

Frequently Asked Questions (FAQs): Service Providers - Gaming Worker Online Registration

This document provides information for Service Providers who wish to employ Gaming Workers that require registration by the Province of BC.

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Identification (ID) Tags

1. Where do Service Providers get the fillable PDF for printing their own ID tags?

- You can contact GPEB at GPEB.Preg.Ext@gov.bc.ca to request a new copy of the fillable PDF file.
- Effective July 2020, the fillable PDF file will be available for download from the Gaming Establishment Module (GEM) webpage at <https://www.gaming.gov.bc.ca/gw-online/employer/ProviderSearch.x>.

2. What should Service Providers use to print ID tags?

Tags can be printed on any print medium, providing the tag is in colour, double-sided and in public view.

3. Who are Service Providers printing tags for?

All registered Gaming Workers approved by GPEB in possession of their Confirmation of Registration letter who work for, or provide services for, the Service Provider. This includes third-party vendors (i.e. IT, janitorial, etc.).

4. Do Service Providers have to return expired or damaged ID tags to GPEB?

No. Service Providers must be able to destroy ID tags onsite when expired and/or when a new renewal tag has been issued.

5. How do Service Providers create ID tags using the GPEB-provided template?

A step-by-step guide is located in the "[Using the GPEB-provided fillable PDF to Create Gaming Worker ID Tags](#)" section of this FAQ. For more guides and FAQs, see: <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/registration-certification/gambling-workers#three>.

Application and Registration Process

6. Where can Service Providers receive updates on the status of a Gaming Worker application?

Any inquiries related to registration status should be directed to the applicant who may then email GPEB (GPEB.Preg.Ext@gov.bc.ca) about their Gaming Worker application.

