



Gaming License Process Frequently Asked Questions

1. Q: When can I be scheduled for a gaming license appointment?

A: Once you have provided the notarized Authority for Release of Information form, we will send your information to the Tohono O’odham Gaming Office (TOGO) to run a prescreen. It takes a few days for the Gaming Office to provide results to us and they will let us know if you are eligible to move forward or not with the gaming licensing process. If you are cleared, you will then be contacted by either our HR Support Associate or HR Coordinator to be scheduled for a gaming license orientation. Gaming License Orientations are conducted every Monday at 8:00 AM except for major holidays. If you are not cleared, you will receive an email from Human Resources.

2. Q: Do I have to pay for my gaming license application?

A: No, the Tohono O’odham Gaming Enterprise (TOGE) will cover the expense for your gaming license fee. However, should you decide to leave within one year of employment with the Enterprise, there will be prorated charges that will be deducted on your final paycheck. This will be discussed with you by your Recruiter or HR Support Associate during your offer process.

3. Q: What types of gaming licenses do you have?

A: We have two types: 4B which are non-cash handling positions and CLASS III which are cash handling positions.

4. Q: When do I receive the gaming license packet?

A: You will either receive an email from a “@tonation-nsn.gov” address, please make sure to check your inbox or spam folder on the email that we have on file, or you may pick up a gaming license packet in the Human Resources Office (*Only for West Valley applicants*) before your gaming license appointment day.

5. Q: How many pages are in the Gaming License packet?

A: For a 4B License, the application is 7 pages. For a Class III license, the application is 32 pages. The application typically takes candidates between 2–4 hours to complete. Class III applicants also require a candidate to submit a detailed financial disclosure.

6. Q: What requirements do I need to bring on my gaming license appointment?

A: You will need to provide the following:

- Valid Driver's License/State ID
- Birth Certificate (*if born outside of the United States*)
- Social Security Card (*must not be laminated*)
- Copy of Bank Statements (*Only for CLASS III Applicants*)
- High School Diploma/GED or higher (if applicable)
- Original Copy of DD-214 or Military Discharge Paper (*if applicable*)
- Tribal ID Card or Certificate of Degree of Indian Blood (CDIB) (*if applicable*)
- Current Permanent Resident Card or Original Copy of Naturalization Certificate (*if applicable*)

7. **Q: I currently hold a gaming license from a casino in another state or I have a current gaming license in Arizona. Does this guarantee that I will be able to obtain or transfer my gaming license to Desert Diamond Casino?**

A: Not necessarily, your application for a new or transfer license will be reviewed on a case by case basis. We follow the standards set by the Tohono O'odham Gaming Office (TOGO) and AZ Department of Gaming (ADOG).

8. **Q: I have an open or pending court case. Am I able to move forward with the gaming licensing process?**

A: Unfortunately, we regret to inform you that the Tohono O'odham Gaming Office (TOGO) will be not able to provide you a gaming license until the court case has been finalized. This includes the completion of all probation ordered.

9. **Q: In the last 5 years, I have had a criminal or civil court action that is finalized with the Court already. Am I still able to move forward with the gaming licensing process?**

A: Yes, however, you will need to provide a full and accurate history. You must disclose all traffic violations, arrests, charges, indictments, and convictions. Your criminal history will be examined on a case by case basis. It is required to submit court documentation of criminal history to Tohono O'odham Gaming Office (TOGO) and Arizona Department of Gaming (ADOG).

10. **Q: Since my 18th Birthday, I have been convicted of either a felony, gaming offense, or problematic criminal convictions such as larceny, theft, embezzlement, conversion, prostitution, robbery, or illegal drug/illegal alien smuggling. Am I still able to move forward with the gaming licensing process?**

A: Unfortunately, we regret to inform you that the Tohono O'odham Gaming Office (TOGO) will be not able to provide you a gaming license.

11. Q: My felony conviction was “expunged” or “set aside”. Am I still able to move forward with the gaming licensing process?

A: Yes, however, it would be considered on a case by case basis and will require the proper documentation.

12. Q: I do have a medical marijuana card. Will that disqualify me in moving forward with the gaming licensing process?

A: Unfortunately, we regret to inform you that the Arizona Department of Gaming (ADOG) will not be able to provide you a gaming license. Desert Diamond Casino is a Drug-Free Employer.

13. Q: I have filed for bankruptcy, but the case has been discharged. Am I still able to move forward with the gaming licensing process?

A: **Please note that this question only applies to CLASS III Applicants. Yes, you will need to provide a copy of your discharge papers. Open or pending bankruptcy cases are not eligible.*

14. Q: Do I have to be fluent in English for my gaming license appointment?

A: All candidates are required to have basic proficiency in English, both verbal and written. Candidates are not permitted to have a translator with them at their licensing appointment and must demonstrate in front of a Gaming Licensing Investigator their written and verbal English proficiency.

15. Q: How long will it take before I hear back after my gaming licensing appointment?

A: Candidates typically hear back from the Tohono O’odham Gaming Office (TOGO) between 4–5 business days after your gaming license appointment. Once you are approved for a Gaming License, the Recruiter/HR Coordinator will be contacting you to schedule you for your New Team Member Orientation (NTMO). Please keep in mind that your gaming license process could take longer if you have a pending or missing document that you needed to provide to your Gaming Investigator.

16. Q: Can I put in my 2 weeks of resignation notice right after I attend my gaming license appointment?

A: We do not recommend you to put in your two weeks’ notice to your current employer until you have been scheduled for a New Member Team Orientation (NTMO). Please wait until you hear from one of our Recruiters or HR Coordinators.

17. Q: I need to contact my Gaming Licensing Investigator, how would I contact them?

A: Your Gaming Licensing Investigator will provide you their contact information during your appointment. If you're not able to get ahold with one of them, please call the Tohono O'odham Gaming Office (TOGO) on the following business hours:

- West Valley: 602-648-0111 | Monday–Friday, 8:00 AM – 5:00 PM
- Southern Arizona: 520-648-4100 | Monday–Friday, 8:00 AM – 5:00 PM