



Office of
Local Government



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



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Section 1 – Introduction

The NSW Pet Registry is now available. The NSW 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:

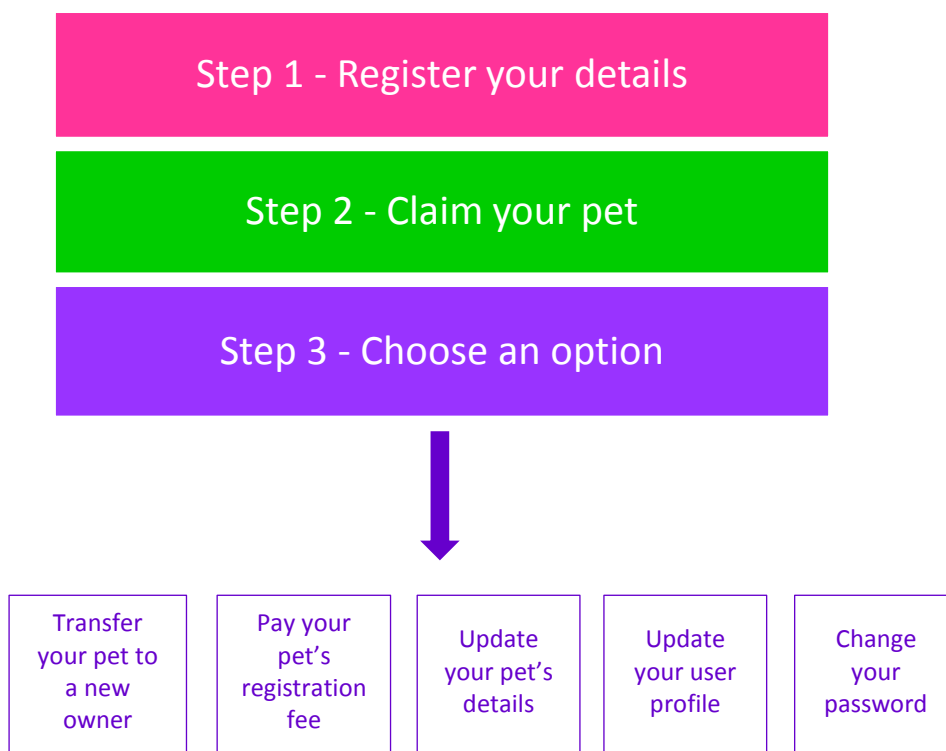
- create an owner profile
- update their contact details
- transfer ownership of pets
- report their pet missing or deceased, and
- pay most lifetime registration fees online.

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 do not have an email address or 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



Section 2 – Pet Owners and Pet Breeders

2.1 How to register your details on the NSW Pet Registry website

(creating your profile only needs to be done once)

Step 1 – Verify email

Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au.

From the Home Page click **'Register'** at the top right hand side of the page.



The 'Registration Wizard' will begin and will take you through the registration process.

- Click **'Terms and Conditions'** to read them.
- Click **'I agree'** 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.
- Tick **'I'm not a robot'** and complete the simple task to verify you are a real user.

A screenshot of the 'Registration Wizard' form. The form is titled 'Registration Wizard' and includes a progress bar with six steps: 1. Verify Email, 2. Verify Identity, 3. Contact Details, 4. Security, 5. Additional Information, and 6. Complete. The first step, 'Verify Email', is highlighted. Below the progress bar, there is a section titled 'What do I do now?' with instructions. A red warning banner states 'Providing false or misleading information is an offence'. The form includes a checkbox for 'I accept the Office of Local Government's Terms & Conditions', an 'Email Address' input field, and an 'I'm not a robot' checkbox. The 'Terms & Conditions' link, the 'Email Address' field, and the 'I'm not a robot' checkbox are all circled in green. A 'Create my User Account' button is located at the bottom of the form.

- Click **'Create my User Account'**.

