Office of Local Government

petregistry
.nsw.gov.au

NSW Pet Registry
Authorised Identifier
User Guide
and FAQ's

December 2016 Version 1.2

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OFFICE HOURS
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8.30am to 5.00pm
(Special arrangements may be made if these hours are unsuitable)
All offices are wheelchair accessible.

ALTERNATIVE MEDIA PUBLICATIONS
Special arrangements can be made for our publications to be provided in large print or an alternative media format. If you need this service, please contact our Executive Branch on 02 9289 4000.

www.olg.nsw.gov.au

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Section 1 - Introduction to the NSW Pet Registry

From July 2016, the Companion Animals Register is called the NSW Pet Registry.

The NSW Pet Registry (formally the Companion Animals Register), is an online database of micro-chipped and registered cats and dogs that live in NSW. The NSW Pet Registry has been developed to improve customer experience and to promote responsible pet ownership in the community.

The NSW Pet Registry makes data entry simpler by reducing the amount of identification information that must be entered when pets are microchipped.

Pet Owners now have access to the online NSW Pet Registry to update their contact details, report their pet missing or deceased, transfer ownership and pay most lifetime registration fees.

What is changing for Authorised Identifiers?

- From July 2016 Authorised Identifiers and other users can access the NSW Pet Registry through a dedicated link at www.petregistry.nsw.gov.au
- Using existing usernames and passwords to log in, Authorised Identifiers can add new pets to the NSW Pet Registry at the time of microchipping.

What is changing for pet owners?

- New owners can create an online profile and link it to the microchipped pet(s). They will use the microchip number and their preferred contact telephone number to locate their pet on the NSW Pet Registry.
- Current pet owners can create an online profile, update their contact details and link their profile to their microchipped pet(s).
- Pet owners can update their details and transfer pet ownership online making it easier for vets and approved persons to return lost pets home.

What is changing for breeders?

- The owner of an animal that has a litter will be the first owner of each animal in that litter.
- Everyone who owns a cat or dog that has a litter will be given a breeder profile.
- A breeder's profile and access is the same as for other pet owners, with the addition of a Breeder ID number for easy use of the registry, such as for adding multiple animals.

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

In the event of the NSW Pet Registry being unavailable or inaccessible, identification information is to be recorded on approved forms available for download at www.olg.nsw.gov.au. Completed forms are to be forwarded to the local council for processing within 48 hours of implantation.

For more information please visit the NSW Pet Registry website at www.petregistry.nsw.gov.au.

Please send any technical enquiries relating to the NSW Pet Registry to pets@olg.nsw.gov.au or speak to a team member by telephoning 1300 134 460 during business hours.

Section 2 - Authorised Identifiers _____

Authorised users include relevant local council staff, NSW registered Veterinarians, Authorised Identifiers and Registration Agents. Those users will have received a username and password upon approval from the NSW Office of Local Government.

Each user is issued with an 8 digit alphanumeric password which should be changed when logging on to the NSW Pet Registry for the first time.

If you have lost your username and/or password please call the NSW Pet Registry Help Desk on 1300 134 460 or email pets@olg.nsw.gov.au during business hours.

The Chief Executive may withdraw a person's accreditation as an Authorised Identifier if satisfied that:

