REVENUE ONLINE TRAINING FOR DEVICE TRACKING

Tuesday, December 29, 2015 (Golden)
Wednesday, December 30, 2015 (Golden)
Tuesday, January 5, 2016 (Central City)
Wednesday, January 6, 2016 (Cripple Creek)

OVERVIEW

- Almost one year ago, the Division began working with a contracted vendor to replace the Casino EZFile application and transition the four modules into the State's Revenue Online (ROL) application in two phases
  - Phase I – Tax Return Submissions & Payments
  - Phase II – Financial Statements, Device Tracking, Personnel Tracking & Data Conversion
- Phase I went live on July 27, 2015
- Phase II will GoLive January 4, 2016

WHAT IS REVENUE ONLINE?

- Revenue Online is Colorado's free, one-stop site for filing your taxes, managing your accounts and checking the status of your refund
- The Division of Gaming will also utilize this portal for personnel tracking, device tracking, submitting slot databases, submitting monthly device counts and filing your financial statements.

WHY THE CHANGE?

- EZFile was launched July 2001
- Need to increase security
- Reduce application instability
- Enhance application functionality
- Vendor support for EZFile will not be available in the future

WHAT CHANGES HAVE BEEN MADE?

- Log In
- Personnel Tracking
- Device Tracking
- Submitting Slot Databases
- Submitting Monthly Device Counts
- Filing Financial Statements

OUTLINE

- Log In Requirements
- How to Log In
- Log In Authentication
- ROL Homepage
- Account Information
- ROL Profiles
- Add New Device (MFD Accounts Only)
- Device Movement: Transfer Device, Receive & Confirm Devices, View Rejected Devices, Correct Serial Numbers, Update Device Status|Location, Receive Devices without Transfer
- File Slot Database
- Monthly Device Count Submission
- Confirmations
- Account Tabs
- Notifications|Misc.
- FAQs
- Recommendations
- Assignment

**Personnel Tracking and Filing Financial Statements will be covered in other training sessions

LOG IN REQUIREMENTS

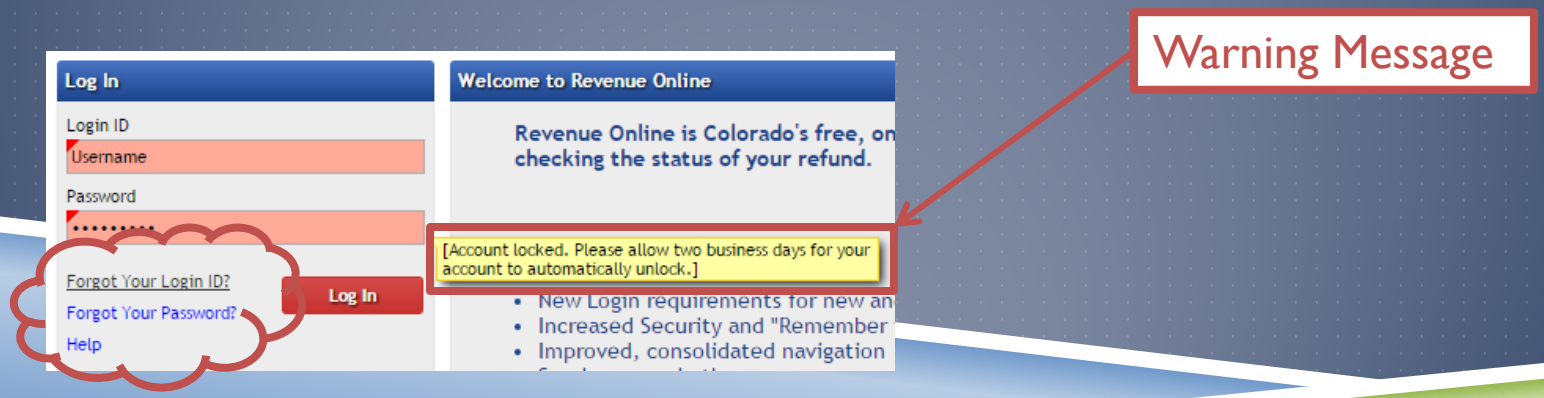
- Just like EZFile, you will be required to have a System Administrator set up for each licensee
  - In the new application, this individual will be referred to as the "Master" profile
  - The Master profile is set at the Customer level and therefore can grant access to ANY tax type associated to the Customer
    - ex. ABC Corporation has the following tax types: Sales, Gaming Withholding, Gaming Tax, Partnership, Corporate, etc.
    - ****Exercise care when selecting who should have the Master profile access. There can only be ONE Master profile selected!****
- Some licensees already have a Master profile established but some may be out of date.
  - At the end of this training we will have time for each attendee to find out if their establishment has a Master profile already in place, or if they need to have one set up. If your establishment does not have a Master profile, we respectfully request you work with management to communicate to our staff who needs to have those credentials established. The Division will facilitate the creation of the Master profiles during this conversion process; forms need to be completed by January 8, 2016, to ensure proper access is granted by January 11, 2016.

LOG IN REQUIREMENTS (CONT'D)

- In addition to the Master Profile, a "User Administrator" MUST also be set up
- The User Administrator will have the ability to set up additional ROL users, to grant Web Logon access, select access to account types, determine the users access for each module transitioned from EZFile to ROL and specific periods that can be accessed
  - Licensees may have more than one User Administrator
  - Tax Return access was granted to individuals during Phase I
  - Your User Administrator may need to revisit user access to ensure permissions are properly set and updated
  - The User Administrator may have access to view additional information for other account types unless Master restricts permission
- At the end of this training we will have time for each attendee to find out if their establishment has a User Administrator already in place, or if they need to have one set up. If your establishment does not have a User Administrator, we respectfully request you work with management to communicate to our staff who needs to have those credentials established. The Division will facilitate the creation of the User profiles during this conversion process; forms need to be completed by January 8, 2016 to ensure proper access is granted by January 11, 2016.

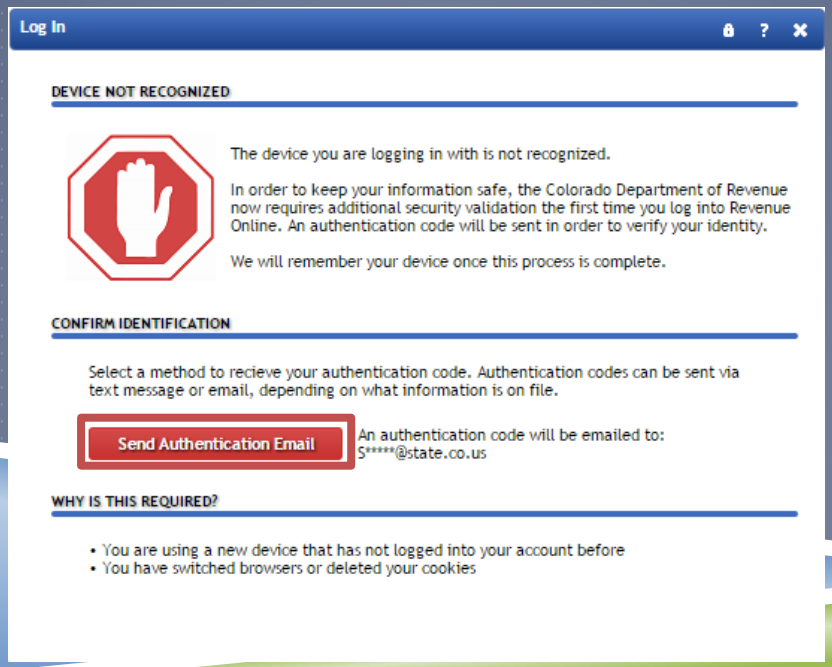
HOW TO LOG IN

- The Division has added a button to our homepage to link directly to ROL, however, you may also go to https://www.colorado.gov/revenueonline/
- Login ID –
  - Must be a unique name specific to only one person (cannot be one already in use by another user)
  - Characters such as apostrophe, comma, colon and semicolon cannot be used
  - Case-sensitive
  - May contain spaces between characters and be up to 30 characters long (spaces count as a character)
  - Is permanent and cannot be changed
- Passwords must be between 8 characters or greater in length, cannot be the same as your Login ID, alpha-numeric and mixed-case
- Your account will lock after 5 invalid log in attempts
  - A warning message will indicate your account has been locked for two business days; however, for urgent requests, you may still contact the Division at 303-205-1300 and we can unlock the account manually



