



Washington State Gambling Commission

Protect the Public by Ensuring that Gambling is Legal and Honest

Account Management User Guide – Tribal

Table of Contents

Overview: MyAccount	1
Roles and Permissions.....	1
Portal Features	2
MyAccount Homepage	3
1A. Account Management.....	4
1A.1. Manage Tribe	5
1A.1.1. Tribal Dashboards	6
1A.1.2. Tribal Profile Page.....	9
1A.1.3. Updating Tribal Facility Address	14
1A.1.4. Adding Tribal Secondary Users.....	15
1A.1.5. Individual Profile Page.....	17
1A.1.6. Accessing Secure Message Center	20
1A.1.7. Creating Secure Message.....	22
1A.1.8. Viewing Secure Message Thread	24
1A.1.9. Updating Personal Information.....	28

Overview: MyAccount

MyAccount is a secure, self-service web portal that allows authorized external users to manage their gambling-related activities with the Washington State Gambling Commission (WSGC).

To begin using MyAccount, new users must first register for an account through Secure Access Washington (SAW), the State of Washington's centralized login system for accessing various government services. Once registered, users can request one or more access roles. Each role grants specific permission based on the user's responsibilities within their organization.

Accessing SAW website

Follow these [steps](#) to create and access your MyAccount profile. A [training video](#) is also available to guide you through logging in to MyAccount.

Roles and Permissions

MyAccount assigns access based on predefined user roles. Each role grants a specific set of permissions tailored to the responsibilities of the user within their organization. This role-based access ensures secure, structured, and efficient interaction with the system's features.

1. Super User

The Super User has the highest level of access within the organization. This role is typically assigned to a key administrator who is responsible for overseeing and managing all operations associated with the organization's activities in MyAccount.

Key permissions include:

- Manage and approve all application types
- Add, update, and remove user access within the organization
- Maintain employee gambling related records
- Submit and track Compact Appendix Revisions, Sports Wagering Menu Changes and Internal Control/Game Rule submissions
- Monitor and complete billing and payment processes

2. Secondary User Roles

Secondary Users have limited access tailored to specific functional needs. These roles are ideal for operational staff involved in submission, reporting, or payment related tasks.

- **General Submitter:** Can create and submit license applications, internal controls, and manage submission requests, but cannot manage other users
- **Payment Submitter:** Restricted to managing financial transactions such as paying invoices and completing payments for submissions or applications
- **Tribal Submitter (reserved for users from Tribal Gaming Agencies):** Enables access to tribal-specific submissions only, such as requesting Compact Appendix Revisions, submitting Sports Wagering Menu changes, or submitting internal controls and game rules
- **Case Reviewer (reserved for users from Tribal Gaming Agencies):** Allows read-only access to review case information related to tribal operations

Portal Features

The portal is organized into several functional areas that support key activities related to gambling regulation. Each feature allows users to perform specific tasks based on their assigned role.

1. Account Management

This section enables users to manage organization-level details and user access within the system.

Manage Tribal Accounts – Maintain details for the Tribe, including official representatives and licensing information

2. Licensing – See applicable Licensing User Guide

3. Submissions – See applicable Submissions User Guide

4. Billing and Payment – See applicable Billing and Payments User Guide

MyAccount Homepage

To access MyAccount Portal, go to [Homepage](#) and sign in.

- Homepage gets displayed with links to the following grid options:
 - Report illegal gambling activity
 - Search for approved gambling equipment, software, and game rules
 - License Lookup
 - Request public records
- Other resources on the homepage are directed to the links on the WSGC website:
 - [Subscribe Here](#)
 - [User Guide](#)
 - [FAQ](#)
 - [Contact Support](#)



[Subscribe HERE](#) to be made aware of **Public Comment Sessions** regarding **Rules changes, Newsletters, and Commission Materials.**

What can we help you with today?



Report illegal gambling activity

Know of illegal gambling activity in the state of Washington? Help us keep gambling legal and honest by reporting it.



Search for approved gambling equipment, software, and game rules

Find approved items by searching by criteria such as manufacturer name, submission name, or software signatures.



Request public records

File a public records request on specific topics or information.



License Lookup

Lookup an organizational or individual licensee

Resources
[User Guide](#) [FAQ](#) [Contact](#) [Support](#)

Figure 1. MyAccount homepage

1A. Account Management

Overview

The **Account Management** feature in MyAccount is a core component that allows external users to manage their association with both individual and organizational gambling-related records. It acts as the entry point for users to request access roles, view organizational details, manage licensing information, and securely communicate with the Washington State Gambling Commission (WSGC).

Designed with flexibility and compliance in mind, this module ensures that access permissions are clearly defined and linked to each user's responsibilities within their respective organization. It enables streamlined onboarding and accurate account maintenance for all portal users.

Purpose

This section is intended to help users understand and utilize the Account Management tools available in MyAccount. It offers guidance on navigating profile settings, managing organization association requests, accessing user dashboards, and using the Secure Message Center.

By understanding the capabilities of this system, users can ensure they are correctly aligned with their organization's activities and that all account data remains up-to-date and compliant.

Key activities covered in this section

1. Submitting a **Create Organization Association Request**
2. Approving association **requests for Super Users**
3. Switching between **user profiles** based on organizational roles
4. Viewing and updating the **Tribal Profile Page**
5. Accessing and editing the **Individual Profile Page**
6. Using the **Secure Message Center** for correspondence
7. Sending, receiving, and replying to secure messages

Applicable user roles

Access to MyAccount is determined by the roles assigned to a user, with each role granting a specific set of permissions that reflect their responsibilities within their organization. The specific roles and permissions for the **Super User** and the **Secondary User** are outlined [here](#).

1A.1. Manage Tribe

This section guides users through the complete workflow of linking themselves to a **Tribe** in the system and accessing **Tribal dashboards and data**. By understanding this process, users can ensure they are appropriately connected to their tribe and can participate in compliance-related activities such as licensing, submissions, and payments.

