

## E-LICENSING PROCEDURE

### Step 1: Visit the E-Licensing System



Start by visiting the E-Licensing System URL <https://licensing.lgrb.go.ug>

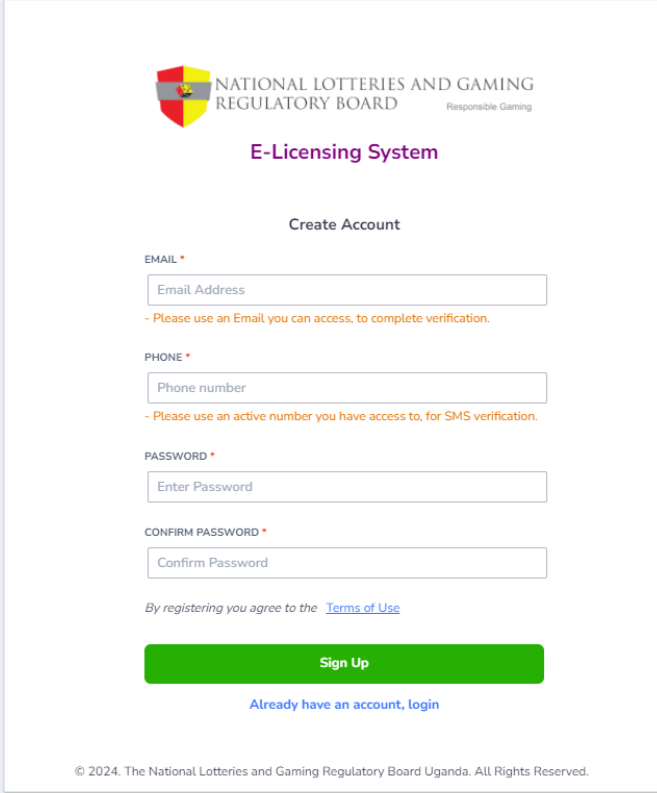
### Step 2: Login

For existing system users, input your email address and password to sign in as indicated below.


The screenshot shows the login interface for the National Lotteries and Gaming Regulatory Board (NLGRB) E-Licensing System. At the top left is the NLGRB logo, a shield with red, yellow, and blue sections. To the right of the logo, the text reads "NATIONAL LOTTERIES AND GAMING REGULATORY BOARD" with "Responsible Gaming" in smaller text below it. The main heading is "E-Licensing System" in purple. Below this is a "Sign in" section. It features an "EMAIL" label above a text input field containing "name@example.com". Below that is a "PASSWORD" label above a text input field containing "Password" and a toggle icon. A "Forgot Password?" link is positioned to the right of the password field. A prominent blue "Sign In" button is centered below the fields. Below the button is a "Create an account" link. At the bottom of the page, a copyright notice reads: "© 2024. The National Lotteries and Gaming Regulatory Board Uganda. All Rights Reserved."

For New Applicants, click on create account to sign up for a new account. Provide a valid email address and phone number for verification purposes.

## Login/Start Page



The image shows a web page for creating an account. At the top left is the logo of the National Lotteries and Gaming Regulatory Board, which includes a shield with red, yellow, and blue sections. To the right of the logo, the text reads "NATIONAL LOTTERIES AND GAMING REGULATORY BOARD" and "Responsible Gaming". Below this is the heading "E-Licensing System". The main section is titled "Create Account". It contains four input fields: "EMAIL" with a sub-label "Email Address" and a note "Please use an Email you can access, to complete verification."; "PHONE" with a sub-label "Phone number" and a note "Please use an active number you have access to, for SMS verification."; "PASSWORD" with a sub-label "Enter Password"; and "CONFIRM PASSWORD" with a sub-label "Confirm Password". Below the fields is a link for "Terms of Use". A large green button labeled "Sign Up" is centered below the fields. Below the button is a link "Already have an account, login". At the bottom of the page is the copyright notice: "© 2024. The National Lotteries and Gaming Regulatory Board Uganda. All Rights Reserved."

 NATIONAL LOTTERIES AND GAMING REGULATORY BOARD  
Responsible Gaming

### E-Licensing System

#### Create Account

**EMAIL \***  
Email Address  
- Please use an Email you can access, to complete verification.

**PHONE \***  
Phone number  
- Please use an active number you have access to, for SMS verification.

**PASSWORD \***  
Enter Password

**CONFIRM PASSWORD \***  
Confirm Password

By registering you agree to the [Terms of Use](#)

**Sign Up**

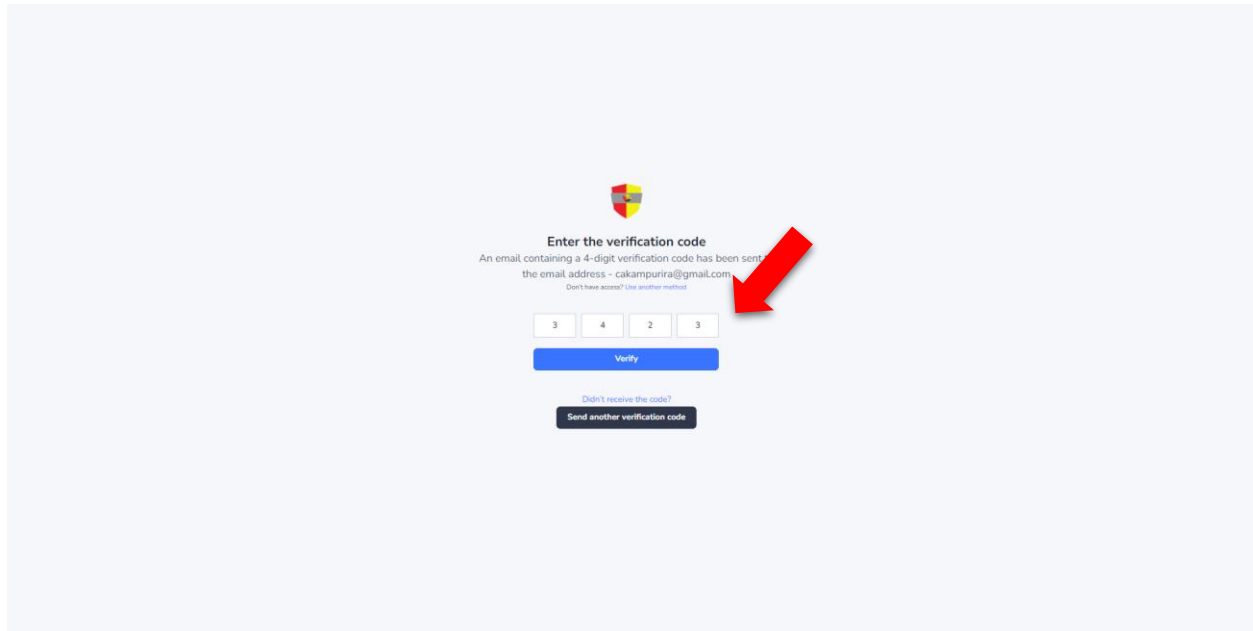
[Already have an account, login](#)

