

ATTENTION



AGCO

Alcohol and Gaming
Commission of Ontario

Category 1 and Category 2 Gaming Assistants

Applying for a New Registration

When to apply for a new registration?

Are you:

✓ **A first time applicant**

You have never applied for or had a registration/licence/permit issued by AGCO.

✓ **An individual with an expired Gaming Assistant Registration**

You were issued a registration as a Gaming Assistant by AGCO but your registration has expired.

✓ **An individual reapplying for registration as a Gaming Assistant**

Your application for registration was refused by the AGCO or withdrawn by you (or your employer has withdrawn your offer of employment).

✓ **A first time applicant for a Gaming Assistant Registration**

You have submitted an application to AGCO under a different line of business; however, this is the first time you are applying for a Gaming Assistant registration.

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

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:
 - 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 at **416-326-8700** or toll free **1-800-522-2876** during regular business hours to receive an online access code.
 - The online access code is used to link your iAGCO account to your information already on file with 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 apply for a new registration?

1. Log into your iAGCO account at www.agco.ca/iAGCO
2. Click on the link to **Start a New Application** under **New applications**.
3. Proceed through all of the screens and answer all of the questions, provide any required documentation and pay the applicable fee to submit your application.

Note: In the “Documents to attach” screen:

- To upload your **Conditional offer of employment**, download the AGCO approved sample form provided on the screen to your computer first (File -> Save as...). Please provide this form to your employer and ensure that all sections in the form are filled out. Scan and upload your completed form to your application to complete your application submission process.
- To upload your **Personal History - Gaming** form, download this form to your computer first (File -> Save as...), fill in all the details, save and upload the form to your application to complete your application submission process.



- **Do not submit a new application if you are renewing or making changes to your existing registration.**
- **Ensure you have confirmed with your employer before selecting the Category (Category 1 or Category 2) or renewal term (Option 1 is 1 year term; Option 2 is 2 year term).**
- **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.