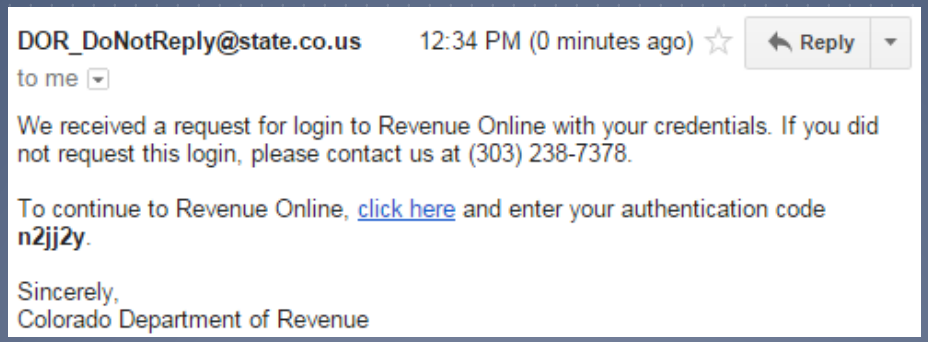
LOG IN AUTHENTICATION

- ROL utilizes two-factor authentication
  - Once a valid username and password has been entered, a log in message window will pop up stating the device you are trying to log in with is not recognized and will prompt for confirmation identification
  - Depending on how your account was set-up, this may be via an email, text message, or text and email. For illustration purposes in this presentation, we will be using a Master profile with email authentication selected

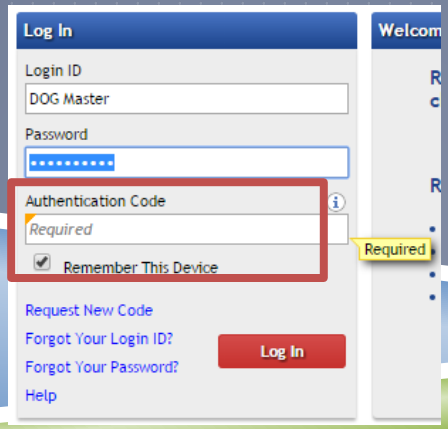


LOG IN AUTHENTICATION (CONT'D)

- Once you click on the authentication button, a message will be sent via the method selected in the account setup containing the authentication code

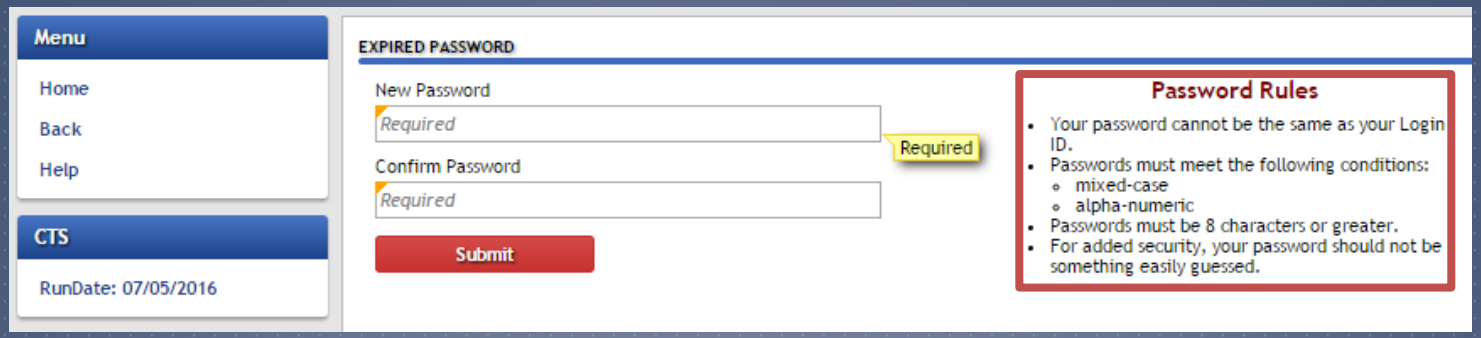


- Enter the code into the appropriate box on the log in page
  - Pay attention to the "Remember This Device" checkbox…it is automatically checked!

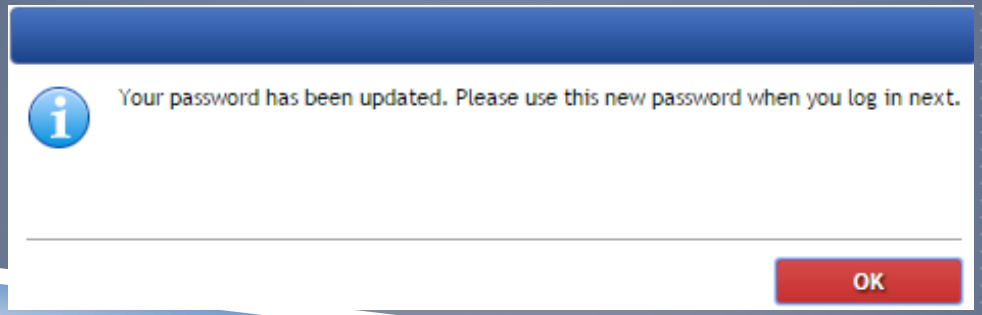


LOG IN – FIRST TIME

- The first time you attempt to log in after your account has been created, you will be prompted to reset your password



- Please take note of the Password Rules

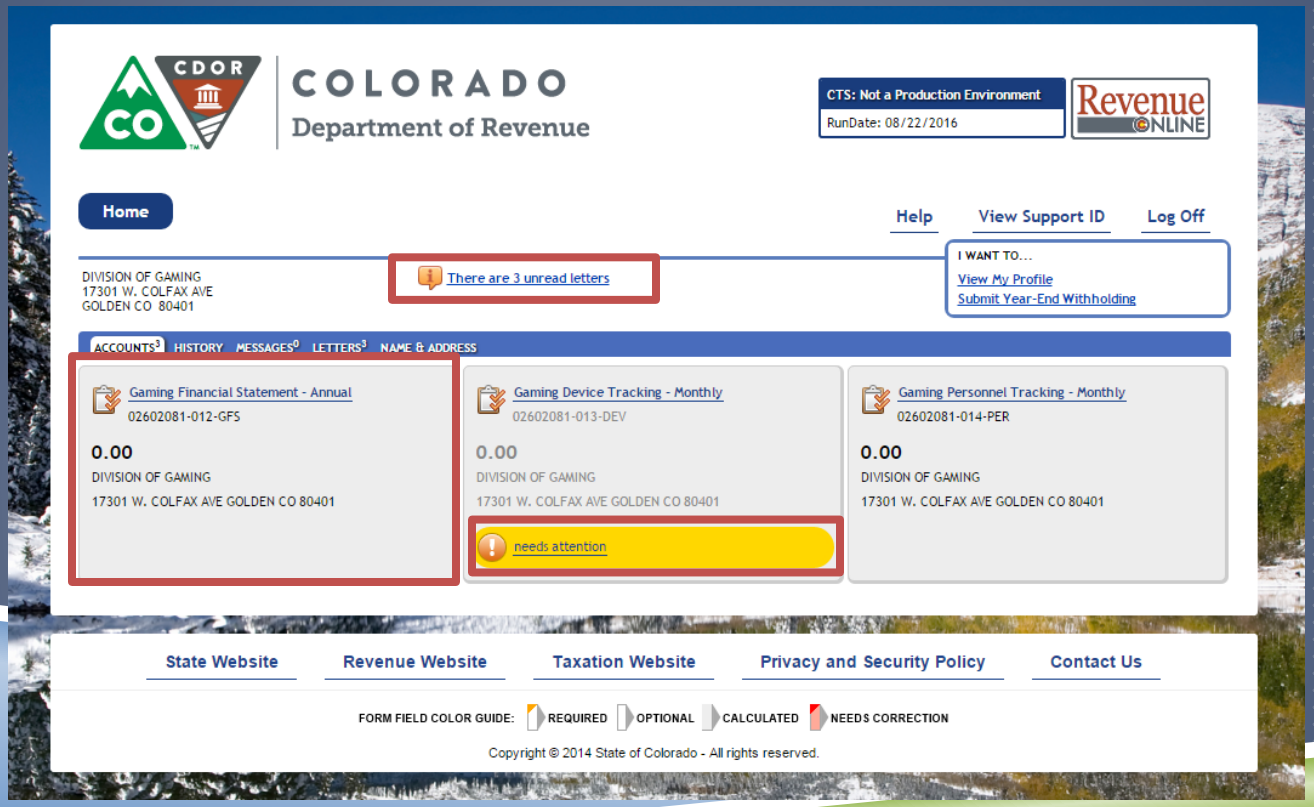


USER'S ROL HOMEPAGE

- Once logged in, the screen will be customized for each user's security access level
  - Some general information will be visible on all accounts regardless of security access level because ROL is used by other Department of Revenue agencies