- the person is not qualified or competent, or
- the person has been negligent or incompetent; or
- the person has failed to comply with a requirement in, or made under, the legislation (including these Guidelines); or
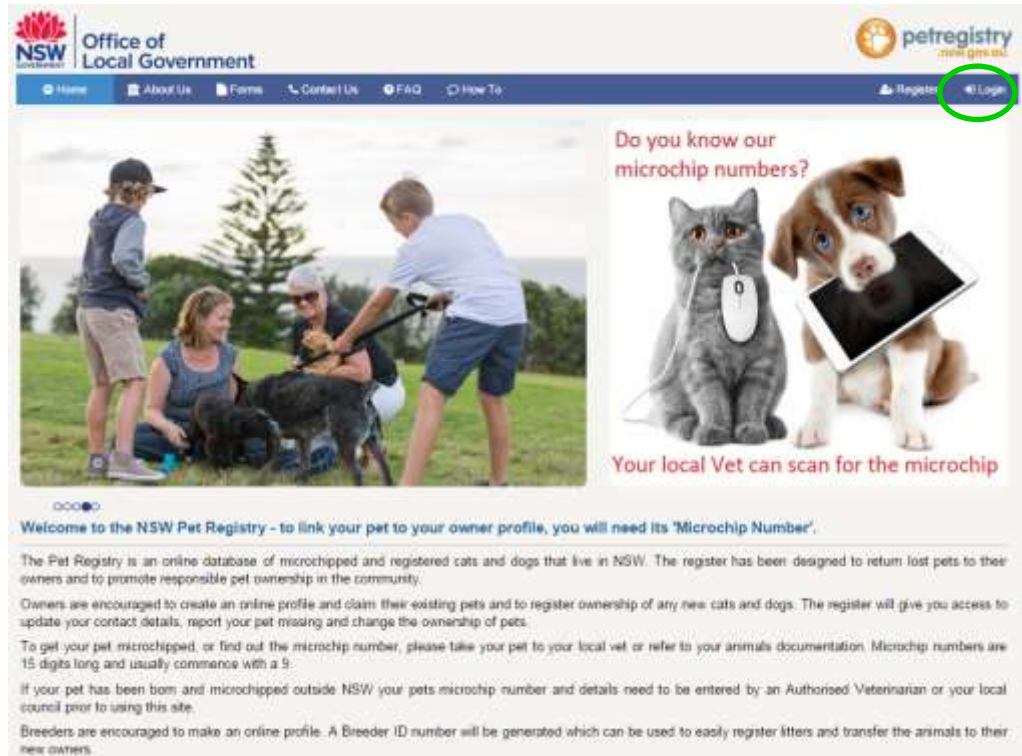- it is otherwise to do so.

The Authorised Identifier must ensure that the owner understands the privacy statement on the NSW Pet Registry and/or identification form before collecting their personal information.

If an error is made, Authorised Identifiers are now able to correct records for one month after the information has been is entered on to the NSW Pet Registry or until the animal is 'claimed' and locked to the owner's online profile. Any errors detected after this time must be corrected by a local council.

2.1   How to log into the NSW Pet Registry website

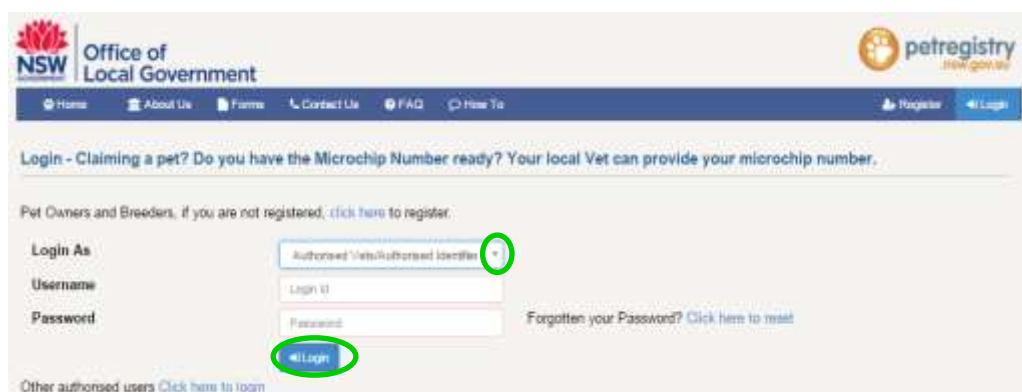**Step 1**   Log into the NSW Pet Registry website at: www.petregistry.nsw.gov.au.

Step 2   Click on the '**Login**' button at the top right hand side of the page.

Step 3   Go to '**Login as**' and select '**Authorised Vets/Authorised Identifiers** from the drop down list.

