

Frequently Asked Questions

GENERAL

Q: What is the Michigan Gaming Control Board Application Portal (MAP)?

A: A Portal created to allow online completion, tracking, paying, and submission of Vendor and Subcontractor applications. MAP is accessed via the State of Michigan [MiLogin](#) for Business.

Q: How do I get started?

A: If you don't have a [MiLogin](#) for Business user account, open an internet browser and go to <https://milogintp.michigan.gov> to create an account:

- From the [MiLogin](#) for Business sign-in screen select "Create an Account"
 - **Step 1:** Enter your email and complete the "I'm not a robot" verification.
 - **Step 2:** A passcode verification will be sent to the email provided. Enter the passcode and select Next Step to continue.
 - **Step 3:** Complete the profile information:
 - First name and Last name are required fields.
 - Agree to the Terms and Conditions.
 - Select "Next Step" to continue.
 - Step 4: Enter your work phone number. Select "Next Step" to continue.
 - **Step 5:** A passcode verification will be sent via a phone call to the work phone number. Enter the passcode and select "Confirm Passcode".
 - **Step 6:** Enter your mobile number. Select "Next Step" to continue. (This step can be temporarily skipped by selecting "Skip this for now".)
 - **Step 7:** Select the type of mobile phone number verification by selecting to have the code sent as a Text Message or via a Phone call to the number provided.
 - **Step 8:** Enter the passcode and select "Confirm Passcode".
 - **Step 9:** Create your User ID. User ID must be your last name, first initial, and any 4 number characters without spaces. Enter the user ID and then select "Next Step". If the user ID already exists, you will be prompted to enter a new ID number.
 - **Step 10:** Create and confirm your password.
- Once your account is successfully created you will be returned to the [MiLogin](#) for Business Home Page to log in and search for the MGCB Application Portal (MAP) link.

The image shows a screenshot of the MiLogin website. On the left, there is a dark blue banner with the Michigan state logo and the text "MiLogin" and "Michigan's one-stop login solution" with a right-pointing arrow. Below this, it says "MiLogin connects you to all State of Michigan services through one single user ID. Whether you want to renew your driver's license, file for unemployment, view your state tax return status, or apply for health benefits, you can use your MiLogin user ID to log in to Michigan government services." On the right, the main content area is white with the heading "Welcome to MiLogin". Below this is a login form with fields for "User ID or Email" and "Password", each with a "Forgot your user ID" and "Forgot your password?" link respectively. There is a checkbox for "I'm not a robot" and a reCAPTCHA logo. Below the form are buttons for "Log In", "Create an Account", and "Log In Passwordless". At the bottom, there is a note: "If you are not enrolled, login with your user ID (or email) and password and we will guide you through the enrollment steps. [Learn More](#)"

Q: What should I do if I am having issues logging into MiLogin for Business?

A: For issues regarding MiLogin please contact Michigan Gaming Control Board Infrastructure Security & Special Projects (ISSP) section at MGCB-ISSPSupport@michigan.gov.

If an email is not received containing a User ID or password within 30 minutes, check your spam/junk mail folder. If locked, your account will unlock automatically after 30 minutes.

Q: How do I navigate through the MAP Portal?

A: See the MAP Portal user guide for instructions; the user guide is available on the MGCB website.

[User Guide](#)

Q: How can I check the status of my application?

A: On the **Overview** screen of the **Application** page, under the **Application Status** card, is the status of the current application (e.g., pending payment, in progress, submitted, under review, etc.) status date, and the Licensing Coordinator's name and contact information the application is assigned to.

Q: How will I be notified when my application is approved?

A: The Approval Letter and Executive Director Order will be sent to the designated Entity Contacts email from MAP. Both documents can also be found in MAP, on the Entity's **Application** page, under the **Communication Attachments Card** and can be downloaded and printed.

Q: How do I print my application and attachments to present them for notarization?

A: Under **Details** of the **Application** page, select the blue **Upload Attachments** button on the right. Click the cloud icon to download and then save and print forms needing notarization.

Q: Can I upload notarized documents?

A: Yes, under **Details** of the **Application** page, select the blue **Upload Attachments** button on the right.

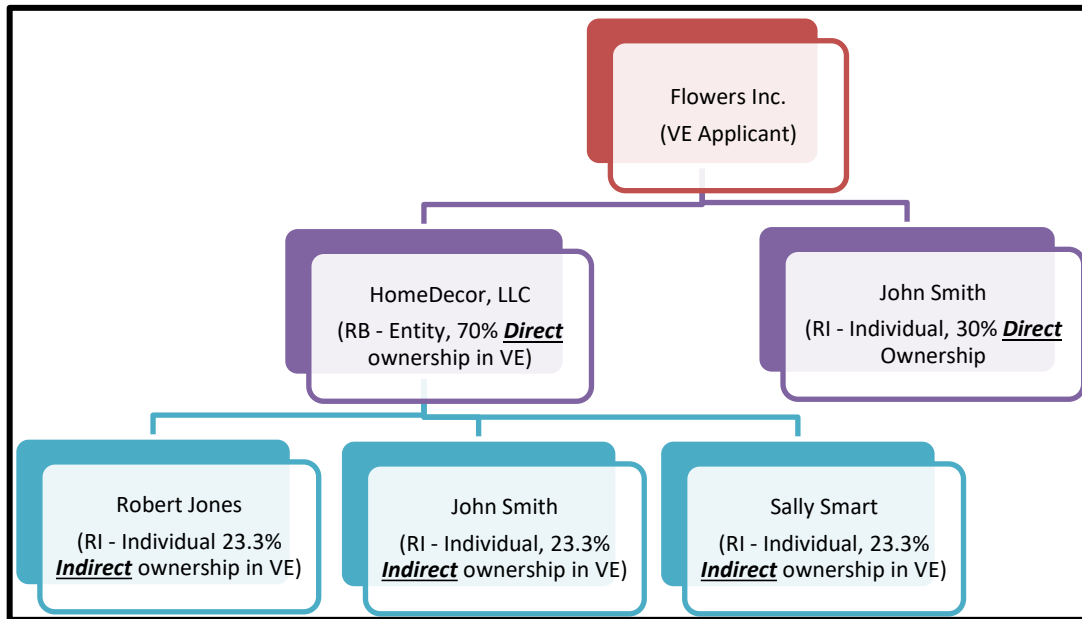
Q: Can I update information such as address, ownership, contact, employee changes?