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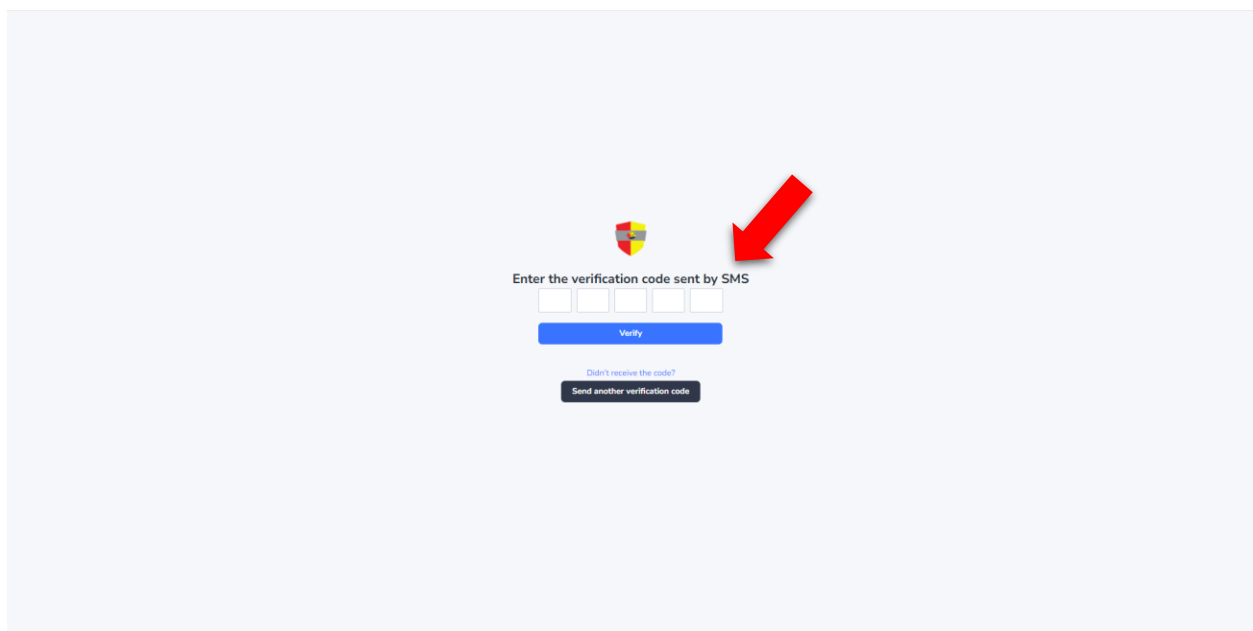
### Step 3: Verify Email and phone number

The next step is to verify the email address and phone number provided at registration. A verification code shall be sent to both the email address and phone number as shown below.

#### Verify email address

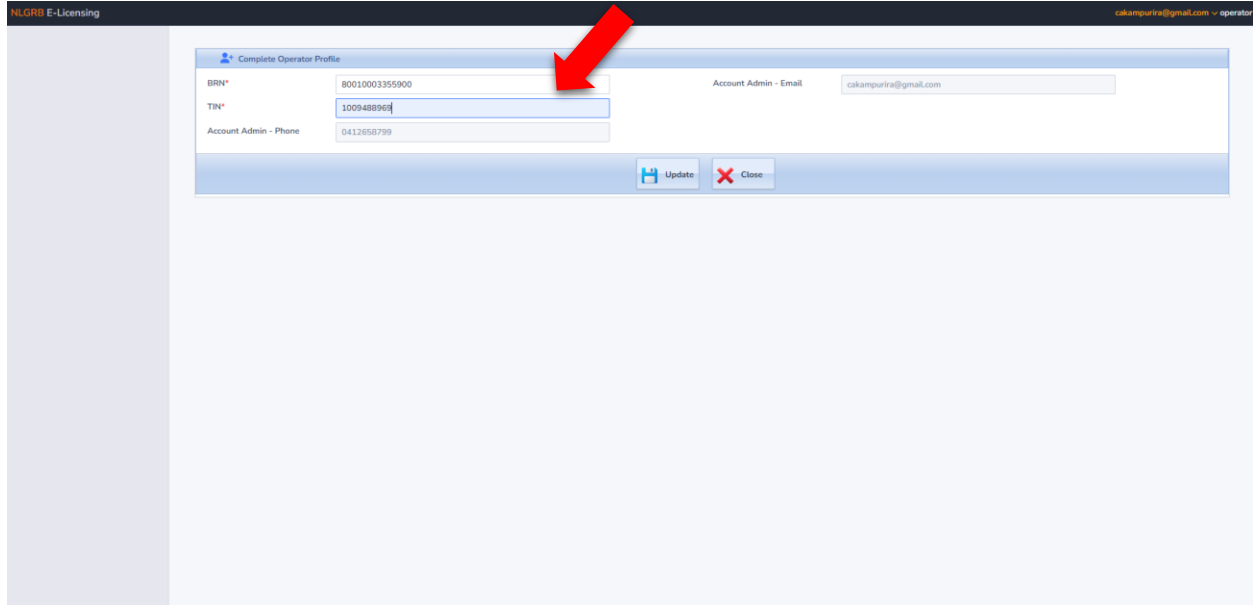


#### Verify Phone Number



## Step 4: Update Details

The system will prompt you to update certain details like TIN and BRN. Click update to proceed to the next step.