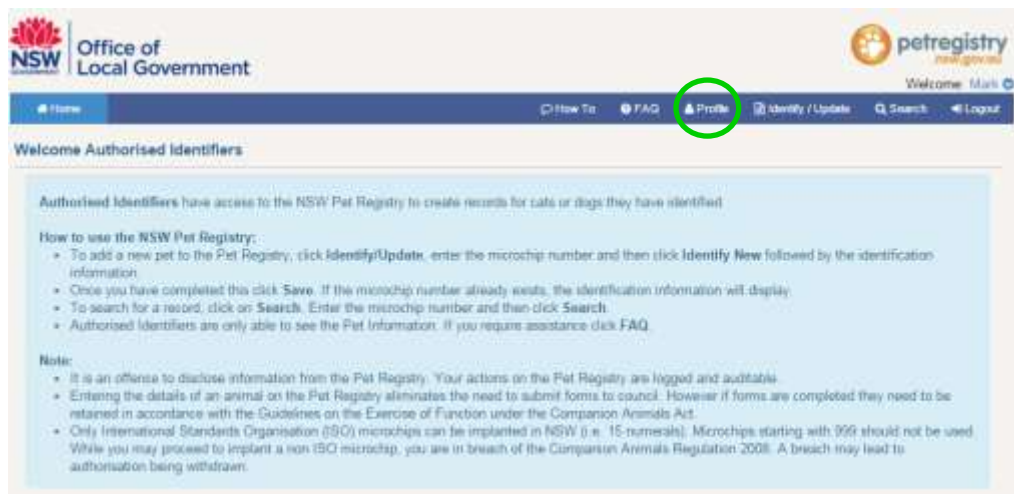Enter your existing 'I00' number as your '**Username**' and your existing '**Password**'.

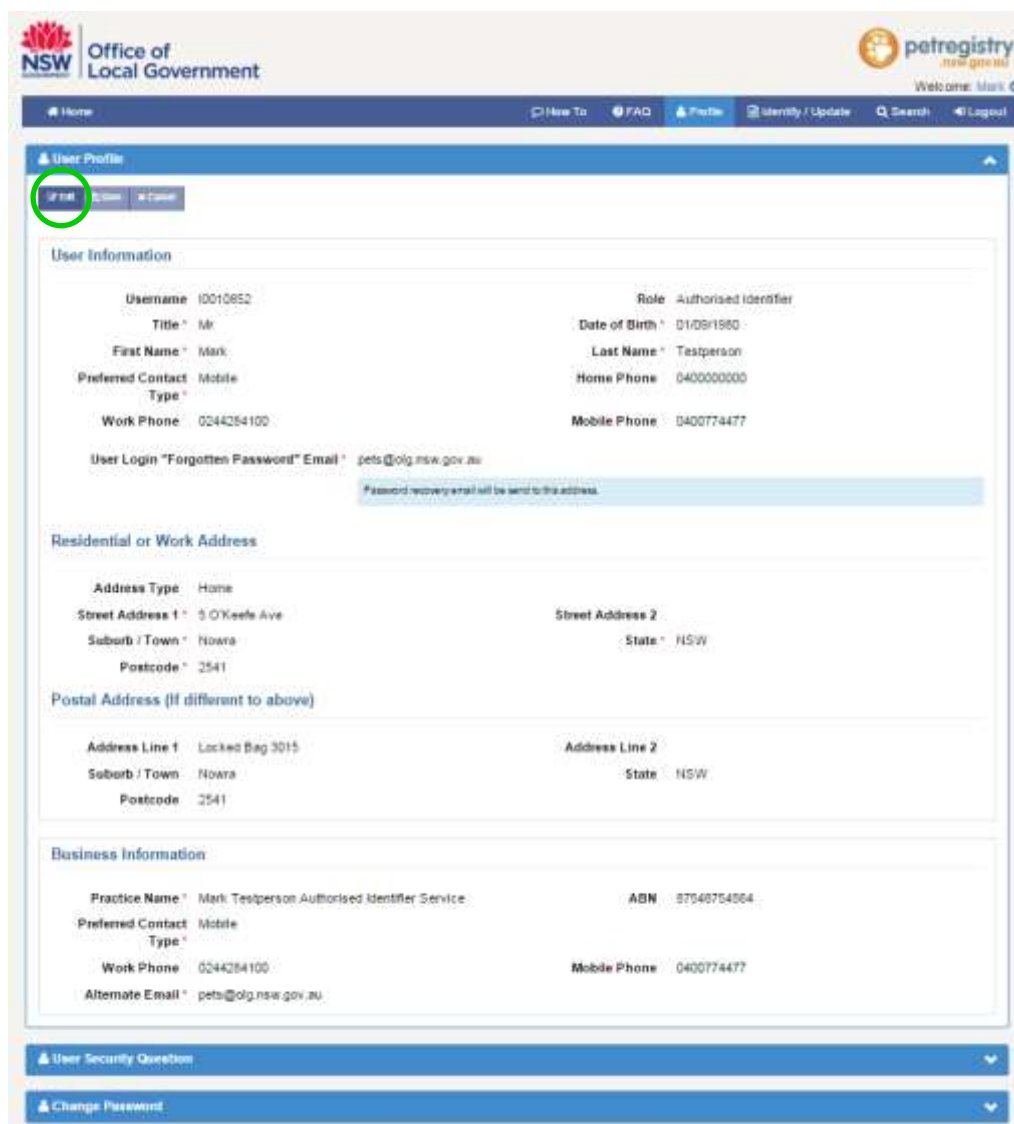Click on the blue '**Login**' button.