A: Yes, on the **Entity Overview** screen, click the pencil icon on the **Entity Contact** card to edit information such as Contact Name, Email, and Phone Number. To change the address, choose the pencil icon on the **Entity Information** card.

GENERAL APPLICATION QUESTIONS

Q: What is the difference between Direct and Indirect ownership?

A: Direct ownership refers to individuals/entities that directly own shares in any legal entity. Indirect ownership refer to individuals/entities owning interest through one or more intervening entities, see below:



Q: What is a Letter of Intent?

A: A document declaring the preliminary commitment of a Vendor or Subcontractor to do business with a commercial casino, operator, or platform provider and is required for the initial application. A contract or agreement from a commercial casino, operator, or platform provider are also accepted.

Q: What is an Affiliate Marketer?

A: "Affiliate marketer" is an individual/entity involved in promoting, marketing, and directing business to online gaming sites that is compensated based on the volume of customer referrals to an online gaming site or customer activity, including but not limited to, number of registrations, number of depositing registrations, or wagering activity, or both.

If an applicant meets the definition and they are paid on a cost per acquisition basis, a Vendor Registration is required. If the applicant meets the definition and are paid based on the sharing of customer revenue, the applicant is required to file a supplier license application. However, if an applicant is performing traditional advertising services (or any other services), they are required to file a Vendor Registration once exceeding \$100,000 in goods/services to a single platform provider/operator in a calendar year.

Q: What is the difference between a Vendor Exemption and Vendor Registration Application?

A: A **Vendor Exemption** is to be completed by a person or entity providing nongaming-related goods and/or services in an amount greater than \$100,000 but less than \$400,000 of business to any Detroit commercial casino in any 12-month period.

A **Vendor Registration** application is to be completed by a vendor providing goods and/or services, directly or indirectly, to an internet sports betting operator, internet sports betting platform provider, internet gaming operator, or internet gaming platform provider.

Q: How do I know which application to apply for?

A: Please click the link below to access the Licensing Determination Flowchart:
[Licensing Determination Flowchart](#)

Q: How long does an application take to get approved?

A: From the time a complete application is submitted to the time the Executive Director approves the application, ranges from one week to two months or more. Various factors affect the time it takes, such as, when all required documents are received, results of financial and criminal background checks, possible additional documentation, or criminal or tax related issues that need to be resolved prior to recommendation.

Q: How do I withdraw my application?

A: Please send an email requesting a withdrawal to the Licensing Coordinator assigned to the application, who will provide you with instructions.

PAYMENT INFORMATION

Q: What forms of payment are accepted on the MAP Portal?

A: MAP accepts credit and debit card payments (Visa, MasterCard, Discover, and American Express) and eCheck payments.

The State of Michigan utilizes a Centralized Electronic Payment and Authorization System (CEPAS) to process online credit card transactions. The charge will show up on your account statement as "Michigan Gaming Control Board."

Q: How long does it take payments to process?

A: Your account will be debited in 1 to 3 business days from the date identified. If your payment date falls on a non-banking day your payment will be executed on the next available banking day. Current date payments received after 11:59 PM ET will be executed on the next valid banking day.

Q: In the event a refund is deemed acceptable, how will I receive a refund?

A: Application fees are non-refundable. However, under rare circumstances, or in the event of processing errors, such as, an overage in payment, refunds may be evaluated and possibly issued. If the payment was made by Credit or Debit Card, the card that was used for the purchase will be reimbursed. Payments made via e-check or check will be refunded by check within 7-10 businesses days to the Entity address listed in MAP.

Q: I submitted an eCheck payment on the MAP Portal and received a response that the payment was declined, or verification failed. Who do I contact?

A: Please contact the MGCB Vendor Helpline or Vendor Email Proxy at: Vendor Helpline: 313-456-1501
Mgcb-vendor@michigan.gov

TECHNICAL SUPPORT

Q: What Browsers should I use for MAP?

A: Microsoft Edge, Google Chrome or Mozilla Firefox

Q: How do I add additional contacts to my Entity?

A: On the **Entity** page in **MAP**, under the **External User** card, click the **Invite User** email icon, add the additional contacts email and **Invitation Access Level**. The additional contact will receive an email with a User Pin Number and steps on how to Claim an Existing Entity.

Q: How do I reset my MiLogin password?

A: For [MiLogin](#) password issues, please contact Michigan Gaming Control Board Infrastructure Security & Special Projects (ISSP) section at MGCB-ISSPSupport@michigan.gov.

Q: Who do I need to contact if I need support with MAP?

A: Please contact the MGCB Vendor Helpline or Vendor Email Proxy

Vendor Helpline: 313-456-1501

Mgcb-vendor@michigan.gov