

How were WSGC partners and customers consulted on this IT project?

WSGC sent out a [survey in November 2024](#) asking external users of MyAccount what they like and don't like.

Here's what we heard and changes that are coming:

CURRENTLY LIKE – all this will continue or improve!

- Making payments in the current system is easy, convenient and simple
- Ease with submitting quarterly license reports (non-tribal licensees) and reviewing before making payment
- Ability to schedule QLR payments for a future date
- Class III gaming employee applications are fast and user friendly
- Submitting license applications (non-tribal) is easy and convenient, with help features, and the ability to review applications that are complete
- Submitting sports wagering menu requests is simple
- Accessing licenses online to print

IMPROVEMENT IDEAS – improvements with a ✓ checkmark will be made with the new system!

We have incorporated as many improvements as we can within our limited budget, and we plan to build on what we initially release.

Applies to everyone

- ✓ Submit application online and then pay by mail
- ✓ Ability to upload multiple documents at a time – planned as a post go live enhancement
- ✓ Ability to print an invoice then pay by check

- ✓ Ability to apply for new gambling licenses online – instead of being limited to just a few, as it is now
- ✓ Credit card payment option
- ✓ Access digital version of license applications after submitting – this will be available in your MyAccount
- ✓ Ability to see where the application is in the process
- ✓ Renew employee and update their address in the same place

Applies to licensees only

- ✓ Make one payment for several applications instead of several payments – if you work with more than one organization, you will switch accounts to make payments for multiple organizations
- ✓ Ability to start from prior year's license application and make needed changes – basic information will be prepopulated
- ✓ Reminders when organizations and individual licenses are due to expire
- ✓ Ability to audit licensing records of current licensed employees – will be able to see currently licensed employees.

Applies to tribal partners only

- ✓ Improved menu and efficiency for sports wagering menu requests
 - Include more than one year of hours/billing summary
 - Ability to audit licensing records of current employees – will be able to see currently certified or eligible employees.
 - View more than two years history of (tribal) case reports – Due to the storage required, we aren't able to accommodate more than two years of history. We recommend tribal partners download case reports to their own records offline.