



Office of
Local Government



NSW PET REGISTRY PET OWNER & BREEDER USER GUIDE AND FAQ'S



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Introduction

The NSW Pet Registry is now available. The Pet Registry is an online database of micro-chipped and registered cats and dogs that live in NSW. It has been developed to improve customer experience and to promote responsible pet ownership in the community.

The NSW Pet Registry enables lost pets to be reunited with their owners and is now available for cat and dog owners to:

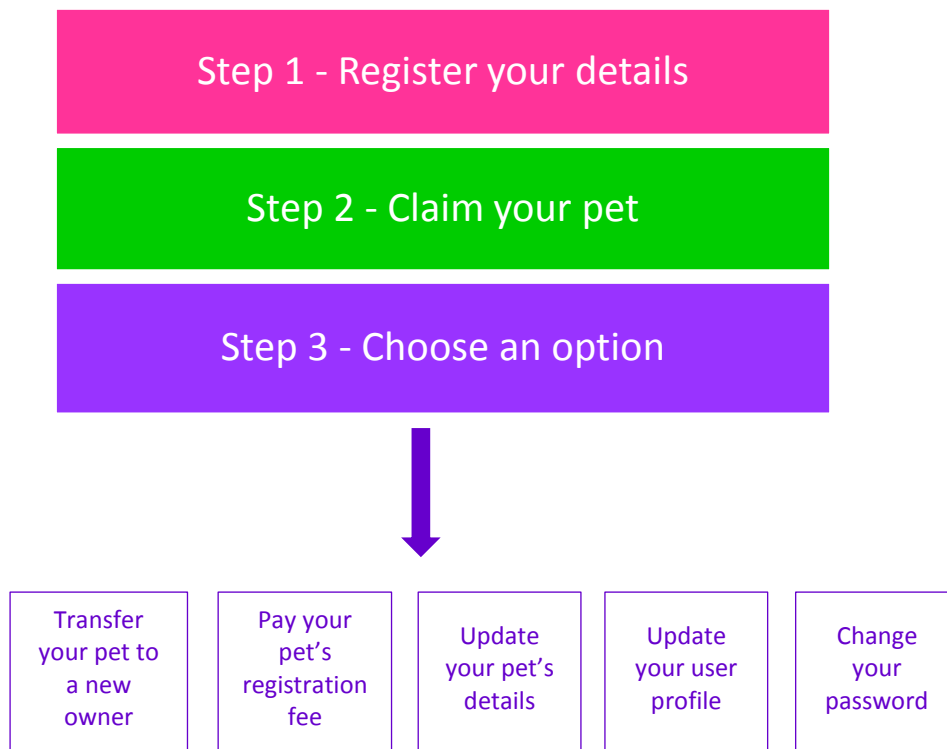
- create an owner profile
- update their contact details
- transfer ownership of pets
- report their pet missing, and
- pay most lifetime registration fees online

The remainder of this document will offer a step-by-step guide to the major functions of the new Pet Registry. If you have further questions, please consult the 'frequently asked questions' section at the end of this document.

The Pet Registry can be found at www.petregistry.nsw.gov.au

Pet owners who cannot use the Pet Registry can still complete paper forms at their local council. People with assistance and working dogs will also need to register their dog in person at their local council.

How to use this guide



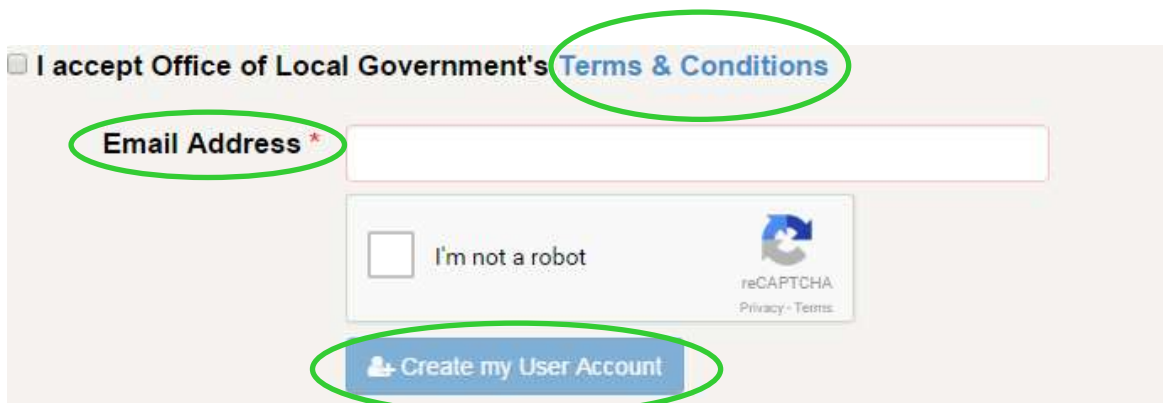
Registering your details (to create your user profile)

*** Please note this is a 'once only' process ***

1. Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au
2. From the Home Page click 'Register' at the top right hand side of the page.



