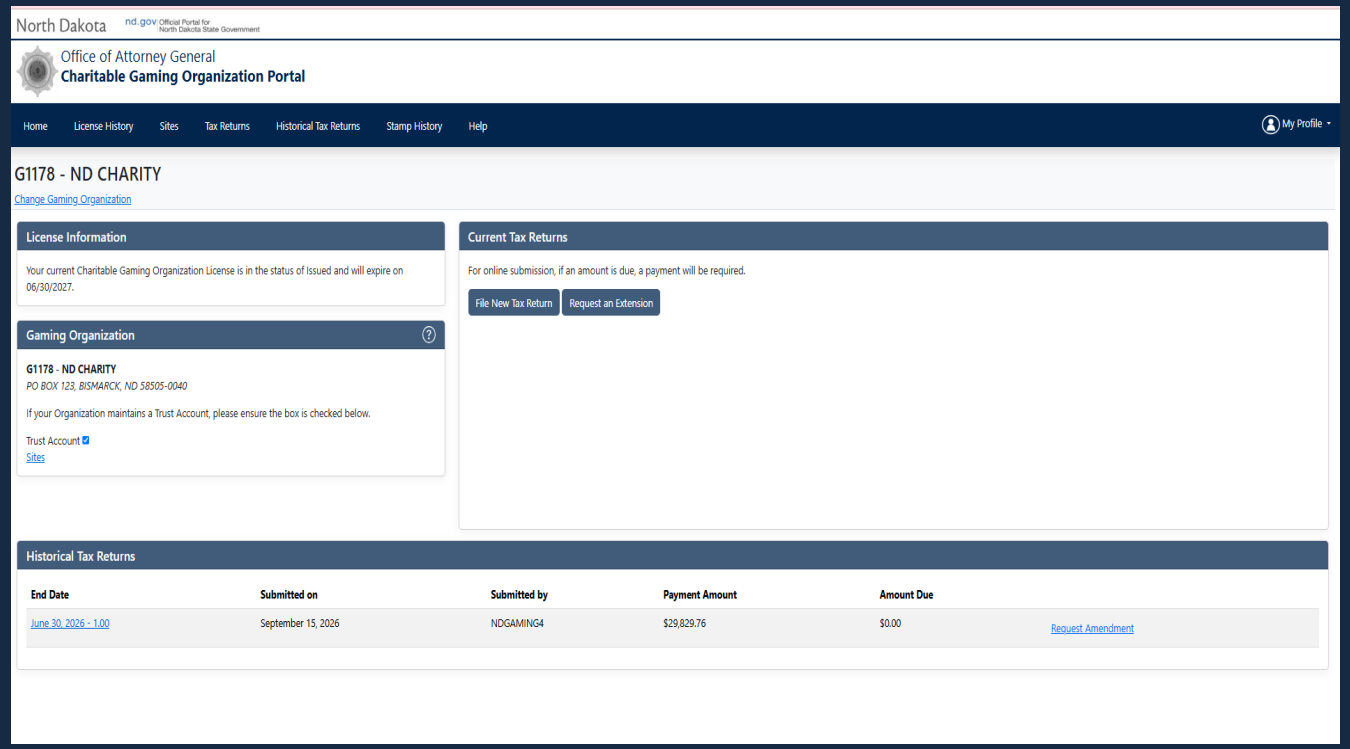
Core Portal Tips & Tricks

Find it. Update it. Submit it correctly.

PORTAL NAVIGATION **LIVE WALKTHROUGHS**



ND Office of Attorney General | Gaming Division

SESSION OVERVIEW

Today’s Route:

Five short stops, including two live portal demonstrations.

