

DIVISION OF GAMING
NOTIFICATION REQUIREMENTS
Effective March 17, 2025
Revised February 14, 2025

Reporting Timelines

IMMEDIATE NOTIFICATION UPON DISCOVERY	2
WITHIN 24 HOURS	5
WITHIN 5 DAYS	5
WITHIN 7 DAYS.....	6
WITHIN 10 DAYS	6
WITHIN 31 DAYS	6
WITHIN 120 DAYS	6
PRIOR TO OPENING AND WITHIN 30 DAYS OF ANY CHANGE	6
AT LEAST 14 DAYS PRIOR	10
AT LEAST 10 DAYS PRIOR	11
AT LEAST 7 DAYS PRIOR	11
AT LEAST 5 DAYS PRIOR	11
AT LEAST 3 DAYS PRIOR	12
DUE THE FIRST DAY OF EACH MONTH.....	12
MONTHLY ON THE 15TH OF EACH MONTH (OR NEXT BUSINESS DAY IF SAT, SUN OR HOLIDAY) 12	
MONTHLY.....	12
MISC.....	13
NOTIFICATION AS NEEDED.....	13

DIVISION OF GAMING NOTIFICATION REQUIREMENTS

Effective March 17, 2025

Revised February 14, 2025

Type of Issue	Notes	Statute Rule Section Reference
IMMEDIATE NOTIFICATION UPON DISCOVERY		
Report to: Investigations Notify by: - Black Hawk Central City casinos: Submit all notifications using the google form; if the suspect of a CRIMINAL ACT is still on-scene OR it is a potentially high-profile incident, then also telephone call to Dispatch to have an investigator respond. Gilpin County Sheriff's Office 303-582-5500 - Cripple Creek casinos: Telephone Call to Dispatch Cripple Creek Police Department 719-689-2655		
Excluded Individuals Participating in Gaming or Sports Betting Activities	Excluded means anyone who has been Self-Excluded, Involuntarily Excluded, Court Excluded, Casino Excluded	44-30-827 44-30-1703 CLGR 30-2905(2)(b)
Underage Gaming	Any person under age 21 participating in limited gaming. Including fraudulent/suspected fraudulent identification.	44-30-809
Gaming License	Person working in limited gaming without a license or licensed employee gaming where they are employed.	44-30-814
Max Bet Violations	Allowing a bet over a limit established by the city.	44-30-816
Unlawful Tips	Licensee working in a supervisory position accepting tips or licensee violating tip distribution criteria.	44-30-820 44-30-822
Fraudulent Acts	Any violation of 44-30-822(1)a-n	44-30-822
Cheating Device for Calculating Probabilities Cheating Devices	Any device or method used to alter or cheat a limited gaming device or track cards on table games.	44-30-821 44-30-823 44-30-825
Death of a Gaming Patron	Division determines the disposition of the deceased patron's winnings.	CLGR 30-214
Discovery of Violations	Upon discovery of a violation or of a suspected violation of article 30 of title 44, C.R.S., or the rules and regulations promulgated thereunder.	CLGR 30-402 ICMP Section 1
Visibly Intoxicated Persons	Patron gaming while visibly intoxicated after being warned.	CLGR 30-415
Patron Disputes	Licensee refuses payment of winnings, unresolved dispute, or any dispute that involves \$1,250 or more. The slot machine shall <i>not</i> be reset or altered (i.e., no further play) until a Gaming Investigator has arrived.	CLGR 30-417 ICMP Section 4 L

DIVISION OF GAMING
NOTIFICATION REQUIREMENTS
Effective March 17, 2025
Revised February 14, 2025

