

# Gaming Services Application User Guide

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# 1. Introduction

This user guide is designed to help applicants and users navigate the revamped Gaming Services Intake Portal. This user guide covers how to submit new applications, renew applications, reports, and upload additional documents.

## 2. Accessing the System

Visit the [portal](#) and ensure you have a stable internet connection  
Use the latest version of your browser of choice (Chrome, Firefox, Edge)

## 3. New Applicant Flow

If you have not applied for an eligibility review within the past two years you are a **new applicant**.

- Agree to the Terms of Use by clicking on the checkbox
- Select the **Proceed** button

**Gaming Applications and Report Submissions: Terms of Use**

**1. General**

By using this website for the City of Toronto's Application Name (the "Site") you agree to the current version of these Terms of Use (the "Terms"). The City of Toronto (the "City") may change the Terms at any time without notice. The changed Terms will be posted on the Site, and you should read them before using the Site. You may be requested to agree to separate terms of use for other specific applications elsewhere on the City of Toronto's website.

"If you do not agree to the Terms of Use, you will not be able to apply for a lottery licence online.

**2. Liability**

By using this application, you acknowledge that the City provides the application on an "as is", "as available" basis. The City does not make any express or implied warranties, representations or endorsements with respect to the application 'itself'. You also acknowledge that the information obtained through this application is considered complete and up-to-date to the best knowledge of the City; however the City does not warrant against errors, omissions, and/or discrepancies with other sources.

The City is not responsible for, and will not be liable to you or anyone else, for any damages whatsoever, including any indirect, special, incidental or consequential damages, arising out of or in connection with your use of, or inability to use, the application.

**3. Consents**

☐ I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ABOVE AND TO THE CITY OF TORONTO'S TERMS OF USE AND PRIVACY POLICY.

**2** → **Proceed**

### 3.1 Start Application

- Select the **New Applicant** option
- Click **Start Submission**.

**Gaming Applications and Report Submissions**

**Pre-Submission Questions**

**Are you new or returning applicant?**  
*Returning applicants must have an eligibility approval issued by the city of Toronto in the past two years. If not, please select "New Applicant".*

☒ New Applicant 1 ←

☐ Returning Applicant

New Applicants must submit an eligibility review before applying for gaming permits. Press "Start Submission" to begin the eligibility review process.

2 → **Start Submission**

### 3.2 Enter Contact Information

- Complete the required contact information
  - Provide the name and email of the individual submitting the application on behalf of the organization
  - Provide the organization name and organization email address
  - All fields are mandatory to proceed to the next page

## ELIGIBILITY REVIEW (NEW)

### Page 1: Contact & Organization Information

Contact & Organization Information

Upload Documents

Review

#### Contact Information

Select Yes only if you have a Single Name on your Registered Birth Certificate or Change of Name Certificate (rather than a First Name & Last Name).  
(optional)

☐ Yes  
☐ No

First Name

Last Name

Email Address

Example: you@website.com

Organization Name

Organization Email Address

Example: you@website.com

- Answer all guiding questions—these will determine the mandatory and optional documents you must upload for the application.
- Select **Next**

#### Organization Information

Is the Organization registered as a Not-For-Profit under the Ontario Not-For-Profit Corporations Act (ONCA) 2010?

☒ Yes  
☐ No



Is the Organization registered as a charity under the Charity Accounting Act or Income Tax Act?

☒ Yes  
☐ No



Has the Organization filed a T3010 for the previous fiscal Period?

☐ Yes  
☐ No



Cancel



Next

### 3.3 Upload Application Documents

- A list of required and optional documents will be presented on the [Upload Documents](#) page.
  - All required documents must be uploaded for the submission to be completed. Submit optional documents if they are applicable to your organization.
  - Please follow the directions provided on the application form regarding the type and size of documents to upload.
- Upload the required documents by clicking the [Upload](#) button next to each listed document.