3. The 'Registration Wizard' will begin and will take you through the registration process.
 - Click 'Terms and Conditions' to read them.
 - Click 'I accept' if you accept the Terms & Conditions.
 - Enter your email address. This will be your username used to log into your online profile in the future.
 - Note: Do not tick the box 'I'm not a robot'. This will be done automatically.
 - Click 'Create my User Account' and complete the simple task to verify you are a real user.

A screenshot of the registration form. At the top, there is a checkbox labeled 'I accept Office of Local Government's Terms & Conditions', where 'Terms & Conditions' is a blue link and the entire phrase is circled in green. Below this is a text input field labeled 'Email Address *', which is also circled in green. Underneath the email field is a reCAPTCHA section with an unchecked checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. At the bottom of the form is a blue button labeled 'Create my User Account' with a person icon, which is circled in green.

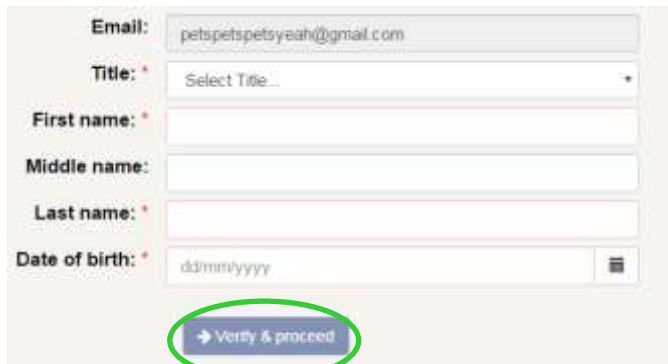
You will soon receive an email at your nominated email address.

Please click on the link provided in the email so you can finish creating your account. The link will be valid for 3 days only. If you do not click on the link in the email you receive, your account will not be activated.

4. Enter your name and date of birth exactly as it appears on your Driver's Licence, Medicare Card or Australian passport.

Please note that you must be 18 years or older to be the registered owner of a pet in NSW.

Each text box with a red asterisk is a required field.



The form contains the following fields:

- Email: petspetspetsyeah@gmail.com
- Title: Select Title...
- First name: *
- Middle name:
- Last name: *
- Date of birth: * dd/mm/yyyy

A button labeled "Verify & proceed" with a right-pointing arrow is circled in green.

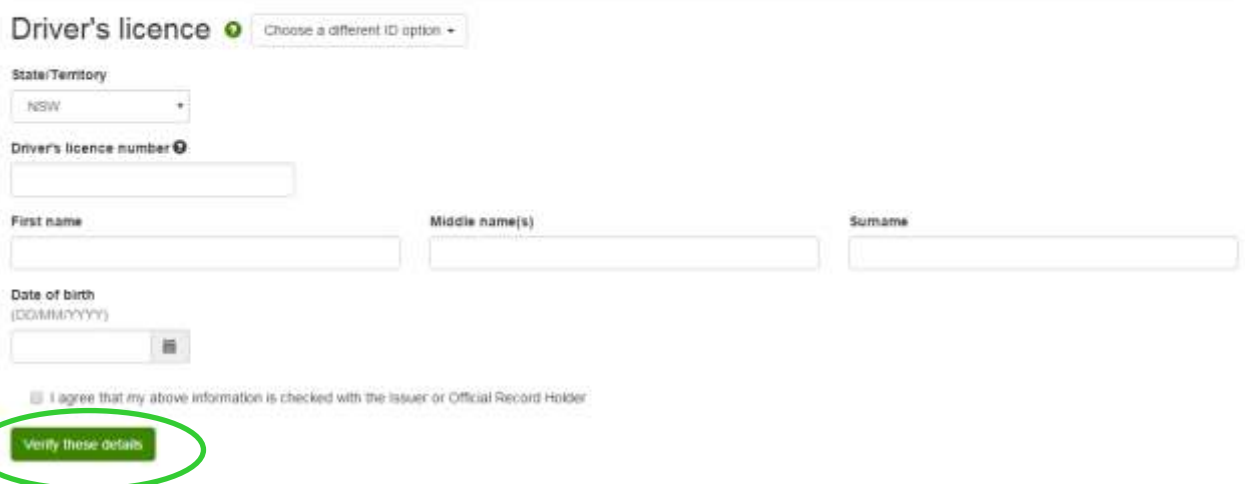
When finished click on 'Verify & proceed'.