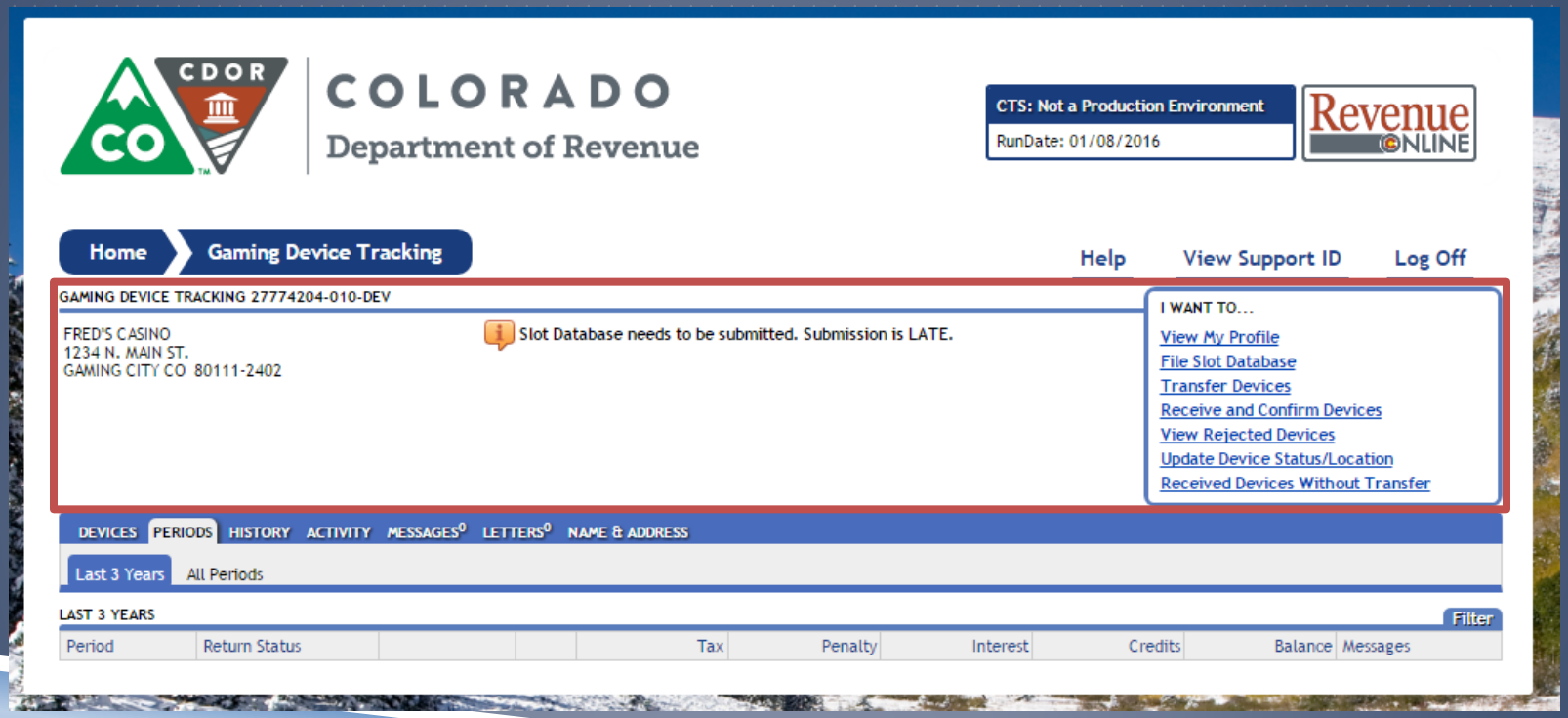
SNEAK PEEK

- In addition to the functional changes that have been made, our vendor is in the process of upgrading the visual feel of ROL.
- Here's a sneak peek of what the new homepage will look like soon!!



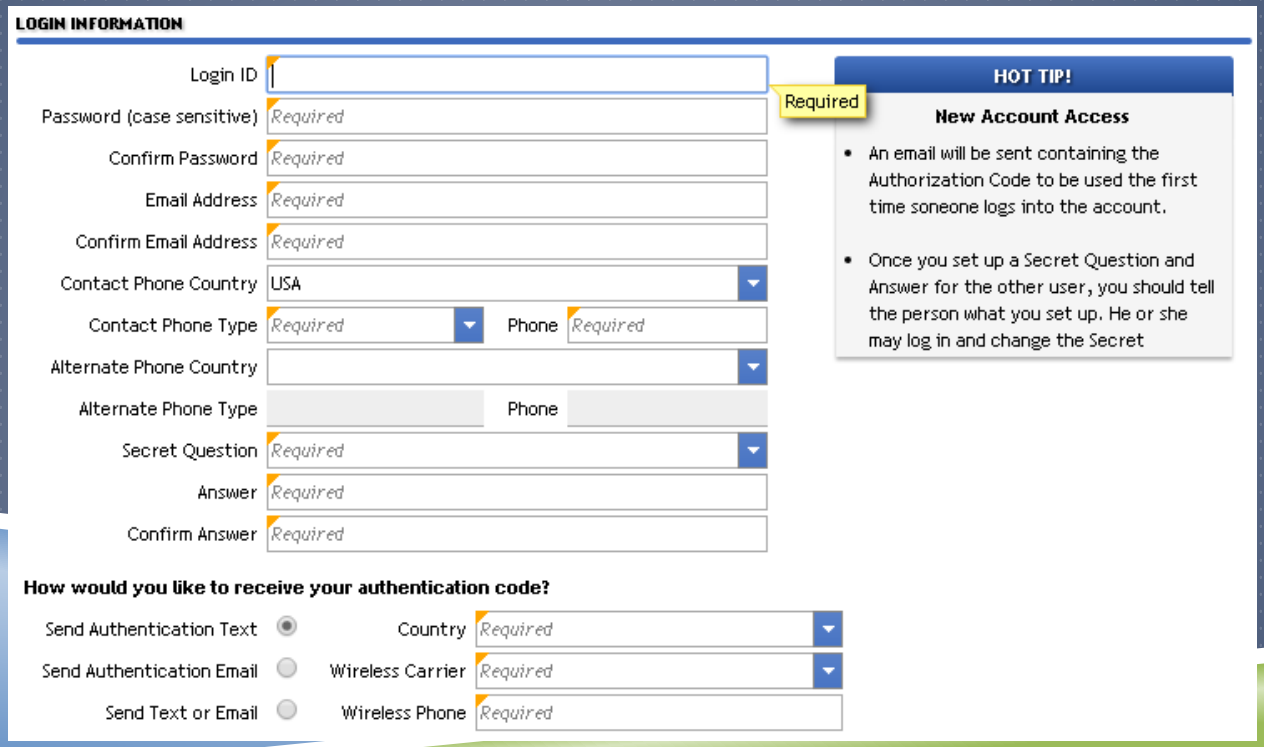
ACCOUNT INFORMATION

- User selects available Account Type to obtain detailed account information and perform actions on the selected account



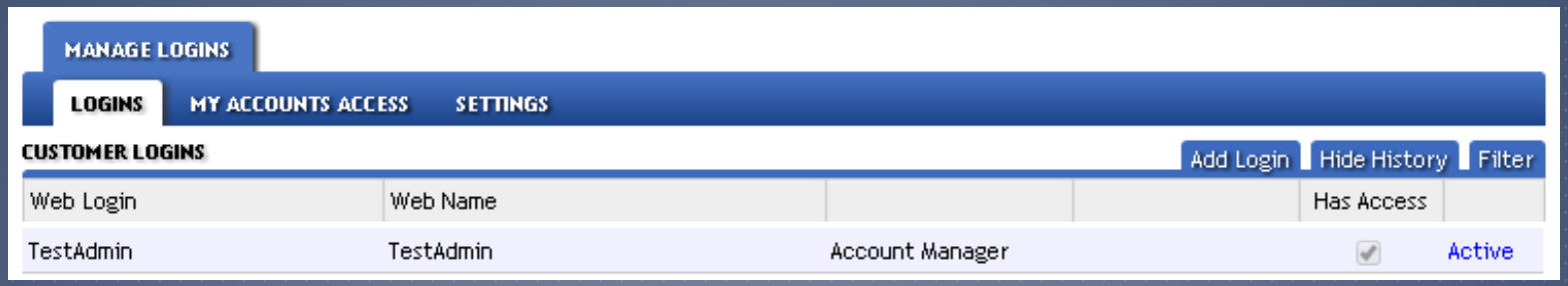
ROL PROFILES

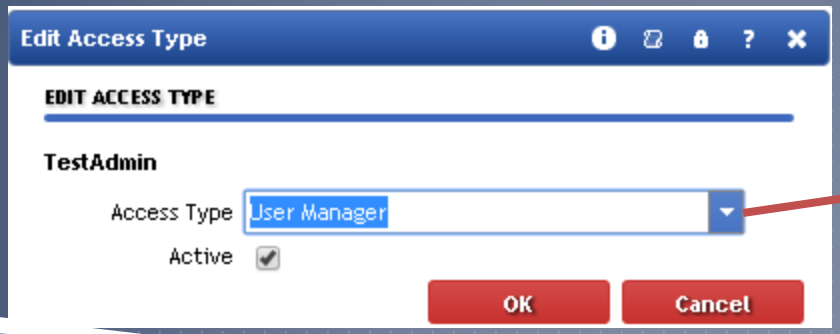
- The "Master" profile can set up a User Administrator by going to the View Profile link
  - This link will show the user all ROL logins for the account
  - When adding a login, it will default the new user to All Access, so you will need to update account access after saving it