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Activities which Constitute Fraud	Patrons playing in cooperation or collusion, or communication during play not understood by all patrons.	CLGR 30-425 ICMP Section 4 L
Disciplinary Proceedings	Licensee commits or is suspected of committing any crime in a casino.	CLGR 30-502
Cards (Blackjack)	Games dealt with an improper number of cards or marked, crimped or shaved cards.	CLGR 30-806
Wagers (Blackjack)	Wagers paid or collected incorrectly (notify on the third occurrence per dealer per shift).	CLGR 30-807
Dealer's Hole Card	Dealer exposes or looks at the hole card (first occurrence if intentional, second time if inadvertent).	CLGR 30-823
Irregularities	Dealer or pit supervisor fail to follow procedures listed.	CLGR 30-828
Table Games Rule Violations (Including Player Banked Poker)	Dealer violates rules for any table game (first occurrence if intentional, second time if inadvertent).	CLGR 30-8 CLGR 30-10 CLGR 30-21 CLGR 30-22 CLGR 30-23 CLGR 30-26 CLGR 30-27 CLGR 30-28
Cards	Games dealt with an improper number of cards, or marked, crimped or shaved cards. Cards lost or discovered in a non-secure storage location. Upon evidence of tampering, alteration, missing or additional playing cards.	CLGR 30-8 CLGR 30-10 CLGR 30-21 CLGR 30-23 CLGR 30-28
Restrictions on Proposition Players	Proposition players playing in collusion or more than three proposition players playing in a game.	CLGR 30-1048
Slot Machine Awards	Award claimed by a patron other than the person making the wager (disputed).	CLGR 30-1256
Slot Components Secure	Unauthorized access to component parts.	CLGR 30-1257 ICMP Section 4 A
Altered Gaming Documents	Altered or falsified gaming documents discovered.	CLGR 30-1621
Table Games Pit Supervision	Any violation of the approved Pit Supervision Plan	ICMP Section 2 A

DIVISION OF GAMING NOTIFICATION REQUIREMENTS

Effective March 17, 2025

Revised February 14, 2025

Type of Issue	Notes	Statute Rule Section Reference
Equipment Approval	Must notify and receive approval from the Division for all table games equipment <i>prior</i> to use if the casino finds any issues relating to equipment, as part of their inspections.	ICMP Section 2 I ICMP Section 3 D ICMP Section 15
Table Games Tournament – Chip Discrepancies	Notify when there are Tournament Chip discrepancies of 1,000 points or greater are identified in the inventory counts performed prior to and subsequent to the tournament.	ICMP Section 2 K
Restricted Keys Taken Off Premises and Other Unusual Key Activity	Notification must be made when any restricted keys have been taken off premises, missing restricted keys, system failure requiring AKTS to be manually accessed etc.	ICMP Section 10 A & E ICMP Section 11 E
Automated Key Tracking System Problems	Any time the emergency release access is utilized the gaming manager and security must be present. - Black Hawk Central City: Use Google FORM as listed above. - Cripple Creek: Call Dispatch AND send email to DOR_ColoradoCasinos@state.co.us	ICMP Section 10 E
Excessive Foreign Chips/Tokens Found in a Drop Period.	Report when \$20 or more of foreign chips/tokens from closed Colorado casinos or casinos outside of Colorado are found in a drop period.	ICMP Section 11 P
Surveillance Outage	All video losses, that are not a result of routine maintenance, that exceed 15 minutes for critical cameras or an hour on other required gaming cameras must be immediately reported to the Division.	ICMP Section 13 G
Misc. Items	Anything not defined elsewhere in this document.	
Report: TSG Notify by: Email – Black Hawk Central City: DOR_ccbhcasinos@state.co.us – Cripple Creek: DOR_cripplecreekcasinos@state.co.us		
WLAN Changes	Submit the updated network diagram when there is a change to the WLAN.	ICMP Section 6 I
Wireless and/or Any Other Irregular Detections	Submit written notice immediately regarding all actual instructions to a system component or module on the network.	ICMP Section 7 A

DIVISION OF GAMING
NOTIFICATION REQUIREMENTS
Effective March 17, 2025
Revised February 14, 2025

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TITO device produces any other type of ticket	If the TITO device produces any other type of ticket, the licensee must immediately investigate the machine, disable the functionality and contact the Division.	ICMP Section 8 A
Report: Audit Notify by: Email – Black Hawk Central City: DOR_ColoradoCasinos@state.co.us – Cripple Creek: DOR_ColoradoCasinos@state.co.us		
Deficiency in the Amount of Available Cash to Meet Minimum Bankroll Requirements	Complete the Minimum Bankroll Analysis Worksheet, located on the Division's website, and associated supporting documentation as well as a plan of how the deficiency will be rectified.	CLGR 30-1612 ICMP Section 11 J
Chip/Token Deviations Received from Manufacturer	Any deviations between the invoice accompanying the chips/tokens and the actual chips/tokens received and any defects is reported to the Division.	ICMP Section 11 P
WITHIN 24 HOURS		
Unlawful Chips, Tokens, Coins or Devices	Unapproved, discontinued, and shaved chips or tokens, wrong denomination or illegal tender found in slot machines. Email the Field Operations Manager and include the findings of the casino's review.	44-30-824
NSF Jackpot Checks to Patrons	Must email written notice to DOR_ColoradoCasinos@state.co.us within 24 hours of receiving actual notice.	CLGR 30-1622(2)
Slot Components Secure	Unsecured slot door or component parts. Email the Field Operations Manager and include the findings of the casino's surveillance review.	CLGR 30-1257 ICMP Section 4 A
Emergency Count	Must email a written notice within 24 hours of the emergency count to DOR_ColoradoCasinos@state.co.us . Include any explanation justifying the need for the emergency count.	ICMP Section 5 C
WITHIN 5 DAYS		
Conclusion of Chip Token Destruction	Copies of all documentation must be submitted to the Division's office within five (5) business days following the final destruction. DOR_ColoradoCasinos@state.co.us	ICMP Section 1 J ICMP Section 11 P