5. To verify your identity, enter details of your Driver's Licence, Medicare Card or Australian Passport. Your name and date of birth will be checked against your official documents but will not be stored on the Registry.

Verify your identity

To verify your identity you'll need to match your details against 2-4 different ID sources.

Get started with your first ID source below.



The form is titled "Driver's licence" and includes a "Choose a different ID option" dropdown. It contains the following fields:

- State/Territory: NSW
- Driver's licence number
- First name
- Middle name(s)
- Surname
- Date of birth (DD/MM/YYYY)

A checkbox is present with the text "I agree that my above information is checked with the Issuer or Official Record Holder". A green button labeled "Verify these details" is circled in green.

Click 'Verify these details' when you have finished.

- The next page requires your street address. Begin typing your address in the 'Search Address' field. Your full address should appear as an option to select.

Once selected, the fields below will automatically fill with the correct information.

You will also need to enter your preferred contact number (please do not include gaps between the numbers).

Please note: If you cannot find your address within the automated system, you won't be able to complete this step and will need to go to your local council.

The screenshot shows a web form for address search. At the top, a red error message reads: "Please enter a valid street address. P.O. Box and Locked Bag are not allowed". The form contains the following fields: "Search address:" (with a dropdown menu), "Flat/Unit number:", "Street number:", "Street type:", "State:", "Local council code:", "Building level:", "Street name:", "Suburb:", "Post code:", "Local council name:", "Best contact type:" (with radio buttons for Mobile, Home, and Work), "Home phone:", "Mobile phone:", and "Work phone:". A blue button labeled "Save & proceed" with a right-pointing arrow is located at the bottom left and is circled in green.

When finished, click 'Save & proceed'.

- Create your password and provide answers for three secret questions. They will be used to reset your password if it is ever forgotten.

The screenshot shows a form for creating a password and setting secret questions. It includes three "Secret question" dropdown menus, three corresponding "Answer" text input fields, a "Password" text input field, and a "Repeat password" text input field. A blue button labeled "Save & proceed" with a right-pointing arrow is located at the bottom left and is circled in green.

When finished, please click 'Save & proceed'.

8. Complete 'Additional Information' if required.

Answer the question 'Are you a Breeder?'

A breeder profile has the advantage of having a breeder ID number, which makes it easier and quicker to add pets to your profile. Rescue organisations and pet shops may also choose to use a breeder ID. Please note that you will be able to update your details at a later date if you believe you have made a mistake.

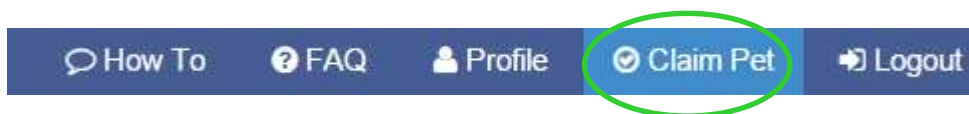
The image shows a web form with two main sections: 'Additional Information' and 'Business Information'. In the 'Additional Information' section, the question 'Are you a Breeder?' is circled in green, with radio buttons for 'Yes' and 'No'. Below it are input fields for 'Alternative Email', 'Secondary Contact Name', 'Pensioner Number', and 'Secondary Contact Phone'. A checkbox for 'Postal Address' is also present. The 'Business Information' section contains fields for 'Business Name', 'Business Phone', 'Email Address', 'Contact Title', 'Contact First Name', 'Contact Last Name', 'ABN', 'Alternative phone', 'Business Website', 'Business Address Search', 'Street Number', 'Street Name', 'Suburb / Town', 'State', 'Postcode', and 'Local Council Name'. A red error message is visible: 'Please enter a valid street address. P.O. Box and Locked Bag are not allowed.' At the bottom of the form, the 'Complete Registration' button is circled in green.