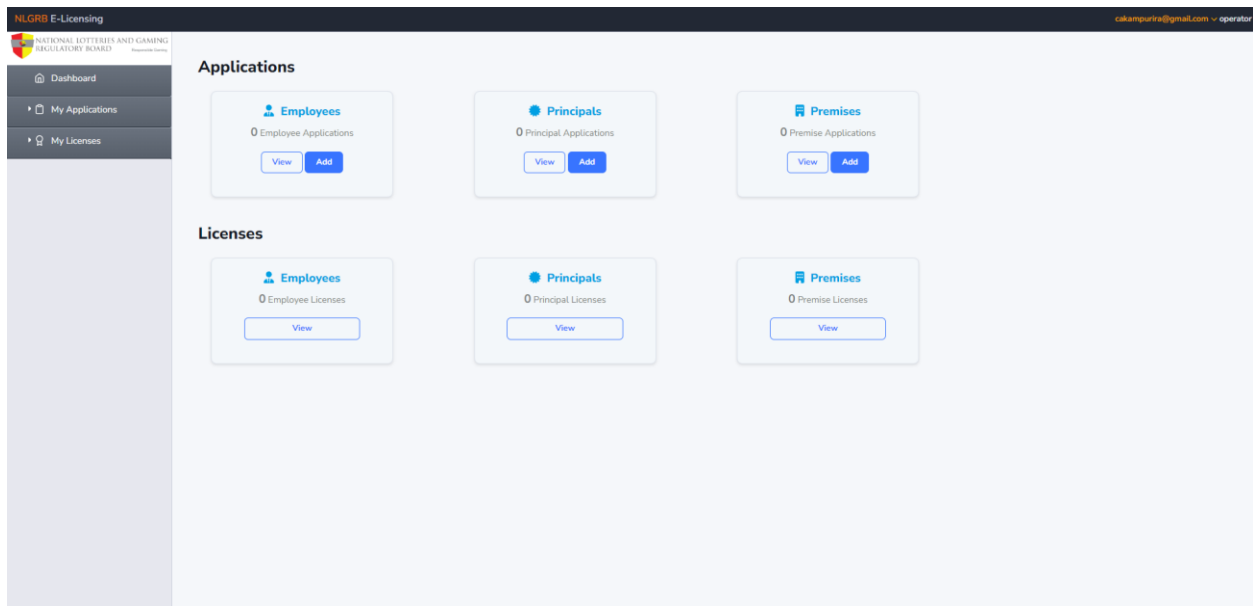
The screenshot shows the 'Complete Operator Profile' form. The fields are as follows:

Field	Value
BRN*	80010003355900
TIN*	100948966
Account Admin - Phone	0412658799
Account Admin - Email	cakampura@gmail.com

At the bottom of the form, there are two buttons: 'Update' and 'Close'. A red arrow points to the 'Update' button.

## Step 5: Apply and submit the application.

Navigate to your dashboard, On Employee, Principal or Premises Tab, click Add to submit a new application.



The dashboard shows the following structure:

- Applications Section:**
  - Employees:** 0 Employee Applications. Buttons: View, Add.
  - Principals:** 0 Principal Applications. Buttons: View, Add.
  - Premises:** 0 Premise Applications. Buttons: View, Add.
- Licenses Section:**
  - Employees:** 0 Employee Licenses. Button: View.
  - Principals:** 0 Principal Licenses. Button: View.
  - Premises:** 0 Premise Licenses. Button: View.

## New Applicants

Navigate to your dashboard, On Employee, Principal or Premises Tab, click Add to submit a new application.

**Principal License Application Form**

Type of License \*

Name of Software Providers

Type of Operation \*  Online  Land Based

Majority Shareholder

Trade Name

Have you applied for/been refused/been granted any other licence under the Act or the Regulations or in any other Jurisdiction?  
 Yes  No

Has the applicant been convicted for any offence or crime, even though subject of pardon, amnesty, or other similar action?  
 Yes  No

I certify that the information provided in this application is true and authentic. I am aware that failure to provide accurate information may result into delayed processing or rejection of my application or prosecution in Courts of Law or any other punitive measure for giving misleading information

**Attachments**

Accepted file formats: pdf

Interpol Certificate of Good Conduct and Police Clearances (for company directors and shareholders)  
Choose File: No file chosen

Certificate of registration as a data collector from NITA-U  
Choose File: No file chosen

Risk Based Anti-Money Laundering Compliance Program

## Step 6: Generate PRN and complete payment.

Once the application form has been filled, the next step is to generate PRN for application fees payment and complete payment as shown below. Click on “Generate PRN” and download the generated pay slip for payment purposes. **PLEASE TAKE NOTE** that your application will not be submitted until payment has been made.

**NLGRB E-Licensing**

# 7M1D80912

**OPERATOR**

- Account Email: cakampuna@gmail.com
- Account Phone: 0412658799
- Type of Operation: Online, Land Based
- Trade Name: Barnett Casino
- Majority Shareholding: National
- Address: Civic Centre, Kampala, Central, Uganda

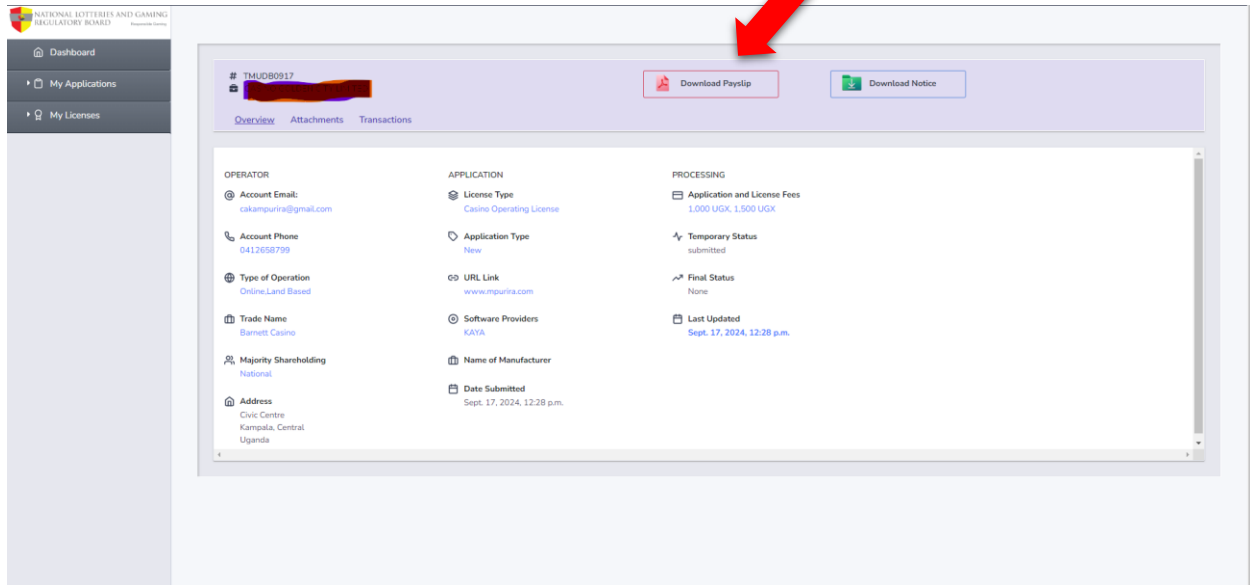
**APPLICATION**

- License Type: Casino Operating License
- Application Type: New
- URL Link: www.mpurira.com
- Software Providers: KAYA
- Name of Manufacturer
- Date Submitted: Sept. 17, 2024, 12:28 p.m.

**PROCESSING**

- Application and License Fees: 1,000 UGX, 1,500 UGX
- Temporary Status: submitted
- Final Status: None
- Last Updated: Sept. 17, 2024, 12:28 p.m.

