

Gambling Control TAP Services User Guide



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FREQUENTLY ASKED QUESTIONS

What is TAP?

TransAction Portal (TAP) is an online portal which the Department of Revenue and the Department of Justice have developed to provide business owners and individuals with access to government services. The Video Gambling Machine (VGM) Services allow easy access for Gambling and Route Operators to transmit meter readings, service reports, letter of withdrawals, permitting, and the ability to receive and pay tax estimates for each quarter. Licensees and applicants can also submit applications for licenses along with special permits .

Who can I contact for help?

If you need assistance navigating on TAP, contact the Gambling Control Division at (406) 896-4300 or email gcd@mt.gov and request assistance. A License Examiner will contact you. Resources are also available on our website at www.dojmt.gov/gaming/tap. See the Help section for more information.

How do I view my tax estimate?

On the summary page you will look for the Video Gambling Machine (-VGM) account. To the right of the account ID listed you will see a list of items you can do on the account. Once your estimate is generated there will be a link to "View Estimate".

How do I know my tax estimate has been paid.

On the home page once you are logged in, go to the "More" tab and "Manage Payments & Returns".

Will other operators be able to see my machines or data?

No. Access is only for machines owned by you, anyone granted third party access by you to your accounts, or your Route Operator, if applicable. Transmission of data to Gambling Control is secured through an encryption process that prohibits others from reading it.

How do I know my meter readings or tax estimate have been accepted?

Under the "More" tab you can look under search submissions.

Can I pay for my permits online?

Yes, for each permit you submit you will need to click pay online at the end of the permit applicant to enter and submit your payment information. You don't want to go back to the main and not continue to pay online. If you pay from the main page as a bill payment your permit request will not process.

Will my bank information be kept online?

You may choose to save your bank account information for future use during payment entry. If you choose not to then you will need to enter this information every time.

CREATING A TAP ACCOUNT

The following link can be used to access TAP, <https://tap.dor.mt.gov>. If you have not accessed TAP before you will see the following page and then select the “New user? Setup online access”.

MONTANA.GOV
OFFICIAL STATE WEBSITE

V12 Staging

SERVICES AGENCIES

TRANSACTION PORTAL

Username
Password
Log in
Forgot username or password?
New user? Setup online access

Search our online services

Quick Links
Access the most frequently requested actions.

Individuals
Manage your individual income tax account.

Businesses
Manage or apply for a business.

1. Choose which account type you want to manage, your business or individual, or client's account

< Home

Setup Online Access

Establish Your Online Access

You are now signing up for an online account where you can view, file, and pay taxes online. To establish this access you must have an existing tax Account ID with the Department of Revenue or the Department of Justice.

☐ My Business Account (For Livestock Reporting accounts, you will need to select this option for your web login access)

☐ My Individual Income Tax Account (For HELP Integrity Fee users, Medical Marijuana Card Holders, and Marijuana Workers you will need to select this option for your web login access)

☐ Manage My Client's Accounts. (Once you have established your own online access, you will be able to **Add Third Party Account Access** to request access to your client's accounts. Select this option to begin setting up your own access.)



Cancel

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Your online session will timeout after 45 minutes of inactivity. Save your work if you will be away from your computer.


2. Enter your account ID from your permit or any letter from the division and select “Next”.

 TRANSACTION
PORTAL 

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Setup Online Access

 Establish Your Online Access

 Account ID

Please enter your Account ID below

7061159-003-GOA

Your Account ID can be retrieved two ways:
1. A letter you received from the Department of Revenue will have your Account ID in the upper right hand corner.
2. Contact us at (406) 444-6900. You will need to verify your identity by answering a few questions.



Cancel

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Your online session will timeout after 45 minutes of inactivity. Save your work if you will be away from your computer.
Department of Revenue | DOR Online Services | Department of Justice | Contact Us | Request Support ID | Help


3. Enter your business or individual physical/location address zip code and check the box if you still wish to receive your renewals and other correspondences in the mail. If you wish to receive correspondence and renew online do not check the box.


 TRANSACTION
PORTAL 

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Setup Online Access

 Establish Your Online Access

 Account ID

 Account Verification

Gambling Operator Account Information

Country

USA

Zip Code (for your account) *

Required

Check if you wish to continue receiving paper returns and vouchers:

☐

Cancel

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Your online session will timeout after 45 minutes of inactivity. Save your work if you will be away from your computer.

4. Create your profile information. You can select to receive an authentication code via your cell phone by entering your information in the Authentication fields. Otherwise, the code will be emailed to the email address you provide. You will also need to select Yes or No on the question related to account ownership. Select “Next” when done.

