BINGO SERVICE PORTAL (BSP) USER MANUAL

Creating an Account, Navigating BSP, and Filing Forms Online

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INTRODUCTION

The Bingo Service Portal (BSP) is a public facing application that provides individuals and organizations the ability to file certain forms, including quarterly reports, pay prize fees, view their information on file, view statewide reports, and access training online.
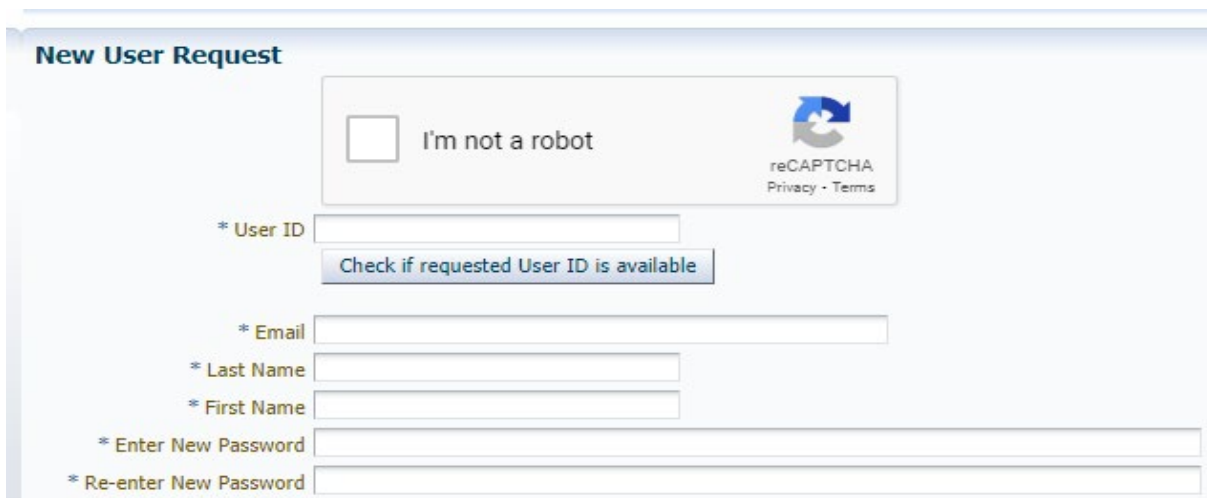
To access BSP, navigate to the Charitable Bingo Operations Division (CBOD) website at https://www. txbingo.org/ and click on the BSP logo.

CREATE AN ACCOUNT

1. Click on Create An Account.

2. Fill in the information. Remember to check the box verifying you are not a robot.

a. Be sure that your ID and password meet the identified criteria.

Please note the following restrictions on User IDs and Passwords

User IDs:

- must be at least 8 characters in length
- cannot contain any special characters other than those that can be used in an email address
- are not case sensitive
- you can use an email address for your User ID

Passwords:

- must be at least 8 characters in length
- the first character must be a letter
- there must be at least one number in the password
- passwords can only contain the following special characters ` ~ ! @ # $ % ^ & * ( ) _ - + = { } [ ] \\ | : ; " ' , . ? /
- passwords are case sensitive

3. To access forms and information regarding organization(s) of which you are a member, complete the section shown in the picture below.
   a. Completing this step will allow you to submit some forms on behalf your organization based on your position within the organization.
   b. You can also view organizational information, including past quarterly reports and charitable distribution details.

REQUIRED to Access Organization or Your Worker Information

For access to an organization or your Worker Registry information, please complete the fol

