COLORADO
Department of Revenue
Specialized Business Group—Gaming

Protocols and Procedures for Obtaining and Renewing Gaming Licenses During the COVID-19 Pandemic

The Division of Gaming is committed to minimizing COVID-19 exposure risks for all people accessing licensing services by implementing health and safety operating guidelines, established by state and local public health authorities, intended to reduce virus spread. Upon opening offices to the public after being closed due to COVID 19, the Colorado Division of Gaming licensing activities will resume with the following guidelines:

Licensing Information on Division website:

The Division has developed a new licensing section of the Division's website to assist licensees in navigating the required information for renewing and obtaining a gaming license, as well as increasing available online services to reduce the number of persons requiring an office visit. The Division encourages all licensees to review the Division's website information at https://www.colorado.gov/pacific/enforcement/gaming-licensing.

Online Licensing Services Available:

The following activities may be completed online using the provided website links:

- Business Application (Sports Betting Vendor Minor only)
  https://docs.google.com/forms/d/e/1FAIpQLSdopicxi2L1GGHXTUsMjKvL4qXgPFn2hW7aajMCjPZEr7O8jQ/viewform
- Support License New Application
  https://www.colorado.gov/pacific/enforcement/gaming-support-license
- Support License Renewal Application
  https://www.colorado.gov/pacific/enforcement/gaming-support-license
- Key License Renewal Application
  https://www.colorado.gov/pacific/enforcement/gaming-key-license
- Submitting changes to contact information (email)
  https://www.colorado.gov/pacific/enforcement/node/61971
- Notifications of arrests
  https://www.colorado.gov/pacific/enforcement/node/61646
- Gaming license verifications
  https://www.colorado.gov/pacific/enforcement/gaming-license-verification

No Contact Drop-off, Mail-in and Online Options Available:

Renewal of Support and Key applications may be completed online via the Division's website, mailed into a Division office, or dropped off at the Golden office's drop box located outside the front door.

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Change in Licensing Fees:

Licensing fees for Support and Key licenses will be restructured effective July 1, 2020, to accompany changes to fingerprinting services. The licensing fees for both licenses will now have fingerprinting costs that were part of the original fee charged separately. The Support license fee of $115 and Key license fee of $275 will now be $75 and $235, respectively, with a $40 fingerprint fee charged separately. You may choose to visit the offices of IdentoGo or Colorado Fingerprinting for fingerprinting services. Further information on those services and how to obtain them is located on the Division's website. If you obtain fingerprinting services from either company for licensing purposes with the Division, you will not be charged the $40 fingerprint fee by the Division.

Licensing Offices Open for Appointment Only In-Person Services:

Beginning on June 10, 2020, all three Division offices (Golden, Central City, and Cripple Creek) will be open for in-person services by appointment only. The offices will not be open for non-appointment visits.

Office Locations and Hours for Appointments Only:

Lakewood (*1707 Cole Blvd., Suite 350, 80401*): Monday to Friday, 8:00 a.m. to 4:00 p.m.
Cripple Creek (*350 West Carr Ave*., *80813*): Tuesday to Friday, 7:00 a.m. to 4:00 p.m.
Central City (*142 Lawrence St., 80427*): Monday to Thursday, 7:00 a.m. to 4:00 p.m.

Activities Requiring an In-Person Appointment:

- New Support and Key License Applications
- New Business Licenses
- Issuing of Badges
- Fingerprints for New Applicants

Scheduling Appointments

New application, fingerprints and badge appointments may be scheduled utilizing a self-service online appointment portal at https://coloradodor.hosted.acftechnologies.com/WAColorado/ACFCustom/Service.aspx. The scheduling link and required licensing information may be found on the Division's Licensing website page at https://www.colorado.gov/pacific/enforcement/gaming-licensing.

Please note that the Division of Gaming appointment-scheduling link is being maintained by the Division of Motor Vehicle section. Should you experience any problems scheduling an appointment or have questions about the process, please call 303-205-1300.

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Historically, business licenses have been submitted by mail to the Division's Golden office. Please feel free to contact the Division at 303-205-1300 to schedule a time for a meeting, if required.

In-Person Appointments Protocols:

Visitors with appointments will be required to answer COVID safety questions, have their temperature checked, and wear a mask to obtain service.

Remaining in Vehicle Until Access Granted by Division Staff:

Those with appointments will arrive at Division offices and will need to call the number posted on the office door to alert staff to their arrival. Visitors be asked a series of health screening questions over the phone, and will remain in their vehicles until told be Division staff to approach office doors.

Temperature Scans:

Every person, prior to entering a Division office, will have their temperature taken with a touchless temporal thermometer. Persons exhibiting a temporal body temperature of 100.4 °F or higher will be denied entry. They will not be permitted to enter any Division offices until that person has been evaluated by a medical professional OR has been tested for COVID-19 and received a negative test result.

Face Coverings:

All visitors are required to wear a facial covering at all times. Facial coverings must, at a minimum, cover the mouth and nose of the wearer. Coverings, devices, or masks that obscure the wearer's identity such that the identity of the wearer is not reasonably ascertainable are prohibited.

Social Distancing of Six Feet:

All visitors must adhere to social distancing guidelines of maintaining a distance of six (6) feet from any other person at all times.

The Division understands that recent events have been difficult, and the Division will continue to work with the industry and the public to provide the best service possible while maintaining the safety of everyone involved.