[Home](#)

Setup Online Access



Profile Information

| | | | |
|-------------------------|------------------|-------------------------|------|
| Your Full Name | John Smith | | |
| Email Address | sample@email.com | | |
| Confirm Email Address | sample@email.com | | |
| Contact Phone Country | USA | Alternate Phone Country | USA |
| Contact Phone Type | Business Phone | Alternate Phone Type | Cell |
| Contact Phone Number | (111) 111-1111 | Alternate Phone Number | |
| Contact Phone Extension | | | |

Cancel

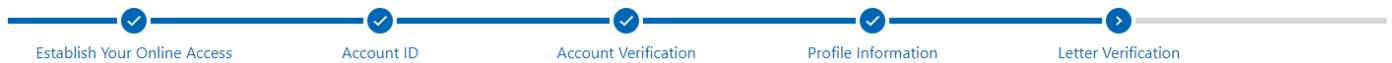
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- The next screen will ask if you have received a letter dated in the last year and if not, would you like to have a letter mailed to you. If you have one you can enter the letter ID. If you do not have a letter you may either contact GCD via email or phone for help or wait to receive a letter mailed to you (this may take a couple of weeks).

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Setup Online Access



Do you have a letter from the department dated within the past year?

Yes

No

For security purposes, you will be given **Limited Access** to TAP once you log in.

- You will be able to file returns/renewals and make payments.
- You will need to verify your identity with a Letter ID to finish setting up your account.

Would you like a letter to be mailed to you?

Yes

No

Cancel

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Your online session will timeout after 45 minutes of inactivity. Save your work if you will be away from your computer.

Department of Revenue | DOR Online Services | Department of Justice | Contact Us | Request Support ID | Help



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Setup Online Access

Establish Your Online Access Account ID Account Verification Profile Information Letter Verification

Do you have a letter from the department dated within the past year? ☒ Yes ☐ No

Please enter the Letter ID

Cancel

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Your online session will timeout after 45 minutes of inactivity. Save your work if you will be away from your computer.
Department of Revenue | DOR Online Services | Department of Justice | Contact Us | Request Support ID | Help

6. The next page will ask if you will be an administrator or an account manager. The administrator role you will be able to access and manage all accounts and logins. Typically, this role is for an owner/officer of the location/license.



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Setup Online Access

Establish Your Online Access Account ID Account Verification Profile Information Letter Verification Access Type

Please choose an access type for your TAP account:

☐ Account Manager * **Account Managers** can view, file, and pay or a combination of those based on the permission granted by the Administrator.

☐ Administrator * **Administrators** can view, file, pay, and manage all tax accounts and additional TAP logons under the customer. Administrators can limit, grant, or remove Account Manager access by account type.



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Your online session will timeout after 45 minutes of inactivity. Save your work if you will be away from your computer.
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7. You will be asked to enter your login information. The username may have only letters and/or numbers and the password must include upper and lower case as well as a number and special character. You will submit your request once this page is complete. You will receive a confirmation page you will want to print a copy of for your records in case you have problems logging in. It will also include a short survey asking how you felt the request was to complete.


 TRANSACTION PORTAL 


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Setup Online Access















Login Information


Username

sampleaccount

 Username Requirements

Password

.....

 Password Requirements

Confirm Password


.....

Secret Question

The secret question and answer will be used to reset your password if you forget it.


Select a Secret Question

What city were you born in?



Secret Answer



.....



Cancel

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Submit

 TRANSACTION PORTAL 

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Confirmation

Thank you for signing up for TransAction Portal. Your tracking number is **1-307-759-360**.

You should receive an e-mail confirmation shortly.






If you have any difficulties, or you would like some help then please contact us at (406) 444-6900 or visit mtrevenue.gov.

