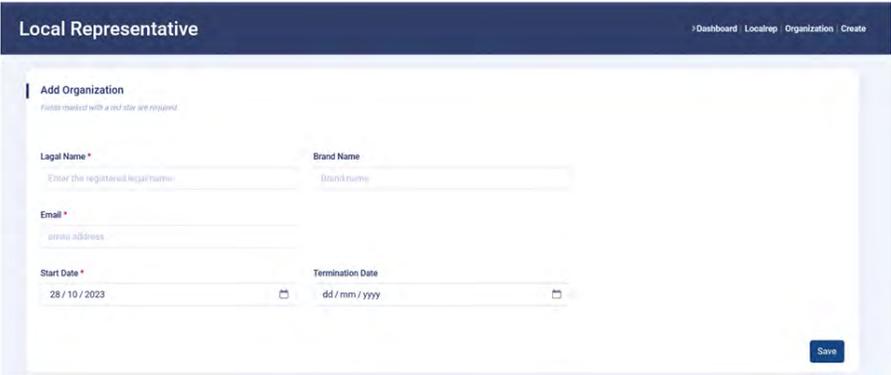
Fig 10. Organizational Details Page

# 6. Local Representative

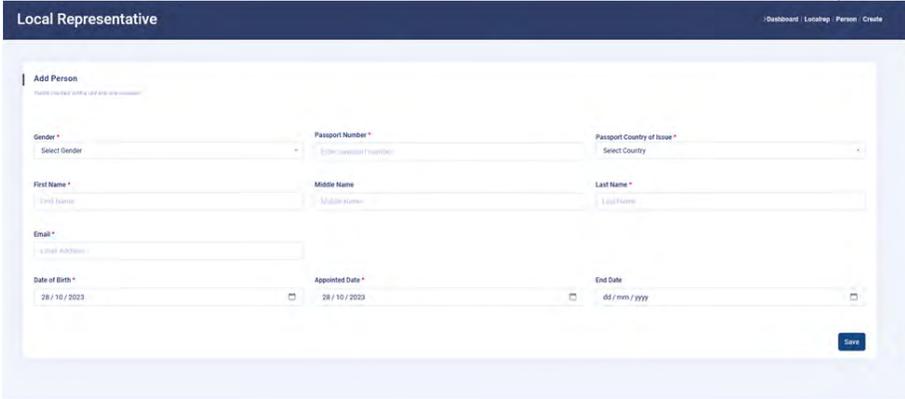
This information is not required until a license is issued. A Local representative is a local person appointed in accordance with the articles of incorporation, who is responsible for the management and control of the operations of the entity and may represent the entity in and out of court. Generally 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. Later on more tickets are opened automatically depending on your activity.