This link will take you to the existing Companion Animals Register (CAR)

2.2 How to update your details

Step 1   Click '**Profile**' in the top right corner of the page.
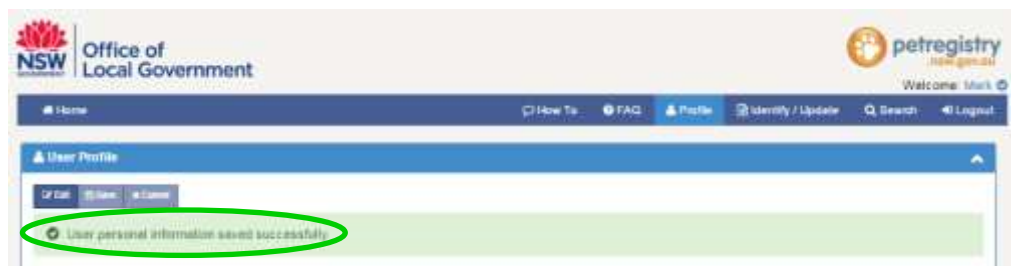

Step 2   Your details will appear on the next page. Click '**Edit**' in the top left corner.

Step 3   Enter in any new details as required. Click '**Save**' when you have finished.

The next page will display a message to confirm the changes have been saved successfully.
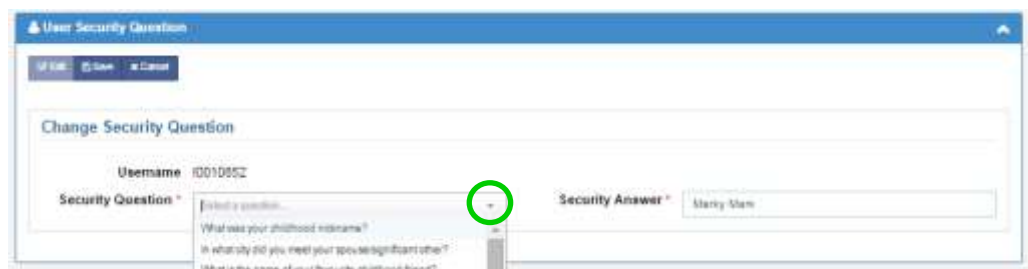
2.3 How to update your security question

Step 1   To update your security questions, scroll down to the bottom of your user profile page to **'Security Question'**. Click the arrow symbol to the right.

Step 2   Click **'Edit'**.

You can change the answer to your existing security question, or choose a new security question from the drop down menu.

Step 3   Click **'Save'** when you have finished.

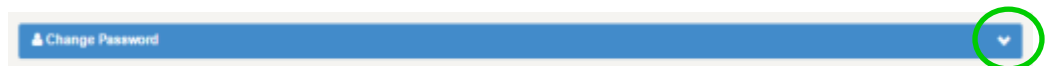The next page will display a message to confirm the changes have been saved successfully.

2.4 How to change your password
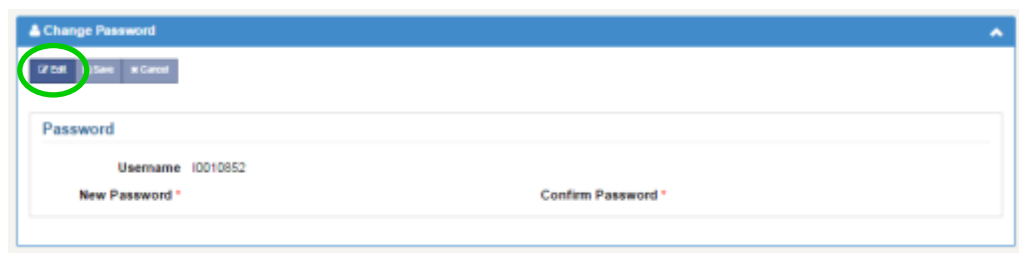
Why do I have to change my password?

The System is designed to require the user to take responsibility for the information they access or enter on the NSW Pet Registry. Please refer to the Guidelines for Authorised Identifiers for further information about user obligations regarding privacy and confidentiality.