01

Navigate

Login, tabs, licensing and sites

02

See it live

Find a record and print a site certificate

03

Prepare

Tax tools, access and renewal updates

04

Apply live

Walk through the application tabs

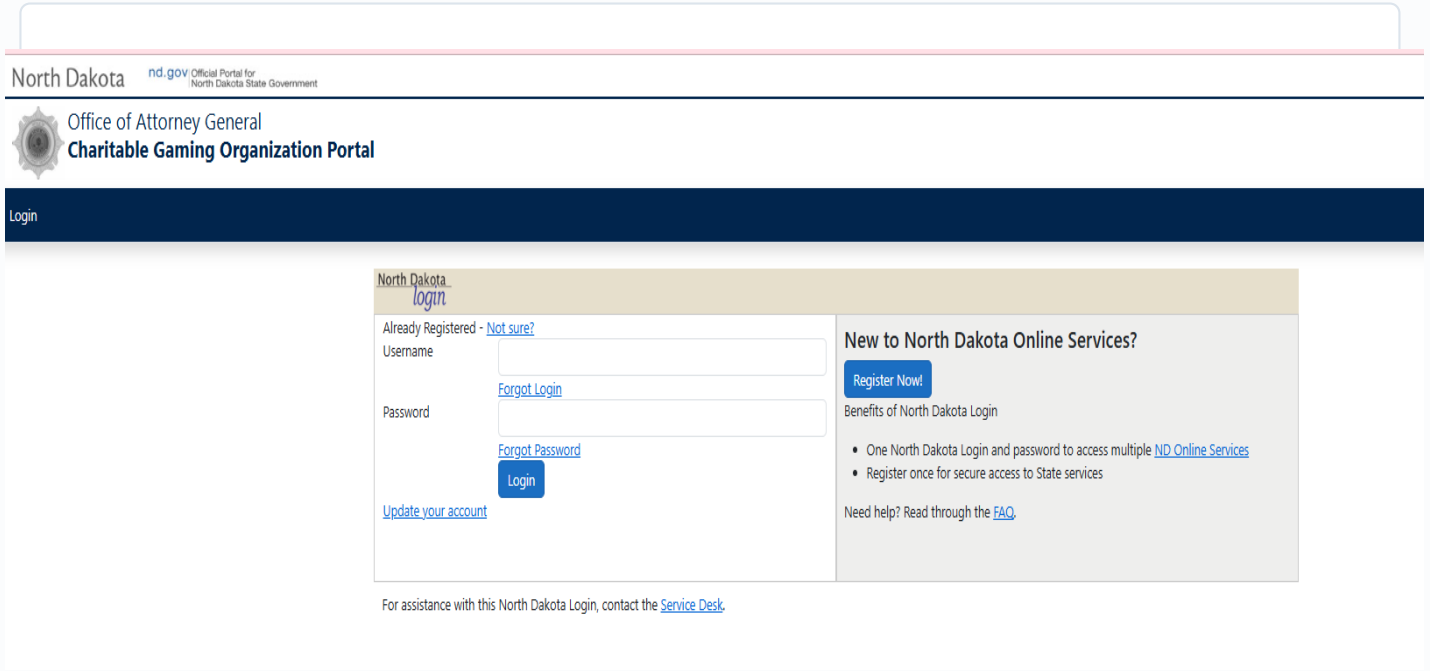
05

Troubleshoot

Common fixes and takeaways

The login page is not the portal

Know who can help before you spend time troubleshooting.



NDLOGIN

Credentials & access

Username or password issues, account registration, updates to NDLogin credentials and service desk questions.

GAMING PORTAL

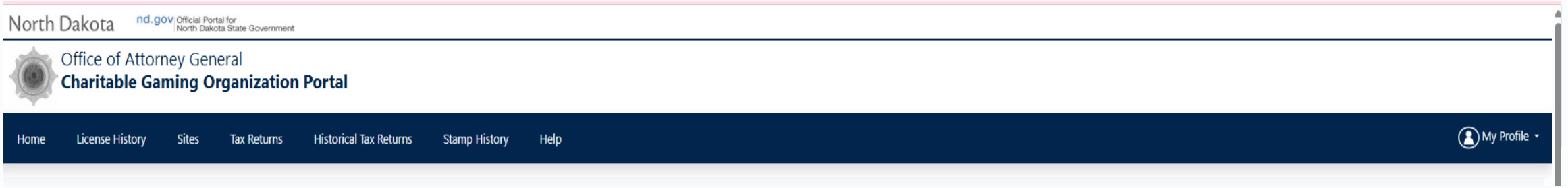
After sign-in

Once you reach the charitable gaming organization landing page, the Gaming Division can assist with portal navigation.