## Download Pay slip



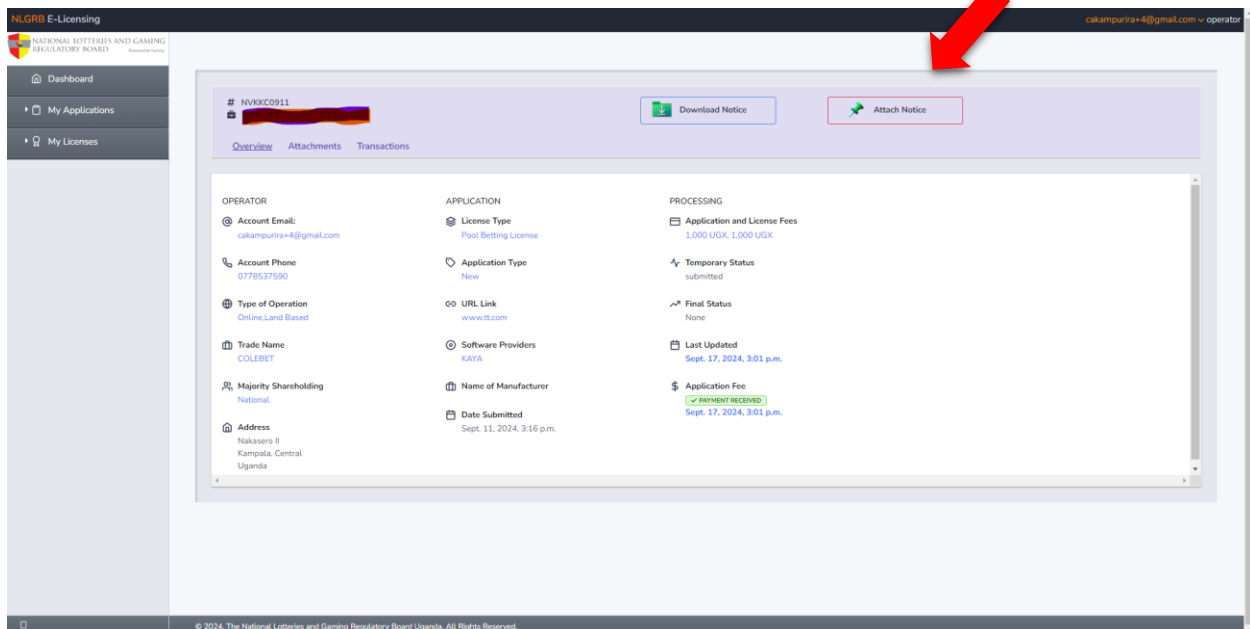
The screenshot shows the NLGRB E-Licensing portal interface. On the left is a navigation menu with 'Dashboard', 'My Applications', and 'My Licenses'. The main content area displays details for application # TMJDB0917. At the top right of the details section, there are two buttons: 'Download Payslip' (highlighted with a red arrow) and 'Download Notice'. Below the buttons are tabs for 'Overview', 'Attachments', and 'Transactions'. The main content is organized into three columns: OPERATOR, APPLICATION, and PROCESSING.

OPERATOR	APPLICATION	PROCESSING
Account Email: cakampura@gmail.com	License Type: Casino Operating License	Application and License Fees: 1,000 UGX, 1,500 UGX
Account Phone: 0412658799	Application Type: New	Temporary Status: submitted
Type of Operation: Online/Land Based	URL Link: www.mpurita.com	Final Status: None
Trade Name: Barnett Casino	Software Providers: KAYA	Last Updated: Sept. 17, 2024, 12:28 p.m.
Majority Shareholding: National	Name of Manufacturer	
Address: Civic Centre, Kampala, Central, Uganda	Date Submitted: Sept. 17, 2024, 12:28 p.m.	

## Step 7: Upload Notice of Application

Click the “Download Notice” button to download the Notice of Application. Advertise in newspapers of a wide circulation.

Click on “Attach Notice” to upload the Newspaper excerpt that was advertised in the newspapers.

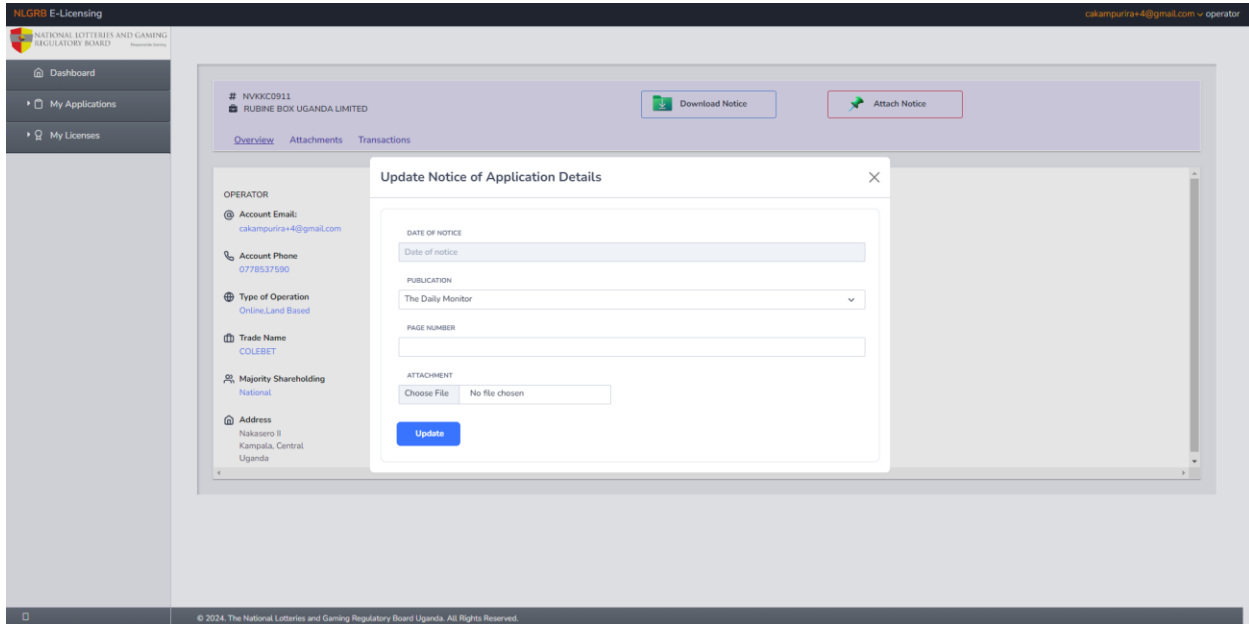


The screenshot shows the NLGRB E-Licensing portal interface for application # NVKCC0911. At the top right of the details section, there are two buttons: 'Download Notice' and 'Attach Notice' (highlighted with a red arrow). Below the buttons are tabs for 'Overview', 'Attachments', and 'Transactions'. The main content is organized into three columns: OPERATOR, APPLICATION, and PROCESSING.