It is important to remember that each user of the NSW Pet Registry must use their own individual username and password.
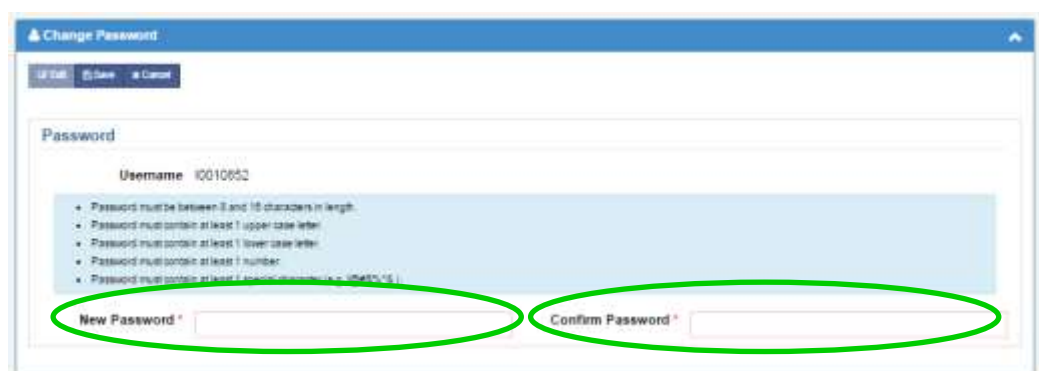
Step 1   To change your password, scroll down to the bottom of your user profile page to '**Change Password'**. Click the arrow symbol to the right.
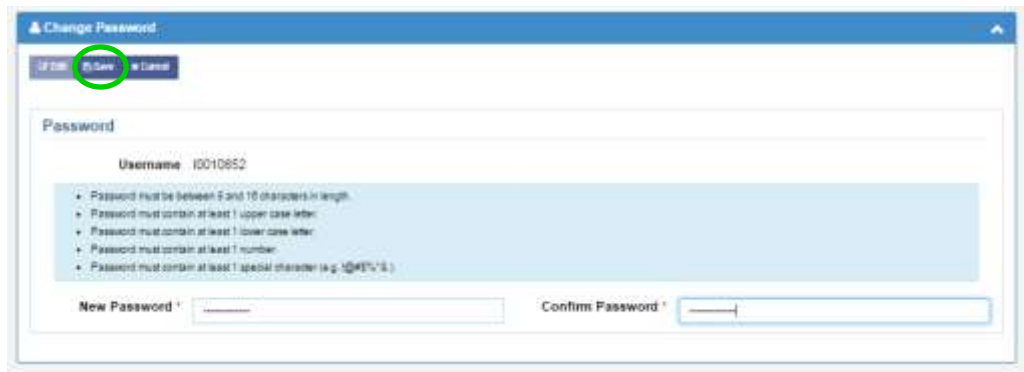

Click **'Edit'**.

Step 2   Enter your new password and confirm it by entering it again.

Step 3   Click '**Save**' when you have finished.

The next page will display a message to confirm the changes have been saved successfully.

⚠	If your new password doesn't work, then your account is locked. Please call the NSW Pet Registry Help Desk on 1300 134 460 or email pets@olg.nsw.gov.au during business hours so that your account can be reset. The Help Desk will require your existing username to unlock your account.

Section 3 - Pets _____

General Notes

All data entry should follow conventional Title Case formatting i.e. Capitalisation of the first letter of proper titles (eg. Names of persons or animals, street names etc) and the capitalisation of the first word in new sentences.

Microchip Information

The microchip number is a critical piece of information on the NSW Pet Registry. It is essential that all information in this category be entered into the NSW Pet Registry.

> *For each animal that is microchipped, authorised identifiers are expected to enter the information directly on to the NSW Pet Registry at or near the time of implantation, but no later than 48 hours after implantation.*

Operators must ensure that microchip numbers are entered correctly on to the system. Incorrect numbers entered on the NSW Pet Registry may mean that a found animal cannot be returned to its owner as it will be impossible to locate the animal's details on the NSW Pet Registry.