Login support → NDLogin | Licensing and site navigation → Gaming Division

The top banner is your roadmap

Choose the tab that matches the task you want to complete.



LICENSE & SITES

- Home
- License History
- Sites

TAX & RECORDS

- Tax Returns
- Historical Tax Returns
- Stamp History

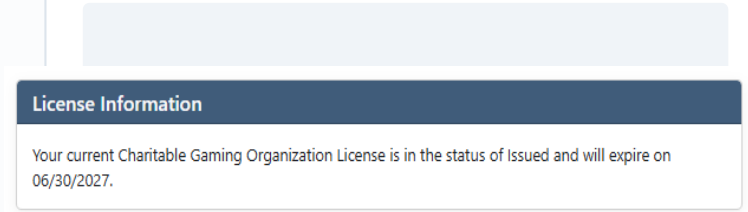
SUPPORT & ACCESS

- Help
- My Profile

Home is your organization snapshot

Three dashboard areas worth checking after each login.

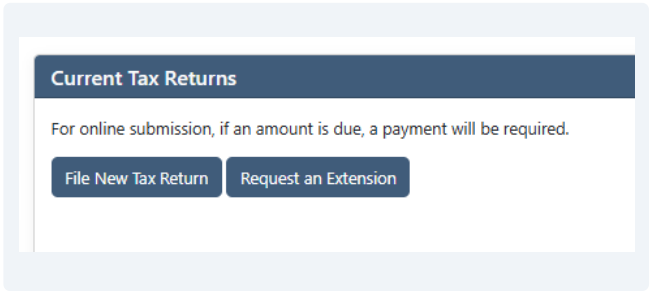
01



License information

Check your issued license and expiration date.

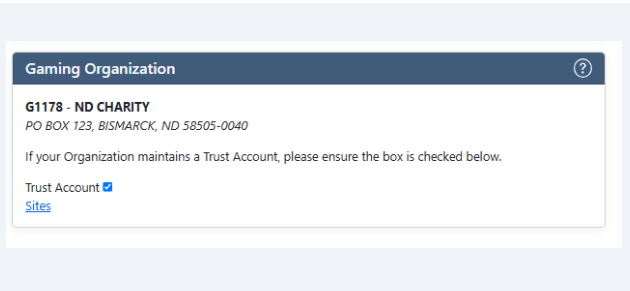
02



Current tax returns

Start a return or request an extension.

03



Gaming organization

Verify the organization and trust-account setting.

The renewal button will appear in License Information when reapplication opens.

License History: fix your addresses

A correct mailing address is not necessarily a valid physical address.