7. How do Service Providers confirm if someone is registered as a Gaming Worker?

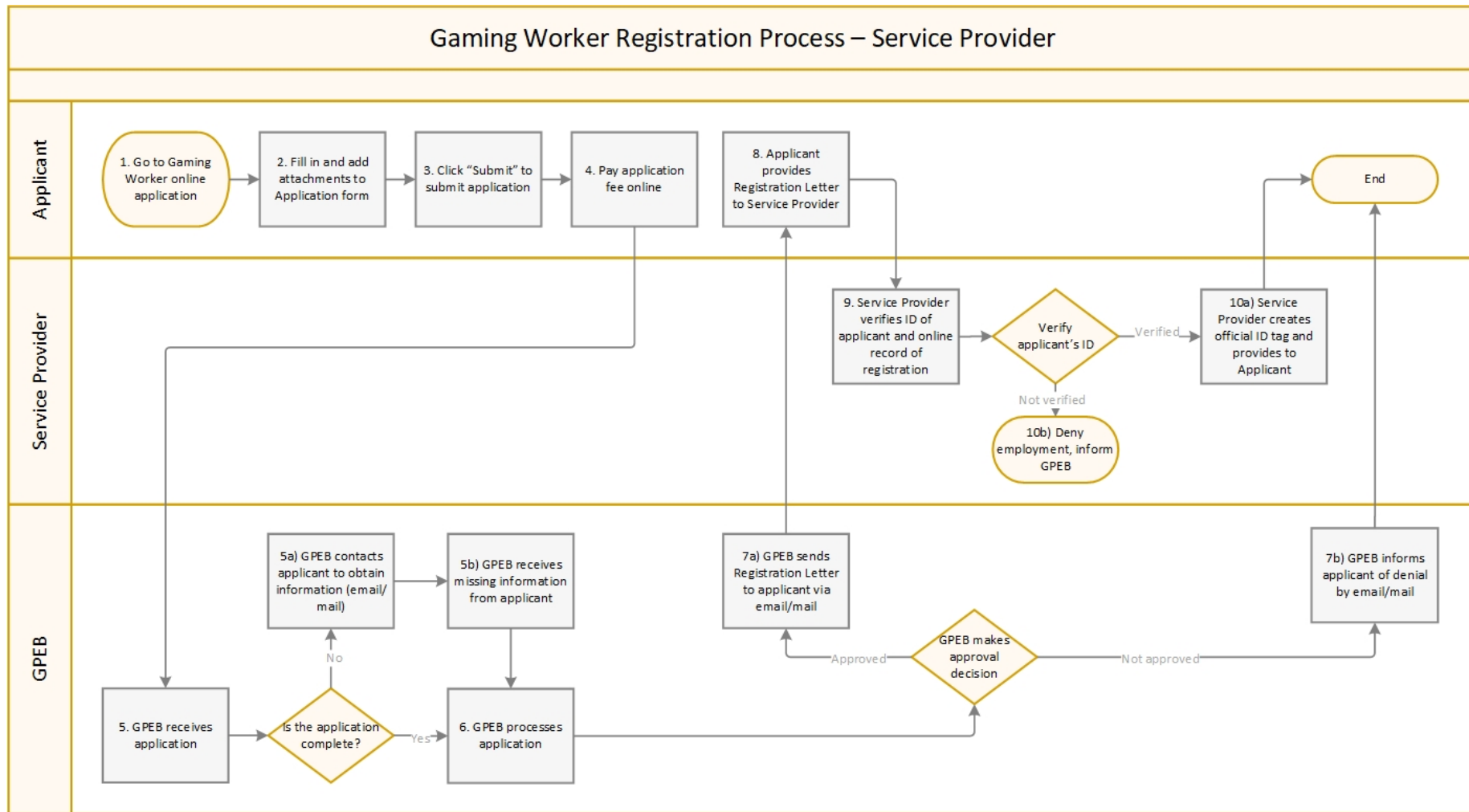
- By requesting the Gaming Worker Confirmation of Registration letter from the applicant; and,
- By logging in to the Gaming Establishment Module (GEM) at <https://www.gaming.gov.bc.ca/gw-online/employer/ProviderSearch.x> using the GPEB-supplied PIN number and Gaming Worker Registration number to verify if an employee or potential employee is currently registered as a BCLC Gaming Worker. Please contact GPEB at GPEB.Preg.Ext@gov.bc.ca to receive your PIN number for accessing the GEM.
 - If the results return an invalid message, either the registration has expired, has not been approved, or the Gaming Worker number entered was incorrect. The Gaming Worker will be required to submit a new online application.
 - The service provider can request that the Gaming Worker contact GPEB directly to discuss the status of their application.
- A step-by-step guide is located in the “[Validating a Gaming Worker’s Registration](#)” section of this FAQ. For more guides and FAQs, see: <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/registration-certification/gambling-workers#three>.

8. How do Service Providers receive assistance from GPEB?

If a Service Provider has questions regarding the online application process, they can contact GPEB directly by email. The email inbox will be closely monitored during the pilot and roll-out of the online application process. To contact GPEB, email GPEB.PREG.Ext@gov.bc.ca and copy the PREG Director (Bob Pilot) at Robert.Pilot@gov.bc.ca.