	Document Type	Required File(s)	Status
<a href="#">Upload</a>	Lottery Licensing Eligibility Review Form or cGaming Eligibility Review Form	required	Not Uploaded
<a href="#">Upload</a>	Organization's Constitution and/or By-Laws Signed and Dated	required	Not Uploaded
<a href="#">Upload</a>	List of Current Board of Directors	required	Not Uploaded
<a href="#">Upload</a>	Operating Budget for the Past Year	required	Not Uploaded
<a href="#">Upload</a>	Operating Budget for the Current Year	required	Not Uploaded
<a href="#">Upload</a>	Financial Statements (Audited or Unaudited)	required	Not Uploaded
<a href="#">Upload</a>	Proposed Use of Proceeds	optional	Not Uploaded
<a href="#">Upload</a>	Supporting Documents	optional	Not Uploaded
<a href="#">Upload</a>	Letters Patent and/or Certificate of Incorporation (including Supplementary if applicable)	required	Not Uploaded
<a href="#">Upload</a>	Canada Revenue Agency Notification of Charitable Designation	required	Not Uploaded

#### 3.3.1 Uploading Documents

Select the **Upload** button next to each document. This will trigger a pop-up to appear on the screen prompting the document upload.


1. Select [Add Files](#) to upload the relevant documents.
2. When the file appears in the box, select [Start Upload](#).
3. Select [Close](#) to return to the documents list.

**File Upload -** [X]

**Organization's Constitution and/or By-Laws Signed and Dated**

Only the following files are allowed: pdf, jpeg, TIF, TIFF, tif and tiff files. Maximum file size allowed is 2.000 MB (2097152 bytes).

**Add Files** OR Drag and Drop Files ← 1



**Lottery Licensing Eligibility Review Form or cGaming Eligibility Review Form.pdf**  
37.611 KB (38514 bytes)  
Uploaded

Delete

1 File(s) Added

**Start File Upload** ← 2

3 → **Close**

- Please note that the file name and upload status will appear on the document list. Repeat the above steps until all your files are uploaded.

	Document Type	Required	File(s)	Status
<b>Add/Remove Files</b>	Lottery Licensing Eligibility Review Form or cGaming Eligibility Review Form	required	<ul style="list-style-type: none"> <li>Lottery Licensing Eligibility Review Form or cGaming Eligibility Review Form.pdf</li> </ul>	Uploaded
<b>Upload</b>	Organization's Constitution and/or By-Laws Signed and Dated	required		Not Uploaded
<b>Upload</b>	List of Current Board of Directors	required		Not Uploaded

- Below the document list there is a space provided for additional comments or context that may assist in processing the application. Review all entered information and select **Next**

**Please provide any additional information that will assist us in processing your application. (optional)**

←

Previous **Cancel** → **Next**

### 3.4 Review and Update Application Information

The Review page will allow for review of the information entered.

- Select edit information on the relevant section and edit as needed.
  - Select **Edit Contact Information** and/or **Edit Uploaded Documents** and edit as needed.
- Upon selecting the option to edit a section you will be taken to the corresponding page where you can change the information previously entered.
- Select **Next** to go from page to page until you reach the Review Page again.
- Once you are satisfied with the information entered, select **Submit**.

**Page 3: Review**

Progress bar: Contact & Organization Information (checked), Upload Documents (checked), Review (current)

**Contact & Organization Information**

First Name  
Last Name  
Email  
Organization Name  
Organization Email  
Which cGaming Centre (bingo hall) are you assigned to?  
Delta St Clair Bingo Gaming

**Edit Contact Information**

**Uploaded Documents**

Document Type : Lottery or cGaming Monthly Report Form  
File Name : Doc2.pdf  
Status : Uploaded  
Document Type : Bank Statements  
File Name : Financial Statements.pdf  
Status : Uploaded

**Edit upload Documents**

Previous Cancel **Submit**

### 3.5 Submission Confirmation

- Once submitted, you will receive a confirmation number for your submission. Please keep your confirmation number as it is your reference number when speaking to Gaming Services staff. Note that you will receive an email with your confirmation number.

**Your Documents have been Submitted**

Your request has been successfully submitted to the city of Toronto. To add more documents to this submission, use the same Confirmation number: #20001000 .

if you have questions regarding your submission, contact [lotterylicences@toronto.ca](mailto:lotterylicences@toronto.ca) .

ExitSubmit Another Application

## 4. Returning Applicant

- You are a returning applicant if you have received your Eligibility Approval Letter from the City of Toronto within the past 2 years Select the Returning Applicant option.

### Gaming Applications and Report Submissions

**Pre-Submission Questions**

**Are you new or returning applicant?**

*Returning applicants must have an eligibility approval issued by the city of Toronto in the past two years. If not, please select "New Applicant".*

☐ New Applicant

☒ Returning Applicant

← 1

**Select a Submission Type:**

☐ Submit Application

☐ Submit Report

☐ Additional Documents

← 2

3 →

Start Submission

- Choose your submission type.