#	Use Case	User Role
---	----------	-----------

1)	Tribal Dashboards	Tribal Super User, Tribal Secondary Users
2)	Tribal Profile Page	Tribal Super User, Tribal Secondary Users
3)	Update Facility Address	Tribal Super User
4)	Add Tribal Secondary User	Tribal Super User
5)	Individual Profile Page	All users
6)	Accessing Secure Message Center	All users
7)	Create Secure Message	All users
8)	View Secure Message thread	All users
9)	Updating Personal Information	All users

Table 1. User role functions

1A.1.1. Tribal Dashboards

Dashboard access

Upon successful login to the MyAccount portal, users are directed to the [Homepage](#).

Navigating to Tribal dashboard

1. Click on the Tribe Name on the top menu and select Tribal Dashboard from the dropdown list.
2. This should display the Tribal dashboard based on the user's [role and permissions](#).

Dashboard layout and navigation menu

The dashboard interface includes a **top navigation menu** with the following tabs:

- **Home** – Returns users to the MyAccount homepage
- **License** – Based on the Tribe Category (Registration, Eligibility, or Certification), the License menu provides access to Class III gaming employee applications, renewals, and withdrawals. If the Tribe Category is **Eligibility** or **Certification**, the License menu will display **Eligibility** or **Certification** accordingly. For Registration-only Tribes, the License menu will not be displayed.

- **Application** – Enables users to manage new and pending application submissions
- **Submission** – Opens submission tools for reporting updated information such as personnel termination notifications (PTNs), changes to game rules, malfunctions, and other regulatory updates
- **Billing and Payment** – Displays invoices, payment history, and tools to make payments or print billing documents
- **Tribe** – Shows the name of your Tribe’s profile and a dropdown for dashboard and secure messaging
- **Username** – Offers a dropdown for profile management and logout options.

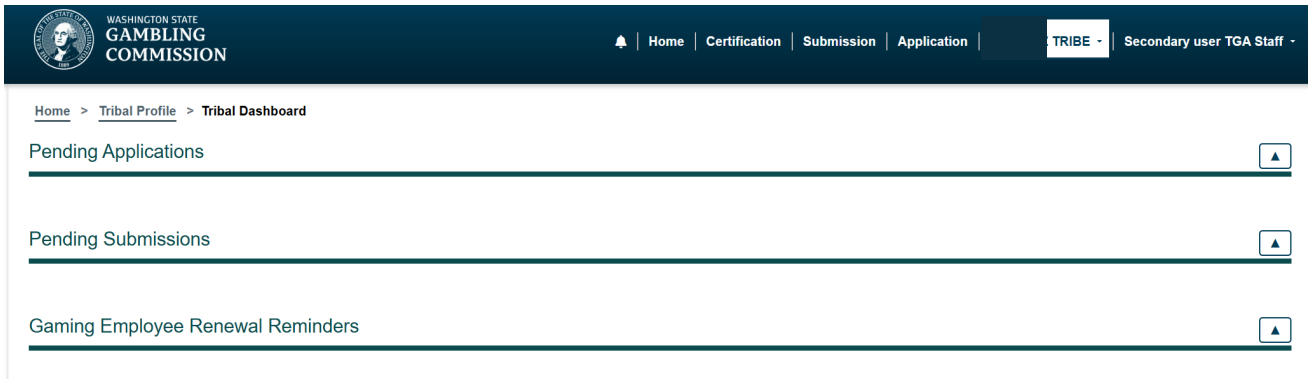
Important notes

The following are the dashboard views by user role and menu options:

1. Tribal Super User Dashboard and Menu Options

The screenshot displays the Washington State Gambling Commission interface. At the top, there is a dark blue header with the logo on the left and navigation links (Home, Certification, Submission, Application, Billing and Payment) in the center. On the right of the header, it shows 'TRIBE' and 'Super User TGA Director'. Below the header, a breadcrumb trail reads 'Home > Tribal Profile > Tribal Dashboard'. The main content area consists of six horizontal bars, each representing a dashboard view: 'Pending User Request Lists', 'Payments Due', 'Pending Applications', 'Pending Submissions', 'Gaming Employee Renewal Reminders', and 'Case Reports'. Each bar has a small square icon with an upward-pointing triangle on the right side.

2. Tribal Secondary User – General Submitter (TGA Staff) Dashboard and Menu Options



WASHINGTON STATE GAMBLING COMMISSION

Home | Certification | Submission | Application | **TRIBE** | Secondary user TGA Staff

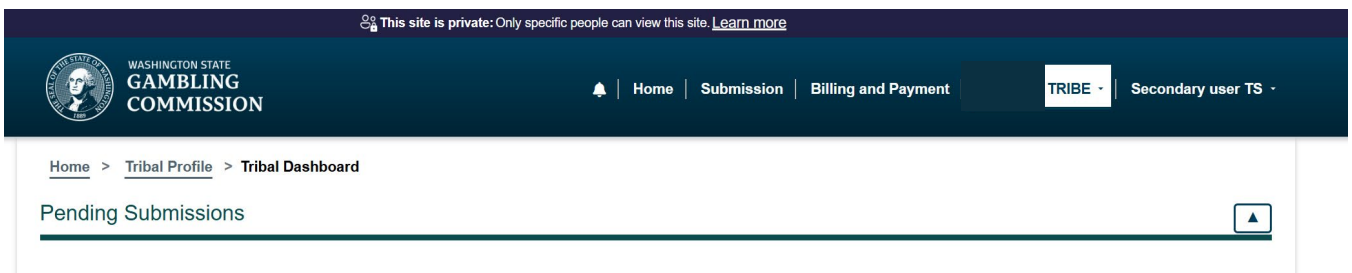
Home > Tribal Profile > Tribal Dashboard