OPERATOR	APPLICATION	PROCESSING
Account Email: cakampura+4@gmail.com	License Type: Pool Betting License	Application and License Fees: 1,000 UGX, 1,000 UGX
Account Phone: 0778537590	Application Type: New	Temporary Status: submitted
Type of Operation: Online/Land Based	URL Link: www.bl.com	Final Status: None
Trade Name: COLEBET	Software Providers: KAYA	Last Updated: Sept. 17, 2024, 3:01 p.m.
Majority Shareholding: National	Name of Manufacturer	Application Fee: <span style="color: green;">(FEE RECEIVED)</span>
Address: Nakasero II, Kampala, Central, Uganda	Date Submitted: Sept. 11, 2024, 3:16 p.m.	Sept. 17, 2024, 3:01 p.m.

## Submit Notice of Application

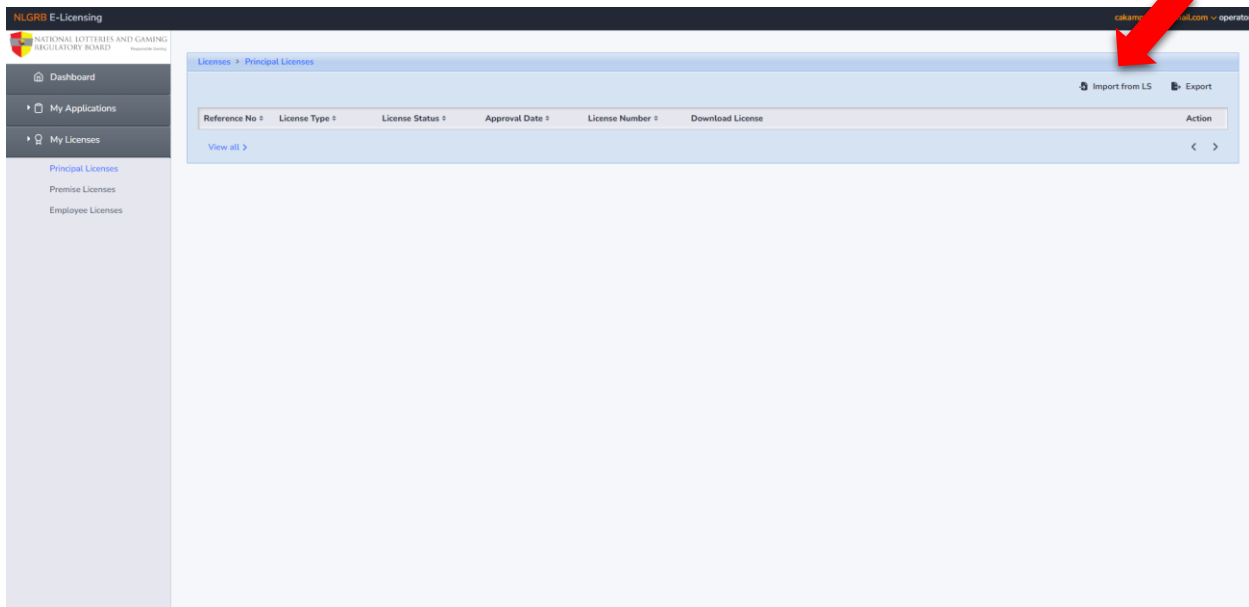
Click on “Attach Notice” to upload as below.



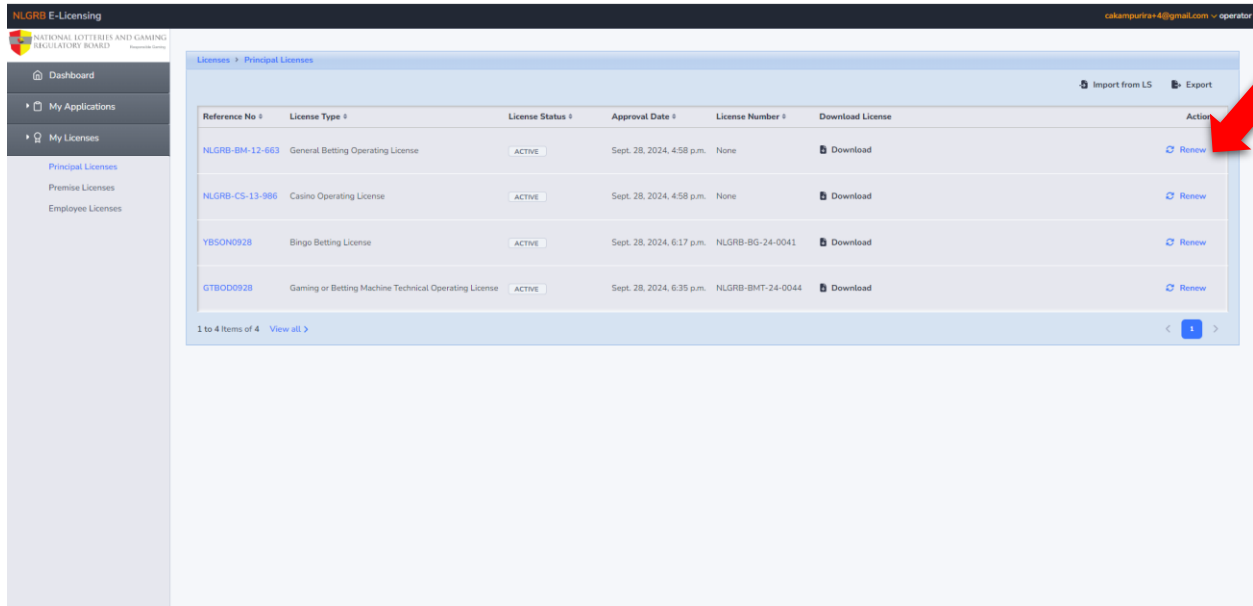
## Existing Applicants/Existing Licenses

For operators who were licensed and would like to renew their existing licenses, they will be required to Import their previous licenses before renewing.