DIVISION OF GAMING NOTIFICATION REQUIREMENTS

Effective March 17, 2025

Revised February 14, 2025

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WITHIN 7 DAYS		
Device Movement	File electronically through Revenue Online (ROL). A link to ROL is available on the Division's website .	CLGR 30-405(5) ICMP Section 4 D
Pit Supervision Plan	Complete the Table Games Pit Supervision Plan Form, located on the Division's website and submit it to DOR_Table_Games_Chair@state.co.us . The licensee <i>must</i> receive approval from the Division prior to implementation for any changes to the Pit Supervision Plan	ICMP Section 2 A ICMP Section 3 A
WITHIN 10 DAYS		
Engagement of Independent Auditor	Licensee must provide written notice to DOR_ColoradoCasinos@state.co.us within 10 days of engaging an auditor. The Independent accountant must also provide written notification prior to observations.	CLGR 30-1610(1) ICMP Section 11 M
WITHIN 31 DAYS		
Internal Compliance Officer's (ICO) Report	Copies of the reports must be submitted to DOR_ColoradoCasinos@state.co.us within 31 days after the end of the period under review. January – June: Due 7/31 July – December: Due 1/31	ICMP Section 11 N
WITHIN 120 DAYS		
Audited Financial Statements	Licensees with annual AGP of \$10M+ within their business year must submit audited financial statements no later than 120 days after the last day of the business year. May submit electronic copies to DOR_ColoradoCasinos@state.co.us OR contact the Division's Chief Auditor at 303-205-1300.	CLGR 30-1620 ICMP Section 11 M
PRIOR TO OPENING AND WITHIN 30 DAYS OF ANY CHANGE		
Organization Chart, Job Descriptions & List of Personnel	Submit written lists to the Division prior to opening and within 30 days of any significant changes. Please submit documents to DOR_ColoradoCasinos@state.co.us .	CLGR 30-404 ICMP Section 1 B

DIVISION OF GAMING
NOTIFICATION REQUIREMENTS
Effective March 17, 2025
Revised February 14, 2025

Type of Issue	Notes	Statute Rule Section Reference
Intent to Use an Automated Gaming System (i.e., Slot, Cage, Pit, External Bonus System, Kiosk, Wireless Handheld Device, etc.)	Complete and submit the System Install/Upgrade Notification Form, available on the Division's website, and any other required information 30 days prior to the installation AND on the first day of testing. Send documentation via email to the Division's local Technology Section. - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	CLGR 30-1202 ICMP Section 2 A ICMP Section 3 A ICMP Section 4 G ICMP Section 6 A ICMP Section 7 A ICMP Section 8 A ICMP Section 9 A ICMP Section 16 A
Intent to Upgrade Existing Gaming System Including SMIB and Data Collection Units	Complete and submit the System Install/Upgrade Notification Form, available on the Division's website, and any other required information 30 days prior to the upgrade. Send documentation via email to the Division's local Technology Section. - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	CLGR 30-1202 ICMP Section 7 Forms
Cross-Validation of Tickets	Licensees must submit written notice to the Division's Chief Auditor and the Division's Chief Technology Officer if the licensee plans to have tickets, purchase tickets, or slot coupons, validated or redeemed by a commonly owned licensee. Please submit information via email to: - Black Hawk Central City: DOR_ColoradoCasinos@state.co.us AND DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_ColoradoCasinos@state.co.us AND DOR_cripplecreekcasinos@state.co.us	CLGR 30-1268

DIVISION OF GAMING
NOTIFICATION REQUIREMENTS
Effective March 17, 2025
Revised February 14, 2025