Pending Applications

Pending Submissions

Gaming Employee Renewal Reminders

3. Tribal Secondary User – Tribal Submitter Dashboard and Menu Options



This site is private: Only specific people can view this site. [Learn more](#)

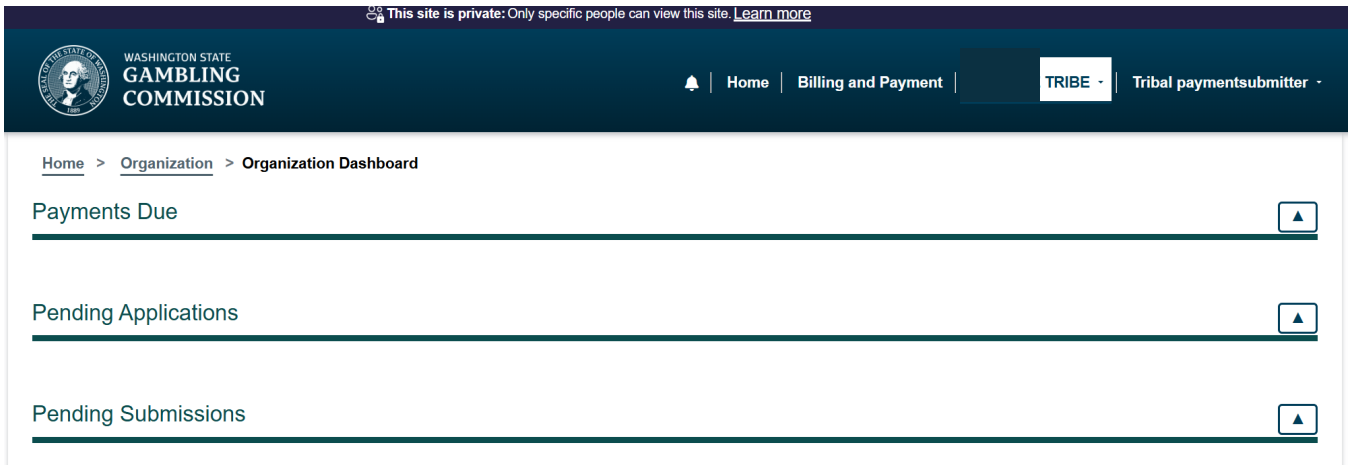
WASHINGTON STATE GAMBLING COMMISSION

Home | Submission | Billing and Payment | **TRIBE** | Secondary user TS

Home > Tribal Profile > Tribal Dashboard

Pending Submissions

4. Tribal Secondary User – Payment Submitter Dashboard and Menu Options



This site is private: Only specific people can view this site. [Learn more](#)

WASHINGTON STATE GAMBLING COMMISSION

Home | Billing and Payment | **TRIBE** | Tribal payments submitter

Home > Organization > Organization Dashboard

Payments Due

Pending Applications

Pending Submissions

5. Tribal Secondary User – Case Reviewer Dashboard and Menu Options

This site is private: Only specific people can view this site. [Learn more](#)

WASHINGTON STATE
GAMBLING
COMMISSION

Home | Case Reports | **TRIBE** | Secondary user Case Reviewer

Home > Tribal Profile > Tribal Dashboard

Case Reports

1A.1.2. Tribal Profile Page

Accessing the Tribal Profile page

1. Login as a Super User or Secondary User

- Use your SAW credentials to log into MyAccount.
- Ensure that your active profile is associated with the correct Tribe.

2. Open the Tribe Menu

- In the top navigation bar, locate the dropdown displaying the **Tribe Name**.
- Click on it and select “**Tribal Profile**” to open the Tribal Profile Page.

Tabs available in the tribal profile page

Upon accessing the Tribal Profile Page, the following tabs may be visible depending on your role:

- Tribal Summary** – Displays high-level tribe details such as tribe name, website, tribe information, tribal contacts
- Tribal Facility** – Displays list of facilities associated with the Tribe
- Tribal Allocations** – This feature is not available at this time.
- Users** – Displays the users of Tribal Accounts

Note:

- Tribal Super Users** have read access to all tabs and only have the ability to update the Tribal Facility address
- Tribal Secondary Users** have view only access to the Tribal Summary tab

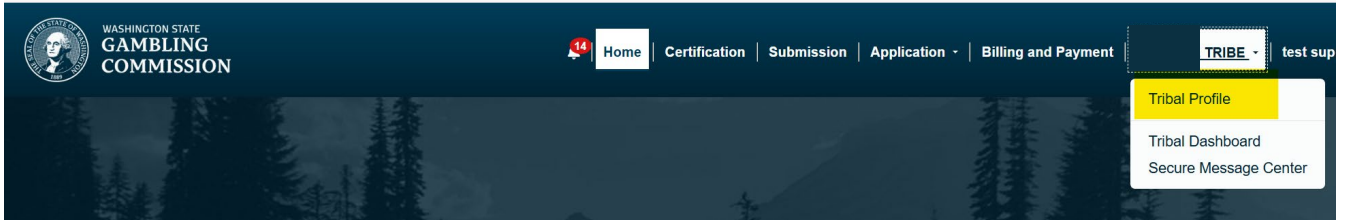


Figure 2. Access Tribal Summary by selecting Tribal Profile from the dropdown list