Service Provider Process Overview

1. Applicants go to the Gaming Worker Online application:
<https://www.gaming.gov.bc.ca/gw-online/Home.x> and click “I’m ready to apply”.
2. Applicants enter all required information and upload all required documentation.
3. Once all sections have been completed and required documents uploaded, the applicant will click on “Submit” to submit the application. If they want a copy of their application, they should use the browser print option before clicking “Submit”.
4. Applicants pay the \$45 application fee using credit card or Visa Debit. The application won’t be processed until GPEB receives the application fee. Gaming Service Providers have the option of paying the application fee by providing credit card information to applicants.
5. GPEB will receive the application and payment and verify that all required information and documents have been submitted.
 - a. If information is missing, GPEB will contact the applicant to request the information be supplied. Instructions for sending in the information will be provided at this time.
 - b. Applicants supply the missing information to GPEB in the manner proscribed.
6. Once all information has been received, GPEB will process the application, including any required background investigations.
7. Based on the information received and background information, GPEB will make a decision to approve the application or not.
 - a. If approved, GPEB will send the Registration Letter to the applicant via email. If no email was provided during the application process, the Registration Letter will be sent via mail. Please note that mailed Registration Letters may be delayed in transit and applicants are encouraged to supply an email address.
 - b. If the application is not approved, GPEB will send applicants a denial letter that includes an explanation for not being approved.
8. Applicants take the Registration Letter and their ID to their prospective employing Service Provider.
9. The Service Provider will validate the applicant's registration and ID, including cross-referencing with GPEB’s secure online Gaming Worker registration tracking tool, the Gaming Establishment Module (GEM) at <https://www.gaming.gov.bc.ca/gw-online/employer/ProviderSearch.x>.
10. Based on the outcome of the registration and ID validation, the Service Provider will complete the registration process:
 - a. If validated, the Service Provider will create the official ID tag and provide it to their newly registered staff.
 - b. If there are discrepancies between the Registration Letter, registrant ID, and the GPEB’s online Gaming Worker registration tracking tool, the Service Provider will contact GPEB to confirm the registration. If discrepancies remain, employment will be denied.



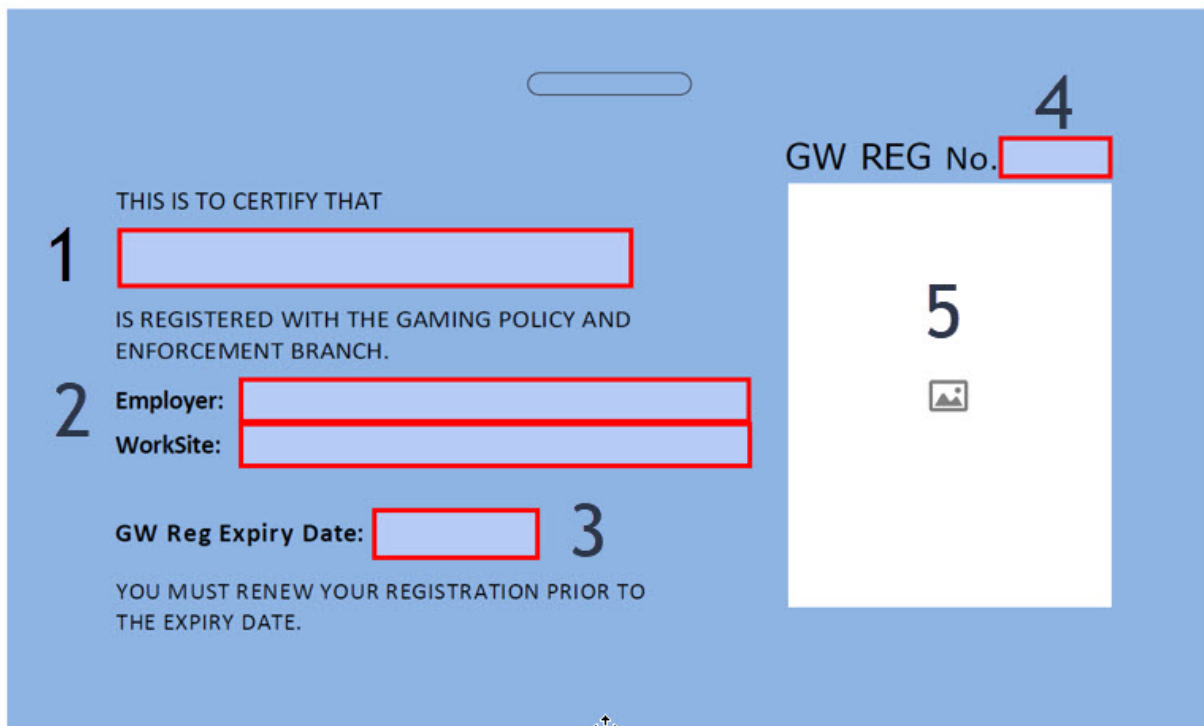
Using the GPEB-provided fillable PDF to Create Gaming Worker ID Tags