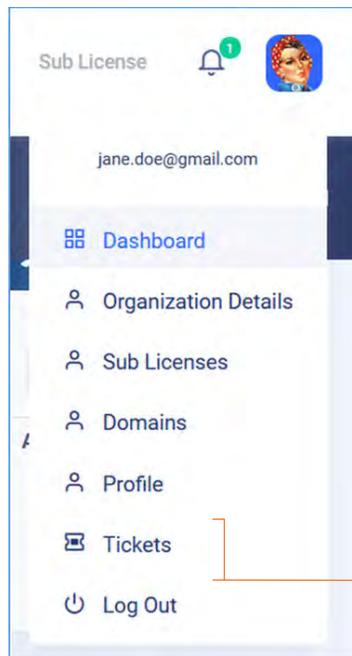
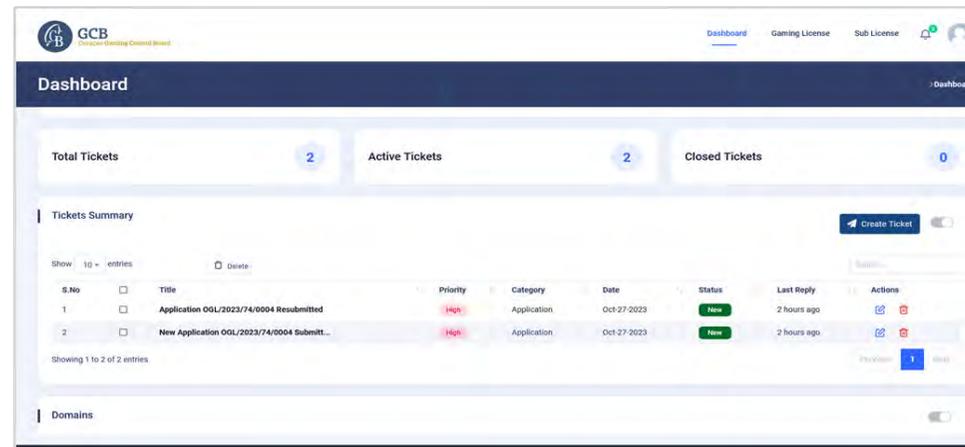
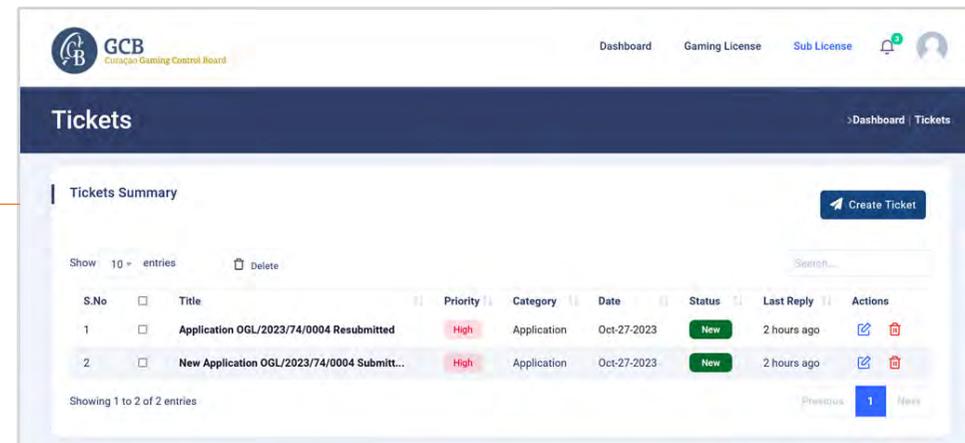


Fig 9. User Profile Menu



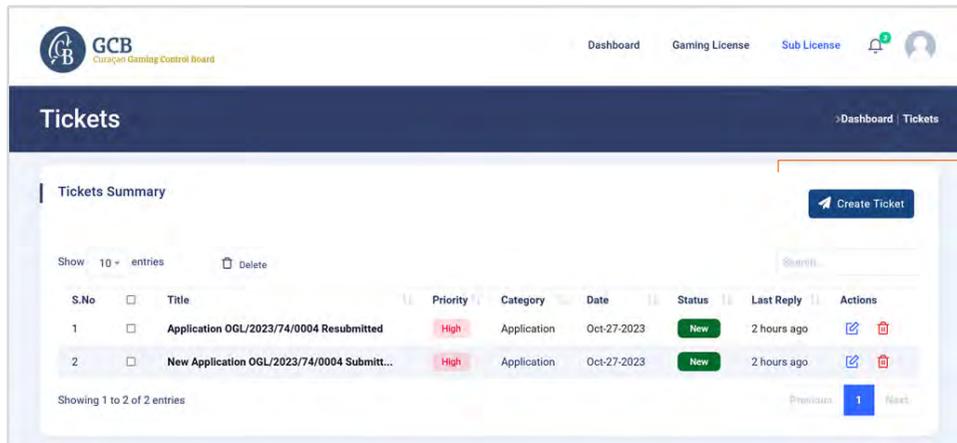
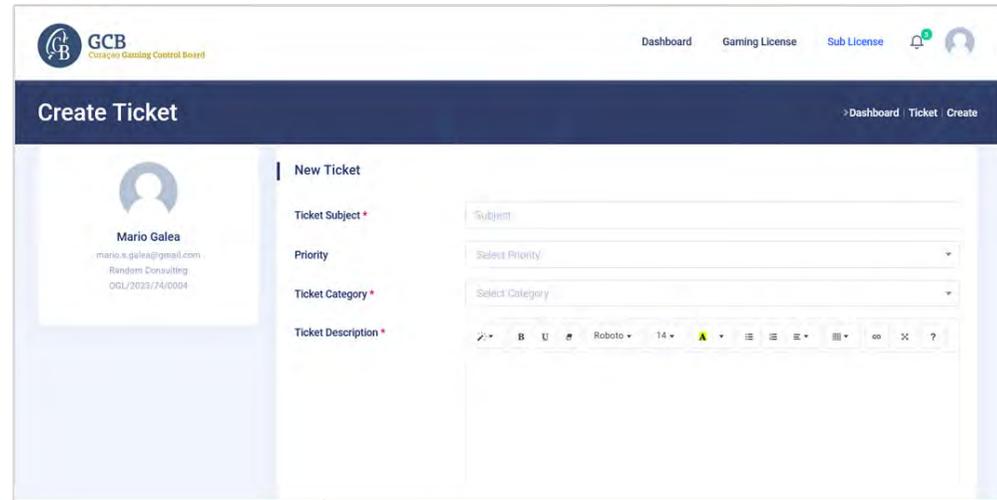
Tickets panel on Dashboard