Home > Tribal Profile

Tribal Summary | Tribal Facility | Tribal Allocations | Users

Tribal Information

Name*

Type

Website
 No website provided

Tribe Details

SGA Org Number <input type="text" value="Enter SGA Org Number"/>	Assigned TGU District <input type="text" value="Enter Assigned TGU District"/>
Gaming Agency Name <input type="text" value="Enter Gaming Agency Name"/>	Fiscal Year End <input type="text" value="Enter Fiscal Year End"/>
Granting Authority <input type="text" value="Enter Granting Authority"/>	TGC Membership <input type="text" value="Enter TGC Membership"/>
Tribal Election <input type="text" value="Enter Tribal Election"/>	TGC Elected Appointed Date <input type="text" value="Enter TGC Elected Appointed Date"/>
Tribal Council Members <input type="text" value="0"/>	Total Commission Member <input type="text" value="0"/>
Council Name <input type="text" value="Enter Council Name"/>	TGC Short Notes <input type="text" value="Enter TGC Short Notes"/>
Gaming Ordinance Regulation <input type="text" value="Enter Gaming Ordinance Regulation"/>	Assigned Licensing Specialist <input type="text" value="Danesha Mitchell"/>
Gaming Commission Name <input type="text" value="Enter Gaming Commission Name"/>	Tribe Director <input type="text" value="Enter Tribe Director"/>
Tnbe Category <input type="text" value="Certification"/>	Assigned District TGU Supervisor <input type="text" value="Enter Tnbe Category"/>
Assigned TGU Agent <input type="text" value="Enter Tnbe Category"/>	

Contact People

List of Individuals associated with the tribe.

Figure 3. Tribal Summary view as Super User

WASHINGTON STATE GAMBLING COMMISSION

Home | Certification | Submission | Application | Billing and Payment | TRIBE | test sup test

Home > Tribal Profile

Tribal Summary | **Tribal Facility** | Tribal Allocations | Users

Tribal Facility

List of Facilities associated with the tribe.

Search

Facility Name	Address	Main Phone	Open/Transition Date	Action
Tribal Center	1			
Casino	1	5555555555	04 24 2017	

Rows: 2

Figure 4. Tribal Facility view as Super User

WASHINGTON STATE GAMBLING COMMISSION

Home | Certification | Submission | Application | Billing and Payment | TRIBE | test sup test

Home > Tribal Profile

Tribal Summary | Tribal Facility | **Tribal Allocations** | Users

Tribal Allocations

List of allocations associated with the tribe. Click on a name to view allocation details.

Search

Name	Allocation Period	Created On	Modified On
No Records found.			

Figure 5. Tribal Allocations view as Super User

WASHINGTON STATE
GAMBLING COMMISSION

Home | Certification | Submission | Application | Billing and Payment | **TRIBE** | Super User TGA Director

Home > Tribal Profile

Tribal Summary | Tribal Facility | Tribal Allocations | **Users**

[Add User](#)

Users ▼

View and manage users within the organization, with the option to add more as needed.

Search X

First Name	Last Name	Email	Role	Actions
Secondary user	Case Reviewer	secondaryusercasereviewer@mallinator.com	Secondary user – Case Reviewer	▼
Secondary user	General Submitter Lic_IL_test case 3560	secondaryusergeneralsubmitter@mallinator.com	Super user (TGA Director)	▼
Secondary user	General Submitter Lic_IL_test case 3560	secondaryusergeneralsubmitter@mallinator.com	Super user (TGA Director)	▼

< **1** 2 3 >

Rows: 11 [View all](#)

Figure 6. Tribal Users view as Super User

Home > **Tribal Profile**

Tribal Summary
Tribal Facility
Tribal Allocations

Tribal Information

Name*

Type

Website

Tribal Details

SGA Org Number	Assigned TGU District
<input type="text"/>	<input type="text" value="Central"/>
Gaming Agency Name	Fiscal Year End
<input type="text" value="Tribal Gaming Agency"/>	<input type="text" value="Dec 31st"/>
Granting Authority	TGC Membership
<input type="text" value="Treaty"/>	<input type="text" value="5"/>
Tribal Election	TGC Elected Appointed Date
<input type="text" value="March (Annually; staggered 3-year terms)"/>	<input type="text" value="Varies (staggered 3-year terms)"/>
Tribal Council Members	Total Commission Member
<input type="text" value="7"/>	<input type="text" value="0"/>
Council Name	TGC Short Notes
<input type="text" value="Enter Council Name"/>	<input style="height: 40px;" type="text" value="Enter TGC Short Notes"/>
Gaming Ordinance Regulation	Assigned Licensing Specialist
<input type="text" value="twice a year"/>	<input type="text" value="Warner"/>
Gaming Commission Name	Tribe Director
<input type="text" value="Enter Gaming Commission Name"/>	<input type="text" value="Enter Tribe Director"/>
Tribe Category	Assigned District TGU Supervisor
<input type="text" value="Registration"/>	<input type="text" value="Enter Assigned District TGU Supervisor"/>
Assigned TGU Agent	
<input type="text" value="1"/>	

Contact People


List of individuals associated with the tribe.

Search ✕

<u>Contact Person</u>	<u>Title</u>	<u>Tribe Role</u>	<u>Email</u>	<u>Phone</u>
-----------------------	--------------	-------------------	--------------	--------------

Figure 7. Tribal Summary view as Secondary User – Tribal Submitter

This site is private: Only specific people can view this site. [Learn more](#)



WASHINGTON STATE
**GAMBLING
COMMISSION**

[Home](#) | [Submission](#) | [Billing and Payment](#)

TRIBE ▾
Secondary user TS ▾

Home > Tribal Profile

Tribal Summary

Tribal Information

Name*

Type

Website

No website provided

Tribe Details ▾

SGA Org Number	Assigned TGU District
<input type="text" value="Enter SGA Org Number"/>	<input type="text" value="Enter Assigned TGU District"/>
Gaming Agency Name	Fiscal Year End
<input type="text" value="Enter Gaming Agency Name"/>	<input type="text" value="Enter Fiscal Year End"/>

Figure 8. Tribal Summary view as Secondary User - Tribal Submitter

1A.1.3. Updating Tribal Facility Address

1. Login as a Super User

- Use your SAW credentials to log into MyAccount.
- Ensure that your active profile is associated with the correct Tribe.