To begin, access the Gambling Establishment Model (GEM) at <https://www.gaming.gov.bc.ca/gw-online/employer/ProviderSearch.x>. Using the individual's Gaming Worker number from the Registration letter, enter this number along with your PIN to search for the individual. This information will be used to fill out the ID tag PDF. See below for example results:

| Gaming Worker Found | | | | |
|--------------------------|-------------|--------------|------------|---|
| Name: | Smith, John | GW Reg No.: | 82717 |  |
| Birth Date (YYYY-MM-DD): | 1999-02-01 | Expiry Date: | 2023-05-10 | |

Open the ID tag PDF.

Front of ID Tag



THIS IS TO CERTIFY THAT

1

IS REGISTERED WITH THE GAMING POLICY AND ENFORCEMENT BRANCH.


2 Employer:
WorkSite:

GW Reg Expiry Date: 3

YOU MUST RENEW YOUR REGISTRATION PRIOR TO THE EXPIRY DATE.

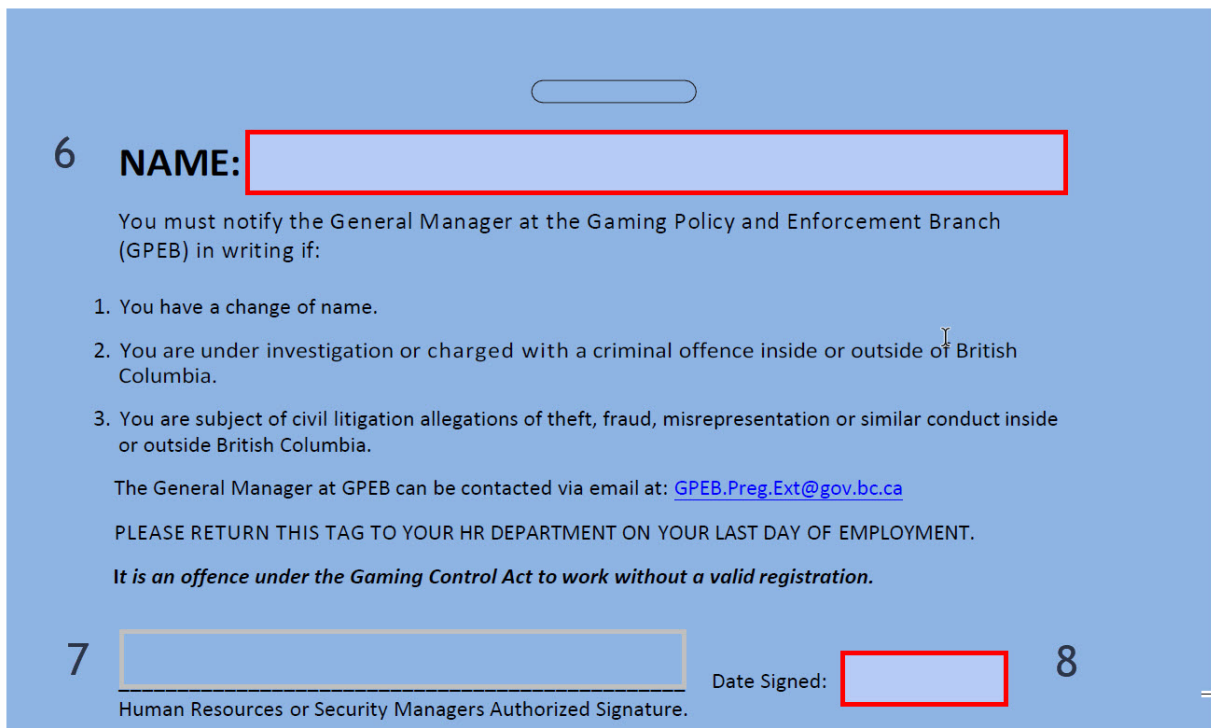
GW REG No. 4

5



1. Type the registrant's name on the front of the ID tag. The name on the front of the tag needs to correspond to the name indicated in the Gaming Worker Registration Letter (4th paragraph of letter). This is normally a single name (i.e. the name the registrant is known by).
 - *Example: Johnny*
2. Employer: Type the name of the company the Gaming Worker is employed with.
 - **Worksite:** Type the name of the site where the Gaming Worker tag was issued. This is where the Gaming Worker will physically be working and their tag is kept.
3. Type in the Expiry Date from the GEM using the same format.
 - *Example: 2023-11-04*
4. Type in the GW REG No. from the GEM.
5. Choose a picture of the applicant to use. This can be cropped from the GEM or a new picture can be uploaded that follows the Gaming Worker Photo Requirements at <https://www.gaming.gov.bc.ca/gw-online/PhotoReqs.x>.