**Step 1:** Go to your dashboard and navigate to licenses. You should see a page as below.



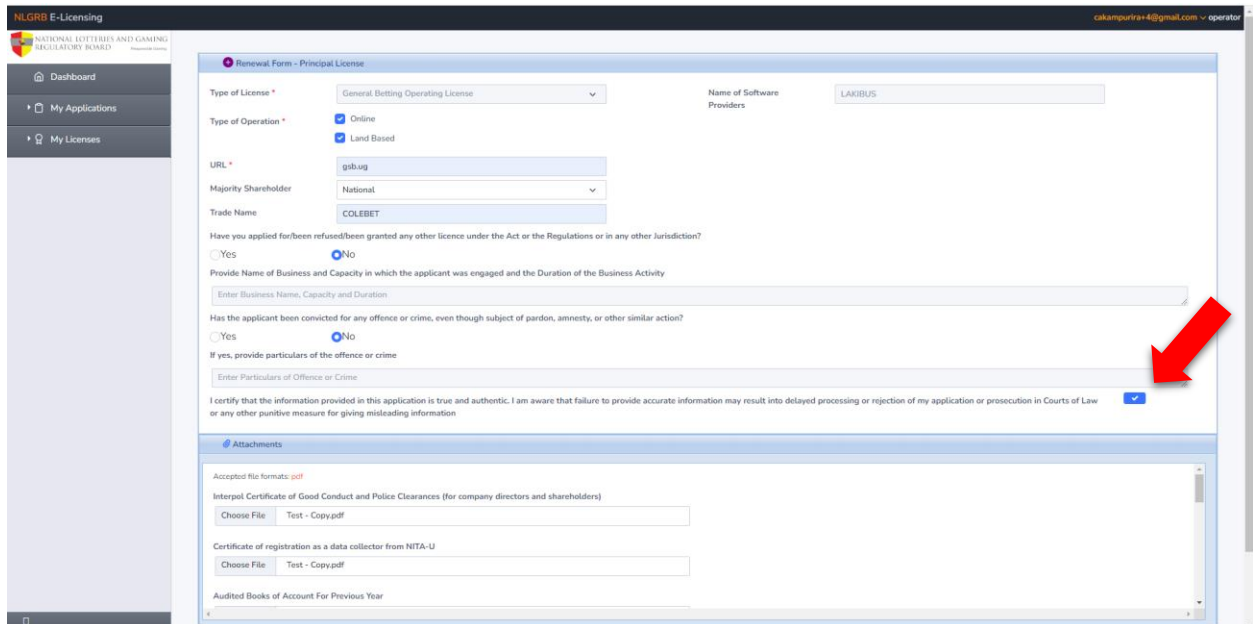
**Step 2:** Click on “Import from LS” on the top right-hand side of the application to import your previous licenses from the old licensing system. After importation is done, the page should be populated with your current existing licenses. Click on “renew”



The screenshot shows the NLGRB E-Licensing dashboard. The main content area displays a table of licenses under the heading "Licenses > Principal Licenses". The table has columns for Reference No, License Type, License Status, Approval Date, License Number, Download License, and Action. A red arrow points to the "Renew" button in the Action column for the first license entry.

Reference No	License Type	License Status	Approval Date	License Number	Download License	Action
NLGRB-BM-12-663	General Betting Operating License	ACTIVE	Sept. 28, 2024, 4:58 p.m.	None	Download	Renew
NLGRB-CS-13-886	Casino Operating License	ACTIVE	Sept. 28, 2024, 4:58 p.m.	None	Download	Renew
YBSON0928	Bingo Betting License	ACTIVE	Sept. 28, 2024, 6:17 p.m.	NLGRB-BG-24-0041	Download	Renew
GTBOD0928	Gaming or Betting Machine Technical Operating License	ACTIVE	Sept. 28, 2024, 6:35 p.m.	NLGRB-BMT-24-0044	Download	Renew

Complete the application form and attach all the required attachments. Please note that some fields could be prefilled by data from the previous license application.



The screenshot shows the "Renewal Form - Principal License" in the NLGRB E-Licensing system. The form includes fields for Type of License (General Betting Operating License), Type of Operation (Online and Land Based), URL (gibug), Majority Shareholder (National), and Trade Name (COLEBET). There are also sections for providing business details and a declaration of truthfulness. A red arrow points to a blue checkmark button at the bottom right of the form. Below the form is an "Attachments" section with file upload fields for Interpol Certificate of Good Conduct and Police Clearances, Certificate of registration as a data collector from NITA-U, and Audited Books of Account For Previous Year.

Please follow “Step 7” above to download and attach the Notice of Application.



## COMPLETE THE APPLICATION

Once the application has been submitted, it is processed and returned to the applicant with application status **“Temporary Approval”** click on the application to generate PRN for license fee payment and attach the bank guarantee as shown in the screenshots below.

The screenshot shows the NIGRB E-Licensing dashboard. The main content area displays a table titled "Applications under processing". A red arrow points to the "Temporary Approval" status of the first application.

Ref No #	Application Fee Payment #	License Fee Payment #	Application Status #	License Type #	Application Type #	Application Date #
NYRU00928	N/A	Created	Temporary Approval	General Betting Operating License	Renewal	Sept. 28, 2024, 7:48 p.m.
GTBOD0928	N/A	N/A	Board Processing	Gaming or Betting Machine Technical Operating License	New	Sept. 28, 2024, 6:28 p.m.
YBSON0928	Completed	Completed	Final Approval	Bingo Betting License	New	Sept. 28, 2024, 4:51 p.m.

## Generate License Fee PRN

The screenshot shows the details of application NYRU00928. A red arrow points to the "Generate payslip" button.

**OPERATOR**

- Account Email: cakampura+4@gmail.com
- Account Phone: 0778937590
- Type of Operation: Online, Land Based
- Trade Name: COLSBET
- Majority Shareholding: National
- Address: Nakasero II, Kampala, Central, Uganda