- Returning clients have been deemed eligible to apply for a gaming licence. You can select the type of submission you are processing under **Select a Submission Type** and then click on **Start Submission** button.

## 4.1 Submitting an Application

Upon selecting Submit Application, a list of available applications will be populated in the dropdown menu.

### 4.1.1 Select Type of Application

- Select the application type you are submitting.
  - The Eligibility Review Renewal application is used as an example in this guide.

The screenshot shows a web form titled "Gaming Applications and Report Submissions". It contains three main sections: "Pre-Submission Questions", "Select a Submission Type:", and "Application Type".

- Pre-Submission Questions:** The first question is "Are you new or returning applicant?". Below it is a note: "Returning applicants must have an eligibility approval issued by the city of Toronto in the past two years. If not, please select 'New Applicant'". There are two radio buttons: "New Applicant" and "Returning Applicant". The "Returning Applicant" button is selected and highlighted with a red box and a red arrow labeled "1".
- Select a Submission Type:** There are three radio buttons: "Submit Application", "Submit Report", and "Additional Documents". The "Submit Application" button is selected and highlighted with a red box and a red arrow labeled "2".
- Application Type:** This is a dropdown menu. The dropdown is open, showing a list of application types. The first item, "ELIGIBILITY REVIEW (RENEWAL)", is highlighted with a red box and a red arrow labeled "3".
- Start Submission:** A blue button labeled "Start Submission" is located at the bottom right of the form, highlighted with a red box and a red arrow labeled "4".

### 4.1.2 Enter Contact Information

Please note that most applications require only the organization's information, and the documents required to support the application.

## ELIGIBILITY REVIEW (RENEWAL)

### Page 1: Contact & Organization Information

Progress bar with three steps: **Contact & Organization Information** (active), Upload Documents, and Review.

#### Contact Information

**Select Yes only if you have a Single Name on your Registered Birth Certificate or Change of Name Certificate (rather than a First Name & Last Name).**

(optional)

☐ Yes

☐ No

**First Name**

**Last Name**

**Email Address**

*Example: you@website.com*

**Organization Name**

**Organization Email Address**

*Example: you@website.com*

The **Eligibility Review Renewal** application requires documents based on each organization's circumstances. Please answer the questions as they pertain to your organization by selecting Yes or No. This will present you with the required and optional documents needed to complete your application. Select **Next**.

Organization Information

Has the Organization's Articles of Incorporation (or Letters Patent) changed since the previous Eligibility Review submission?

☐ Yes ☐ No ← 1

Has the Organization filed a T3010 for the previous fiscal Period?

☐ Yes ☐ No ← 2

Has the organization recently (within last two years) amalgamated/merged with another organization or made a change to the structure of the organization?

☐ Yes ☐ No ← 3

Has the organization's Constitution and/or By-Laws changed since the previous Eligibility Review submission?

☐ Yes ☐ No ← 4

Cancel 5 → Next

- A list of required and optional documents will be presented on the [Upload Documents](#) page.
  - All required documents must be uploaded for the submission to be completed. It is recommended to upload optional documents if available to avoid delays in approval time. Please follow the directions provided on the application form regarding the type and size of documents to upload.
- Select [Next](#) to move to the next page

#### 4.1.3 Upload Application Documents

The **Documents Upload** page will display the documents that apply to the selections you have made.

- All required documents must be uploaded for the submission to be completed. Submit optional documents if they are applicable to your organization.
- Please follow the directions provided on the application form regarding the type and size of documents to upload.

	Document Type	Required File(s)	Status
<input type="button" value="Upload"/>	Lottery Licensing Eligibility Review Form or cGaming Eligibility Review Form	required	Not Uploaded
<input type="button" value="Upload"/>	List of Current Board of Directors	required	Not Uploaded
<input type="button" value="Upload"/>	Operating Budget for the Past Year	required	Not Uploaded
<input type="button" value="Upload"/>	Operating Budget for the Current Year	required	Not Uploaded
<input type="button" value="Upload"/>	Financial Statements (Audited or Unaudited)	required	Not Uploaded
<input type="button" value="Upload"/>	Proposed Use of Proceeds	optional	Not Uploaded
<input type="button" value="Upload"/>	Supporting Documents	optional	Not Uploaded
<input type="button" value="Upload"/>	Letters Patent and/or Certificate of Incorporation (including Supplementary if applicable)	required	Not Uploaded
<input type="button" value="Upload"/>	T3010 Registered Charity Information Return	required	Not Uploaded
<input type="button" value="Upload"/>	Amalgamation Documents	required	Not Uploaded
<input type="button" value="Upload"/>	Organization's Constitution and/or By-Laws Signed and Dated	required	Not Uploaded