Type of Issue	Notes	Statute Rule Section Reference
Chip Token Ticket Redemption Plans	Submit a written plan to the Division upon determination of closure. Plan may be emailed to DOR_ColoradoCasinos@state.co.us Applies to casinos closing or a properly registered trade name change after December 2013.	CLGR 30-1304 ICMP Section 1 J
Chip Token Destruction Plan	Submit a written destruction plan to the Division prior to the anticipated destruction. You must receive approval from the Division prior to the destruction taking place. The plan may be emailed to DOR_ColoradoCasinos@state.co.us Copies of all documentation must be submitted to the Division's office within five (5) business days following the final destruction.	CLGR 30-1304 ICMP Section 1 J ICMP Section 11 P
Intent to use Tickets Issued as a Tax Deduction or Intent to Switch Between Methods	Licensee must submit written notice to the Division's Chief Auditor prior to using Tickets Issued as a Tax Deduction or intent to switch between methods. Please submit information to DOR_ColoradoCasinos@state.co.us The Division must approve the change in ticketing deduction method before the Licensee can implement the requested method.	CLGR 30-1603
Minimum Bankroll Requirements	Complete the Minimum Bankroll Analysis Worksheet and submit it and supporting documentation to DOR_ColoradoCasinos@state.co.us. This must be submitted prior to opening, upon request by the Division, when business conditions warrant or other significant changes impacting the minimum bankroll.	CLGR 30-1612 ICMP Section 1 B ICMP Section 11 J
Internal Compliance Officer (ICO) Designation	Licensees must submit written notice to the Division's Chief Auditor by emailing DOR_ColoradoCasinos@state.co.us. - This requirement does not apply to Group A licensees.	ICMP Section 1 B ICMP Section 11 N

DIVISION OF GAMING NOTIFICATION REQUIREMENTS

Effective March 17, 2025

Revised February 14, 2025

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Intent to Switch from One Gaming System to Another	Complete and submit the System Install/Upgrade Notification Form, available on the Division's website, and any other required information 30 days prior to the installation. Send documentation via email to the Division's local Technology Section. - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	ICMP Section 7 A
Intent to Install or Upgrade Kiosk	Complete and submit the System Install/Upgrade Notification Form, available on the Division's website, and any other required information 30 days prior to the installation. Send documentation via email to the Division's local Technology Section. - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	ICMP Section 7 A
Intent to Use and/or Test Wireless Handheld Validation Unit	Complete and submit the System Install/Upgrade Notification Form, available on the Division's website, and any other required information 30 days prior to the upgrade. Send documentation via email to the Division's local Technology Section. - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	ICMP Section 7 A

DIVISION OF GAMING

NOTIFICATION REQUIREMENTS

Effective March 17, 2025

Revised February 14, 2025

Type of Issue	Notes	Statute Rule Section Reference
Intent to Use and/or Upgrade or Modify Cage, Pit or Wireless Handheld Validation Unit	Complete and submit the System Install/Upgrade Notification Form, available on the Division's website, and any other required information 30 days prior to the upgrade. Send documentation via email to the Division's local Technology Section. - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	ICMP Section 7 A
Front Money	Casinos interested in allowing this must develop policies, procedures, and internal controls to ensure funds are safeguarded and accountability over them is maintained. The policies, procedures, and internal controls <i>must</i> be reviewed and approved by the Chief Auditor before being used. Submit documents to DOR_ColoradoCasinos@state.co.us. Policies, procedures and internal controls must include the following: 1. Wire Transfers have to occur between banks. A patron would wire transfer money from their account to one of the licensee's operational accounts. Once the funds are received in the operational account, a casino employee needs to transfer the wired funds to the patron casino account. 2. Extension of credit is still not allowed. If the casino management system allows for front money transactions funded by a "marker", then the patron must have money in their account to fund the marker before allowing a front money transaction. 3. Must meet all Title 31 requirements, including but not limited to, FinCEN identification requirements.	
AT LEAST 14 DAYS PRIOR		
Intent to Sponsor Limited Gaming by a Charitable Organization	Must notify the Division's Audit Section prior to the event. Submit written notice to DOR_ColoradoCasinos@state.co.us	C.R.S. 44-30-901(b) ICMP Section 11 K

DIVISION OF GAMING
NOTIFICATION REQUIREMENTS
Effective March 17, 2025
Revised February 14, 2025