Birth Date `mm/dd/yyyy`

Drivers License Number

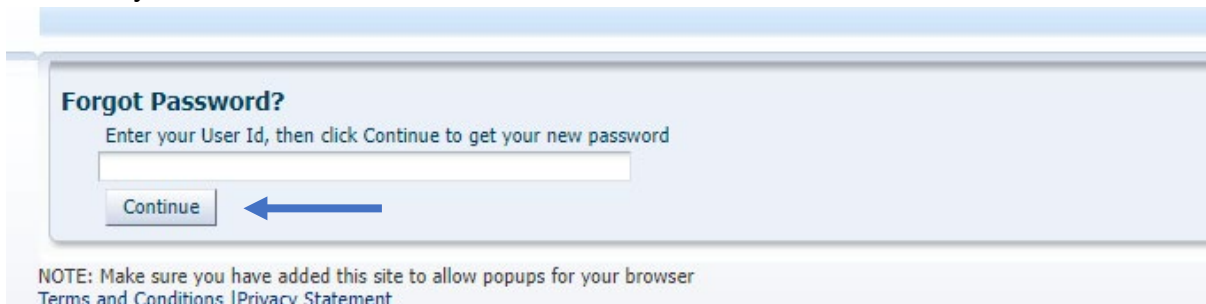Drivers License State

Last 4 Digits of SSN

[Create User]   Cancel

4. Once you have filled in the information, click on Create User.

CHANGE YOUR PASSWORD
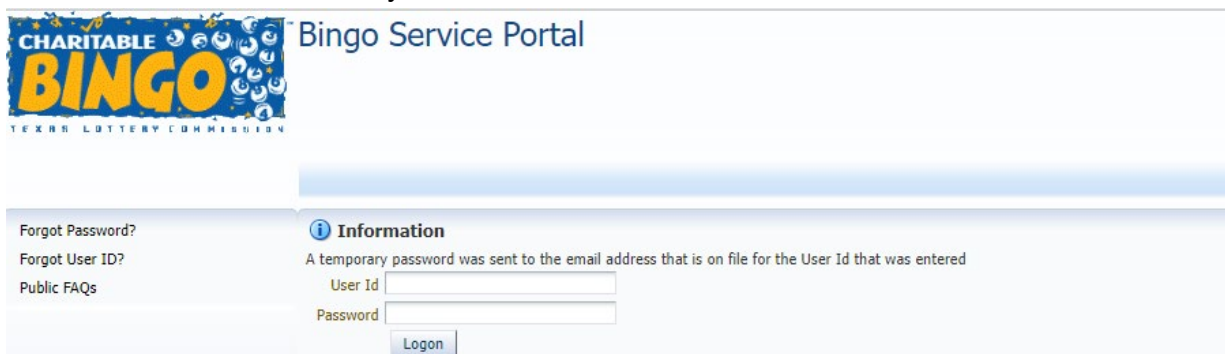
1. Select Forgot Password?

2. Enter your User ID and click Continue.

3. You will be returned to the log in screen. A temporary password will be sent to the email address associated with your BSP account.
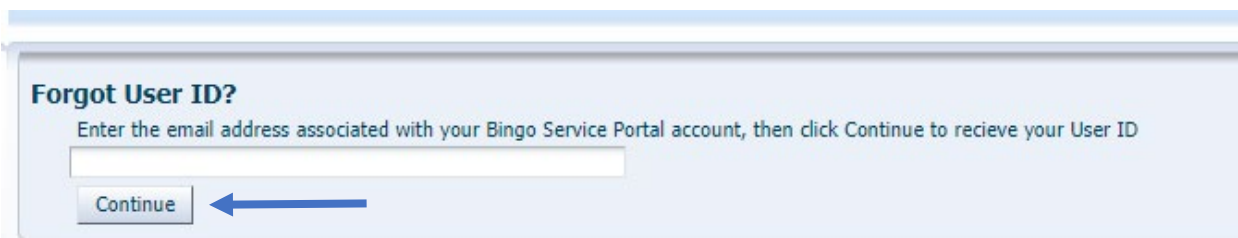

4. Enter your User ID and copy the temporary password into the password box.

5. You will be prompted to change your password when you log in.
   - It can take approximately 10 minutes to receive a temporary password. You may need to check any "Spam" or "Junk" folders.
   - NOTE: Do not repeat the "forgot password" process. Every time this process is completed, BSP will issue a new temporary password for your account. Previously issued temporary passwords will not allow access to your account.