Back of ID Tag



The image shows the back of an ID tag form with a light blue background. At the top center is a small rounded rectangle. Below it is a large red-outlined box labeled '6 NAME:'. Underneath this box is the text: 'You must notify the General Manager at the Gaming Policy and Enforcement Branch (GPEB) in writing if:'. This is followed by a list of three conditions: 1. You have a change of name. 2. You are under investigation or charged with a criminal offence inside or outside of British Columbia. 3. You are subject of civil litigation allegations of theft, fraud, misrepresentation or similar conduct inside or outside British Columbia. Below the list is the text: 'The General Manager at GPEB can be contacted via email at: GPEB.Preg.Ext@gov.bc.ca'. This is followed by the text: 'PLEASE RETURN THIS TAG TO YOUR HR DEPARTMENT ON YOUR LAST DAY OF EMPLOYMENT.' and a bolded italicized sentence: 'It is an offence under the Gaming Control Act to work without a valid registration.' At the bottom left is a large number '7' next to a large orange-outlined box. Below this box is the text: 'Human Resources or Security Managers Authorized Signature.'. To the right of this box is the text: 'Date Signed:' followed by a red-outlined box. At the bottom right is a large number '8'.

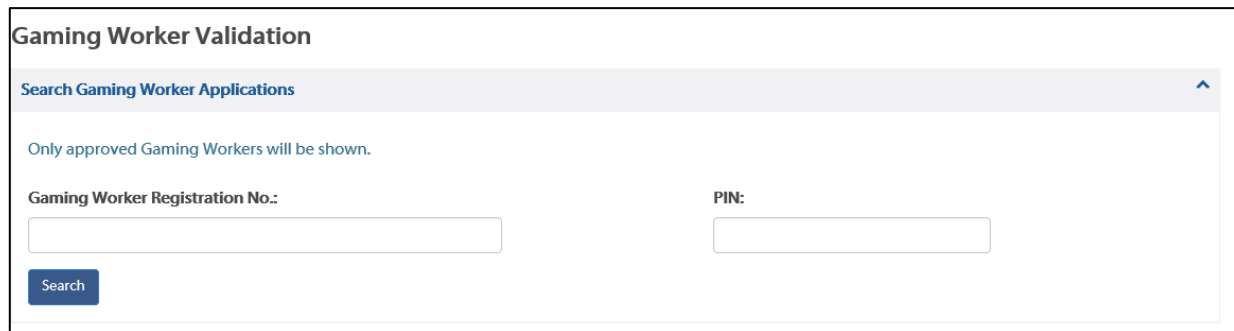
6. Type in their legal name. This is provided under "Name" in the GEM.
 - *Example: Smith, John*
7. After the ID tag is printed, a Human Resources or Security Manager must sign the back to show it has been authorized.
8. Type the date the ID tag is signed.