ISO standard microchips are **15 digits** in length and all digits should be numeric. Alphabetical characters would indicate that the microchip is <u>not</u> ISO compliant. **If the microchip number is all numeric but less than 15 digits in length, please check that you have entered the number correctly.**

The <u>Guidelines for Authorised Identifiers</u> sets out that approved (ISO) microchips contain 15 digits, no letters and start with a '9'.

Animal information

Essential information to be entered into the NSW Pet Registry is:

- Species
- Breed
- Date of Birth
- Gender
- Colour, and
- Address usually kept at

For dogs, please ensure the specific breed is entered on to the NSW Pet Registry. The entire list of breeds should be viewed to determine whether the relevant breed is listed (eg "Airedale Terrier' is not 'Australian Terrier'). Every effort has been made to list all breeds by their proper name in the drop down menu. If a particular breed is not listed, then the Breed should be entered as 'Other' and the name of the unlisted breed should be typed into the 'Identifying Marks' field.

Where the dog is a cross breed but only one breed is identified, the Breed should be entered onto the NSW Pet Registry as a cross breed (eg 'Cross (terrier); 'Cross – Australian Kelpie').

For cats the following breed abbreviations are frequently used:

- DSH for domestic short hair
- DMH for domestic medium hair, and
- DLH for domestic long hair

For these records, the breed should be entered as 'Domestic' and the initials should be entered into the 'Identifying Marks' field.
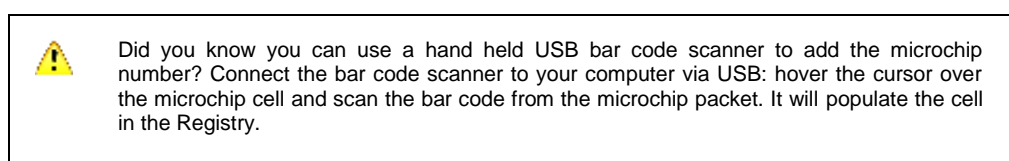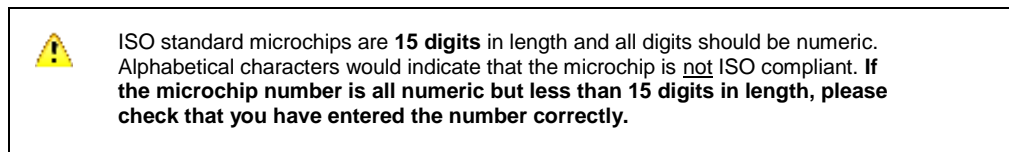
The animal date of birth must have at least the year completed on the form. If only the year is known (eg 2016), then '1 January' plus the year provided (eg 2016) should be entered onto the NSW Pet Registry. If only year and month are known (eg Sept 2016), then enter '1' for the day along with the year and month provided (eg 1 Sept 2016).

3.1 How to add a new pet to the NSW Pet Registry (for pets that have been microchipped for the first time)

Step 1   Click **'Identify/Update'** located towards the top right hand side of the menu bar.

Step 2   Enter the animal's microchip number then click **'Identify New'**.

> ⚠️   ISO standard microchips are **15 digits** in length and all digits should be numeric. Alphabetical characters would indicate that the microchip is not ISO compliant. **If the microchip number is all numeric but less than 15 digits in length, please check that you have entered the number correctly.**

> ⚠️   Did you know you can use a hand held USB bar code scanner to add the microchip number? Connect the bar code scanner to your computer via USB: hover the cursor over the microchip cell and scan the bar code from the microchip packet. It will populate the cell in the Registry.

Step 3   Enter the Owner/Breeder Information.

> ⚠️ The owner of the animal is the owner at the time of microchipping. The first owner is always the breeder. Authorised Identifiers are not to enter contact details for the next owner, irrespective of whether a deposit or otherwise has been paid to the breeder for that animal.

If the owner is a registered breeder you will also need to complete the **Owner/Breeder Information** section.

- enter their **breeder ID number**
- select '**Yes**' to the question *Is the animal being identified an offspring of one of the owner's pets?*
- click '**Populate Breeder'** to automatically enter the recorded details for that breeder. The animal will also be added to their profile.