RECOVER YOUR USERID

1. If you forget your User ID – select Forgot User ID?

2. Enter the email address you used to set up your account and click Continue.
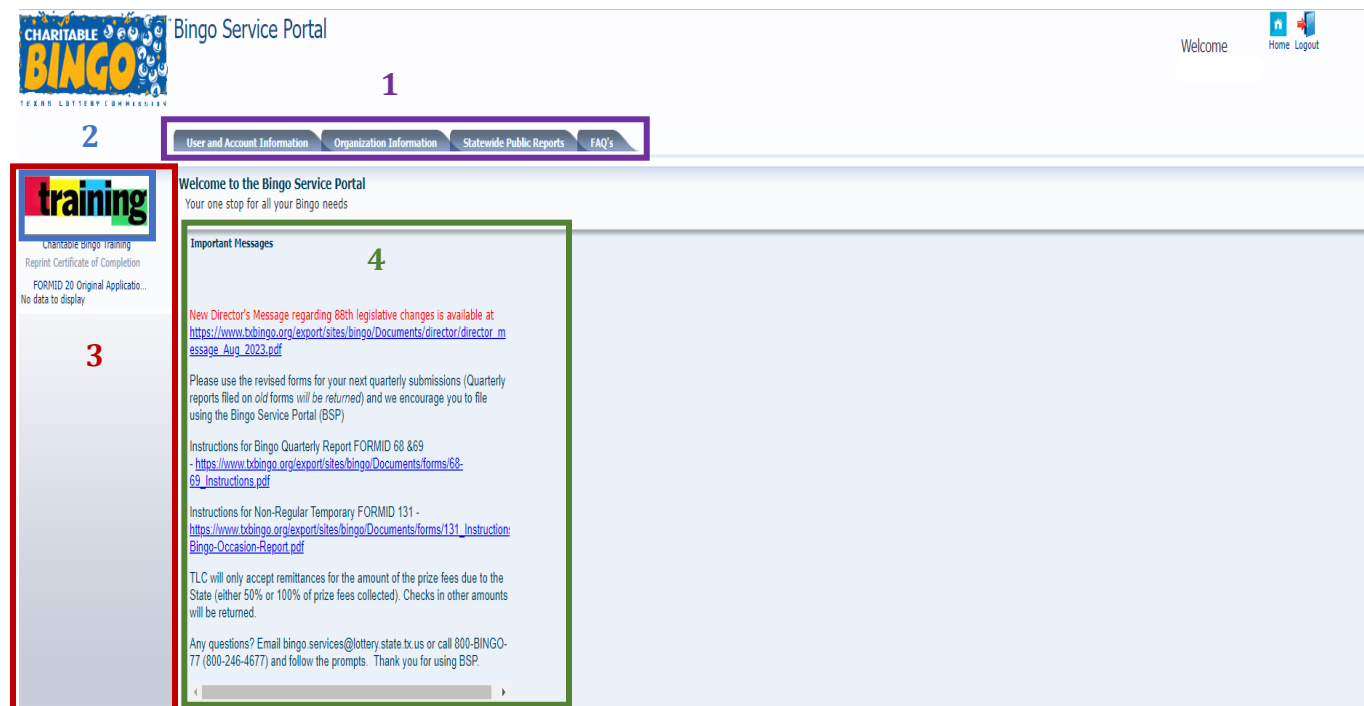

3. You will be returned to the log in screen. An email will be sent to the email you have on file in BSP.

- It can take approximately 10 minutes to receive a temporary password. You may need to check any "Spam" or "Junk" folders.

BSP MAIN PAGE

The BSP main page provides the user quick access to general information.

1. <u>Header Tabs</u>: These tabs organize the information in BSP into several groups. The tabs you see will depend on the type of organization and your position within the organization. All users have three (3) primary tabs:

   a. <u>User and Account Information</u> – Contains information and forms specific to the user.
   b. <u>Statewide Public Reports</u> – Provides reports of publicly available information, e.g., Conductor Locations, Quarterly Reports, and active Distributor/ Manufacturers.
   c. <u>FAQs</u> – Lists frequently asked questions and their answers.

2. <u>Training Link</u>: The link to the online bingo training modules is available for everyone. BSP provides the ability to reprint your training certificate from this page.

   Note: Only the bingo Chairperson and Designated Agent are *required* to complete the training but everyone involved in the conduct of bingo occasions is strongly encouraged to take the training.