PHYSICAL ADDRESS

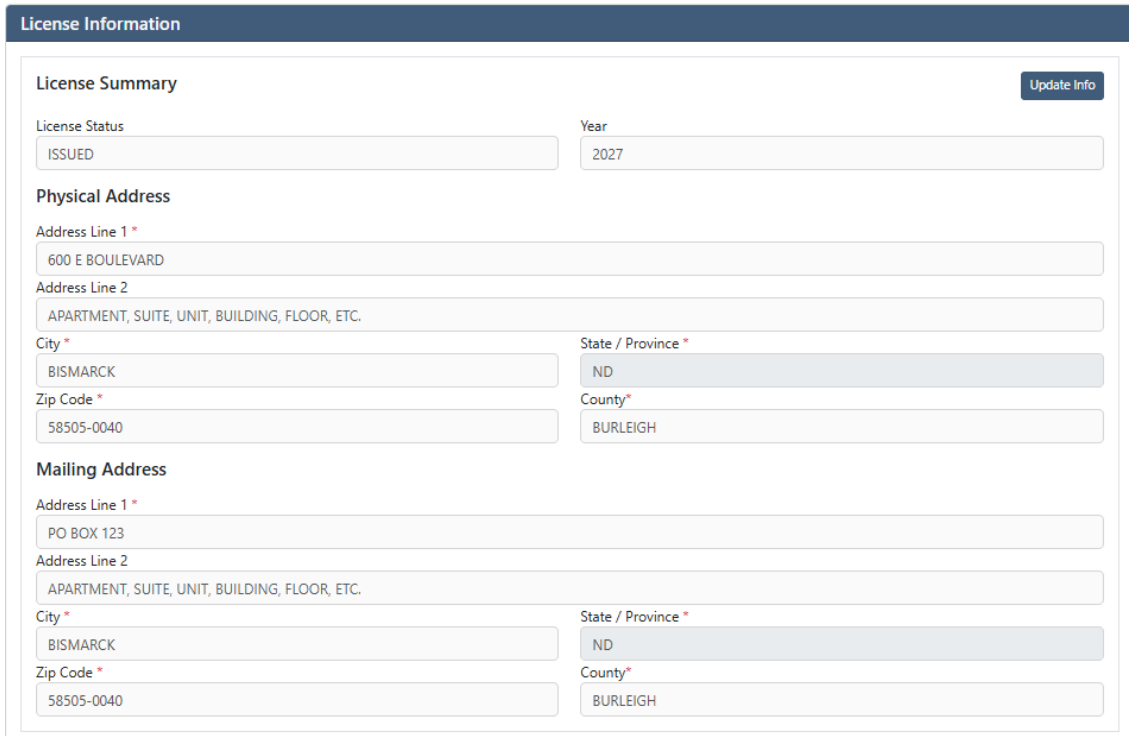
A real street location. It cannot be a P.O. box.

NO BUSINESS LOCATION?

Use the top official's physical address, as described in the guide.

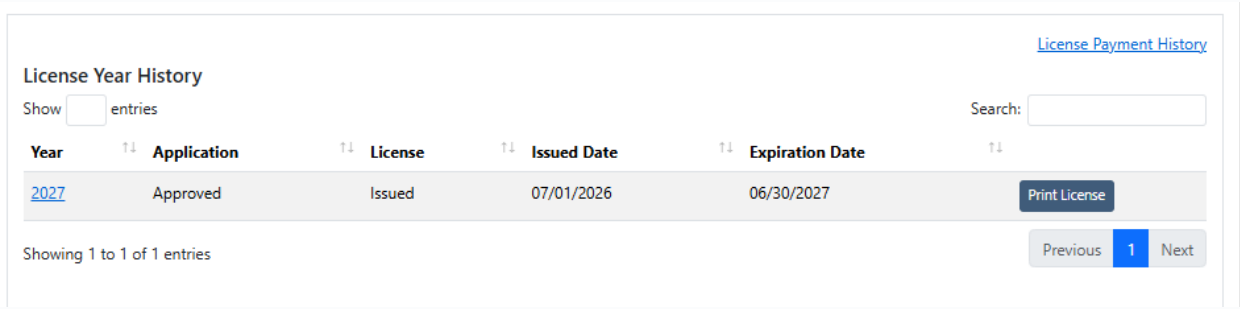
MAILING ADDRESS

Check carefully. Incorrect entries have caused returned mail.



Issued license ≠ approved gaming site

The document you print matters.


License Payment History

License Year History

Show entries Search:

Year	Application	License	Issued Date	Expiration Date	
2027	Approved	Issued	07/01/2026	06/30/2027	Print License

Showing 1 to 1 of 1 entries Previous 1 Next

RETURNED

The application needs attention and must be resubmitted.

ISSUED

Your organization license has been issued.

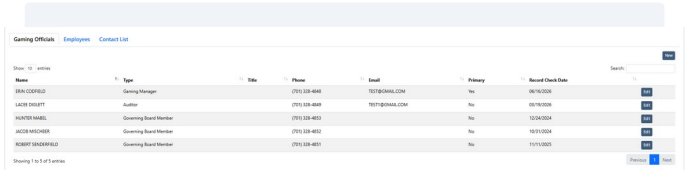
SITE CERTIFICATE

Post the combined license and site authorization at the site.

Printing the organization license alone does not replace an approved site certificate.