2. Open the Tribe Menu

- In the top navigation bar, locate the dropdown displaying the **Tribe Name**.
- Click on it and select **“Tribal Profile”** to open the Tribe Profile Page.
- Click on the **Tribal Facility** tab.
- Click on the **Action arrow** on facility row which you want to edit address or main phone of.
- Click **Edit**.

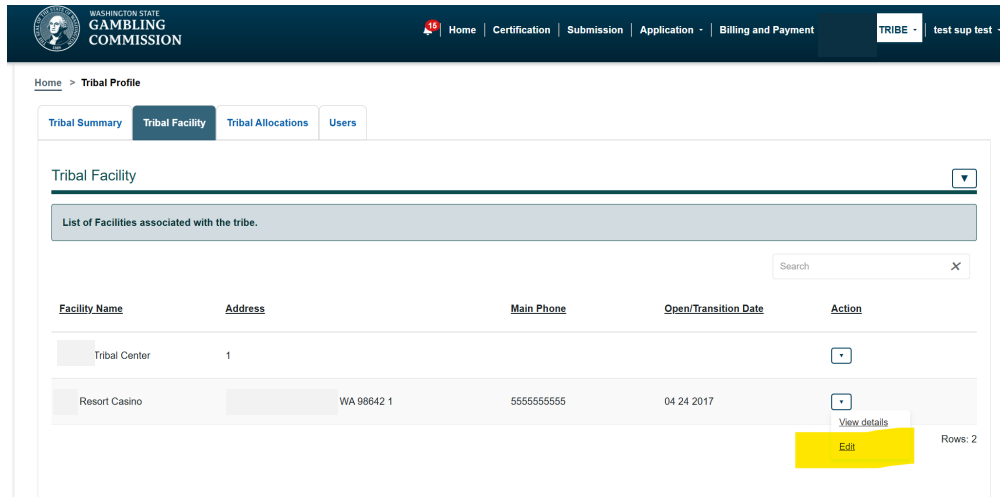


Figure 9. List of tribal facilities

3. **Edit Facility** form gets displayed.
 - Change the address or main phone fields.
 - Click Save.
4. The facility address or main phone gets updated.

The 'Edit Facility' form contains the following fields:

- Facility Name:** location test
- Address 1: Street 1:** 422 main street
- Address 1: Street 2:** (empty)
- Address 1: City:** Addy
- Address 1: State/Province:** WA
- Address 1: Zip:** 99102
- Address 1: Country:** (empty)
- Main Phone:** (empty)
- Open/Transition Date:** mm/dd/yyyy (calendar icon)

Buttons: Cancel, Save

Figure 10. Edit facility form

1.A.1.4. Adding Tribal Secondary Users

1. **Login as a Super User**

- Use your SAW credentials to log into MyAccount.
- Ensure that your active profile is associated with the correct Tribe.

2. Open the Tribal Menu

- In the top navigation bar, locate the dropdown displaying the **Tribe Name**.
- Click on it and select “**Tribal Profile**” to open the Tribal Profile Page.
- Click on the **Users** tab.
- Click on the **Add User** button on top of the Tribe Users grid.

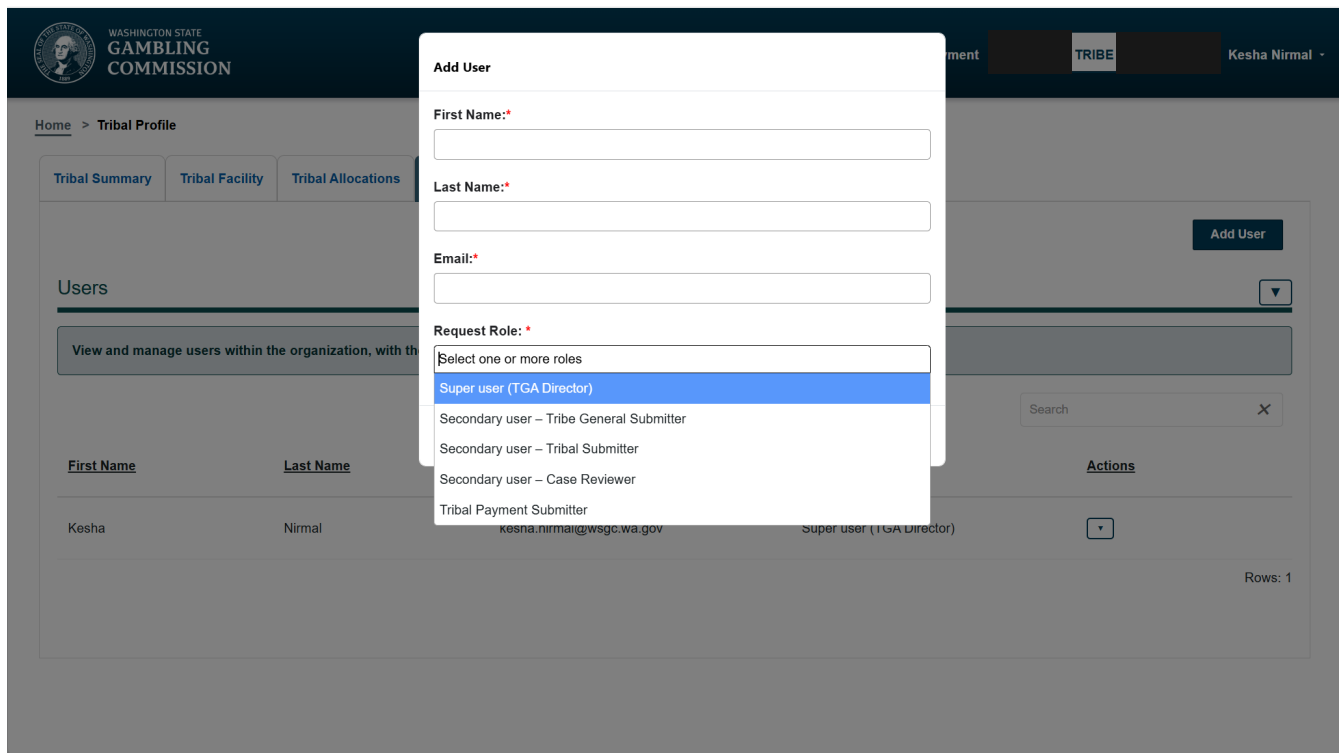


Figure 11. Adding a Secondary User

- Add new User form gets displayed.
 - 1) First Name: Enter the First Name of the user to be added.
 - 2) Last Name: Enter the Last Name of the user to be added.
 - 3) Email: Enter the email address of the user to be added.
 - 4) Request Role: Select the role for the user from the drop down.