Printable View

OK

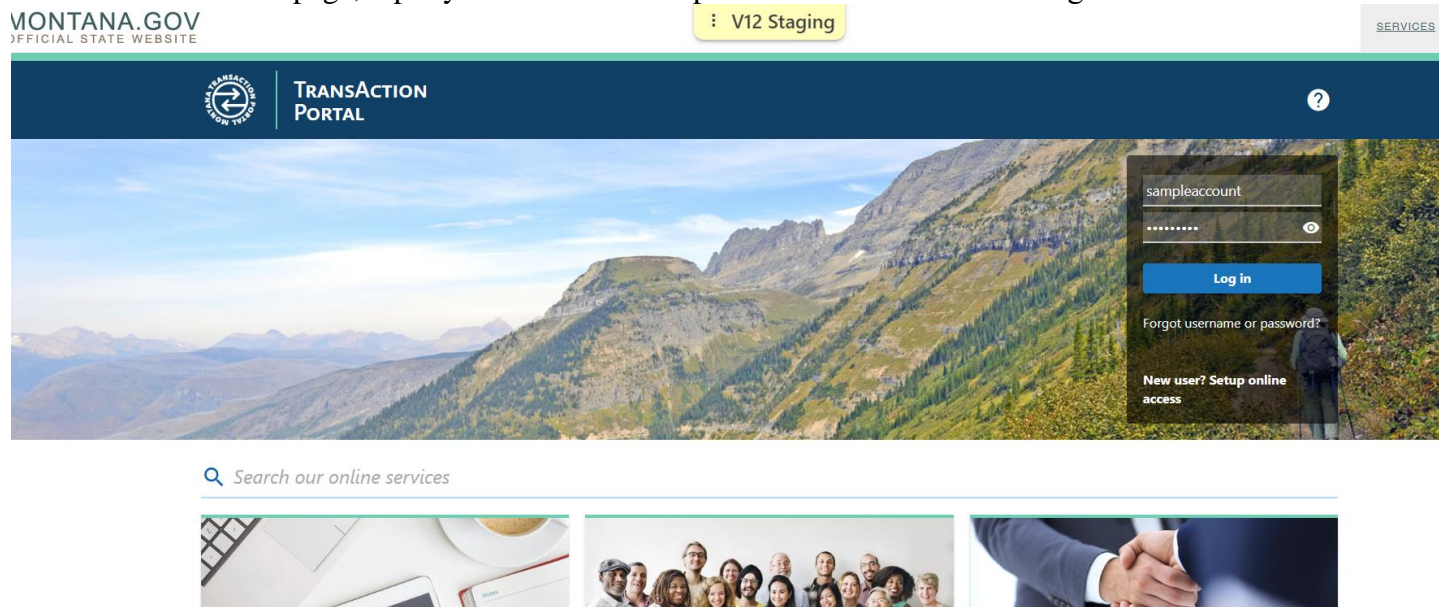
Feedback

How easy was it for you to complete this submission?