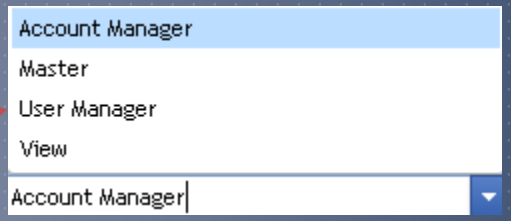


ROL PROFILES (CONT'D)

- To change the newly created ROL profile to a User Manager, go back to Manage Logons and click the "Active" link, then you may edit their Access Type







ROL PROFILES (CONT'D)

- Should you need to revoke Account Access, set the profile to User Administrator and change the periods the account has access to OR make the user inactive

MANAGE LOGINS

LOGINS | MY ACCOUNTS ACCESS | SETTINGS

ACCESS TO MY ACCOUNTS

Grant Third Party Access | Show History | Filter

Web Login	Access Type	Name	ID	Account Type	Access Level	Active
test	Master	REYHNOLM INDUSTRIES	10860003-012-COR	Corporate Income Tax	All Access	✓
		REYHNOLM INDUSTRIES	10860003-016-GAM	Gaming Tax	All Access	✓
TestAdmin	User Manager	REYHNOLM INDUSTRIES	10860003-016-GAM	Gaming Tax	All Access	✓

Edit Access Level

EDIT ACCESS LEVEL

TestAdmin

REYHNOLM INDUSTRIES

Gaming Tax - 10860003-016-GAM

Access Level: User Administrator

Active ☑

Periods this logon has access to:

- All Periods
- Periods From
- Periods From 07/20/2015 To 07/20/2015

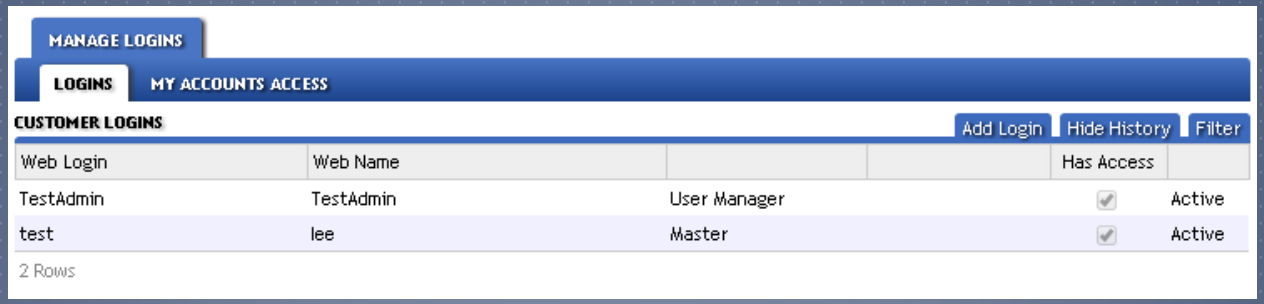
OK | Cancel

Add Return
All Access
File & Pay
User Administrator
View

All Access

ROL PROFILES (CONT'D)

- The User Administrator should not be able to change any account information
- User Administrator should only be able to add new login IDs via the View Profile header link



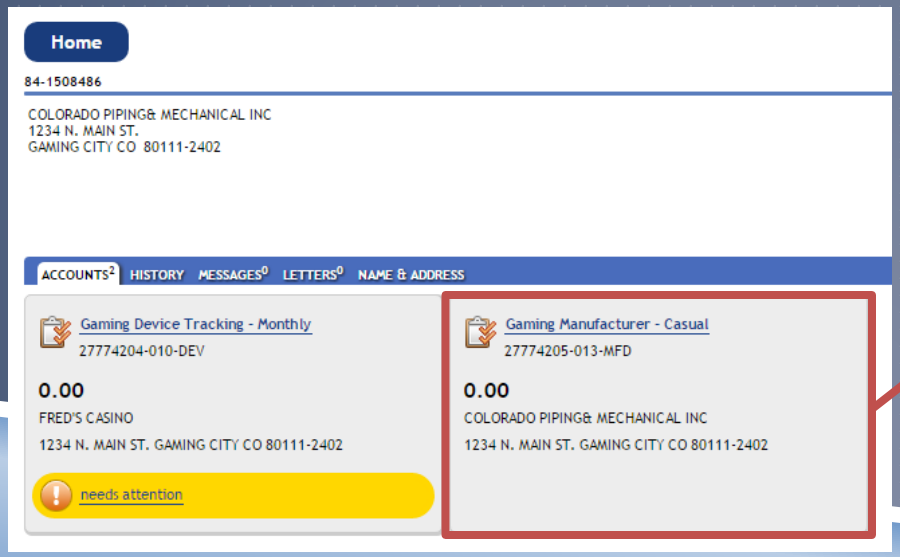
ROL PROFILES (CONT'D)

- Access to the Device Tracking module is very similar to EZFile but the access names have changed

EZFile Access Name	ROL Access Name	Function
System Administrator	Master	All access
User Admin/No Access	User Manager (Administrator)	Set up users – May have access to information for other account types unless restricted by Master
View/Print	View	View device records and print summaries
Add/View/Print/Submit	File	N/A for Device Tracking – If user is granted this access permissions function the same as the View.
Add/View/Print	Add Return	N/A for Device Tracking – If user is granted this access permissions function the same as the View.
	All Access	Users will be able to update and submit device movement, file slot databases & submit monthly device counts

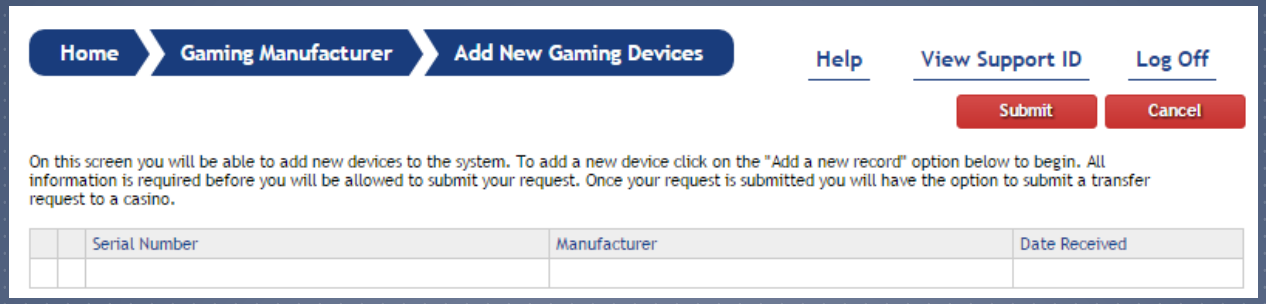
ADD NEW DEVICES

- Adding new devices can only be done by Licensees who hold a Manufacturers License and are granted an MFD account
- Devices must be added within 7 days of the devices arriving on property
- Click on your MFD account
  - In the "I Want To…" section, click on the "Add New Devices" hyperlink

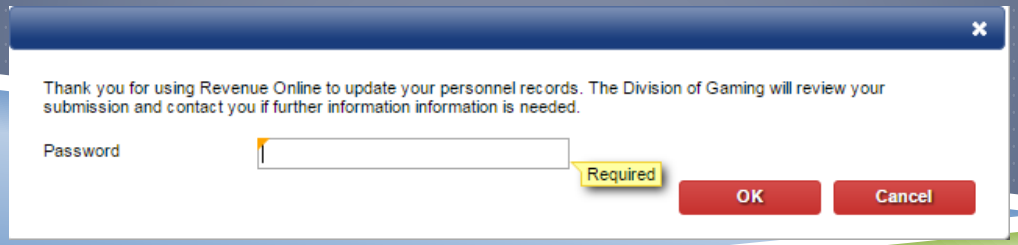


ADD NEW DEVICES (CONT'D)

- Fill out Serial Number, Manufacturer and Date Received and click Submit
  - No future dates are allowed!



- When you select "Submit", a window will pop up requiring you to re-enter your password for ROL. Upon entry of valid password, your records will be submitted
  - This is a security enhancement so that in the event, the user was in ROL and stepped away from their computer but did not lock it, someone else could not walk by and submit fraudulent data. Although this feature has been implemented, please do not solely rely on this function to secure information – Always protect information by locking your computer before you leave!