If the breeder does not have a breeder ID number, you can enter their details manually.

Step 4   Enter the pet information.

⚠️	The owner of the animal is the owner at the time of microchipping. The first owner is always the breeder. Authorised Identifiers are not to enter contact details for the next owner, irrespective of whether a deposit or otherwise has been paid to the breeder for that animal.

⚠️	If a particular breed of cat or dog is not listed, select the breed that best describes the animal. Alternatively, 'Other' can be selected and the breed noted in the 'Identifying Marks' field.

Step 5   Click '**Save**' in the top left corner of the screen when you have finished.

NOTE

All mandatory fields marked with a ***** *will need to be completed before the record can be saved.*

The next page will display a message to advise you have successfully added the animal to the Registry.

⚠️   'Certificates of Identification' no longer exist and therefore are not required to be provided to the animal's owner. However, the Veterinarian is to provide the microchip number to the animal's owner.

3.2   How to update a pet's details

<u>Please note that this function is only available for pets that were added within the
last 30 days and if the owner has not already claimed their pet on the NSW Pet Registry</u>.

> ⚠️ The microchip number cannot be amended by Authorised Identifiers. Please
> contact your Local Council if an error has occurred.

Step 1   Click '**Identify/Update'** on the Home Page menu bar.

Enter the animal's existing microchip number and click '**Update details**.

Step 2   Enter the updated information.

Step 3   Click '**Save**' when you have finished.

The next page will display a message to confirm the changes have been saved successfully.

Section 4 - Frequently asked questions

General Questions

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 that are no longer supported by Microsoft. You may need to switch to a compatible browser for the purposes of using the NSW Pet Registry.

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 get redirected by your mailbox to this location.

Logging into the registry

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

Please contact the NSW Office of Local Government at for assistance via email at pets@olg.nsw.gov.au or telephone 1300 134 460 between 9am and 4.30pm, Monday to Friday.

Adding a new pet

What if the registered breeder does not have a breeder ID number?

You can enter their details manually to add them as a normal pet owner and encourage them to make their own user profile.

Update your details including change your password

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 http://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.

Contact information for your nearest NSW local council is available on the Local Government Directory page of the Office of Local Government's website at http://www.olg.nsw.gov.au/find-my-council

APPENDIX A

Procedures for the use of hard copy companion animal forms during transition to the Register

In the event that the Register is unavailable or inaccessible, identification information is to be completed on the prescribed Permanent Identification form (P1A).

Local councils will continue to accept hard copy forms in triplicate (multiple coloured sheets) during the transition period.

The authorised identifier must ensure that the owner understands the privacy information on the form. This step is essential and must be carried out before, or as soon as possible after, collecting the owner's personal information.

If the animal's owner will not be present when the information is to be entered on the form, ask them to complete the animal details and owner details sections and sign the form beforehand.

The microchipping details section is to be completed and signed by the authorised identifier who implanted the microchip in the animal. The authorised identifier must supply his or her authorised identifier number issued by OLG. All questions in this section are compulsory.

The animal details and owner details sections of the form are to be completed by the animal's owner and this person must sign at the bottom right of the form. The questions relating to secondary address and secondary contact person are not mandatory and need not be completed.

The authorised identifier must ensure that a printed sticker with the microchip number is attached to each copy (yellow, pink and white) of the form and verify that the sticker number exactly matches the microchip number implanted in the animal.

The pink copy of the completed form is to be given to animal's owner at the time of identification.

The yellow copy of the completed form must be forwarded to the local council within 48 hours of identification. The form must be placed in a sealed envelope marked 'Confidential' and for the attention of the 'Animal Registration Officer'.

The authorised identifier and owner should check the information on the form for errors, as authorised identifiers are unable to alter records processed by a local council. Any corrections must be made by a local council.

Authorised identifiers must ensure, as far as is possible, that the information sent to the local council is protected against loss, unauthorised access, use, alteration, disclosure or misuse during transit.

Please ensure that you send any paper forms to the correct local council. A list of NSW local councils and their contact details is available on OLG's website at www.olg.nsw.gov.au.

Before sending the information to the council, please ensure that you have:

• checked for accuracy and completeness;

• completed and signed the microchipping details section;

• provided your authorised identifier number; and

• attached a printed sticker with the microchip number to each copy of the form.