Providing false or misleading information is an offence

I accept the Office of Local Government's Terms & Conditions

Email Address * jpeterson@gmail.com

I'm not a robot

[Create my User Account](#)

An email will be sent to your nominated email address.

Providing false or misleading information is an offence

Verification email successfully sent to jpeterson@gmail.com

I accept the Office of Local Government's Terms & Conditions

Email Address * jpeterson@gmail.com

I'm not a robot

[Create my User Account](#)

Open your email account and click on the link provided in the email so that 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.

Step 2 Verify Identity

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

 The registered owner of a cat or dog in NSW must be aged 18 years of age or over.

NSW Office of Local Government petregistry.nsw.gov.au

Registration Wizard

The user registration process contains six steps. Progress is reflected in the highlighted bar below. Please read all instructions carefully and proceed.

100% **Verify Identity** Verify Email Contact Details Security Additional Information Complete

What do I do now?

- Enter your full legal name as it appears on the form of identification you intend to use verify your identity.
- Once you click **Verify & Proceed**, you will be required to provide your Driver's Licence, Medicare Card or Passport number to validate your identity. These personal identification numbers are not stored by the NSW Pet Registry and therefore cannot be accessed through the NSW Pet Registry.

Providing false or misleading information is an offence

Email: jpeterson@gmail.com

Title: Select Title

First Name:

Middle Name:

Last Name:

Date of Birth: dd/mm/yyyy

[Verify & Proceed](#)

Note: You should be more than 18 years old to register as a pet owner/owner.

When finished click on 'Verify & proceed'.

To verify your identity, you will need to choose one of the following types of identification:

- Driver's Licence
- Medicare Card
- Australian Passport.

Click the arrow icon to see the drop down menu listing the three options. Choose one then enter the relevant details.

Your name and date of birth will be checked against your official documents but will not be stored on the Registry.

The screenshot displays the 'Verify your Identity' step of the registration process. The form includes the following fields and options:

- State/Territory:** NSW
- Driver's Licence Number:** 11111111
- First Name:** JESSIE
- Date of Birth:** DD/MM/YYYY
- Choose a different ID option:** A dropdown menu with options: Driver's Licence, Australian passport, Medicare Card.
- Services:** Teaspoon

A green circle highlights the dropdown arrow for 'Choose a different ID option', and another green circle highlights the 'Verify these details' button at the bottom of the form.


Click **'Verify these details'** when you have finished.