3. <u>Left Pane</u>: This section contains links to various forms able to be completed via BSP. The forms available in this pane depend on the currently selected Header Tab.

4. <u>Important Messages</u>: This section provides news and updates relevant to the conduct of bingo in the state of Texas, including:

   a. Updates to the Bingo Enabling Act (BEA),
   b. Decisions/ messages from the Bingo Director or Commission;
   c. Helpful tips for quarterly reports;
   d. Contact information.

CHARITABLE BINGO TRAINING

As specified in Tex. Occ. Code §2001.107 and 16 Tex. Admin. Code §402.103, CBOD provides a charitable bingo training program approved by the commission. This training program can be completed on BSP. The bingo Chairperson and a Designated Agent must have a current training certificate unless the organization is a member of a unit with a designated unit manager. Designated unit managers must also have a current training certificate. However, CBOD strongly recommends that everyone involved in conducting bingo complete the training course.

1. **Training Instructions**: This section provides guidance for completing the charitable bingo training program. Please review this section prior to beginning the training program.

2. **Charitable Bingo Training Modules**: The training program is presented in video format. There are **seven** (7) videos comprising **six** (6) modules. **You must complete all videos/modules** before certifying your completion of the training program.

   2.1. To navigate between videos, click the **Playlist** button in the top right corner of the video player.

   2.2. Alternatively, click the **Replay** and **Next** buttons in the bottom left corner of the video player.

3. After completing all training materials, navigate below the video player. To confirm your training and generate your certificate of completion, click the **checkbox** and the **save** button.

4. You may then click the **Print Certificate** button to obtain a PDF copy of your certificate of completion.

USER AND ACCOUNT INFORMATION

This tab displays the user's information. It is vital to ensure that this information is correct because it is mirrored in the CBOD system. Discrepancies between the two systems can cause issues or delays in the approval or renewal of licenses and other forms submitted by the organization.

1. <u>Left Pane</u>: Find user specific forms in this section. The forms typically available include:
   a. FORMID 20 Original Application for Temporary Bingo Occasions for Non-Regular Organization,
   b. FORMID 46 Worker Registry Application,
   c. FORMID 47 Worker Registry Renewal, and
   d. FORMID 48 Notice to Change Worker Registry.

2. <u>User Account Information</u>: User information can be edited. <u>Please ensure you keep a record of any change to your User ID and email associated with your BSP account</u>.

3. <u>Information on File with Charitable Bingo</u>: This section contains user information reflecting data contained in the CBOD system. If you wish to change information contained in this section, please contact CBOD at bingo.services@lottery.state.tx.us. You may be required to submit documentation before a requested change can be made.

4. <u>Worker Registry Information</u>: This is your worker registry information. If this section is blank, you are not identified as a registered worker in the CBOD system, or you have not linked your BSP account to the CBOD system (see below). To change this information, please contact CBOD at bingo.services@lottery.state.tx.us. You may be required to submit FORMID 48 before the requested change can be made.

4.1. Alternatively, you may see the following section rather than sections **3** and **4**.

> For access to an organization or your Worker Registry information,
> please complete the following. For an organization or license access
> as a new user, you must hold an active position on the bingo record
> for a licensed charitable organization, lessor, manufacturer, distributor,
> or unit.
>
> Birth Date [mm/dd/yyyy] 📅
> Drivers License Number [   ]
> Drivers License State [▾]
> Last 4 Digits of SSN [   ]

This section may be used to link your BSP account to information already on file with CBOD. **Do not fill in this section unless you are listed on the Worker Registry and/or on an organization's license or unit agreement.**

If you are registering as a Bingo Worker, submit a completed FORMID 46. After receiving confirmation that your registration has been approved, you may complete this section.

If you are listed on an organization's license or unit agreement, complete and submit all required forms. After receiving confirmation that submitted forms have been processed and approved, you may complete this section.

- o You will need to log out of BSP and to log back in to see the changes to your BSP account.
- o It may take 15 minutes or more for the new changes to take effect.

Note: It is the **USER'S** responsibility to ensure that their information is accurate and up to date.

ORGANZIATION INFORMATION

This tab contains information about organization(s) with which you are associated. It is only accessible if your BSP account is linked to information already on file with CBOD (see *User and Account Information*, subsection 4.1).

