

ATTENTION



Category 1 and Category 2 Gaming Assistants

Changing your Existing Registration

Note: You will complete all of your AGCO-related transactions online using the iAGCO portal at www.agco.ca/iAGCO

When to request a change to your current registration?

Are you changing your:

- ✓ Category (from Category 1 to Category 2)
- ✓ Position
- ✓ Gaming Site
- ✓ Employer
- ✓ Name
- ✓ Address

Are you using iAGCO for the first time?

1. Go to the iAGCO online portal at www.agco.ca/iAGCO
2. Click on **Create a New Account** at the top of the page to register your account.
3. Complete all the details on the screen. If you have received your online access code, enter it under the online access code section:

Note:

- If you already have a current Gaming Assistant Registration, you will receive your online access code in your renewal letter 60 days before your registration is set to expire.
 - You can also call AGCO Customer Service during regular business hours at **416-326-8700** or toll free **1-800-522-2876** to receive an online access code.
 - The online access code is used to link your iAGCO account to your information already on file with the AGCO.
 - New applicants do not require an online access code to apply.
4. Ensure you have confirmed your account registration via the confirmation email sent by iAGCO.
 5. Please make sure the mailing address you have provided to the AGCO is up to date.

How to request a change to your current registration?

Gaming assistants can request various changes to their registrations such as changes to **Category (from Cat 1 to Cat 2 or vice versa), Position, Gaming Site or Employer, To Add an Employer (when working for more than 1 employer) or changes in addresses/name.**

1. Log into your iAGCO account at www.agco.ca/iAGCO
2. Click on the link to **Request a Change**.
3. Select your registration type from the drop down list.
4. Type of change:
 - For employment-related changes, select **Change of Employment** from the drop down list.
 - For changes in name or address, select **Other Changes** from the drop down list.
5. Proceed through all of the screens and answer all of the questions, provide any required documentation and pay the applicable fee to submit your change application.

Note: If you are requesting a change from Category 2 to Category 1 registration, you will be required to pay the fees applicable to your current renewal period as presented in the Fees screen. If you are requesting to move from Category 1 to Category 2 registration, no payment of fees is required.



- **Do not submit a new application if you are renewing or making changes to your existing registration.**
- **Confirm the details with your employer before requesting changes to your registration Category (Category 1 or Category 2).**
- **If you have a gaming assistant registration and find new employment at another gaming site within 30 days of ending employment, please call AGCO Customer Service during regular business hours at 416-326-8700 or toll free 1-800-522-2876.**

For more information, visit www.agco.ca, submit your questions at www.agco.ca/iAGCO or call **416-326-8700** or toll-free **1-800-522-2876**.