- 5) Click Save.
 - The user gets added to the Tribe's users grid.
3. If the added secondary user or individual is an existing SAW user:
 - The user shall login through SAW using their credentials.
 - Upon successful login, the user shall be presented with the appropriate dashboard and menu options based on their assigned role, along with the correct associated Tribe name.
4. If the added secondary user or individual is NOT an existing SAW user:
 - The user shall be notified about how to register with & login into SAW.
 - Upon successful login, the user shall be presented with the appropriate dashboard and menu options based on their assigned role, along with the correct associated Tribe name.

1A.1.5. Individual Profile Page

Accessing the Individual Profile Page

1. **Log In to MyAccount**
 - Sign in using your SAW credentials.
2. **Navigate to the Profile Page**
 - Click the **username dropdown** located at the top-right of the portal.
 - Select **"Profile"** from the list.
3. **Access Individual Information**
 - On the Profile page, click on the tab labeled **"Individual Information"** to open the personal data section.

Tabs Available on the Individual Profile Page

1. **Professional Information**
 - Displays the user's employment history and current organizational affiliations.

- Includes the roles held within the Tribe, and the corresponding start dates, statuses, and associated license types (if applicable).

2. **Personal Information**

- Presents basic personal details maintained for recordkeeping purposes.
- Include information about the user’s personal email address, home phone, address details (physical and mailing addresses) and spouse’s details.

Purpose and use cases

- Enables users to verify that their employment, license, and role-based information is accurate.
- Supports transparency for audit and compliance purposes.
- Forms the basis for pre-populated data in submissions or licensing applications.

Important notes

- This page is primarily **view-only**. The user can only update the following details – email address, home phone and address details.
- All users—regardless of role—have access to their own Individual Profile Page.

Professional Information Personal Information

Employment

Review the list of employment license records below, including organization details, license types, and validity periods.

Search X

Organization	License Type	Effective Date	Expiration Date	License Number
--------------	--------------	----------------	-----------------	----------------

Tribe				
-------	--	--	--	--

< 1 >

Affiliations

Below is the list of affiliations available for review.

Search X

Object	Individual Affiliation Title	Start Date	End Date
--------	------------------------------	------------	----------

No Records found.

< 1 >

Figure 12. Professional information for individual profile

Home > Profile > Individual Information

Professional Information | **Personal Information**

Alternate Email*

Home Phone*

Address Details ▼

<p>Physical Address</p> <p>Home Address*</p> <p>City*</p> <p>State*</p> <p>Zip*</p>	<p>Mailing Address</p> <p>Mailing Address * <input type="checkbox"/> Same as Physical Address?</p> <p>City*</p> <p>State*</p> <p>Zip*</p>
--	--

Validate Validate

Update

Spouse ▼

The List below displays the current user's spouse information.

Search ×

<u>Primary Spouse</u>	<u>Secondary Spouse</u>	<u>Marriage Date</u>
No Records found.		

< 1 >

Figure 13. Personal information for individual profile

1A.1.6. Accessing Secure Message Center

Accessing the Secure Message Center

1. Login to MyAccount

- Use your SAW credentials to access the portal.
2. **Navigate to the Secure Message Center**
 - In the top navigation bar, locate the **Tribe Name dropdown**.
 - Select **“Secure Message Center”** from the dropdown menu.
 3. **View the Secure Message Page**
 - The Secure Message Center opens with two main grids:
 - **Inbox:** Displays all active and draft messages that are in progress or awaiting action
 - **Closed Secure Messages:** Displays all resolved or archived message threads for reference

Message types and statuses

- **Active Messages:**
 - Can be viewed or replied to
 - Still open and may require further action or response
- **Draft Messages:**
 - Messages that were started but not yet sent
 - Can be edited, sent, or deleted
- **Closed Messages:**
 - Messages marked as resolved by the WSGC team
 - No further replies can be added

Notification features

- A **bell icon** located at the top of the portal serves as a notification alert.
- When new secure messages are received, the bell icon updates to indicate unread messages.

- Clicking the bell icon shows a list of new messages in order of receipt (most recent at the bottom).
- Selecting a message from the notification list opens the full message thread in the Secure Message Center.

Security and compliance

- All message threads are maintained within the portal for audit tracking and user accountability.
- Attachments submitted through the Secure Message Center are stored securely and linked to their respective message thread.

WASHINGTON STATE GAMBLING COMMISSION

Home | Certification | Submission | Application | Billing and Payment | Tribe | test sup test

Home > Secure Message Center

Create Secure Message

Inbox

Review your secure messages (new or in progress)

Search

From	Subject	Message	Send/Received Date	Direction	Status	Actions
------	---------	---------	--------------------	-----------	--------	---------

Closed Secure message

View Resolved (Completed) Secure Messages

Search

From	Subject	Message	Send/Received Date	Direction	Status	Actions
------	---------	---------	--------------------	-----------	--------	---------

No Closed Secure Messages found.

Figure 14. Secure Message Center

1A.1.7. Creating Secure Message

1. Access the Secure Message Center

- Log in to MyAccount using your SAW credentials.
- From the **Tribe Name dropdown** in the top navigation bar, select **“Secure Message Center.”**

2. Start a New Message

- On the Secure Message Center page, click the “**Create Secure Message**” button.
- A new message form will appear.