Type of Issue	Notes	Statute Rule Section Reference
AT LEAST 10 DAYS PRIOR		
AT LEAST 7 DAYS PRIOR		
Table Games Tournament & Multi-Licensee Table Games Tournament OR Jackpot Award Procedures	Provide a complete copy of tournament rules to the Table Games Chair at least seven (7) days prior to the start of the tournament. Email notification to DOR_Table_Games_Chair@state.co.us	CLGR 30-842 CLGR 30-1039 CLGR 30-1057 CLGR 30-1060 CLGR 30-1061
Additional payouts (Table Games)	Complete the Additional Payout Request form and submit the written notice to DOR_ColoradoCasinos@state.co.us at least 7 days prior to offering the payout. Licensees must receive approval from the Division prior to offering the additional payout.	ICMP Section 2 D & H
Additional Payouts (Slots)	Complete and submit the Additional Payout Request form located on the Division's website to DOR_ColoradoCasinos@state.co.us prior to offering the payout. Effective dates of the additional payout(s) may not exceed six (6) months. Licensee <i>must</i> receive approval from the Division prior to offering additional payouts or prior to making any changes to the program.	ICMP Section 4 N ICMP Section 4 I
Slot Machines Stored Offsite	Slot machines may be stored on the casino premises or at an offsite location, as long as the Division knows the location of the machines, the storage facility is secure, and the licensee has properly reported the movement of those devices. E-mail notification to the Division's Field Operations Manager is required.	ICMP Section 4 D
AT LEAST 5 DAYS PRIOR		
Slot Tournament	Submit tournament rules to the Field Operations Unit Supervisor in the local Division office at least five (5) days prior to the scheduled start of the tournament. The Field Operations Supervisor for each city will be the main point of contact. They will coordinate with the other Gaming sections for approval.	CLGR 30-1251 ICMP Section 4 P

DIVISION OF GAMING
NOTIFICATION REQUIREMENTS
Effective March 17, 2025
Revised February 14, 2025

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AT LEAST 3 DAYS PRIOR		
Table Games, EBT, Slot and Kiosk Drop and Count Schedule	Complete the Drop & Count Schedule form located on the Division's website and submit the completed form to DOR_ColoradoCasinos@state.co.us prior to changing approved days/times. Temporary changes are subject to monthly notification.	CLGR 30-1609 ICMP Section 1 B ICMP Section 5 B, C & D ICMP Section 8 D
BV Boxes Dropped More Frequently than Drop Buckets OR Different Parts of the Casino Dropped on Different Days	Complete the Drop & Count Schedule form located on the Division's website and submit the completed form to DOR_ColoradoCasinos@state.co.us prior to changing approved days/times. Must adequately describe which areas are dropped on which days/times. Temporary changes are subject to monthly notification.	ICMP Section 5 C
DUE THE FIRST DAY OF EACH MONTH		
Personnel Tracking	File electronically through Revenue Online (ROL). A link to ROL is available on the Division's website .	CLGR 30-404
MONTHLY ON THE 15TH OF EACH MONTH (OR NEXT BUSINESS DAY IF SAT, SUN OR HOLIDAY)		
Cage Or Kiosk Overages/Shortages	Email written notification to DOR_ColoradoCasinos@state.co.us by the 15 th of the following month if there are overages or shortages of \$1,000 or more per shift that were not resolved within 7 days. Must include a list of the overages/shortages along with the circumstances and results of the investigations for each case. If the shortage or overage is the result of illegal activity, licensee must immediately notify the Division in writing.	ICMP Section 8 H ICMP Section 9 L
Monthly Gaming Tax Return	File electronically through Revenue Online (ROL). A link to ROL is available on the Division's website .	ICMP Section 11 K
MONTHLY		
Slot Floor Database	File electronically through Revenue Online (ROL). A link to ROL is available on the Division's website . A copy of the Slot Database Submission Template is also available on the Division's website.	ICMP Section 4 A

