

Top 10 Lessons Learned Our First Year of Online Licensing

From Special Agent Rob Sanderson

I hope everyone had a Happy 4th of July and enjoyed celebrating America's 250th birthday!

This year's transition to the new licensing portal was a huge undertaking for both the Gaming Division and our organizations. We appreciate everyone's patience as we worked through a brand-new system, fixed bugs, and processed more than 300 renewals. We're continuing to improve the portal and appreciate all of the feedback we've received. Here are the top lessons we learned during our first renewal cycle.

#1 – Missing Required Documents

Many applications were delayed because required documents weren't uploaded. These are documents your organization should already have readily available. Once they're uploaded correctly, most will remain in your portal for future renewals, making next year much easier. These documents are required to be submitted in accordance with [N.D.C.C. and N.D. Admin. Code](#).

#2 – Applications Returned for Corrections

Nearly 90% of applications required corrections. The most common issues were incorrect addresses, full dates of birth, phone numbers, and email addresses. Be sure your Primary Contact is someone who regularly monitors gaming communications, so correction requests don't go unnoticed.

#3 – Gaming Officials

Review each gaming official every year and verify that all information under each listed name's blue Details button is accurate before submitting your renewal.

#4 – Record Checks

Click the blue "i" icon. This gives you information on who needs a record check. Record checks go directly to BCI, and require 6-year renewals. [Our Record Check Forms page](#) explains all of this.

#5 – ND Login

ND Login accounts are managed outside the Gaming Division. If you're having login problems, follow the instructions [on their website for ND Login support](#). ND Logins must be used by the individual logging in and shall not be shared with others.

#6 – Uploading Documents

We frequently saw oversized files, unreadable scans, unsupported file types, and documents uploaded to the wrong location. Save documents as PDFs whenever possible and give them clear file names to make them easier to identify. We cannot provide support on basic computer skills and processes. Please find someone in your organization who has these skills or reach out to a local library for assistance.

#7 – Site Authorizations

Your gaming license must be approved before you can add or modify sites. Also remember that your License and Site Authorization are now combined into one document, so only one document needs to be posted. [Here is a short video on how to print the correct license for your sites.](#)

#8 – Learn the Portal

We created tutorial videos, online training sessions, and live help sessions, but many organizations didn't take advantage of them. [Those videos remain available on our website](#) and answer many of the questions we continue to receive.

#9 – Technical Issues

Not every problem was operator error. We identified and corrected several portal bugs during the renewal process. Thank you to everyone who reported issues and provided suggestions—we're continuing to improve the system.

#10 – Don't Wait Until the Last Minute

If you renewed early—thank you! With the renewal window now opening earlier in the year, we strongly encourage organizations to submit their renewal applications well before the deadline. Processing more than 300 renewal applications takes time, and beginning next year, organizations that are not approved by July 1 may be required to suspend gaming activities until their license has been approved.

Thank you again for your patience during our first year. Every lesson we learned is helping us build a better licensing system for everyone. I look forward to discussing these topics—and sharing additional portal tips—during my licensing session at the Gaming Conference in Bismarck this October. Hope to see you there!