**APPLICATION**

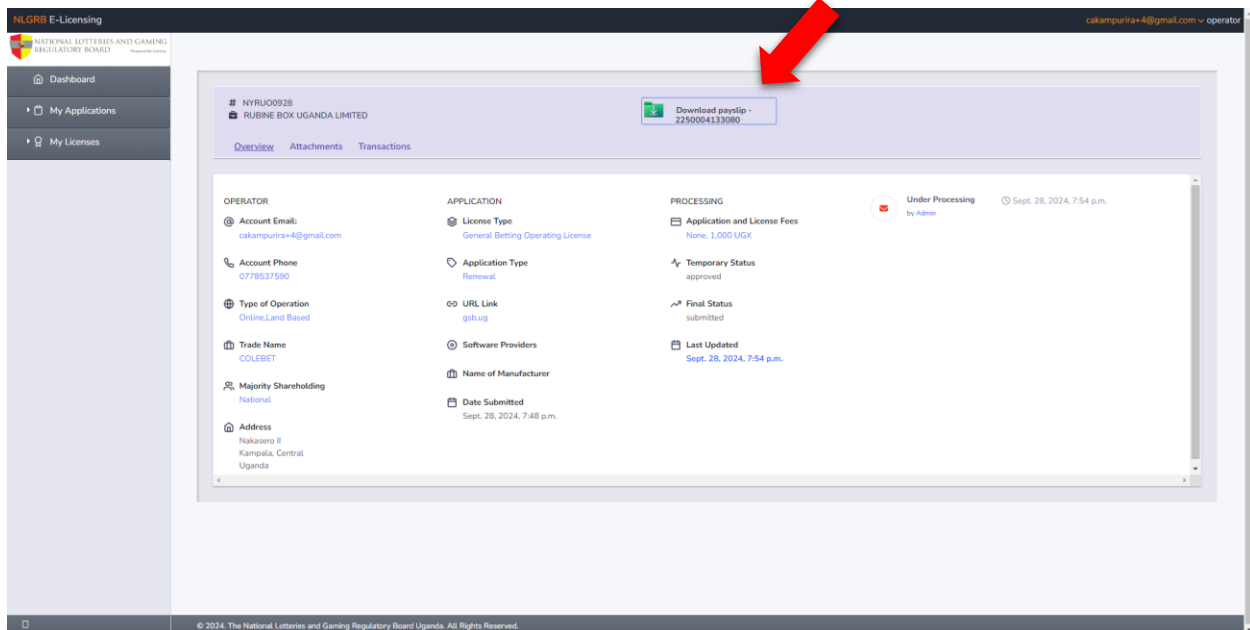
- License Type: General Betting Operating License
- Application Type: Renewal
- URL Link: gtb.ug
- Software Providers
- Name of Manufacturer
- Date Submitted: Sept. 28, 2024, 7:48 p.m.

**PROCESSING**

- Application and License Fees: None, 1,000 UGX
- Temporary Status: approved
- Final Status: submitted
- Last Updated: Sept. 28, 2024, 7:54 p.m.

**Under Processing** by Admin

## Download License Fee Pay slip

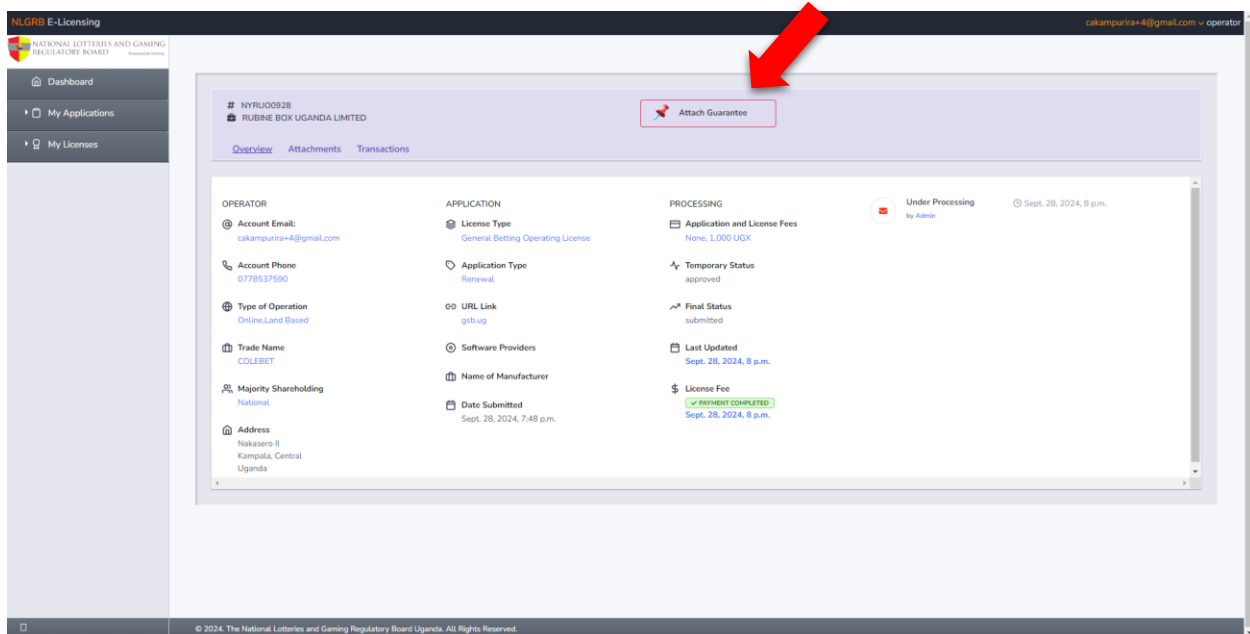


The screenshot shows the NLRB E-Licensing portal for user 'cakampura+4@gmail.com'. The application details for 'RUBINE BOX UGANDA LIMITED' are displayed. A red arrow points to the 'Download payslip - 2250004133080' button in the top right corner of the application overview section.

OPERATOR	APPLICATION	PROCESSING
<b>Account Email:</b> cakampura+4@gmail.com	<b>License Type:</b> General Betting Operating License	<b>Application and License Fees:</b> None, 1,000 UGX
<b>Account Phone:</b> 0778537590	<b>Application Type:</b> Renewal	<b>Temporary Status:</b> approved
<b>Type of Operation:</b> Online, Land Based	<b>URL Link:</b> gib.ug	<b>Final Status:</b> submitted
<b>Trade Name:</b> COLEBET	<b>Software Providers:</b>	<b>Last Updated:</b> Sept. 28, 2024, 7:54 p.m.
<b>Majority Shareholding:</b> National	<b>Name of Manufacturer:</b>	
<b>Address:</b> Nakasero II Kampala, Central Uganda	<b>Date Submitted:</b> Sept. 28, 2024, 7:48 p.m.	

## Attach Bank Guarantee

**PLEASE NOTE** that the option to “**Attach Guarantee**” will only be visible once the license fee has been paid by the applicant.