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. Adding Domains for Digital Seals

Digital Seals are issued to:

1. Licensed operators will receive a digital seal.
2. Sub-licensee operators applying for a gaming license will receive a Certificate of Operation.

## Add Domains to the Portal

1. Log in to the Portal.
2. Navigate to the Domains section in the Dashboard.
3. Add the domains you own. You can either:
  - Add One domain at a time, or
  - Multiple domains at once by using a comma-delimited list or separating each domain by a carriage return.

## Obtain and Add Unique Token as DNS Record

1. For each domain added to the Portal, a unique token will be automatically generated.
2. Add this unique token as a DNS record in the TXT zone file of the Domain Name Server (DNS) for the corresponding domain.  
HOST: @  
VALUE: gcb\_domain=<Domain Unique Token>

## Verification Process

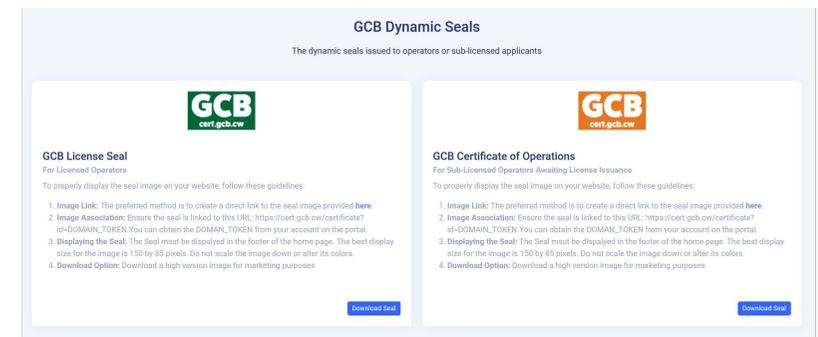
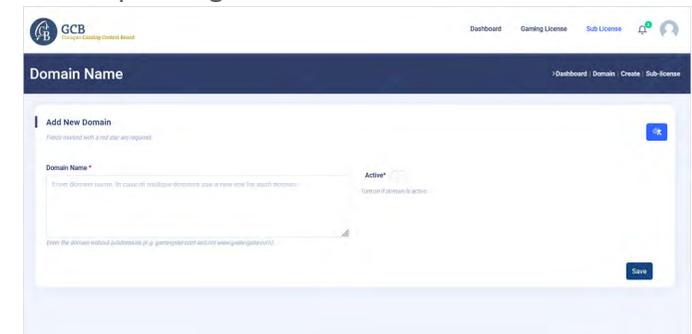
The verification of your domains is partially automated and partially manual. It may take some time for the verification to be completed.

## Display the Digital Seal on Your Website

1. Find the right digital seal on the Portal's front page.
2. Follow the provided instructions to correctly display the digital seal on your website.



If you are a sub-licensee and have been awarded a license then you need to transfer the domains from the sub-license to the application using the transfer button .



