



Frequently Asked Questions (FAQs): Gaming Online Service Applications

This document provides information for community organizations that wish to use the Gaming Online Service (GOS) system to apply for community gaming grants or gaming event licences. The information covers a variety of topics including printing applications, recommended web browsers, overcoming common issues and more.

This document is a resource for convenience and guidance; it is not intended to replace official documents such as grant guidelines and grant conditions available on the Gaming Policy and Enforcement Branch (GPEB) website at: www.gaming.gov.bc.ca/grants/forms-guidelines.htm

In this document:

1. Can I save what I've done when submitting an online application and then come back later to finish?	2
2. Can I print off my application when finished?	2
3. Can I transfer text from a PDF or Word into a field in the application?	2
4. Are there limits regarding length of response in any of the fields which could result in problems with my work on the application?.....	2
5. I have a Mac and I usually use the Safari web browser. Is this OK to use with your online application system, or should I use another web browser such as Internet Explorer?	3
6. Can I use the Firefox web browser to complete my application?.....	3
7. Why can't I find my organization?	3
8. I entered all the information on the page and I keep getting an error message. What did I do wrong?.....	3
9. Contact Information	5

1. Can I save what I've done when submitting an online application and then come back later to finish?

No. You MUST complete your application in one sitting. If there is no activity in the application for 20 or more minutes, the page is considered 'stale' and will no longer be accepted by GOS. Caution, do not use the back button as this will cause an error.

2. Can I print off my application when finished?

Only in the Community Gaming Grant (CGG) application can you print a summary when finished. A link to the application summary is provided at the end of the application process, on the confirmation page.

For all other types of applications, each page can be printed before moving on to the next page.

To print each application page as you go, click on the "Printer Version" icon at the top of the page (see yellow area in Figure 1 below)



Figure 1

3. Can I transfer text from a PDF or Word into a field in the application?

No. Nor from Excel, Notepad or any other word processor. Bold, underline and other special character formatting are embedded into text by a word processor. This formatting will then get transferred to the GOS system during a copy and paste operation and causes system errors. Note that this also extends to special characters such as accents or language-specific characters other than Standard English. In certain parts of the application, you will be asked to attach a supporting document and may be provided the option to mail the required supporting document.

4. Are there limits regarding length of response in any of the fields which could result in problems with my work on the application?

Yes, if the text in a field exceeds the maximum character count (in most fields the limit is 4,000 characters, which includes spaces), the applicant will receive an error message.

5. I have a Mac and I usually use the Safari web browser. Is this OK to use with your online application system, or should I use another web browser such as Internet Explorer?

We recommend applicants use a Windows-based computer with the Internet Explorer web browser. Applicants may experience submission problems when using other web browsers.

6. Can I use the Firefox web browser to complete my application?

We recommend that applicants use Internet Explorer. If you are using Firefox and run into problems, you will have to restart your application using Internet Explorer.

7. Why can't I find my organization?

Here are some tips on finding your organization. It is important that you find the right organization and avoid creating duplicate organizations in GOS.

- Search by L&G File # - if your organization has been assigned one from GPEB.
- If you are searching by name, put percent symbols around a relevant keyword. For example, if your organization is the Crossroads Interior Elder Society, you could type **%Crossroads%Interior%Elder%Society%** or **%Cross%** or **%Cross%Interior%**, or any other part of the name.
- If you can't find your organization, click on the New Applicant button to create it.
- Do not search using both the 'Name' of your organization and the 'L&G File #' at the same time. Use only one to search, and if you have not found your organization, do another search using the other.

8. I entered all the information on the page and I keep getting an error message. What did I do wrong?

First, scroll to the top of the page and check if there are errors listed there in red print and, if so, resolve them. Note: The red error print will not go away at the top of the page even after you have made the necessary changes to resolve them. To verify if your errors have been corrected, click 'Next' at the bottom right of the page and if the errors are resolved then you can move forward to the next page.

A common error appears when adding multiple items to a list, e.g. draw dates, ticket prices or contact information. Normally, you would add the information and click the 'Add' button (see Figure 2 on the next page).

*Ticket Price (eg: 2 for \$3.00)	*Total Number of Tickets:		
2 for \$ 3.00	500	Add	Delete Cancel
Ticket Price (eg: 2 for \$3.00)	Total Number of Tickets:	Total Ticket Sales	
	Total Projected Sales	\$0	

Figure 2

The data then appears below the data entry area as shown below (see Figure 3).

*Ticket Price (eg: 2 for \$3.00)	*Total Number of Tickets:		
		Add	Delete Cancel
Ticket Price (eg: 2 for \$3.00)	Total Number of Tickets:	Total Ticket Sales	
2 for \$3.00	500	\$750.00	Edit
	Total Projected Sales	\$750.00	

Figure 3

If you click Edit, the data is moved back up to the data entry area (like in Figure 2). If you then try to move to the next page of the application by clicking on the Save or Next buttons, the error message in Figure 4 will appear.

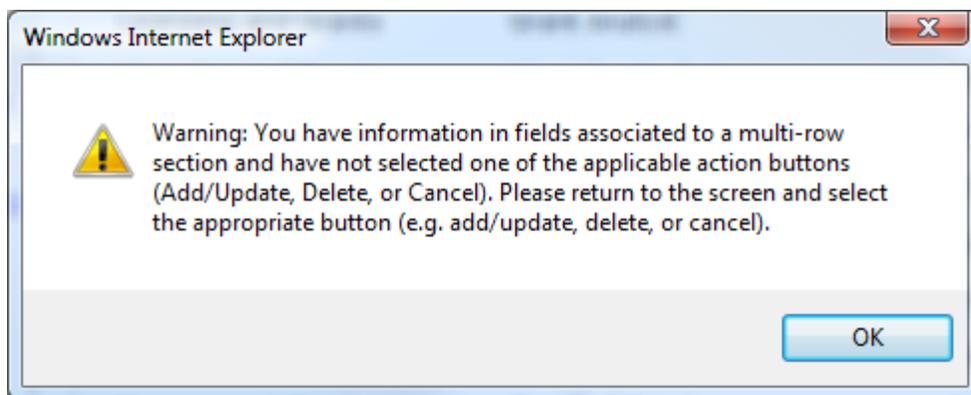


Figure 4

To make the error disappear and continue with the application, click OK button from the Warning window (Figure 4). Then click the Update button in the list you were trying to edit so that the data is saved and it looks more like Figure 3. Now you will be able to continue on to the next page.

9. Contact Information

Mail:

Gaming Policy and Enforcement Branch
PO Box 9310 Stn Prov Govt
Victoria, BC V8W 9J1

Web: www.gaming.gov.bc.ca

E-mail: gaming.branch@gov.bc.ca

Phone: 250 387-5311

Or call toll-free 1 800 663-7867 and
ask for 250 387-5311.

Location:

Gaming Policy and Enforcement Branch
3rd Floor, 910 Government Street
Victoria, BC V8W 1X3