Click 'Complete Registration' when you have completed all of the relevant details.

You will be returned to the Home Page. The next step is to Claim your Pet. This will link and lock your pet to your user profile.

Claim your pet (to link and lock it to your user profile)

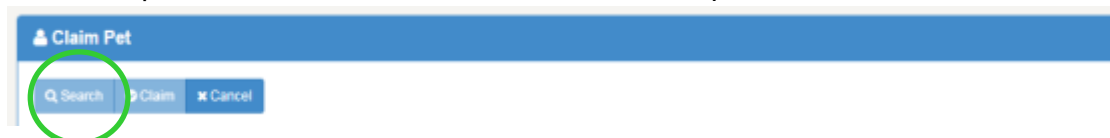
1. Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au. Go to the Home Page. Click 'Claim Pet' in the top right hand corner.



2. Enter your pet's microchip number and your best contact number. (This will be the phone number you first registered your pet with or the phone number the previous owner entered for you to transfer the pet).

A form with three input fields. The first field is labeled 'Enter Microchip Number *' and is empty. The second field is labeled 'Best Contact Number *' and is empty. The third field is labeled 'Email' and is empty.

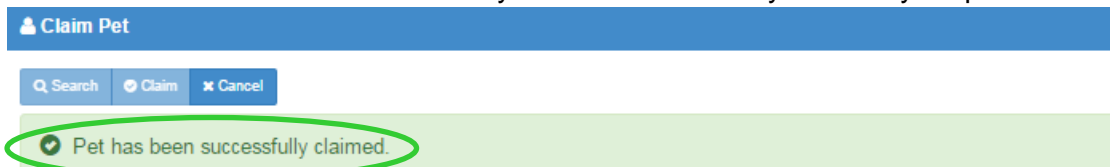
3. Once completed, click on the 'Search' button on the top left hand side of the screen.



4. Your pet's information should appear. If the information is correct, click 'Claim'. Your pet's address will default to the home address you entered when setting up your profile.



5. The next screen will indicate whether you have successfully claimed your pet.



Click 'Home' in the top left hand corner of the page to view your profile on the Home Page.



You will now see your pet listed on the Home Page.

Transferring your pet to a new owner

1. If you sell or give away your pet, you will need to transfer it to the new owner. Log into your profile in the NSW Pet Registry website at www.petregistry.nsw.gov.au. Go to the Home Page. Click the blue 'Transfer' text corresponding to the relevant pet.

Registration Certificate	Update	Transfer
Download Certificate	Update	Transfer

2. Enter details of the new owner. If you are transferring the pet to an owner interstate or overseas, click the 'Outside NSW (Interstate or overseas) option at the bottom.

Title *

First Name *

Last Name *

Best Contact Number *

Email

Transfer your Pet Within NSW Outside NSW (Interstate or overseas)


Click the 'Transfer' at the top left hand side of the screen. The pet will then be transferred from your profile.

Pet Transfer

The next screen will indicate whether you have successfully transferred your pet and released it from your profile.

Pet Transfer

Pet has been successfully transferred.

 IF YOU CANNOT CLAIM YOUR PET, PLEASE CONTACT YOUR LOCAL COUNCIL

Click 'Home' in the top left hand corner of the page to return to the Home Page.

3. The final step is to change your pet status to Home-Transfer. To do this, please follow the instructions in Section 6 Update your pet's details. Once this is completed your pet's profile will be updated on your Home Page.


To complete the transfer, the new owner will need to create a profile and claim the pet.

Paying your pet's registration fee

1. Log into your profile in the NSW Pet Registry website at www.petregistry.nsw.gov.au. Go to the Home Page.
2. To pay your pet's registration fee online, click the blue 'Pay Online Due' text corresponding to the relevant pet.

Registration Certificate	Update	Transfer
Pay Online Due on 01/12/2016	Update	Restricted

3. Check the details are correct and click on 'Pay Now'




The screenshot shows the 'Register your pet' page. The details are as follows:

Field	Value	Field	Value
Pet Name	Wild card	Pet Date of Birth	01/08/2016
De-sexed	Yes	Microchip Number	96888888888
Fee description	De-sexed animal	Registration Fee	\$ 53
Breed	Australian Wire Haired Terrier		

A blue 'Pay Now' button is circled in green at the bottom right of the details section.