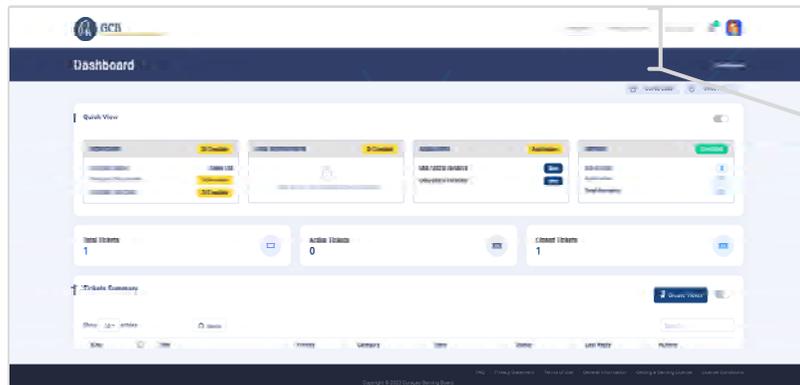
GCB Portal

# 10. 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.

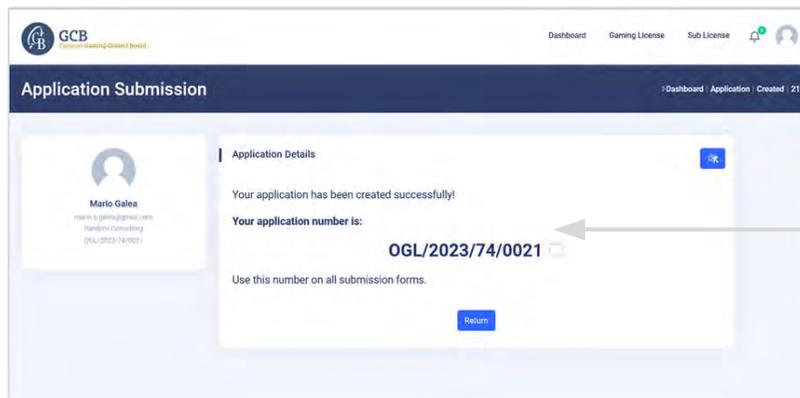
You can apply for multiple licenses under the same organization. Multiple licenses require the approval of the GCB.



Gaming License Link on Dashboard



Applications Screen



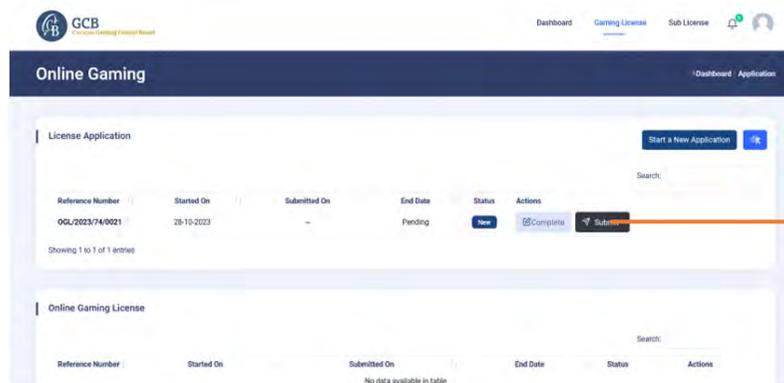
Your application reference number and the license number if granted.

# 11. Submitting an Application

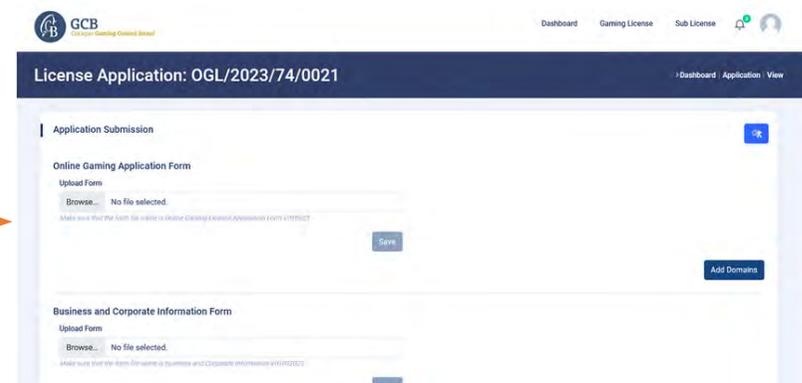
To apply for a Gaming License you need to complete all the submission requirements. Click on the **Complete** Button from the applications screen

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.