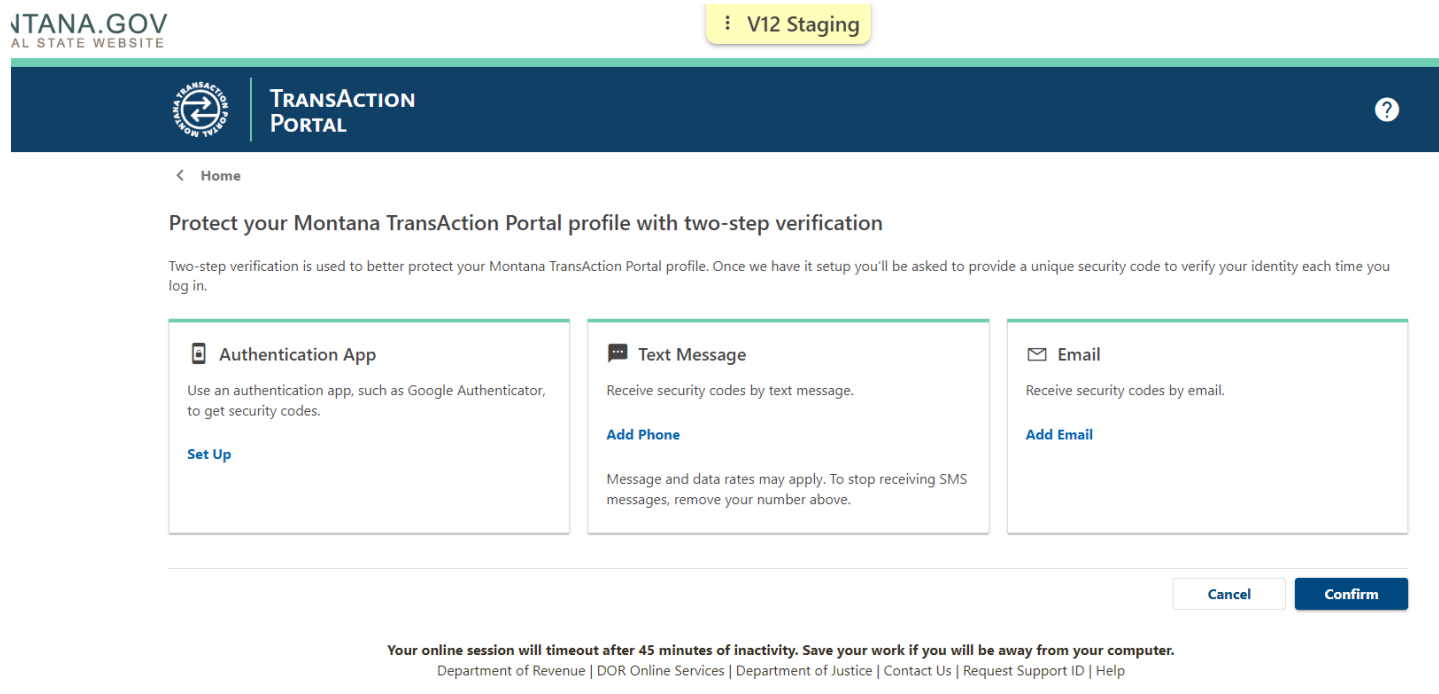


Comments

8. On the home page, input your username and password and then select “Login”.



9. Once you enter your login credentials you will be asked to set up a two-step verification. Choose the option you prefer to use.



10. Once you log in, you will see all your business accounts that exist in our system under the Accounts tab. If you do not see these accounts and feel you need access to them, please contact the Citizen Services Call Center at (866) 859-2254.

SAMPLE CASINO LLC

MT Tax # 7061159
1234 1ST AVE N
BILLINGS MT 59101-2665

Welcome, John Smith

You last logged in on Friday, Mar 3, 2023 9:33:35 AM

[Manage My Profile](#)

[Summary](#) [Action Center](#) [Settings](#) [More...](#)

Card Room Contractor

SAMPLE CARDROOM
1234 1ST AVE N
BILLINGS MT 59101-2665

ID 7061159-006-CRC

Balance

\$0.00

- > [Make a Payment](#)
- > [View Renewals and Payments](#)
- > [More...](#)

Gambling Operator

SAMPLE CASINO
1234 1ST AVE N
BILLINGS MT 59101-2665

ID 7061159-003-GOA

Balance

\$0.00

- > [Make a Payment](#)
- > [View Renewals and Payments](#)
- > [View VGM Services](#)
- > [More...](#)

VGM Route/Manu/Dist

SAMPLE CASINO
1234 1ST AVE N
BILLINGS MT 59101-2665

ID 7061159-005-MDR


Balance

\$0.00

- > [Add access to this account](#)

The home page has several different areas you have access to:

1. Action Center – If one of your accounts need to have a payment or return filed, or if you have unread messages or new letters/correspondence, this tab is where you will find what action is needed.

**TRANSACTION
PORTAL**?⌵

SAMPLE CASINO LLC

MT Tax # 7061159
1234 1ST AVE N
BILLINGS MT 59101-2665

Welcome, John Smith

You last logged in on Friday, Mar 3, 2023 9:33:35 AM

[Manage My Profile](#)

[Summary](#) [Action Center](#) [Settings](#) [More...](#)

Gambling Operator

SAMPLE CASINO
1234 1ST AVE N
BILLINGS MT 59101-2665

\$250.00 balance due

You have a balance due. Penalty and/or interest may be applied if this balance remains outstanding.

[Make a Payment](#)

×

Your online session will timeout after 45 minutes of inactivity. Save your work if you will be away from your computer.
Department of Revenue | DOR Online Services | Department of Justice | Contact Us | Request Support ID | Help

2. In the Settings tab you can manage what can be done on each account.

SAMPLE CASINO LLC

MT Tax # 7061159
1234 1ST AVE N
BILLINGS MT 59101-2665

Business

[Cancel Access](#)

Security : Administrator
Mail Delivery : Paper
Mail Notification : Notify me of new mail

Card Room Contractor


SAMPLE CARDROOM
1234 1ST AVE N
BILLINGS MT 59101-2665

Account

Security : File Returns and Make Payments
Mail Delivery : Default (Paper)
Mail Notification : Default (Notify me of new mail)
Default Payment Source : None

Gambler's Quarter

3. In the More tab you can access Registration Options, previous submissions, correspondence, payment and returns (renewals and tax estimates), manage names and addresses and manage account access.

 What are you looking for?

Registration Options

Options for registering more accounts.

- > Register to Upload W2, 1099, or Withholding Files
- > Register for a New Tax Account
- > Register for Personal Property Reporting

Submissions

Search for previous submissions.

- > Search Submissions

Correspondence

View/manage letters and messages.

- > View Letters
- > View Messages

Payments & Returns

Manage payments, returns, and balances.

- > Manage Payments & Returns

Names & Addresses

View or update names and addresses associated to this customer.

- > Manage Names & Addresses

Access Management

Manage access of accounts I have access to.

- > View Access
- > Manage Access