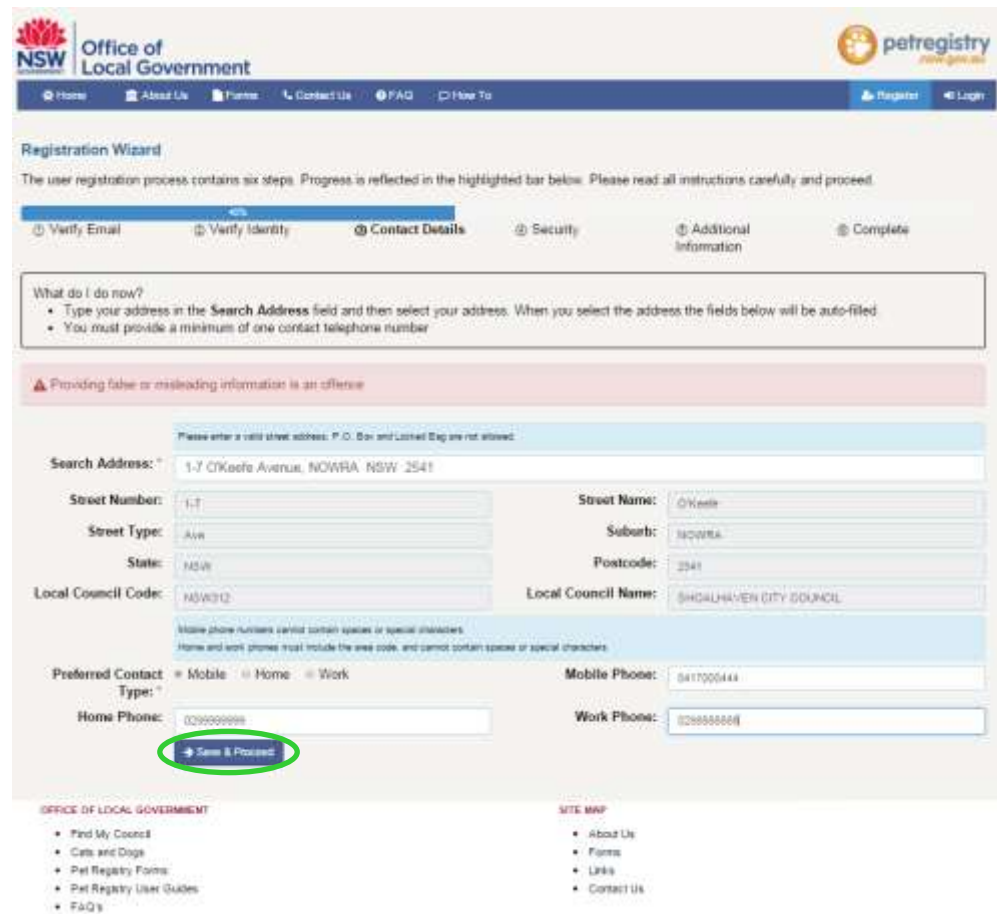
Step 3 Contact Details

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 telephone number.

 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.



NSW Office of Local Government petregistry.nsw.gov.au

Registration Wizard

The user registration process contains six steps. Progress is reflected in the highlighted bar below. Please read all instructions carefully and proceed.

Verify Email | Verify Identity | **Contact Details** | Security | Additional Information | Complete

What do I do now?

- Type your address in the **Search Address** field and then select your address. When you select the address the fields below will be auto-filled.
- You must provide a minimum of one contact telephone number.

Providing false or misleading information is an offence.

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

Search Address: 1-7 O'Keefe Avenue, NOWRA NSW 2541

Street Number: 1-7 Street Name: O'Keefe

Street Type: Ave Suburb: NOWRA

State: NSW Postcode: 2541

Local Council Code: NSW012 Local Council Name: BIRDHAVEN CITY COUNCIL

Mobile phone numbers cannot contain spaces or special characters.
Home and work phones must include the area code, and cannot contain spaces or special characters.

Preferred Contact Type: Mobile Home Work

Home Phone: 0299000000 Mobile Phone: 0417000444

Work Phone: 0299000000

Save & Proceed

OFFICE OF LOCAL GOVERNMENT

- Find My Council
- Cats and Dogs
- Pet Registry Forms
- Pet Registry User Guides
- FAQs

SITE MAP

- About Us
- Forms
- Links
- Contact Us

When finished, click **'Save & proceed'**.

Step 4 Security

Choose 3 secret questions from the drop down menu and provide an answer for each one. The secret questions will assist you to reset your password if it is ever forgotten.

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

The screenshot shows the 'Security' step of the Registration Wizard on the NSW Office of Local Government Pet Registry website. The progress bar indicates 60% completion, with 'Security' highlighted. A note box lists password requirements: 3 different secret questions, 8-16 character password with upper/lower case, number, and special character. Below is a warning: 'Providing false or misleading information is an offence'. The form includes three secret questions with dropdown menus (the first dropdown is circled in green), three answer fields, a password field, and a confirm password field. A 'Save & Proceed' button is circled in green. The footer contains site maps for the Office of Local Government and the Pet Registry.

When finished, please click 'Save & proceed'.