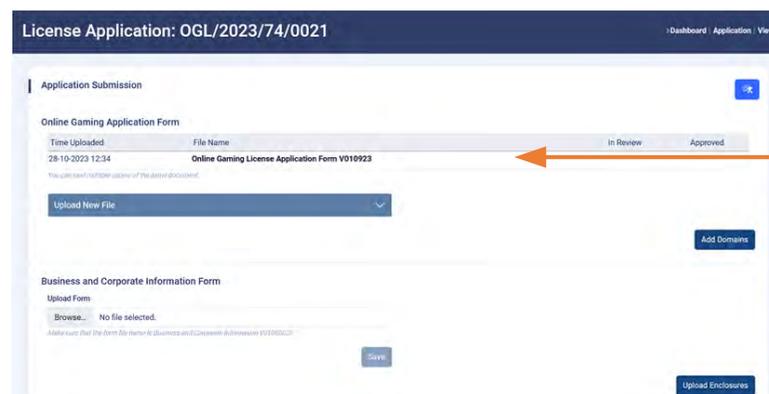
You can save files individually by pressing the **Save** button under each input field or collectively at the end of the form. You can replace any file at any time by uploading a newer version, however you cannot delete uploaded files. All uploaded files remain visible and can be redownloaded from the system.



Online Gaming Applications Screen



Application Submissions



Uploaded files can be viewed from the document viewer

# 12. Business & Corporate Information Form Enclosures

The following documents need 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.

The screenshot shows the 'Application Submission' interface. It features two main sections for document uploads. The first section is for the 'Online Gaming Application Form', which has been uploaded as 'Online Gaming License Application Form V010923' on 28-10-2023 at 12:34. The second section is for the 'Business and Corporate Information Form', which has been uploaded as 'Business and Corporate Information V01092023' on 28-10-2023 at 12:55. Both sections include an 'Upload New File' button. At the bottom right of the submission area, there is an 'Upload Enclosures' button, which is highlighted with an orange arrow pointing towards the right.

The screenshot displays the 'License Application: OGL/2023/74/0021' page, specifically the 'Enclosures' section. The page is titled 'Business and Corporate Information Form - Enclosures'. It lists several document categories, each with a table showing the upload status and a button to upload a new file. The categories and their respective file names are: Company Structure (Company Structure), Articles of Incorporation (Articles of Incorporation), Share Ledger (Share Ledger), Directors List (Directors List), Business Plan (Business Plan), Compiled Financial Statements (Not required for companies established within the last 18 months.) (Financial Audit), and Source of Funding (Source of Funding). Each entry shows the time uploaded, the file name, and the status (In Review or Approved). At the bottom of the page, there is an 'Extra Documentation (Leave Blank)' section with a 'Browse' button and a 'Save' button. The page also includes a navigation bar at the top with 'Dashboard', 'Getting License', and 'Sub License' options, and a footer with '© 2023 Crown Gaming Agency'.

# 13. Qualifying Persons

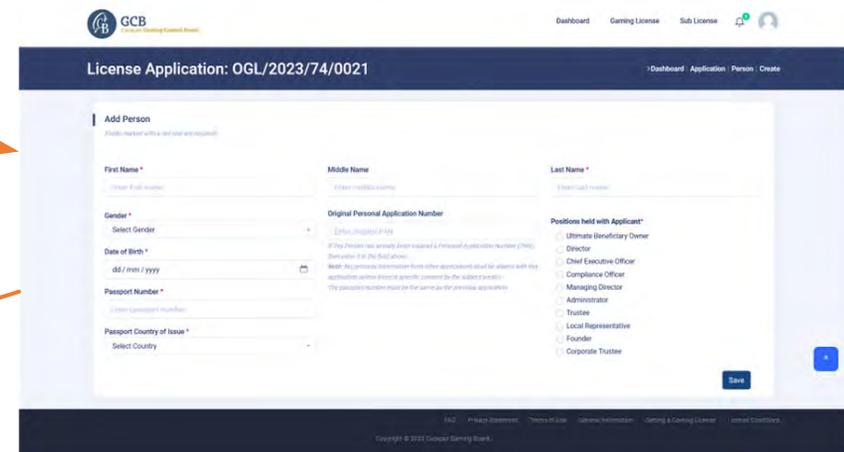
All qualifying persons, except for the Local Representative when this is a Trust Service Provider, need to submit a Personal History Disclosure Form. It is recommended that all the required documents are ready before starting a submission for a qualifying person.