4. You will arrive at the payments portal, where you can pay registration with Mastercard or Visa. Fill in the details and click 'Next'.

* Cardholder Name

* Credit Card Number 

* Expiry Date (mm/yy) /

* Card Verification Number (CVN) [What is the CVN?](#)

Please note that the following surcharges apply:

- Visa: 0.40%
- Mastercard: 0.40%

5. You will now see the confirmation screen. Please check your details, enter the verification code, and accept the surcharge (the credit card surcharge is set at 0.4%). If you pay more than one pet, you will also have to confirm that you wish to make another payment.

* Verification Code Enter the verification code below.
35835
Generate a new verification code | Audio

* I accept the surcharge of \$0.09 AUD.

You have previously made a payment to this merchant for the same amount today. Please confirm that you wish to process this duplicate payment.

* I confirm that I want to process this duplicate payment.

If you are paying for more than one pet, you will need to tick the second box. This is to confirm you are not accidentally paying twice for one pet.

Confirm Back

6. You will see your payment receipt. You can choose to print the receipt or have it emailed to you. When you are finished, click 'Finish' at the bottom of the page. This will return you to the home page.

Payment Receipt

Status	Approved
Receipt Number	1014394407
Date	13 Jul 2016 10:42
Customer name	Bill Shop
Microchip number	98888888888
Animal breed	Australian Wire Haired Terrier
Principal Amount	\$53.00 AUD
Surcharge Amount	\$0.21 AUD
Total Amount	\$53.21 AUD
Cardholder Name	Bill Smith
Credit Card Number	424242...242
Expiry Date	11/16
Send Receipt Email To	<input type="text"/> <input type="button" value="Send"/>
	<input type="button" value="Print"/> <input type="button" value="Finish"/>

Click 'Home' in the top left hand corner of the page to return to your profile.



Update your pet's details

1. Log into your profile in the NSW Pet Registry website at www.petregistry.nsw.gov.au.
2. If you need to update your pet's details, including making a notification that your pet has gone missing, has passed away, or has been sold/given away, click the blue 'Update' text corresponding to the relevant pet.

Registration Certificate	Update	Transfer
Download Certificate	Update	Transfer

3. Your pet's current information will be displayed. Click 'Edit' to make any necessary changes.

Pet Profile

[Edit](#) [Save](#) [Cancel](#)

4. You will now be able to edit your pet's information.
The 'Pet Status' field has a drop down menu with 4 options to choose from.
The options are: Home, Deceased, Missing and Home-Transfer (if your pet has been sold or given away to a new owner).

Pet Status

You can also change the pet's name, any new identifying marks or a new address. Please note that if you are entering a new address, it will need to be revalidated in the same way your address was validated when you first created your profile on the Registry.

Please enter a valid street address. P.O. Box and Locked Bag are not allowed.

Pet Address Search

Click the 'Save' button when you have finished entering the updated details.

Pet Profile

[Edit](#) [Save](#) [Cancel](#)

5. The following page will indicate whether your changes have been saved successfully.

Pet Profile

[Edit](#) [Save](#) [Cancel](#)

 Pet Information saved successfully

To return to the Home Page, scroll up to the top of the page and click 'Home'.

[Home](#)

Update your user profile details

1. Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au if you have not already done so. Go to the Home Page. Click 'Profile' in the top right corner of the page.



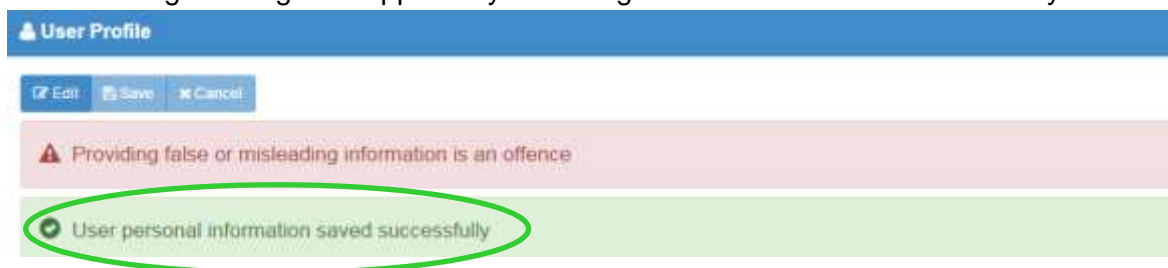
2. Your Profile details will appear on the next screen. To make changes, click 'Edit' on the top left hand side of the page.