Step 5 Additional Information

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 screenshot shows the 'Registration Wizard' interface for the NSW Office of Local Government Pet Registry. The progress bar indicates that the 'Additional Information' step is currently active. A warning message states: 'Providing false or misleading information is an offence'. A note specifies: 'If you are entitled to claim a discounted lifetime registration fee as a pensioner, you must complete the Pensioner Number below.' The 'Additional Information' section contains a mandatory question: 'Are you a Breeder?' with radio buttons for 'Yes' and 'No'. Below this are fields for 'Alternative Email', 'Pensioner Number', and 'Postal Address'. The 'Secondary Contact Information' section includes fields for 'Title', 'Surname', 'Given Name', 'Preferred Contact Type' (Mobile, Home, Work), 'Mobile Number', 'Phone Number', and 'Work Phone Number'. The 'Business Information' section includes fields for 'Business Name', 'Business Phone', 'Email Address', 'Contact Title', 'Contact First Name', 'Contact Last Name', 'Business Address' (with a search function), 'Street Number', 'Suburb / Town', 'Postcode', 'Local Council Code', 'ABN', 'Alternative Phone', 'Business Website', 'Street Name', 'State', and 'Local Council Name'. A 'Complete Registration' button is located at the bottom of the form.

Step 6 Complete

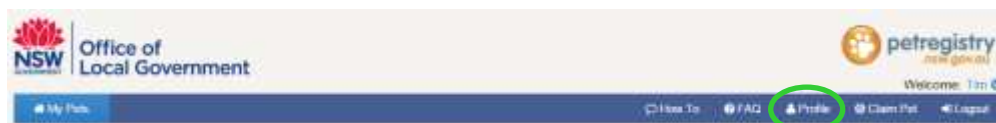
Click '**Complete Registration**' when you have completed all of the relevant details.

You will be returned to the Home Page.

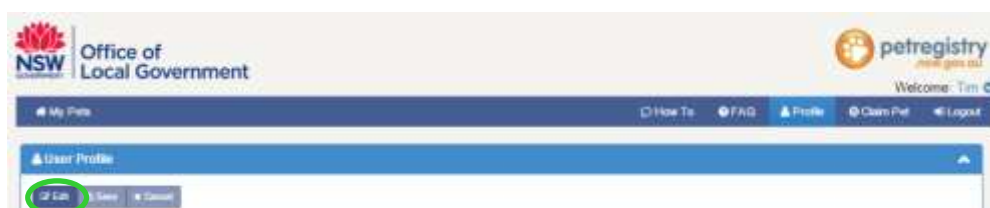
The next step is to Claim your Pet. This will link and lock your pet to your user profile.

2.2 How to update your user profile details

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



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

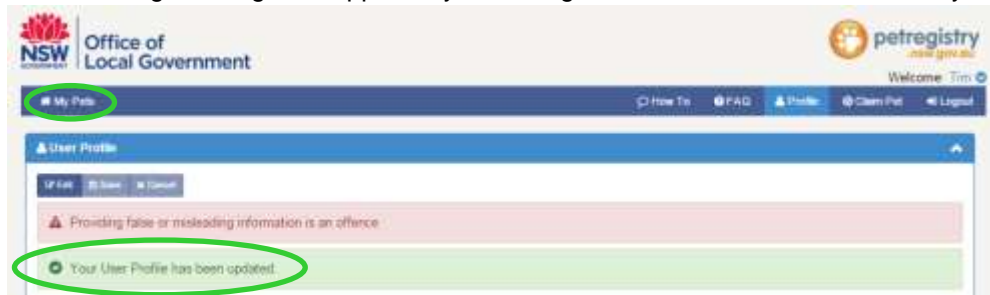


Step 3 Enter in any new details as required. Remember that to change your address, your new address will need to be validated.

Step 4 Click **'Save'** at the top left side of the page, when finished.



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



To return to the My Pets page, scroll up to the top of the page and click **'My Pets'**.