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.

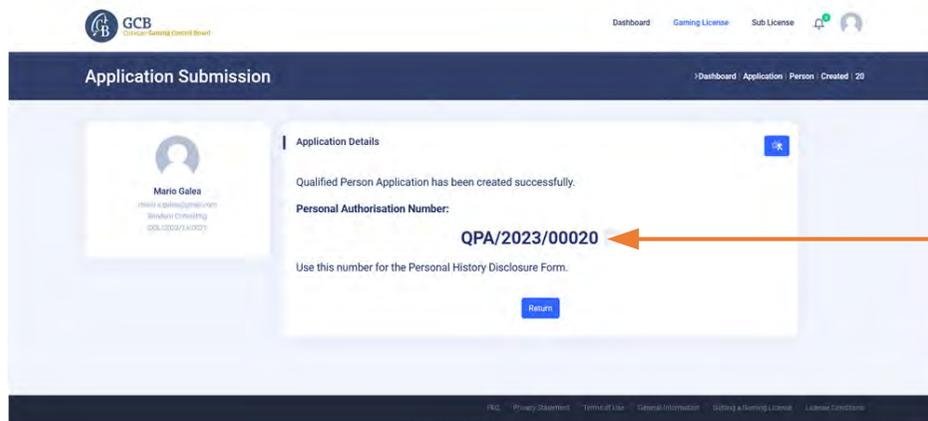


Application Submission Screen



Qualifying Person Screen

The Reference number must be entered on the Personal History Disclosure Form



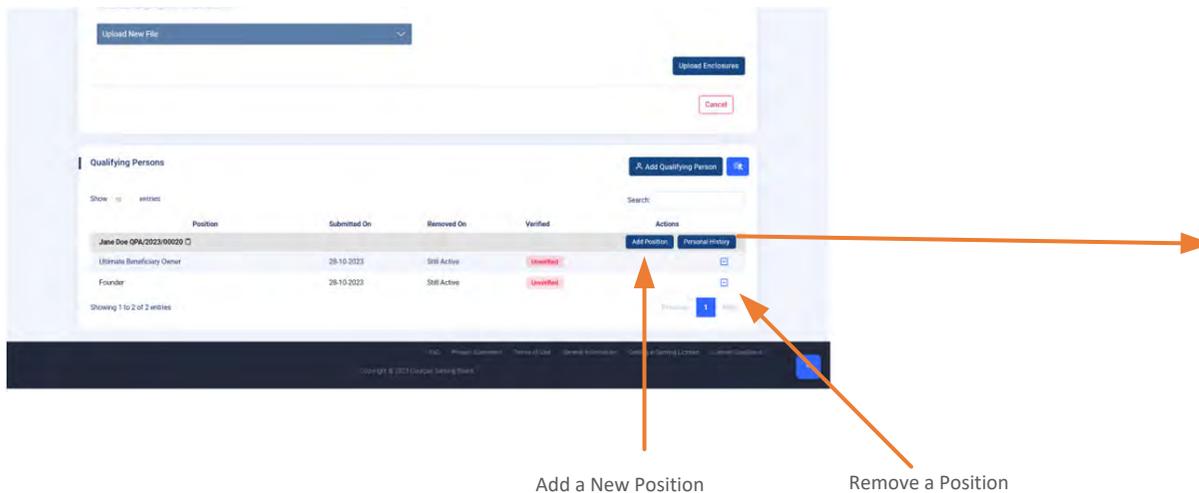
Personal Application Number for the Qualifying Person