- Upload all requested documents and click **Next**
  - Reference [section 3.3.1](#) for document uploading instructions.

#### 4.1.4 Review Application

**Review and make any necessary changes to the application on the review page.** Once you are satisfied with the information entered, select **Submit**.

- For instructions on how to change information entered please reference [section 3.4](#)

#### 4.1.5 Submission Confirmation

You will see a screen confirming your submission. A confirmation email will also be sent to the email address provided.

Your Documents have been Submitted

Your request has been successfully submitted to the city of Toronto. To add more documents to this submission, use the same Confirmation number: #20001000 .

if you have questions regarding your submission, contact [lotterylicences@toronto.ca](mailto:lotterylicences@toronto.ca) .

Exit

Submit Another Application

## 4.2 Submitting a Report

Upon selecting Submit a Report, a list of available reports will be populated in the dropdown menu.

### 4.2.1 Select Report Type

- Select the report type you are submitting.  
The cGaming Report is used as an example in this guide.

#### Gaming Applications and Report Submissions

Pre-Submission Questions

Are you new or returning applicant?

Returning applicants must have an eligibility approval issued by the city of Toronto in the past two years. If not, please select "New Applicant".

☐ New Applicant

☒ Returning Applicant

Select a Submission Type:

☐ Submit Application

☒ Submit Report

☐ Additional Documents

Report Type

Select...

CGCA DISTRIBUTION REPORT

CGAMING REPORTS

RAFFLE REPORTS

BREAK OPEN TICKET REPORTS (INTERIM AND FINAL)

LOTTERY EVENTS AT A BAZAAR REPORTS

BINGO IN A NONCOMMERCIAL OR PUBLIC PLACE REPORTS

Start Submission

### 4.2.2 Enter Contact Information

Fill in all the required fields and select the appropriate cGaming Centre from the drop-down menu.

The form is titled "Contact Information". It contains the following fields and options:

- A note: "Select Yes only if you have a Single Name on your Registered Birth Certificate or Change of Name Certificate (rather than a First Name & Last Name). (optional)"
- Radio buttons for "Yes" and "No".
- Text input field for "First Name".
- Text input field for "Last Name".
- Text input field for "Email Address" with the example "you@website.com".
- Text input field for "Organization Name".
- Text input field for "Organization Email Address" with the example "you@website.com".
- A dropdown menu titled "Which cGaming Centre (bingo hall) are you assigned to?". The dropdown is open, showing a list of options: "Select...", "Delta St. Clair Bingo & Gaming", "Delta Downview Bingo & Gaming", "Dolphin Gaming", and "Rama Gaming East Toronto". A red box highlights the "Delta St. Clair Bingo & Gaming" option, with a black arrow pointing to it.
- A blue "Next" button with a red border, highlighted by a black arrow pointing to it.

- Select **Next** to move to the Documents Upload page

### 4.2.3 Upload Application Documents

The **Documents Upload** page will display the documents that apply to the selections you have made.

- All required documents must be uploaded for the submission to be completed. Submit optional documents if they are applicable to your organization.
- Please follow the directions provided on the application form regarding the type and size of documents to upload.

	Document Type	Required	File(s)	Status
<input type="button" value="Upload"/>	Lottery or cGaming Monthly Report Form	required		Not Uploaded
<input type="button" value="Upload"/>	Bank Statements	required		Not Uploaded
<input type="button" value="Upload"/>	Invoices	optional		Not Uploaded
<input type="button" value="Upload"/>	Credit Card Statement	optional		Not Uploaded
<input type="button" value="Upload"/>	Cheques Cleared/EFT Confirmation	optional		Not Uploaded
<input type="button" value="Upload"/>	Contracts	optional		Not Uploaded
<input type="button" value="Upload"/>	Supporting Documents	optional		Not Uploaded

- Upload all requested documents and click **Next**
  - Reference [section 3.3.1](#) for document uploading instructions.