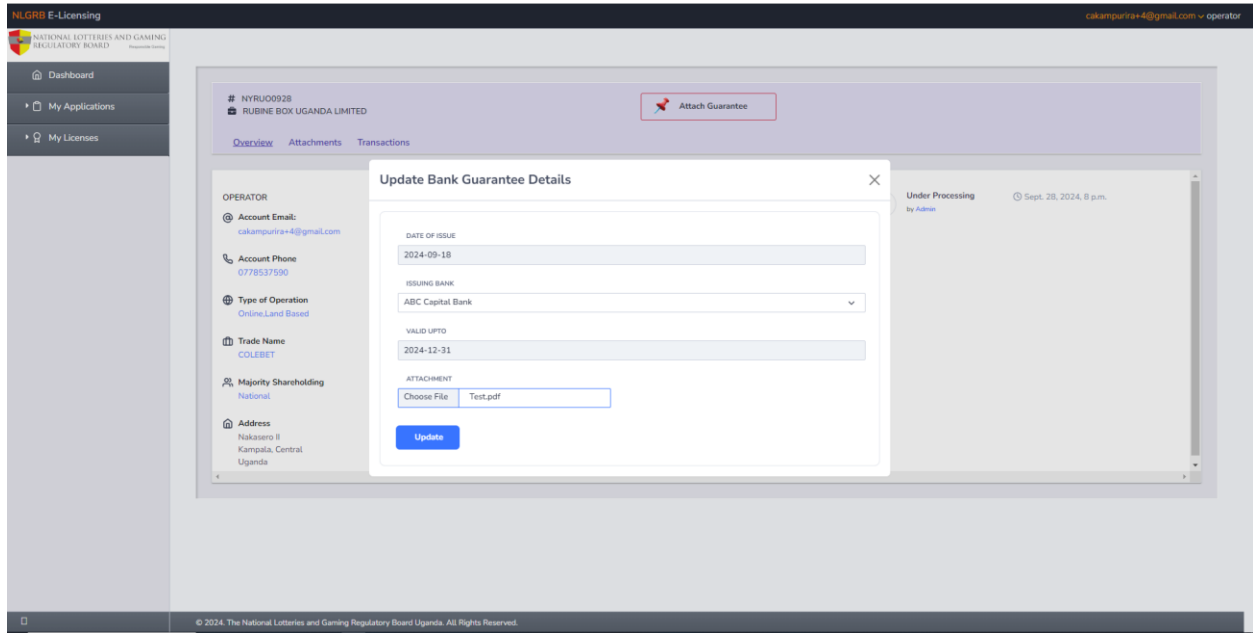


The screenshot shows the NLRB E-Licensing portal for user 'cakampura+4@gmail.com'. The application details for 'RUBINE BOX UGANDA LIMITED' are displayed. A red arrow points to the 'Attach Guarantee' button in the top right corner of the application overview section. The 'License Fee' status is now 'PAYMENT COMPLETED'.

OPERATOR	APPLICATION	PROCESSING
<b>Account Email:</b> cakampura+4@gmail.com	<b>License Type:</b> General Betting Operating License	<b>Application and License Fees:</b> None, 1,000 UGX
<b>Account Phone:</b> 0778537590	<b>Application Type:</b> Renewal	<b>Temporary Status:</b> approved
<b>Type of Operation:</b> Online, Land Based	<b>URL Link:</b> gib.ug	<b>Final Status:</b> submitted
<b>Trade Name:</b> COLEBET	<b>Software Providers:</b>	<b>Last Updated:</b> Sept. 28, 2024, 8 p.m.
<b>Majority Shareholding:</b> National	<b>Name of Manufacturer:</b>	<b>License Fee:</b> PAYMENT COMPLETED Sept. 28, 2024, 8 p.m.
<b>Address:</b> Nakasero II Kampala, Central Uganda	<b>Date Submitted:</b> Sept. 28, 2024, 7:48 p.m.	

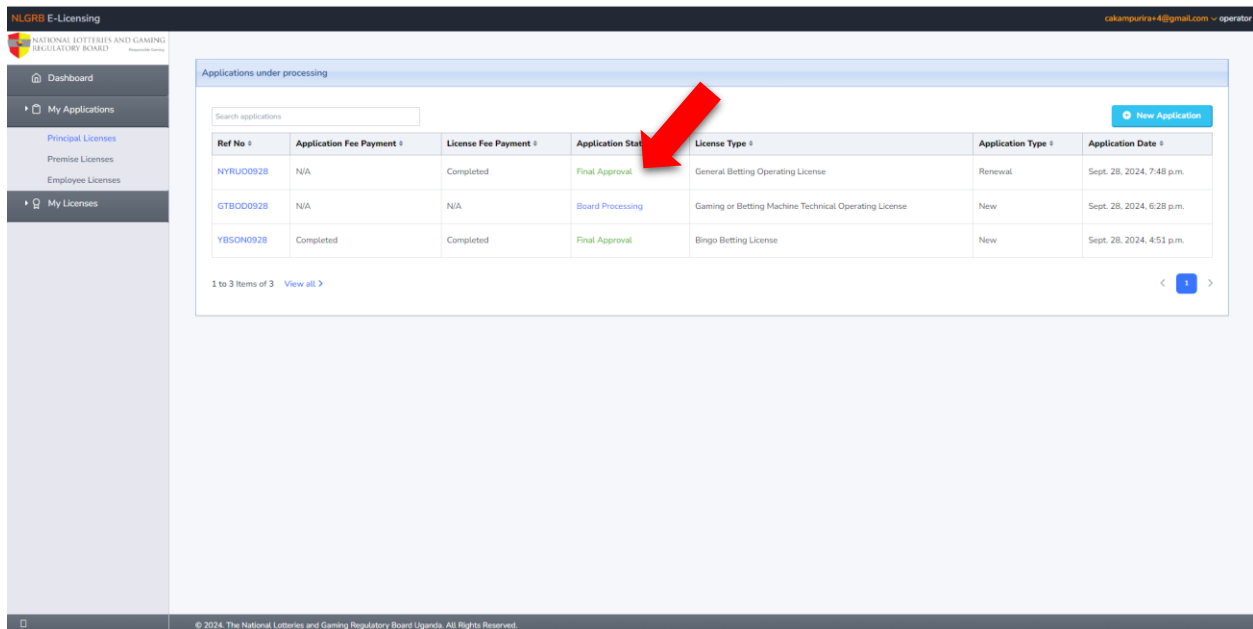
## Attach Bank Guarantee

Click on **“Attach Guarantee”** and submit the details as below. Click **“Update”** to submit.



## Final Approval

Once license fees have been paid and Bank Guarantee submitted, the application is approved, and a **“Final Approval”** application status is reflected under the application as shown below.



Navigate to **“My Licenses”** tab to access and download your license certificate as below.



- Dashboard
- My Applications
- My Licenses
  - Principal Licenses
  - Premise Licenses
  - Employee Licenses

Licenses > Principal Licenses

Import from LS Export

Reference No	License Type	License Status	Approval Date	License Number	Download License	Action
NLGRB-CS-13-966	Casino Operating License	ACTIVE	Sept. 28, 2024, 4:58 p.m.	None	Download	Renew
YBSON0928	Binge Betting License	ACTIVE	Sept. 28, 2024, 6:17 p.m.	NLGRB-BIG-24-0041	Download	Renew
GTBOD0928	Gaming or Betting Machine Technical Operating License	ACTIVE	Sept. 28, 2024, 6:35 p.m.	NLGRB-BMT-24-0044	Download	Renew
NLGRB-BM-12-663	General Betting Operating License	ACTIVE	Sept. 28, 2024, 4:58 p.m.	None	Download	Renew
NYRU00928	General Betting Operating License	ACTIVE	Sept. 28, 2024, 8:12 p.m.	NLGRB-BM-24-0046	Download	Renew

1 to 5 items of 5 View all

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