3. Complete the Message Form

- **Select Subject Category:** Choose the appropriate topic from the dropdown list (e.g., Licensing, Submissions, etc.).
- **Reference Field:** Based on your selected subject, the system will prompt you to enter a relevant reference number.
- For example, if you choose *Submissions*, the system will request a **Submission Number**.
- **Subject:** Enter a concise subject line summarizing the purpose of your message.
- **Message Body:** Enter the detailed content of your inquiry or request.
- **Attachments:** Upload any supporting documents relevant to your message (PDF, Word, Excel, etc.).

4. Submit the Message

- Once all required fields are filled out, click “**Send.**”
- A confirmation dialog will appear asking you to verify that you want to send the message.
- Click **Send** again to finalize sending the message.
- You will receive final confirmation indicating that the secure message was sent successfully.

Important notes

- All messages sent through the Secure Message Center are archived and cannot be deleted.
- Users can return to the **Inbox** to view or continue a conversation thread.

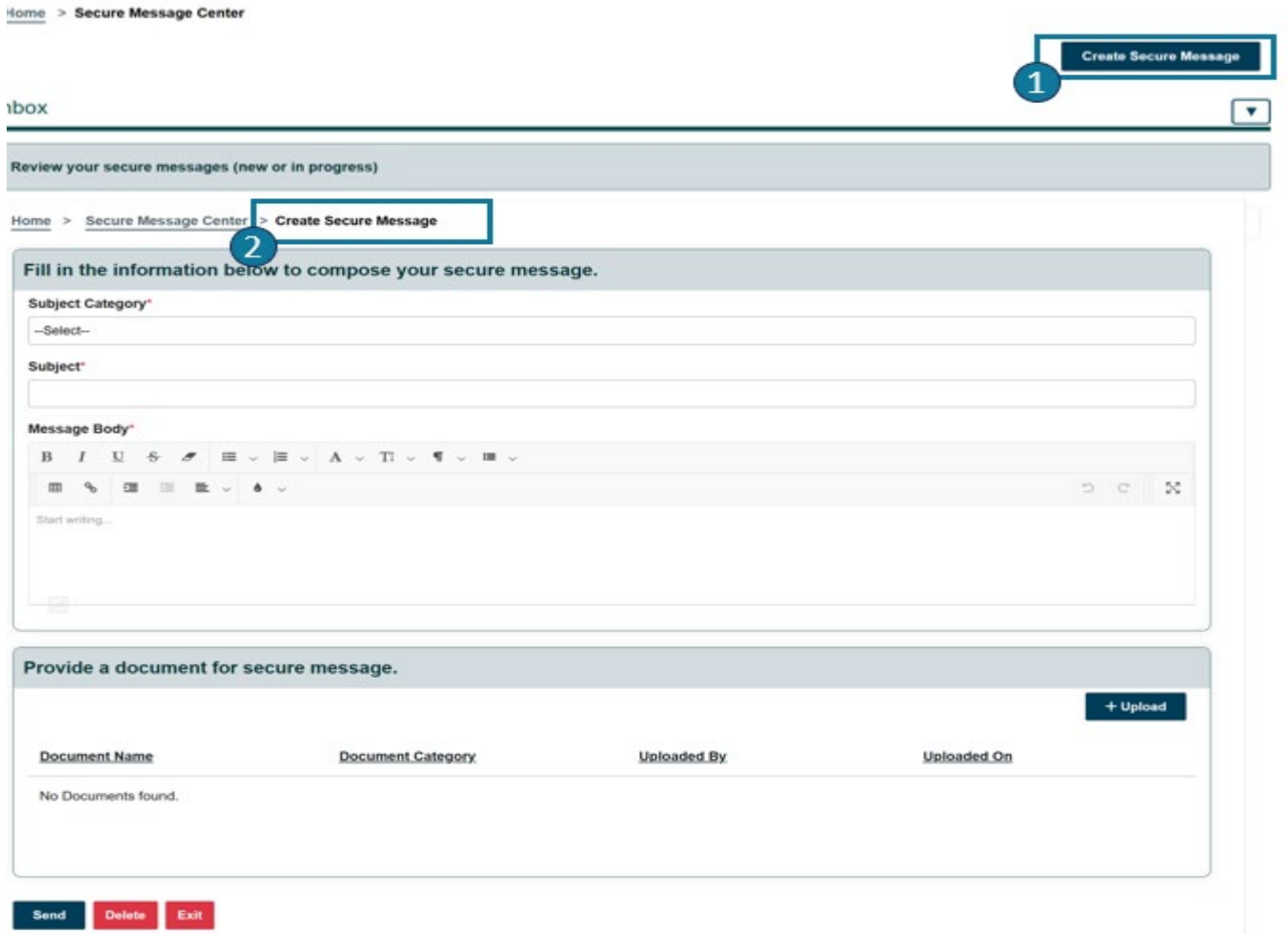


Figure 15. Creating Secure Message

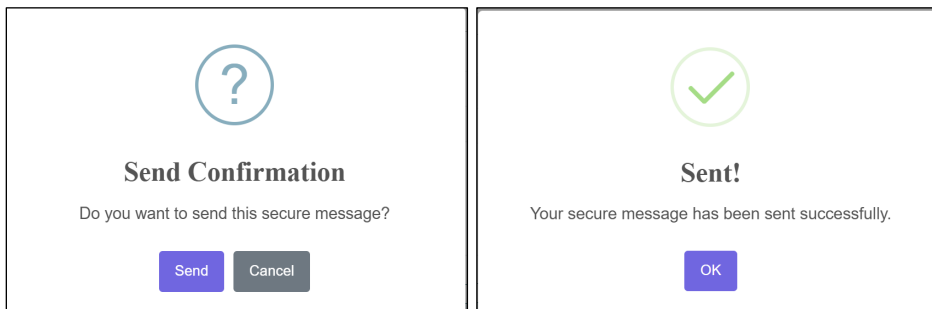


Figure 16. A pop-up message will confirm sending the secure message, followed by another pop-up indicating whether it was sent successfully

1A.1.8. Viewing Secure Message Thread

How to view a Secure Message thread

1. Access the Secure Message Center

- Log in to MyAccount using your SAW credentials.
- From the top navigation bar, click the **Tribe Name dropdown** and select **“Secure Message Center.”**

2. Locate the Message

- In the **Inbox** grid, find the secure message you wish to view.
- Messages with the status “Active” indicate that they are still open and eligible for response.