1. **Left Pane**: Find organization specific forms here. The forms available will depend on the type of organization selected and your role within the organization. See *Form Submission*, subsection 1, for a list of all forms available on BSP.

2. **Organization Information**: This section displays general information about the selected organization. This information cannot be changed in BSP. If any information in this section is inaccurate, please contact CBOD at bingo.services@lottery.state.tx.us. You may be required to submit documentation before a requested change can be made.

3. **Organization (Select)**: This section displays a list of all organizations in which you hold a position. Clicking on an organization selects it, and the other sections on this page will change to reflect the currently selected organization. **Ensure you have the correct organization selected before submitting forms** using the Left Pane.

4. **Detailed Information Tabs**: Use these tabs to view more detailed information about the selected organization, including previously submitted Quarterly Reports, a list of officers and other position holders, and any account balances on file for your organization with CBOD.

FORM SUBMISSION

One of BSP's key features is the ability to submit forms online. The forms available to you will depend on your position in the organization. In order to submit forms on behalf of an organization through BSP, your account must be linked to information already on file with CBOD (see *User and Account Information*, subsection 4.1).

1. **Available Forms**.

The following forms may be completed online via BSP. Bingo forms available via BSP are published on the CBOD website (https://www.txbingo.org/export/sites/bingo/Forms/index.html).

   a. FORMID 11 Conductor license Amendment
   b. FORMID 18 Notification for Temporary Bingo Occasion for Regular Organization
   c. FORMID 19 Application for Temporary Bingo Occasion for Non-Regular Organization
   d. FORMID 20 Original Application for Temporary Bingo Occasions for Non-Regular Organization
   e. FORMID 46 Application for Registry of Bingo Workers
   f. FORMID 47 Renewal for Bingo Worker Registry
   g. FORMID 48 Notice to Change to Worker Registry
   h. FORMID 50 Conductor License Renewal
   i. FORMID 68 Bingo Quarterly Report (for conductors)
   j. FORMID 69 Bingo Quarterly Report (for Units)
   k. FORMID 70 Lessor Quarterly Report
   l. FORMID 100 Rent Receipt Detail
   m. FORMID 109 Bingo Manufacturer/Distributor Quarterly Report
   n. FORMID 129 Charitable Distributions Details for Conductor and Unit Member
   o. FORMID 130 Charitable Distributions Details for Accounting Unit
   p. FORMID 131 Non-Regular Temporary Bingo Occasions

2. **Submitting Forms via BSP**.

2.1. Select the correct form link from the left pane of BSP. Different forms are available under different Header Tabs (see *BSP Main Page*, subsections 1 and 3).

2.2. Complete all sections accurately. Some forms have multiple form tabs. Ensure all tabs have been reviewed and completed.

2.3. Check the Certification of Responsibility, if applicable. To submit your form online, click Save and Submit Application. This button must be clicked for CBOD to receive your completed form.

   o **Online payment of Prize Fees due must be made at time of Quarterly Report submission.** For more information on filing Quarterly Reports via BSP, see the relevant "How to File" guide in the Publications section of the CBOD website.
   o Alternatively, you may Save Application to save without submitting or Save and Print to obtain a PDF copy of your application.

STATEWIDE PUBLIC REPORTS

This tab provides easy access to publicly available data related to the conduct of bingo in the state of Texas. These reports can be saved in PDF, CSV, and/or Excel format.

1. Standard Reports: These reports can be run directly from BSP. Clicking on the desired report will open a Report Parameters window, allowing you to obtain specific data based on dates, locations, and other factors.

2. Open Data Portal Reports: These reports are stored as datasets on the Texas Open Data Portal (ODP). Clicking on the desired report will open a new window in your browser which displays the relevant dataset. For more information on using the ODP, please review the ODP User Guide available on the ODP website.

FAQ's

This tab contains frequently asked questions related to BSP. Please contact CBOD via phone or email if you have a question that is not covered under this tab.

If at any time you have issues or questions about BSP, contact CBOD at bingo.services@lottery.state.tx.us or 1-800-BINGO77 (1-800-246-4677).