Validating a Gaming Worker's Registration

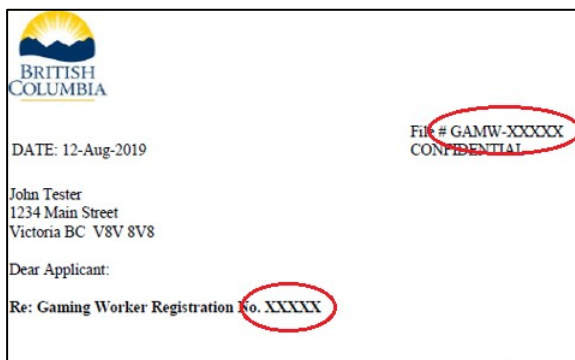
When a Gaming Worker is registered, they will receive a Registration Letter from the Gaming Policy and Enforcement Branch. See [Figure 1](#) for an example of the Registration Letter. They need to bring this letter to the Service Provider who will then have to validate the Gaming Worker's registration.

To access the Gaming Worker Validation, the Service Provider opens the following webpage: <https://www.gaming.gov.bc.ca/gw-online/employer/ProviderSearch.x>

It will show:



Fill in the **Gaming Worker Registration No.** (GAMW #) box. The Gaming Worker Registration No. (GAMW #) is found on the Gaming Worker's Registration Letter from the Gaming Policy and Enforcement Branch.



1. Enter the 5-digit number into Gaming Worker Registration No. Field.
2. Enter the PIN provided by the Gaming Policy and Enforcement Branch. Please contact GPEB at GPEB.Preg.Ext@gov.bc.ca for your PIN number for accessing the GEM.
3. Click Search.

If the Gaming Worker is an approved, registered Gaming Worker, the following information will be displayed:

- Name
- Birth Date
- Gaming Worker Registration No. (GAMW #)
- Registration Expiry Date
- Picture

Gaming Worker Validation

Gaming Worker Found ^

| | | |
|---|-----------------------------------|---|
| Name: Tester, John | GW Reg No.: 80245 |  |
| Birth Date (YYYY-MM-DD): 1992-09-09 | Expiry Date: 2022-09-08 | |

The service provider must compare the information on the Gaming Worker Validation tool to the Registration Letter, the Gaming Worker's Primary and Secondary forms of Identification and validate that it is the same person who received the registration letter.

Figure 1 - Registration Letter



DATE: 02-Apr-2020

File # GAMW-83312
CONFIDENTIAL

Fnu Inu
910 Government Street
Victoria BC V8W 9J1

Dear Applicant:

Re: Gaming Worker Registration No. 83312

The Licensing, Registration and Certification Division of the Gaming Policy and Enforcement Branch has received and approved your application for registration as a Gaming Worker under the provisions of the Gaming Control Act.

Please provide this letter to your gaming service provider employer as part of confirming your registration as a Gaming Worker.

This registration is not assignable or transferable. Failure to adhere to the conditions of Registration as listed below, will result in the review of the Gaming Worker's registration.

Your registration will expire on 01-Apr-2023. The name displayed on the front of your official identification will be Fnu. Gaming Control Regulation Section 35 states it is a condition of the registration of a Gaming Worker that:

1. You must submit to and co-operate in background investigations, including interviews at the request of the Gaming Policy and Enforcement Branch (GPEB) general manager, conducted under the Act,
2. You must obey the standard operating procedures and rules of play that are
 - a. established by the GPEB general manager or the lottery corporation, and
 - b. relevant to the type of gaming pertinent to the registration,
3. You must immediately report to the GPEB general manager
 - a. the loss of your official identification card,
 - b. a change of your name, and
 - c. any criminal charges or criminal investigation involving the gaming worker, or any civil litigation in which there are allegations of fraud, theft, deceit or misrepresentation involving the gaming worker.

Gaming Policy and
Enforcement Branch

Licensing, Registration and
Certification Division

Mailing Address:
PO Box 9202 8th Prov Govt,
Victoria BC V8W 5J1

Telephone: (250) 356-0663
Facsimile: (250) 356-0782

Location:
Third Floor, 910 Government Street
Victoria, BC V8W 1X3

Web: <http://www.gaming.gov.bc.ca/>