3. Open the Message

- Click the **action arrow** in the row of the message.
- Select **“View”** from the dropdown options.

4. Review the Message Thread

- The **View Secure Message** screen displays:
 - The original message content
 - All replies, listed chronologically
 - A grid of **attachments** included in the message thread

Replying to a message

- To continue a conversation, click the **“Reply”** button within the message view.
- A reply form will open where you can:
 - Enter a new message in the **Message Body**
 - Attach additional files, if needed
 - Submit your response, which becomes part of the ongoing message thread

Using the Notification Bell

- A **bell icon** located in the top right corner of the homepage serves as an alert system for new messages.
- When a new secure message is received:
 - The bell icon will display a visual notification.
 - Click the icon to view a list of new or unread messages, sorted by time (latest at the bottom).
 - Selecting a message from this list opens the full message thread directly.

Important notes

- Only users involved in the message thread can view and respond to messages.
- Once a message is marked as “Resolved” by WSGC, it appears under the **Closed Secure Messages** tab and is read-only.
- Users are encouraged to check the **Inbox** and **Bell notifications** regularly to stay updated on message activity.
- If a draft reply already exists for a message, the user will see the following notification on the user interface: **“Please Note: A reply to the secure message is pending and has not yet been sent. Click the pencil icon to edit.”** This prompts the user to complete or send the existing draft before creating a new reply. At this stage, the **Reply** button is also hidden.

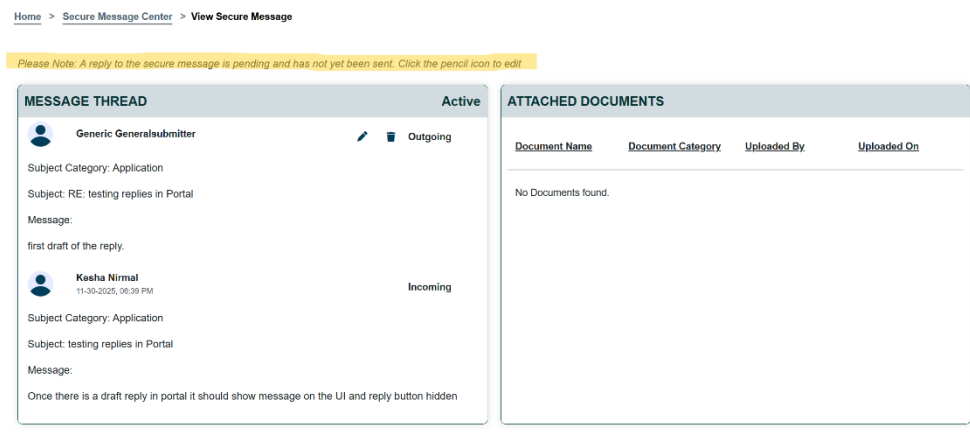


Figure 17. A notification appears when a reply message is pending and has not been sent yet

Inbox

Review your secure messages (new or in progress)

Search X

From	Subject	Message	Sent/Received Date	Direction	Status	Action
Super User				Outgoing	Draft	[icon]
Super User				Outgoing	Draft	[icon]
Super User	Payment requirements for licensing	what are the payments requirements for license app...	5/28/2025 4:09:51 PM	Outgoing	Active	[icon]
Sourya Padmanabhan	Hello world	test message	5/27/2025 10:24:49 PM	Incoming	Active	[icon]
Super User				Outgoing	Draft	[icon]

1

Home > Secure Message Center > View Secure Message

Reply 3

MESSAGE THREAD 2

Active

Kesha Nirmal
5/28/2025, 12:11 PM Incoming

Subject Category: Licensing

Subject: RE: Payment requirements for licensing

Message:
payments methods offered - ACH , debit

Super User
5/28/2025, 12:09 PM Outgoing

Subject Category: Licensing

Subject: Payment requirements for licensing

Message:
what are the payments requirements for license applications?

Message Regarding: 2025-SUB-1119

ATTACHED DOCUMENTS 2

Document Name	Document Category	Uploaded By	Uploaded On
No Documents found.			

Figure 18. Viewing a secure message thread

WISCONSIN STATE GAMBLING COMMISSION

Home | License | Submission | Application | Billing and Payment | QLR

Home > Secure Message Center

Inbox

Click to view the Secure Message.

RE: Hello world

RE: renewal requirements

Create Secure Message

Inbox

Review your secure messages (new or in progress)

Figure 19. The bell icon shows a visual alert when a new secure message is received

1A.1.9. Updating Personal Information

1. Log In to MyAccount

- Sign in using your SAW credentials.

2. Navigate to the Profile Page

- Click the **username dropdown** located at the top-right of the portal.
- Select **“Profile”** from the list.

3. Access Individual Information

- On the Profile page, click on the tab labeled **“Individual Information”** to open the personal data section.

4. Update Personal Information

- Click on the **Personal Information** tab.

5. The user should be able to update the following fields:

- Alternate Email Address
- Home Phone
- Physical and Mailing Address

6. After making the necessary changes to the fields, click **Update** to save them.

7. This should update the information, and changes also get reflected in the WSGC’s system for that user.