# 14. 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)



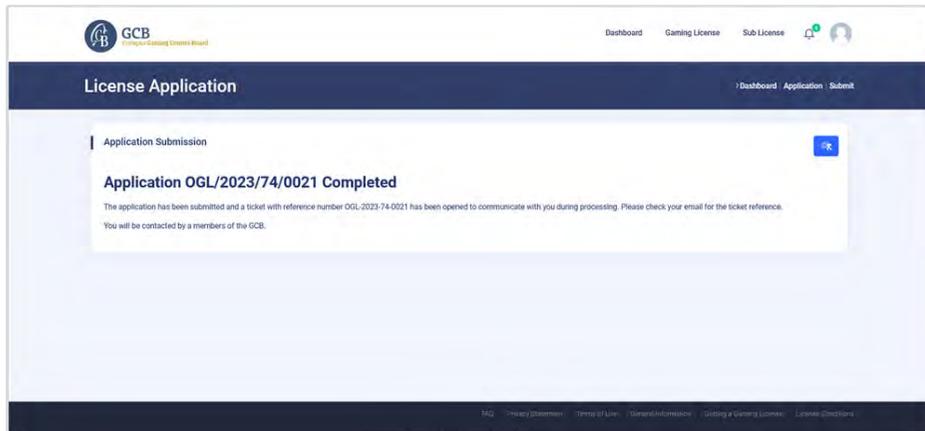
A screenshot of the 'Personal History Disclosure Form & Enclosures' page. The page title is 'QPA/2023/00020: Jane Doe'. The form contains several sections, each with an 'Upload File' button and a 'Browse...' link. The sections are: 'Personal History Disclosure Form', 'Copy of Passport (Travel Document)', 'Copy of Criminal Record', 'Copy of Birth Certificate', 'Copy of a Utility Bill', 'Reference Letter from a Financial Institution', 'Letter of Appointment/Engagement as a Key Person (Non Mandatory)', 'Personal Gaming Authorisations from Other Jurisdictions (Non Mandatory)', 'Source of Wealth Declaration', and 'Extra Documentation (Leave Blank)'. Each section also has a 'Save' button. The page footer includes 'Copyright © 2023 GCB Gaming Board'.

# 15. Submitting an Application

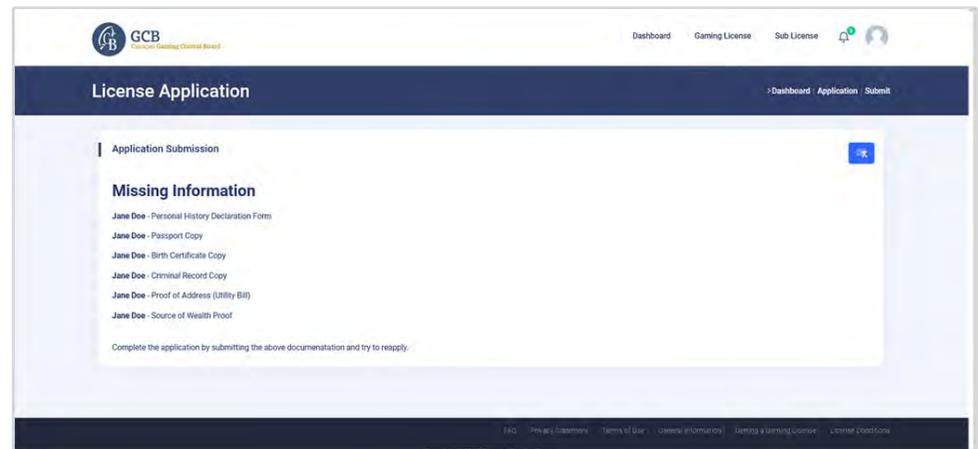
Once all documents are uploaded to the portal the application can be submitted for processing. From the Applications Screen click on the **Submit** button.

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 been issued. Otherwise you get a Missing Information screen indicating which documents are still missing.

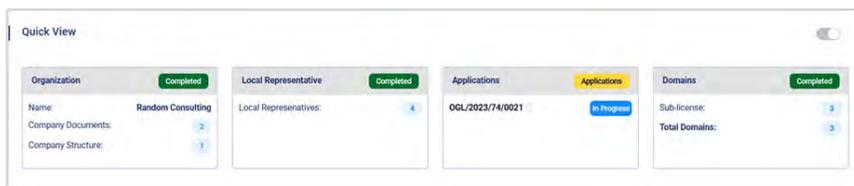
Once an application has been submitted, its status changes from New to In Progress. you can see the status of your application from the Dashboard.