3. Enter in any new details as required. Remember that to change your address, your new address will need to be validated.
4. Click on 'Save' when finished.



The following message will appear if your changes have been saved successfully.



To return to the Home Page, scroll up to the top of the page and click 'Home'.



Change your password

1. Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au if you have not already done so. Go to the Home Page. Click 'Profile' in the top right corner of the page.



2. Your Profile details will appear on the next screen. Scroll down the page and find the 'User Security' box. Click 'Edit'.



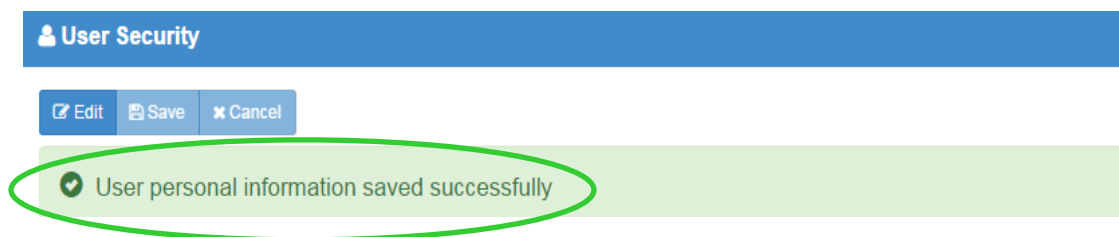
3. Enter your new password then confirm it by entering it again.

The image shows a form titled 'Security Information'. It contains two input fields: 'New Password *' and 'Confirm Password *'. The fields are empty.

4. When finished click 'Save'.



5. The following message will appear if your changes have been saved successfully.



To return to the Home Page, scroll up to the top of the page and click 'Home'.



Frequently asked questions

General Questions

I don't have access to a computer, how can I register my pet?

If you do not have access to a computer but wish to register online, you can attend your local library or council. However, you do not need to register your pet online – simply attend your local council and submit the relevant completed form over the counter. Council staff will process your payment and update your pet's records.

What if I don't have an email address?

If you do not have an email address, simply attend your local council and submit the relevant completed forms over the counter.

My pet is already microchipped and registered, do I have to register again?

No, but...

You can create a 'pet owner' profile on the new NSW Pet Registry. You can 'claim' your pets, link them to your profile and check that their contact details are up to date. This will help to ensure that your lost cat or dog can be returned home and that you have met the requirements of the *Companion Animals Act 1998*. Visit www.petregistry.nsw.gov.au Check that your registration is complete by ensuring that you have paid your one-time only, lifetime registration fee.

My pet is already microchipped, do I also have to register it?

Yes. All dogs and cats that are required to be registered must have their identification (microchip) and registration (owner details etc) recorded on the NSW Pet Registry. If your pet is aged six months or older, the registration fee must also be paid.

Registering your details

What name should I use to register my pet?

You need to use your full legal name, as it appears on your Driver's Licence, Medicare card or Australian passport. You will need one of these documents to verify your identity.

What address should I use to register my pet?

You should use your physical street address where your pet lives most of the time. You cannot use a PO Box. There will also be an opportunity to enter a separate address for postal purposes or a secondary address where your pet lives. When entering the address details, take care to use the 'search address' bar to retrieve the official property address as recorded with Land and Property Information NSW.

How does Identity Verification work?

The identity of the person making the online profile will be validated through a Document Verification Service (DVS). When you make a user profile your Drivers Licence, Medicare or passport number will be validated against the name and date of birth on these documents. Your Drivers Licence, Medicare or passport numbers are not stored in the NSW Pet Registry or on the DVS.

My address does not come up on the Pet Registry, what should I do?

If you are entering a physical address please make sure it is the property address as recorded on the NSW Land and Property Information Register.

If you are not able to enter a valid address on the online NSW Pet Registry you will need to complete the relevant paper form and lodge it with your local council. Forms are available from your council or can be accessed at www.olg.nsw.gov.au/public/dogs-and-cats/forms

For rural properties, this may mean your official Rural Property Address rather than a property name or other name. This is not the same as your lot number. It will include a Rural Road Number, a Road Name and a Locality. If you do not know your Rural Property Address, please contact your local council.