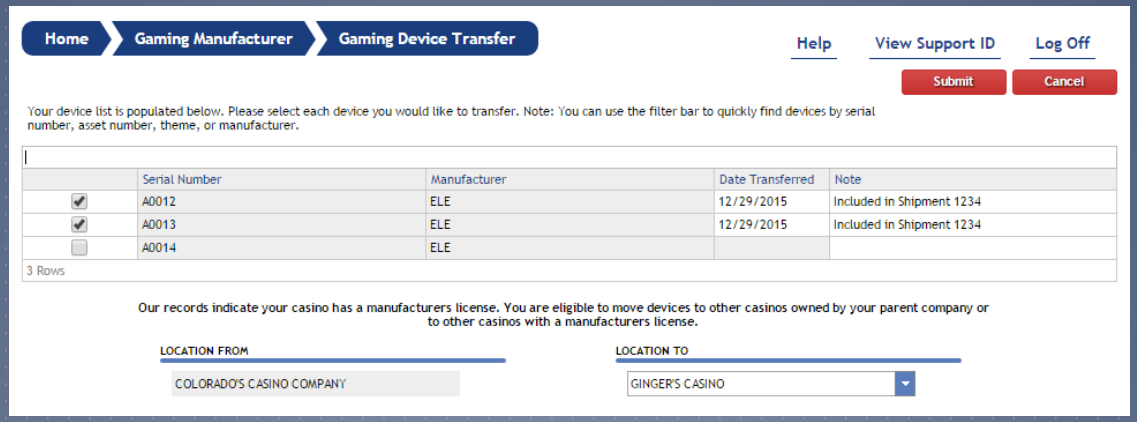


DEVICE MOVEMENT

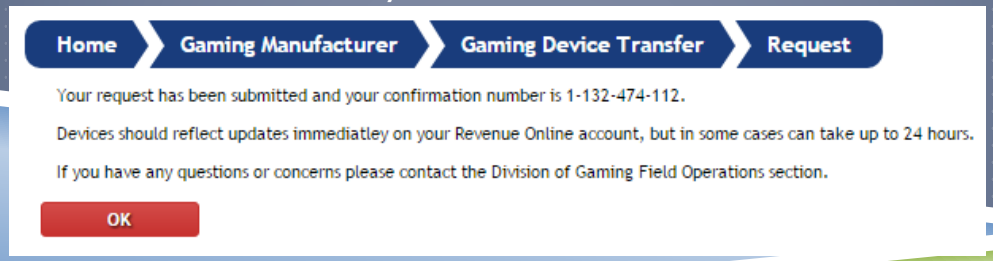
- There are several options you can select to report device movement
  - Transfer Device
  - Receive & Confirm Devices
  - View Rejected Devices
  - Correct Serial Numbers
  - Update Device Status|Location
  - Receive Devices Without Transfer

DEVICE MOVEMENT (CONT'D)

- Transfer Device
  - For MFD accounts – You have the ability to transfer one or more devices to a casino's device tracking account (DEV), another MFD account, or Out of State
  - For DEV accounts – This is used to transfer devices to any MFD account or sister DEV account.



  - After you submit your transfer request, you will be given a confirmation number
    - This number is also available in your account information

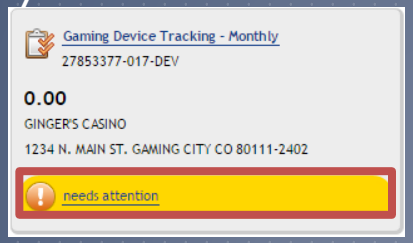


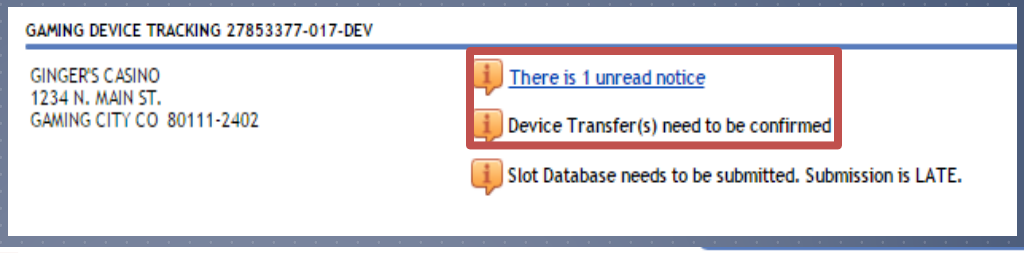
DEVICE MOVEMENT (CONT'D)

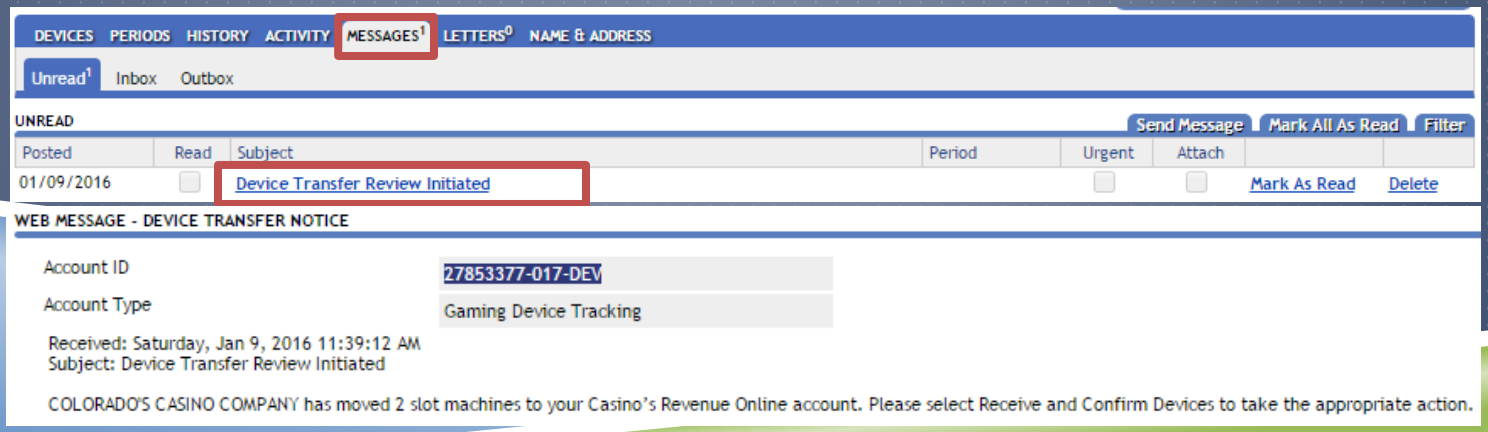
- The new application is an integrated system utilized by several other agencies within the Department of Revenue (DOR). The DOR Registration Control Unit is responsible for establishing accounts. It depends on when your account was set up, what tax types were associated with the business and what the establishment used for their legal name when setting up tax accounts
  - If you owned one business under the legal name of ABC Corporation and operated one casino location with the DBA of ABC Casino, but recently acquired a casino from company XYZ, you will likely have to use one Login ID for ABC Casino AND a separate Login ID for XYZ Casino and will not be able to transfer to a sister DEV without first moving the device to an MFD account
  - However, if you are ABC Corporation and operate ABC Casino and XYZ Casino under the same corporation name, you will likely have one Login ID for both ABC & XYZ Casino and will have the flexibility to move devices to sister DEV accounts
- The Division can verify how your establishments are set up. The Division is testing system changes to ensure accounts can be combined prior to converting EZFile Data into the new system; however, it may be necessary to convert the data and combine accounts after GoLive. The Division understands this impacts your business and we appreciate your understanding and flexibility during this substantial transition

DEVICE MOVEMENT (CONT'D)

- Receive & Confirm Devices
  - Used to receive or reject a device where a transfer was initiated by another account
  - This function is also used when another account initiated a Receive Device Without Transfer
    - This will be discussed further later in the presentation
  - When there are devices requiring your attention, a notification will be displayed in your account

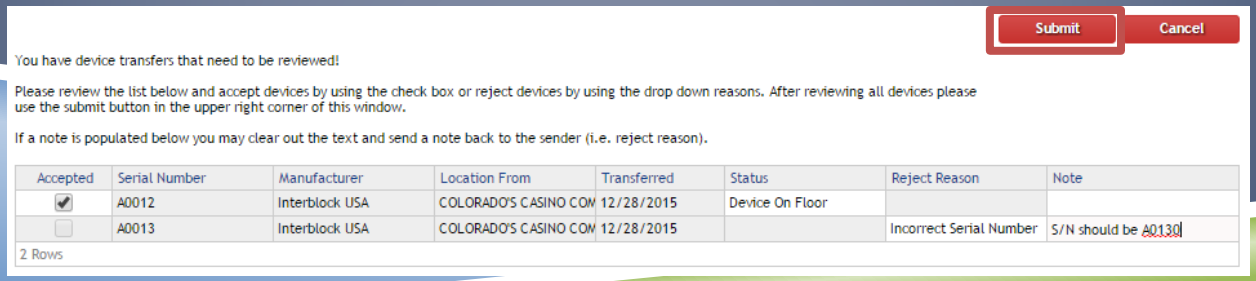






DEVICE MOVEMENT (CONT'D)

- Receive & Confirm Devices (Cont'd)
  - Click on "Receive & Confirm Devices" hyperlink and you will see a list of devices that have been transferred to your account
    - Accept – Check the box in the "Accepted" column to accept devices; then select one of the available options in the status box
    - Reject – To reject a device, select one of the available options in the Reject Reason drop down options and add a note
      - This sends the device back to the sender of the device
      - If the Serial Number is incorrect, the device should be rejected and a note written to document what the issue is. The sender should correct the serial number before transferring the device back to your account. NOTE – only MFDs have the ability to correct serial numbers
  - After you are finished with your changes, be sure to click on Submit and enter your password to save your changes!