*Application has been submitted successfully*



*Missing Information Message*



*Quick View on Dashboard Showing Application in Progress*

# 16. Re-submitting an Application

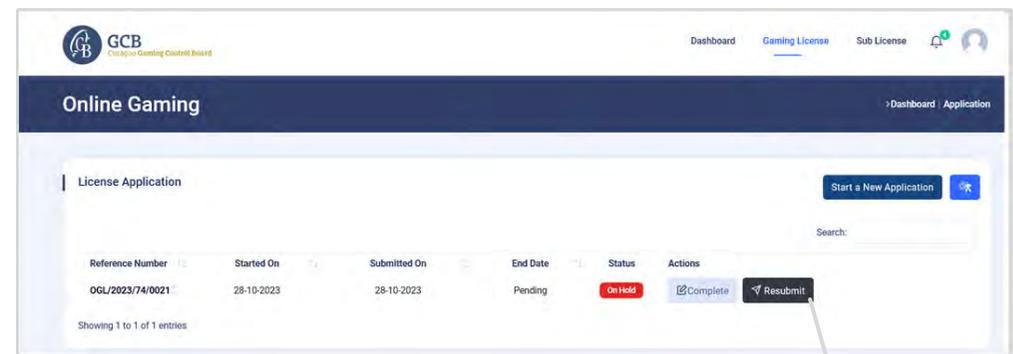
If the GCB encounters issues with your application submission, it will inform you through the ticketing system. You should receive an email to let you know that your application has been placed on hold until the issues are resolved from your end.

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.

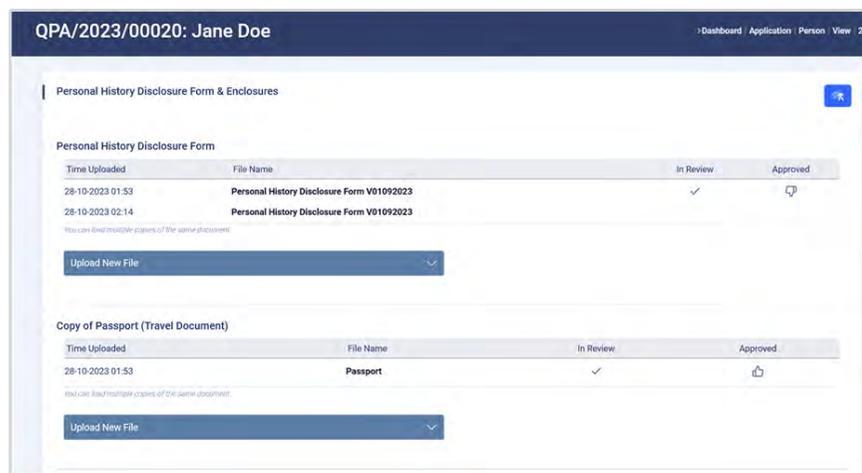
Once you have reloaded all the documents, go to the Application Screen and click on **Resubmit** button. You should get a message stating that the application has been resubmitted and that a new ticket has been issued.



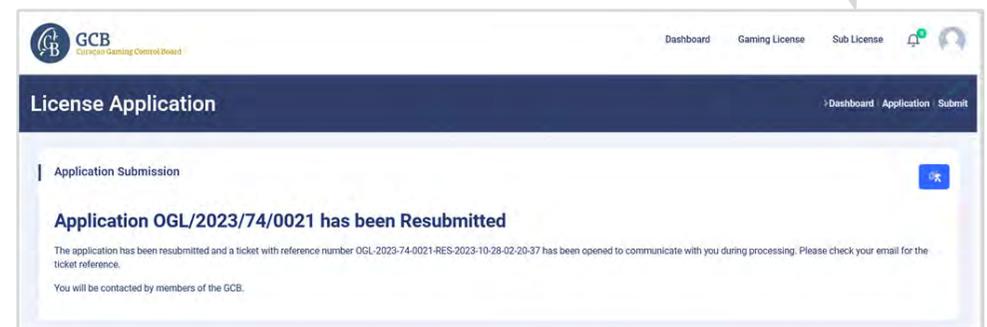
Quick View indicates the Application is on hold



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