#### 4.2.4 Review Application

**Review and make any necessary changes to the application on the review page.** Once you are satisfied with the information entered, select **Submit**.

- For instructions on how to change information entered please reference [section 3.4](#)

#### 4.2.5 Submission Confirmation

Once submitted, you will receive a confirmation number for your submission. Please keep your confirmation number as it is your reference number when speaking to Gaming Services staff.

### CGAMING REPORTS

#### Page 4: Submitted

✓

✓

✓

Contact & Organization Information

Upload Documents

Review

Your Documents have been Submitted

Your request has been successfully submitted to the city of Toronto. Your Application Confirmation #20001000 .

if you have questions regarding your submission, contact [lotterylicences@toronto.ca](mailto:lotterylicences@toronto.ca) .

Exit

Submit Another Application

## 4.3 Submitting Additional Documents/Checking Submission Status

If you are contacted to provide more information or if you want to check the status of your submission:

### 4.3.1 Enter the Application Reference Number

Click the link provided in the staff email or click [here](#) to go to the portal

Enter the Reference Number provided to you in the submission confirmation email.

Click **Start Submission**.

**Gaming Applications and Report Submissions**

**Pre-Submission Questions**

**Are you new or returning applicant?**  
*Returning applicants must have an eligibility approval issued by the city of Toronto in the past two years. If not, please select "New Applicant".*

☐ New Applicant ✓  
☒ Returning Applicant

**Select a Submission Type:**

☐ Submit Application ✓  
☐ Submit Report  
☒ Additional Documents / Check Submission Status

**Reference Number**

← 1

2 → **Start Submission**

### 4.3.2 Upload Additional Documents and Check Submission Status

The Additional Documents Upload page is divided into two sections.

- The top section shows details about your application.
- The bottom section contains fields for uploading documents.

On the top part of the page, you will find the organization name, the type of submission, the application status, and the documents submitted to support the application.



The status of the submission is updated by staff as the application goes through the stages of review.

If you are only checking the status, no further action is needed. Select **Cancel** at the bottom of the page to exit the inquiry.

Follow-up submission for	: Prime Charities
Original Submission Type	: ELIGIBILITY REVIEW (NEW)
Application Status	: New Uploads
Previously Uploaded Documents	<ul style="list-style-type: none"><li>• Gaming Test Doc.pdf</li><li>• Financial Statements.pdf</li><li>• Gaming_Doc2.pdf</li><li>• Operating Budget for the Current Year.pdf</li><li>• Operating Budget for the Past Year.pdf</li><li>• List of Current Board of Directors.pdf</li><li>• Organization's Constitution By-Laws Signed and Dated.pdf</li><li>• Lottery Licensing Eligibility Review Form or cGaming Eligibility Review Form.pdf</li></ul>

Use the bottom section of the Additional Documents Upload page to upload all requested documents or provide the required information.

- o Reference [section 3.3.1](#) for document uploading instructions.

Documents

To provide additional documents for a previously-submitted application or report, add them below. They will automatically be attached to your previous submission.

**Upload Documents**  
Maximum 10 uploaded files. Maximum size for file attachment is 2 MB.

	Document Type	Required	File(s)	Status
<div>Upload</div>	additional docs	required	← 1	Not Uploaded

**Additional notes related to Uploaded files.** (optional)

Cancel

2 → 

Submit Documents

### 4.3.3 Submission Confirmation

Once submitted, you will receive a confirmation number for your submission. Please keep your confirmation number as it is your reference number when speaking to Gaming Services staff.

#### Additional Document Upload

Your Documents have been Submitted

Your request has been successfully submitted to the city of Toronto. To add more documents to this submission, use the same Confirmation number: #20001000 .

If you have questions regarding your submission, contact [lotterylicences@toronto.ca](mailto:lotterylicences@toronto.ca) .

Exit

Submit Another Application

## 5. Questions and Support

For help with completing the application please contact a Lottery Licensing Compliance Officer at [lotterylicences@toronto.ca](mailto:lotterylicences@toronto.ca) or 416-392-7037.

If you have an assigned Lottery Licensing Compliance Officer, you may contact them directly or alternatively contact [lotterylicences@toronto.ca](mailto:lotterylicences@toronto.ca) or 416-392-7037.