Submit Cancel

You have device transfers that need to be reviewed!

Please review the list below and accept devices by using the check box or reject devices by using the drop down reasons. After reviewing all devices please use the submit button in the upper right corner of this window.

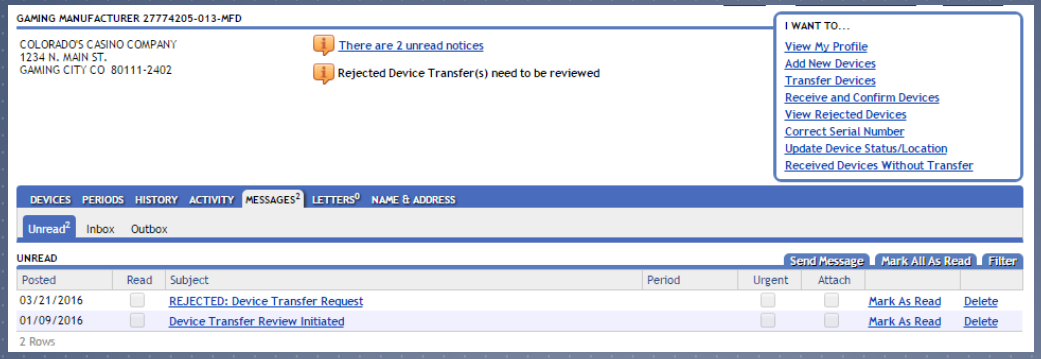
If a note is populated below you may clear out the text and send a note back to the sender (i.e. reject reason).

Accepted	Serial Number	Manufacturer	Location From	Transferred	Status	Reject Reason	Note
☑	A0012	Interblock USA	COLORADO'S CASINO COM	12/28/2015	Device On Floor		
☐	A0013	Interblock USA	COLORADO'S CASINO COM	12/28/2015		Incorrect Serial Number	S/N should be A0130

2 Rows

DEVICE MOVEMENT (CONT'D)

- View Rejected Devices
  - This is used to add rejected devices back into inventory or re-submit back to the rejecter
  - An account notification will indicate if there are devices in your account requiring your attention



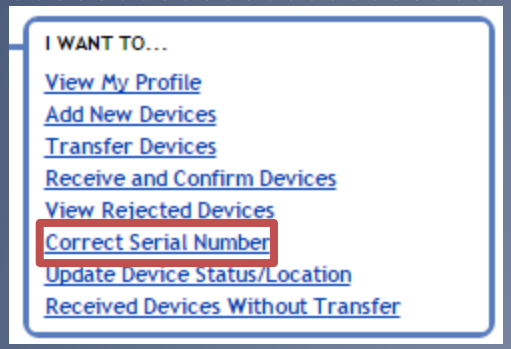
  - Use the "View Rejected Devices" hyperlink in the "I Want To…" section to take appropriate action
    - If there are no issues with the rejected device, click on the resubmit checkbox to send back to the recipient
    - If there is an issue with the device, use the Confirm Reject checkbox and submit a new transfer request

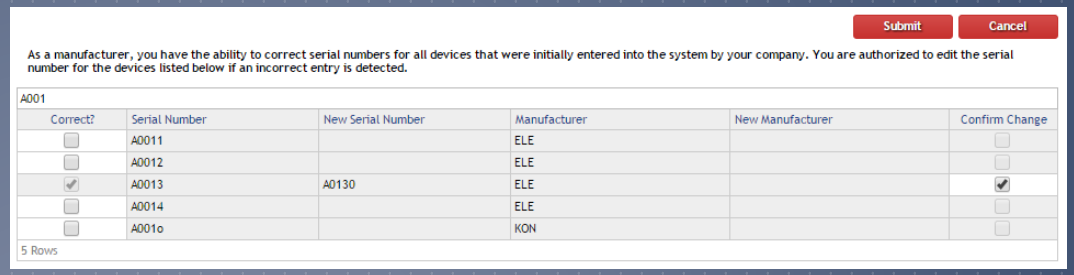
Confirm Reject	Resubmit to recipient	Serial Number	Manufacturer	RejectReason	Note
☐	☐	A0013	ELE	Incorrect Serial Number	S/N should be A0130
☐	☐	A0001	ELE	Shipping Error	Devices arrived on 1/4/2015
☐	☐	A0002	ELE	Shipping Error	Devices arrived on 1/4/2015

3 Rows

DEVICE MOVEMENT (CONT'D)

- Correct Serial Numbers
  - To make a correction to the Serial Number, Manufacturer Name or Both, use the "Correct Serial Number" option in the "I Want To…" section
    - Only MFDs can make corrections so this option will only be listed in MFD accounts
    - These corrections will follow through the system and history





  - Click the "Correct" Checkbox, make your change, then select the "Confirm Change" checkbox and Submit your corrections

DEVICE MOVEMENT (CONT'D)

- Update Device Status|Location
  - This is used to update the On-Floor|Storage status of any device in inventory
  - Statuses include: Device Destruction, Device On-Floor, Device Storage On-Site, Device Storage Off-Site and Device Promotional
    - MFDs can only select the Device Destruction option when updating the status

Submit Cancel

On this page you may change the on-site location of your devices. Please use the change check box to change the location and the confirm button to verify you changes.

Filter

Change Location?	Serial Number	Manufacturer	Current Location	New Location	Changed On	Confirm Entry
✔	A0130	ELE	Manufacturer	Device Destruction	12/28/2015	✔
☐	A0011	ELE	Manufacturer			☐
☐	Test for Web Message	ARI	Manufacturer			☐

3 Rows

NOTICE: You have indicated that you are are destroying one or more of your devices. Please correct your entry if this is a mistake. Once a device is marked as destroyed you cannot change the status again without contacting the Division of Gaming for assistance.

✔ I confirm that one of more device(s) is being destroyed and I acknowledge that this action is correct.

Submit Cancel

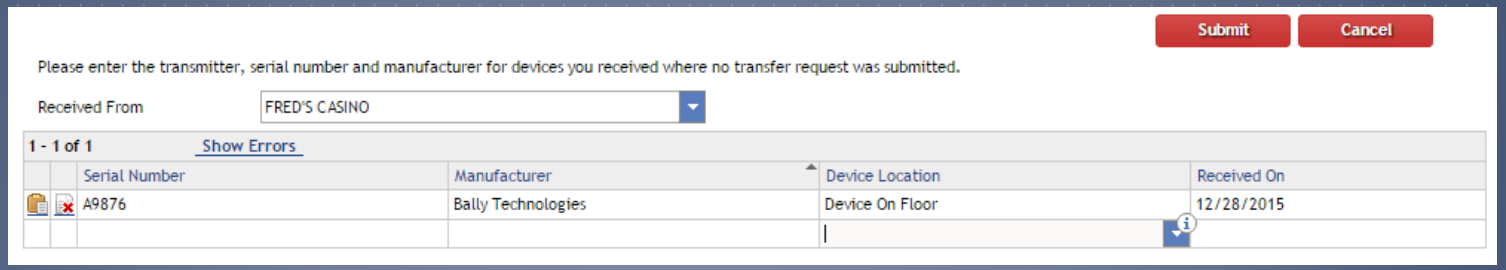
On this page you may change the on-site location of your devices. Please use the change check box to change the location and the confirm button to verify you changes.