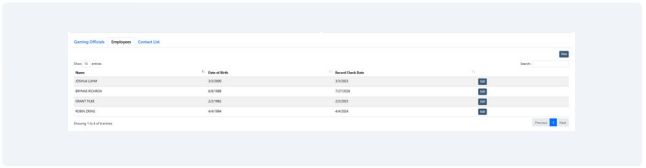
Three lists to keep current

Use the blue Edit control to update details or mark people inactive.



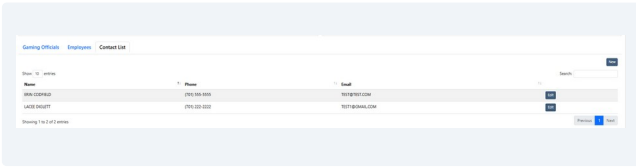
Gaming officials

Manager, independent auditor, top official and board members. Add people, assign roles and update the primary contact.



Employees

Maintain a current roster. Edit information and mark individuals inactive when they leave.



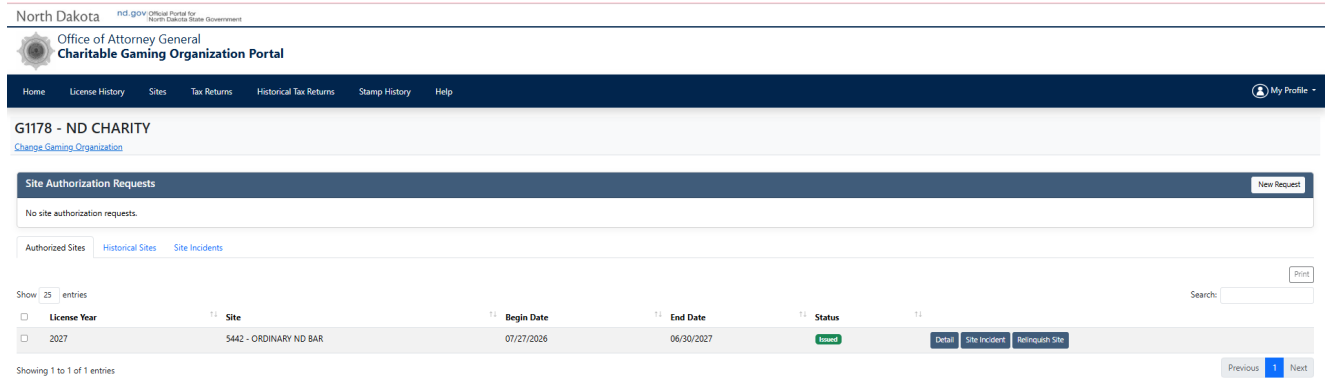
Contact list

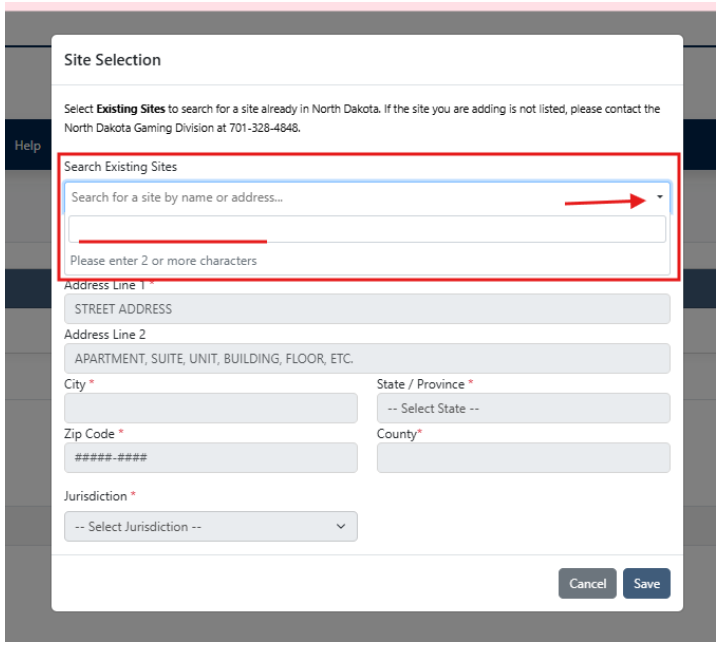
Keep phone numbers and email addresses for the manager, top official and auditor at a minimum.