When I tried to create an account, the password didn't come through to my email?

Please check your junk mail or spam, as the email sometimes gets redirected by your mailbox to this location.

Claim your pet

I don't know my pet's microchip number. What should I do?

If your pet's adoption or veterinary records do not have the microchip number listed, you will need to make arrangements to have your pet scanned by a Veterinarian.

What if I cannot find my pet on the Registry?

If you are unable to find your pet, it is possible that the wrong microchip number has been used to register your pet. Please contact your local veterinarian and have your pet scanned – he or she will be able to look up your pet's details on the NSW Pet Registry and, if the microchip number is wrong, give you a *Verification of Existing Microchip Form* to lodge at your local council. This will enable council to correct the information on the Registry, allowing you to claim your pet.

I am not able to claim my existing pet online. What should I do?

Your pet's details must match your details in order to match them to your online profile. Specifically, you must match the name and contact number you used for yourself as the registered owner with those recorded for your pet in the online Registry. You will also need to know your pet's microchip number.

If you do not know this information or your profile details do not match the name and address on the Registry for your pet, you will need to update the Registration by completing

an *update details form*, available at www.olg.nsw.gov.au/public/dogs-and-cats/forms (or obtained from your local council) and lodge it with your local council.

Alternatively, you may need to submit a Statutory Declaration to council that will prove you own your pet/s.

Transferring your pet to a new owner

What happens if a new owner does not 'accept' the pet?

The pet will remain on the old owners profile until it is claimed, with a pet status marked 'Home – Transfer'. Local councils can remove pet details if required.

Owners should create profiles to get their pets home.

My dog is declared dangerous/nuisance. Can I transfer ownership?

The owners of pets that are the subject of a menacing or dangerous dog declaration or nuisance order are not able to transfer these animals to a new owner online. Instead, they will need to complete the relevant paper form and lodge it with their local council. Forms are available from your council or can be accessed at www.olg.nsw.gov.au/public/dogs-and-cats/forms

Paying your pet's registration fees

What are the registration fees for pets?

All cats and dogs should be registered by 6 months of age. Registration fees are valid for the lifetime of each pet and do not need to be renewed each year. A list of current registration fees is available on the OLG website at www.olg.nsw.gov.au

When are registration fees due?

A registration certificate will not be generated online, or provided by a local council, until registration fees have been paid. If the pet's owner has created an online profile and claimed the pet (so it is registered in their name), the date when registration fees are due appears on the owner's Home Page, along with a link to where fees can be paid online.

Is there a charge for making an online payment?

A small charge of 0.40% is levied for online registration. This covers bank service transaction costs.

How will discounted registration for animals from pounds and shelters work?

Pet owners will still be entitled to half price registration if they buy a pet from a pound or shelter (50% of the general registration fee) and will be able to register online. The record of these animals will be marked on the NSW Pet Registry with an 'eligible pound/shelter' flag.

Update your pet's details

How do I report my missing pet online?

To report a missing pet online, the owner needs to update the pet's details using the 'update' link on the homepage. Please refer to 'Update your pet details' in the instruction guide.

How can you tell if a pet is registered before you buy it?

All pets should be registered when you buy them, but the registration fees may not be paid. A prospective buyer will not be able to see registration details online. To find out whether registration fees have been paid, you should ask the seller to show you a registration certificate for the animal. These cannot be obtained until payment has been made.

I have been given a kitten/puppy, what do I need to do?

In NSW, all cats and dogs must be microchipped by 12 weeks of age or before being sold or given away, whichever happens first.

You also need to register your pet with the NSW Pet Registry via their website located at www.petregistry.nsw.gov.au. If the pet is already registered you will need to update the owner and contact details.

If you do not have access to a computer you can register your pet at your local council.

Update your user profile details

My dog is declared dangerous/nuisance. Can I update their address online?

The owners of pets that are the subject of a menacing or dangerous dog declaration or nuisance order will be able to change their address online. However, it is important that these owners still inform their local council that they have changed address.

Trouble Shooting

Why won't the Pet Registry work on my computer?

The NSW Pet Registry has been developed to work on the internet browsers Chrome, Firefox, Internet Explorer and Safari. However, the NSW Pet Registry website will not work on older versions of Internet Explorer or Chrome that are not supported by Microsoft. You may need to switch to a compatible browser for the purposes of using the NSW Pet Registry.