Filter

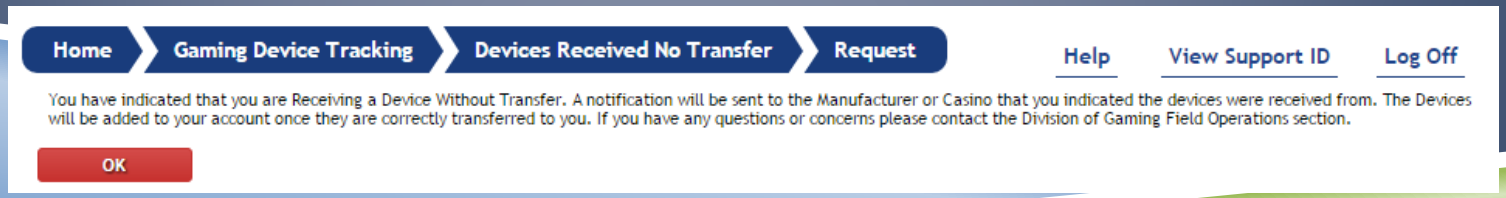
Change Location?	Serial Number	Manufacturer	Current Location	New Location	Changed On	Confirm Entry
✔	A0012	ELE	Device On Floor	Device Storage - On Site	12/28/2015	✔

DEVICE MOVEMENT (CONT'D)

- Receive Devices Without Transfer
  - This is used when you have physically received a device, but a transfer request has not been completed by the sender in ROL as of the time when the device was received or is being entered into the system by the receiver, and you need to report within the 7-day window
  - Select the appropriate option in the "I Want To…" hyperlink then fill out the requested information about the device



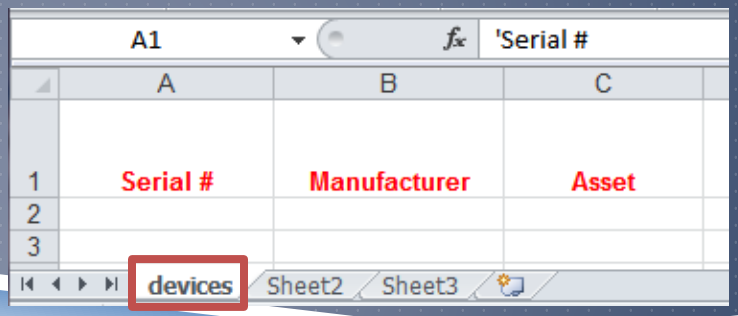
  - Completing this action will send a notification to the name entered in the "Received From" field



FILE SLOT DATABASE

- This will be used by DEV accounts to upload their slot database to satisfy the 30-day requirement
- Use the appropriate option in the "I Want To…" section
- Select "Upload" then choose the appropriate file
- Enter your name and title
- Select "Submit" to complete the slot database upload

- File must be submitted in a spreadsheet format and the column headers must be in the same order as the example in the ICMP for the slot database to upload correctly.
  - The tab name must be named "Devices"



MONTHLY DEVICE COUNT SUBMISSION

- Monthly Device Counts are now required to be submitted through ROL
  - On the last business day of the month, the return opens up for your property to fill out your device counts to submit to the Division
  - Monthly Device Counts are still due on the 2nd day of the following month per ICMP

CASINO DEVICE COUNT

Slots	0
Blackjack	0
Poker	0
Craps	0
Roulette	0

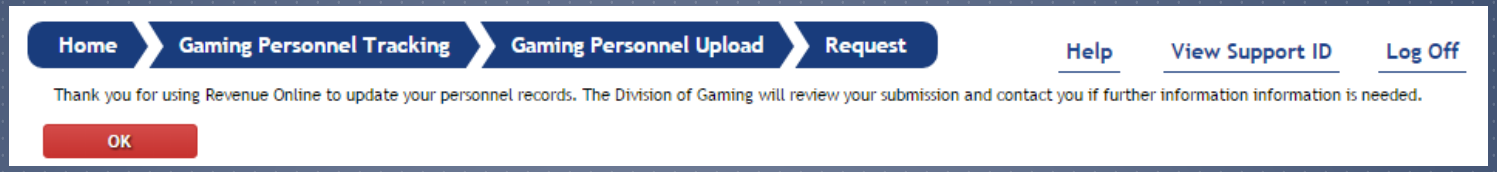
Please enter a current count of all devices on floor. Do NOT include devices in storage. Click the submit button when finished.

Thank you for using Colorado Revenue Online to submit your monthly device count. If there are questions regarding this monthly device count, someone from the Division of Gaming will be in contact.

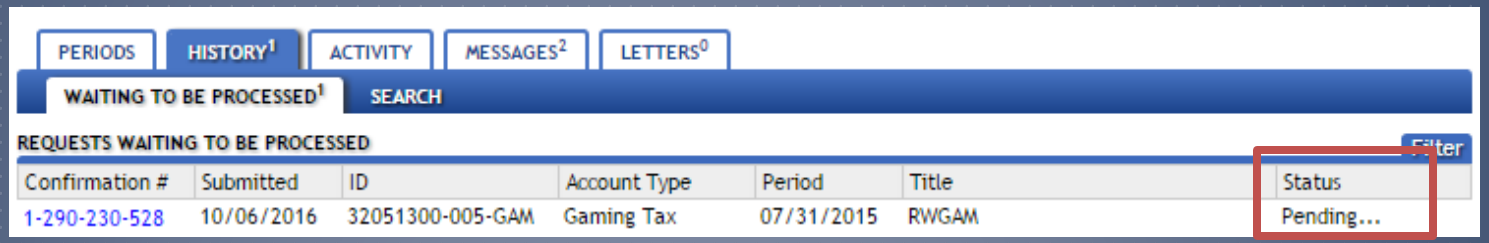
OK

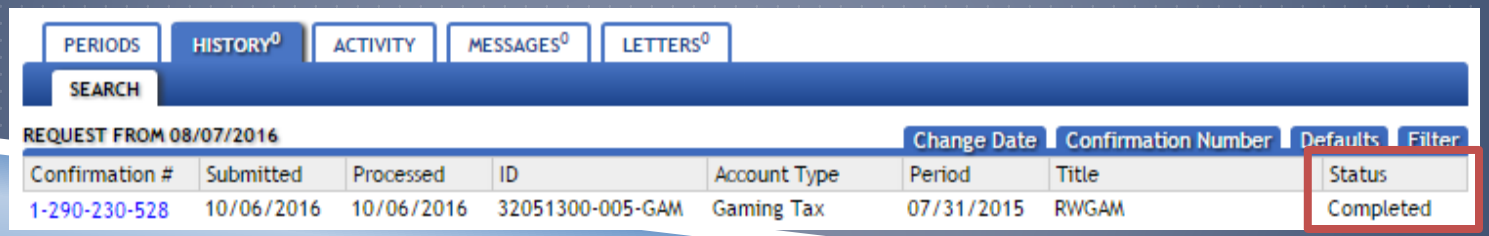
DEVICE TRACKING – SUBMISSION CONFIRMATION

- After you have submitted changes to your records, there will be several ways to confirm you have submitted the updates successfully:
  - Notification Messages



  - History Tab





DEVICE TRACKING – SUBMISSION CONFIRMATION (CONT'D)

- Message Tab ("Web Messages")

DEVICES PERIODS HISTORY ACTIVITY MESSAGES[1] LETTERS[0] NAME & ADDRESS

Unread[1] Inbox Outbox

UNREAD

Send Message | Mark All As Read | Filter

Posted	Read	Subject	Period	Urgent	Attach		
03/21/2016		Device Transfer Review Initiated				Mark As Read	Delete

WEB MESSAGE - DEVICE TRANSFER NOTICE

Account ID	27774204-010-DEV
Account Type	Gaming Device Tracking

Received: Monday, Mar 21, 2016 1:16:49 PM
Subject: Device Transfer Review Initiated

COLORADO'S CASINO COMPANY has moved 1 slot machines to your Casino's Revenue Online account. Please select Receive and Confirm Devices to take the appropriate action.

- Email Confirmation

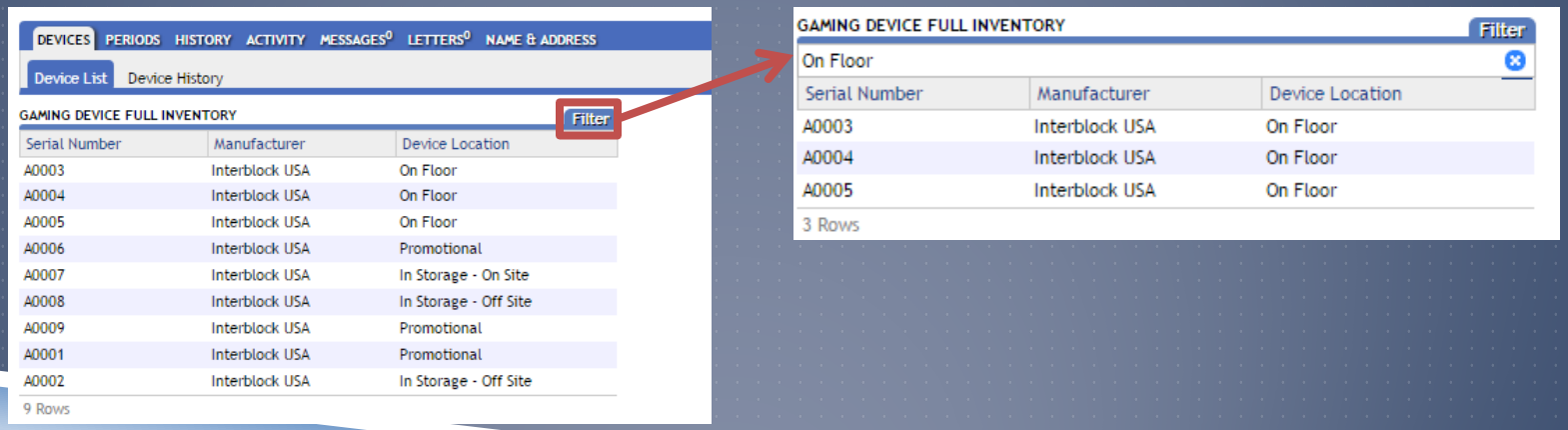
DOR_DoNotReply@state.co.us 2:22 PM (58 minutes ago) Reply

to me

There are items requiring your attention. Please log in to your Revenue Online account.