Remember: many changes involving key gaming officials have a 14-day reporting requirement.

Sites: request, review, print

An approved site needs the correct posted document.





1 **New Request** Begin a new site request.

2 **Select site** Search existing sites before proceeding.

3 **Print certificate** Check the box next to license year, then print.

LIVE IN THE CORE PORTAL

Let’s find it together.

Live checkpoint

01 Home

Locate the organization and current license status

02 License History

Check addresses, status and people

03 Sites

Find an approved site and review actions

04 Print

Select the year and print the combined certificate

Tax tools: know where to look

This is a quick orientation, not a tax-filing demonstration.

01

Tax Returns

File a return and check available filing actions.

02

Historical Tax Returns

Review previously submitted returns and statuses.

03

Stamp History

Find the stamps assigned to the organization.

Need tax help? Start with the Help tab. If that does not resolve it, contact the Gaming Division tax team.

My Profile: check the email and access

The contact details here originate with NDLogin.

01

NDLogin details

Review the email address tied to your sign-in. Correct your NDLogin information through NDLogin, not by editing a gaming record.

02

Organizations & permissions

Review the organizations you can currently access and request access to another organization when needed.

WHY THIS MATTERS

Returned-application reminders go to your NDLogin email.

What is planned for January 1?

Proposed improvements alongside the next reapplication opening.

01

Clearer applications

Multiple Gaming Detail documents; more specific error and return guidance.

02

Better site tracking

Request status visibility and fewer duplicate sites in selection.

03

Simpler site changes

Ability to update a site authorization without relinquishing it.

04

More useful notices

More frequent return reminders sent to the NDLogin email.

These are planned updates from the October 2026 guide; final system behavior may change.

Before you start the application

Most preventable delays start with inaccurate information or missing files.

Roughly 70-90%

of application holdups were linked to missing or incorrect Gaming Detail uploads

01 Check names and addresses

Typos are not automatically corrected. Include full key staff information and a valid physical address.

02 Gather organization documents

Have complete and correct documents ready before starting the Gaming Detail page.

03 Organize before uploading

Keep permanent records handy and combine board minutes by year.

Seven tabs. One complete application.

Know what belongs in each section before you submit.

1 — Gaming Info
Accurate people, roles and physical address

2 — Gaming Detail
Full organization document package

3 — Sites
Rental agreements and signed site authorizations

4 — Employees
Current names and record-check details

5 — Comments
Context or explanation for reviewers

6 — Attachments
Extras; combine board minutes by year

7 — Payment
Fees for the sites and jurisdiction selected

Site authorizations cannot be approved before the overall application is approved.

LIVE APPLICATION WALKTHROUGH

From details to submit.

Let’s walk through the Application.

GAMING INFO	Accuracy
GAMING DETAIL	Documents
SITES	Authorizations
EMPLOYEES	Record checks
COMMENTS	Context
ATTACHMENTS	Minutes by year
PAYMENT	Final review

VERIFY SUBMISSION STATUS

If something looks wrong, check this first

Small problems can create big delays when they go unnoticed.

Edit button missing?

Reduce browser zoom. Controls can disappear at some screen resolutions.

Error screen?

Verify the upload and submission. Do not assume your application was received.

Incorrect name or email?

Go back and correct it. The portal does not catch every typo.

System issue or maintenance?

Contact the office if needed; some fixes depend on IT and may take time.

The guide identifies additional fixes being targeted for the January 1 rollout.

Take these four habits back with you

The portal works best when information and documents stay current.

01	**Check the status**	Returned is not issued.
02	**Post the right certificate**	Site authorization and license together.
03	**Keep records current**	Officials, employees, contacts and NDLogin email.
04	**Upload once, correctly**	Complete files, organized by year.

NDLogin for sign-in • Help and Tax Team for tax issues • Gaming Division for licensing and sites