DIVISION OF GAMING

NOTIFICATION REQUIREMENTS

Effective March 17, 2025

Revised February 14, 2025

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Unscheduled Temporary Changes for Table Games, EBT, Slot and Kiosk Drop or BV Boxes Dropped More Frequently than Drop Buckets OR Different Parts of the Casino Dropped on Different Days	Unscheduled temporary changes to drop and count should be reported monthly by emailing documentation to DOR_ColoradoCasinos@state.co.us	ICMP Section 5
Emergency Drop	Must email a written notice monthly to DOR_ColoradoCasinos@state.co.us .	ICMP Section 5 C
Meter Resets	Email written notice to the Division at DOR_ColoradoCasinos@state.co.us when three or more meter resets per machine per month occur excluding RAM clears performed on new installations and final drops. Consistent meter resets could be indicative of machine problems or improper procedures to correct meter problems.	ICMP Section 11 C
MISC.		
Annual System Integrity & Security Assessment: Annually by the end of each calendar year.	Must email assessment to: - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	CLGR 30-1296(11) ICMP Section 18 B
Unaudited Financial Statements	Required to be submitted for license termination, change in business entity or change in control of ownership no later than 75 days after the event. May submit electronic copies to DOR_ColoradoCasinos@state.co.us OR contact the Division's Chief Auditor at 303-205-1300.	CLGR 30-1619 ICMP Section 11 L
Standard Financial Statements: Annually on March 15 th (or next business day if Sat, Sun or Holiday)	Required to file for the year ended December 31. File electronically through Revenue Online (ROL). A link to ROL is available on the Division's website .	CLGR 30-1619 ICMP Section 11 L
NOTIFICATION AS NEEDED		
Application for Licensure in a Foreign Jurisdiction	Written notice to the Division's licensing section by emailing dor_gaming_licensing@state.co.us .	CLGR 30-426

DIVISION OF GAMING NOTIFICATION REQUIREMENTS

Effective March 17, 2025

Revised February 14, 2025

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Alternative Internal Controls	Complete the Variance Request Form and submit written requests for an ICMP variance to DOR_ColoradoCasinos@state.co.us. All alternative internal controls <i>must</i> be approved by the Division <i>prior</i> to implementation.	ICMP Section 1 A, B & D
Access to the Count Room During the Count Process	Licensee must notify the Division via email at DOR_ColoradoCasinos@state.co.us any time other persons such as auditors from CPA firms, are to access the count room. Licensees <i>must</i> receive approval from the Division prior to access being granted.	ICMP Section 5 A
Gaming System Down	Email a notification as soon as practically possible to the Division's local Technology Section anytime: a. Systems that report, or affect the reporting of, AGP are down for more than 12 hours in any 30-day period. b. System interfaces from the count (currency or tickets) and/or EPCS. c. Unanticipated incidents. - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	ICMP Section 6
Security Incident on the WLAN	Submit an email notification as soon as practically possible to the Division's local Technology section. - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	ICMP Section 6 I

DIVISION OF GAMING
NOTIFICATION REQUIREMENTS
Effective March 17, 2025
Revised February 14, 2025

Type of Issue	Notes	Statute Rule Section Reference
Employees with System Access Who Were Not Terminated Within 3 Days	Upon discovery and after the investigation has been completed, submit the name of the employee(s) and reason why the employee(s) were not terminated within 3 days. Submit email to the Division's local Technology Section. - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	ICMP Section 6 L
System or Module Test Results for Several, but Not All Testing Requirements	Complete and submit the Acknowledgment Letter, available on the Division's website, along with all required supporting documentation upon successful completion of the system or module testing. Send documentation via email to the Division's local Technology Section. - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	ICMP Section 7
System Problems During Gaming System Testing and Field Trials	Complete and submit the Weekly Log, available on the Division's website, weekly during testing. Submit significant problems to the Division subsequent to submitting Acknowledgement letter but prior to receiving Division approval. Report material issues subsequent to receiving Division approval. Send documentation via email to the Division's local Technology Section. - Black Hawk Central City: DOR_ccbhcasinos@state.co.us - Cripple Creek: DOR_cripplecreekcasinos@state.co.us	ICMP Section 7 A
Bagged Coin Discrepancies	Complete the Bagged Coin/Token Verification Form, available on the Division's website, and submit written notice to DOR_ColoradoCasinos@state.co.us if there is a difference of \$50 or more identified when performing the quarterly verification.	ICMP Section 11 D

DIVISION OF GAMING
NOTIFICATION REQUIREMENTS
Effective March 17, 2025
Revised February 14, 2025

Type of Issue	Notes	Statute Rule Section Reference
Adjustment to Gaming Tax Return	Email supporting documentation for the adjustment to the DOR_ColoradoCasinos@state.co.us mailbox prior to taking the adjustment on the tax return. Adjustments to the same fiscal year are handled differently than adjustments to a return from a previous fiscal year.	ICMP Section 11 K