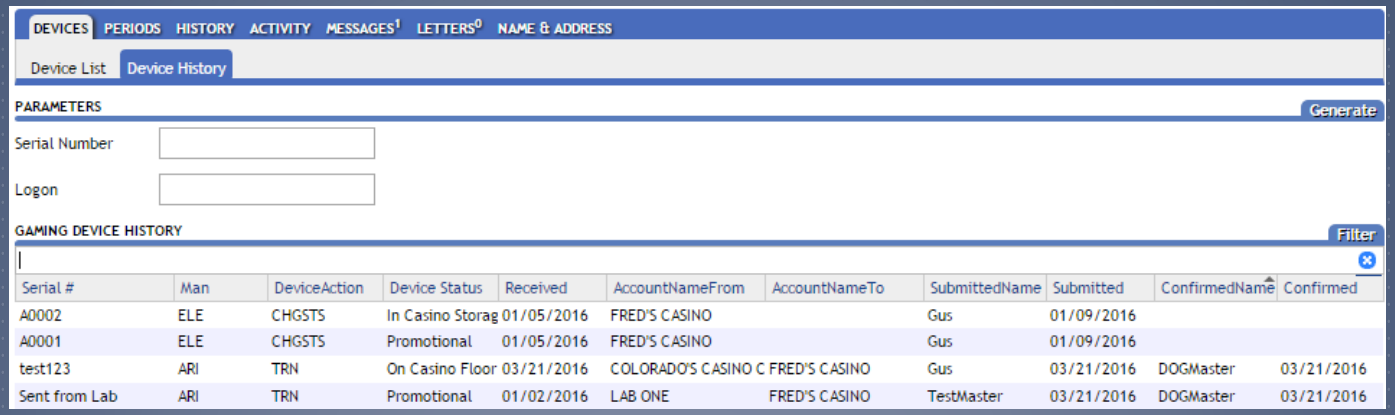
ACCOUNT TABS

- More options are available in the Account Tabs in the lower portion of your account
- To quickly view your entire device list, simply click on the "Device" tab and the "Device List" sub-tab
  - If you want to view devices in one specific location or Manufacturer, you can sort by headers or click on the "Filter" button



ACCOUNT TABS (CONT'D)

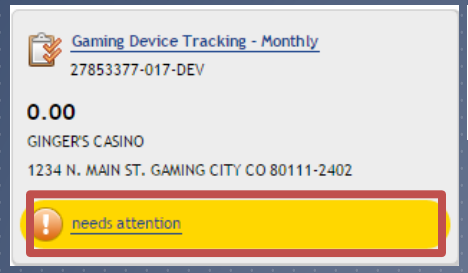
- You can view the entire history of a serial number as it pertains to your account by using the "Device" tab and the "Device History" sub-tab OR you can view the work of one users log in
  - You can only view information for devices that have been sent to your account

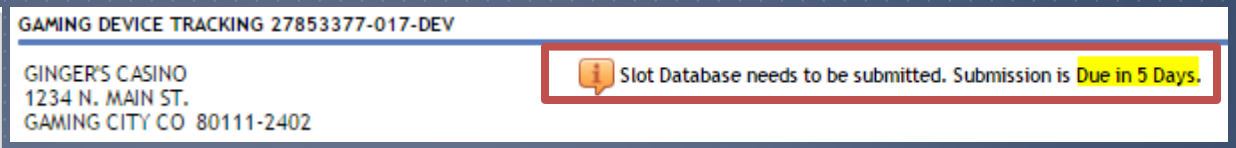


Serial #	Man	DeviceAction	Device Status	Received	AccountNameFrom	AccountNameTo	SubmittedName	Submitted	ConfirmedName	Confirmed
A0002	ELE	CHGSTS	In Casino Storag	01/05/2016	FRED'S CASINO		Gus	01/09/2016		
A0001	ELE	CHGSTS	Promotional	01/05/2016	FRED'S CASINO		Gus	01/09/2016		
test123	ARI	TRN	On Casino Floor	03/21/2016	COLORADO'S CASINO C	FRED'S CASINO	Gus	03/21/2016	DOGMaster	03/21/2016
Sent from Lab	ARI	TRN	Promotional	01/02/2016	LAB ONE	FRED'S CASINO	TestMaster	03/21/2016	DOGMaster	03/21/2016

NOTIFICATIONS | MISC ITEMS

- When the deadline is approaching to submit your Slot Database, notifications will be displayed in your ROL account





- If you have not updated your Slot Database within the 30-day requirement a notification will display that your submission is LATE
- As soon as you receive access to your device tracking account through ROL, we kindly request you update your records promptly for the first submission

NOTIFICATIONS | MISC ITEMS (CONT'D)

- We will be creating a user manual for the new application as soon as possible. If you have any questions, please do not hesitate to contact the Division for assistance
- Users who are granted access to accounts in ROL are still subject to the 72 hour removal requirement as noted in the ICMP

FAQS

- Will I have multiple Login IDs and Passwords like I did in EZFile?
  - It depends – The new application is an integrated system utilized by several other agencies within the Department of Revenue (DOR). The DOR Registration Control Unit is responsible for establishing accounts. It depends on when your account was set up, what tax types were associated with the business and what the establishment used for their legal name when setting up tax accounts
    - If you owned one business under the legal name of ABC Corporation and operated one casino location with the DBA of ABC Casino, but recently acquired a casino from company XYZ, you will likely have to use one Login ID for ABC Casino AND a separate Login ID for XYZ Casino
    - However, if you are ABC Corporation and operate ABC Casino and XYZ Casino under the same corporation name, you will likely have one Login ID for both ABC & XYZ Casino
  - The Division can verify how your establishments are set up. Please be assured we are exploring every option possible to allow for one Login ID to access multiple related accounts

FAQS

- What will my Login ID be?
  - You may choose your own Login ID. Since the application is fully integrated with other account types and many other ROL users, your desired Login ID may not be available and you will be prompted to choose another one
- Who do I contact if I have questions|issues with ROL?
  - If you have questions or issues pertaining to your Device Tracking (DEV) or Manufacturer Distributor (MFD) type account, please contact the Field Operations section in your local Gaming office
  - Any questions or issues pertaining to other account types must be directed to the agency responsible for the account type
- When will financial statement training be provided?
  - The Division will send out training dates soon, but we are anticipating mid-February

RECOMMENDATIONS

- FILE EARLY – Eliminate potential issues or confusion by filing early
- ONE-ON-ONE ASSISTANCE – Call the Division
- LOG IN AS SOON AS POSSIBLE – As soon as you have obtained your ROL login credentials, log into your account to familiarize yourself with the new application

ASSIGNMENT

- Before you can access your DEV or MFD account through ROL, we will need to ensure your property has a Master Profile, User Administrator and at least one individual responsible for filing personnel updates
  - Some properties already have a few accounts set up for other account types. Before you leave today please see the Division staff on hand to determine if you have accounts set up or not
  - We will need you to speak to your management, and respond to us by Friday, January 8, 2016 with the names of who should be set up
  - The Division can assist with initial set up, however once we complete this set up, it will be the User Administrators responsibility to add|update|terminate access to ROL accounts

QUESTIONS

DISCLAIMER

- The presentation was prepared using the information available at the time of delivery. Changes to Legislation, Rules, Regulations, ICMP, etc. may affect the content of the presentation. As a result, the information in this presentation may not be applicable or may become obsolete. The Division of Gaming will not be liable for any mis-interpretation of, or changes to such factors affecting this presentation. Should you have any questions, you are strongly encouraged to contact the Division of Gaming for clarification and guidance.

THANK YOU

If you have any further questions, please do not hesitate to contact us. REMEMBER: It's easier to get it right the first time & prior to deadlines!