2.3 How to change your security question

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



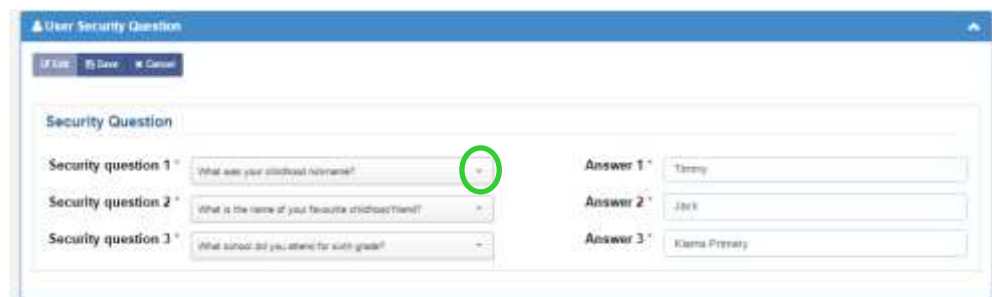
Step 2 To update your security questions, scroll down to the bottom of your user profile page to **'User Security Questions'**. Click the arrow symbol on the right.



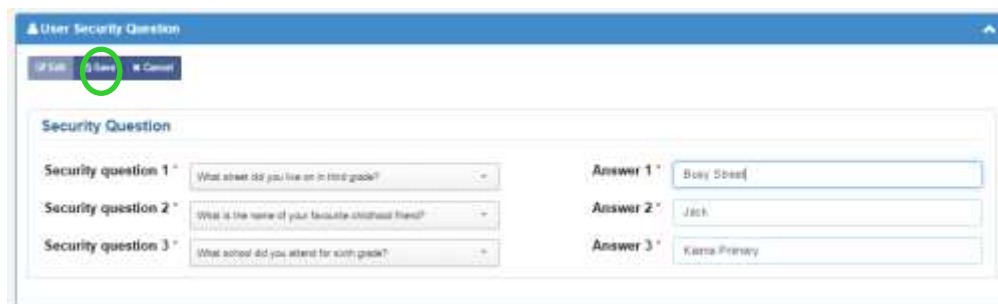
Step 3 Click **'Edit'**.



You can change the answer to your existing security question, or choose a new security question from the drop down menu by clicking the arrow symbol on the right.



Step 4 Click **'Save'** when you have finished.



The screenshot shows a web form titled "User Security Question". At the top left, there are three buttons: "Of 1/1", "Save", and "Cancel". The "Save" button is circled in green. Below the buttons, the form is divided into two columns. The left column contains three security questions, each with a dropdown menu. The right column contains three corresponding answer input fields. The questions and answers are as follows:

Security Question	Answer
Security question 1 * What street did you live on in third grade?	Busy Street
Security question 2 * What is the name of your favourite childhood friend?	Jack
Security question 3 * What school did you attend for sixth grade?	Kiama Primary

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



The screenshot shows the same "User Security Question" form, but now with a green success message at the top: "User security question saved successfully". The form fields are now populated with the answers from the previous screenshot:

Security Question	Answer
Security question 1 * What street did you live on in third grade?	Busy Street
Security question 2 * What is the name of your favourite childhood friend?	Jack
Security question 3 * What school did you attend for sixth grade?	Kiama Primary

2.4 How to change your password

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



Step 2 To change your password, scroll down to the bottom of your user profile page to **'Change Password'**. Click the arrow symbol on the right.



Step 3 Click **'Edit'**.

A screenshot of the 'Change Password' form. At the top left, there are three buttons: 'Edit', 'Save', and 'Cancel'. The 'Edit' button is circled in green. Below the buttons is a section titled 'Security Information' with two input fields: 'New Password *' and 'Confirm Password *'.

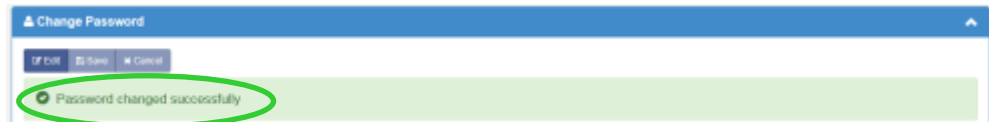
Enter your new password then confirm it by entering it again.

A screenshot of the 'Change Password' form. Below the 'Security Information' section, there is a list of password requirements: 'Password must be between 8 and 10 characters in length', 'Password must contain at least 1 upper case letter', 'Password must contain at least 1 lower case letter', 'Password must contain at least 1 number', and 'Password must contain at least 1 special character (e.g. !@#%&*~)'. Below this list are two input fields: 'New Password *' and 'Confirm Password *', both of which are circled in green.

Step 4 When finished click **'Save'**.

A screenshot of the 'Change Password' form. The 'New Password *' and 'Confirm Password *' fields are now filled with asterisks. At the top left, the 'Save' button is circled in green.

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



To return to the My Pets page, scroll up to the top of the page and click **'My Pets'**.

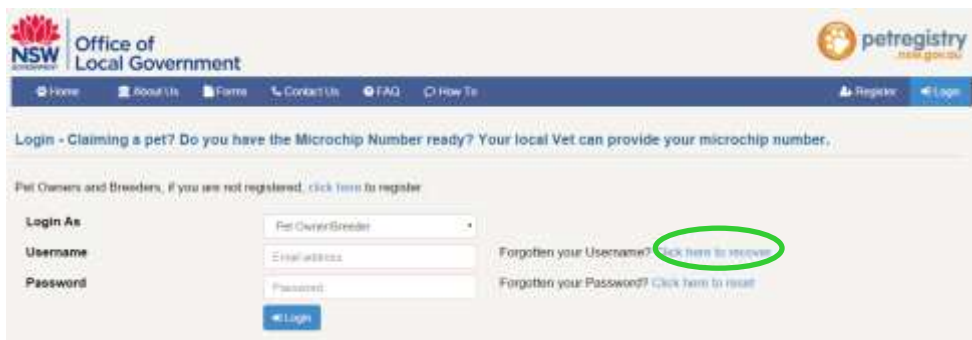


2.5 How to retrieve your username (if you have forgotten it)

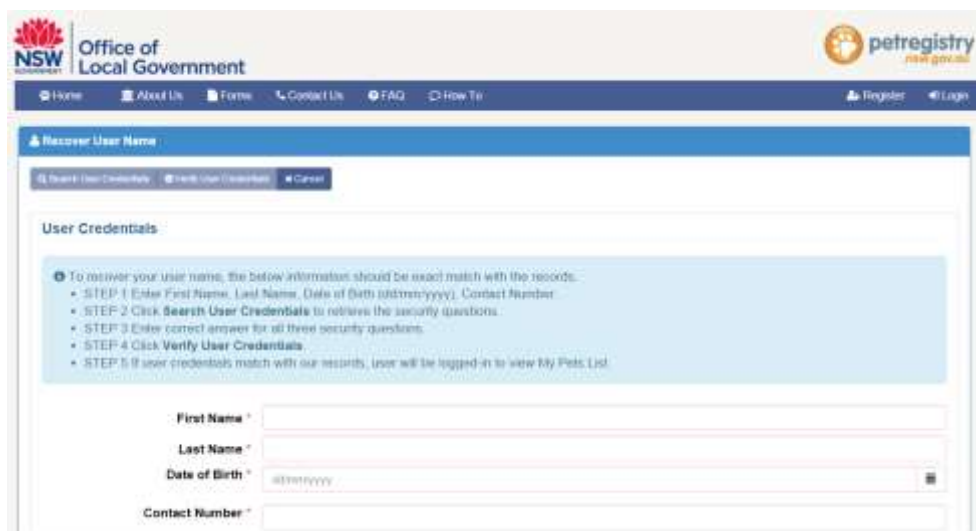
- Step 1 Go to the NSW Pet Registry website at www.petregistry.nsw.gov.au
Click **'Login'**.



- Step 2 Go to **'Forgotten your Username?'** and click **'Click here to recover'**.



- Step 3 Enter **'First Name'**, **'Last Name'**, **'Date of Birth'** and **'Contact Number'**.
Click **'Search User Credentials'** (step 1 of the 5 steps listed on the screen below).
Continue to follow each step as instructed on the screen.



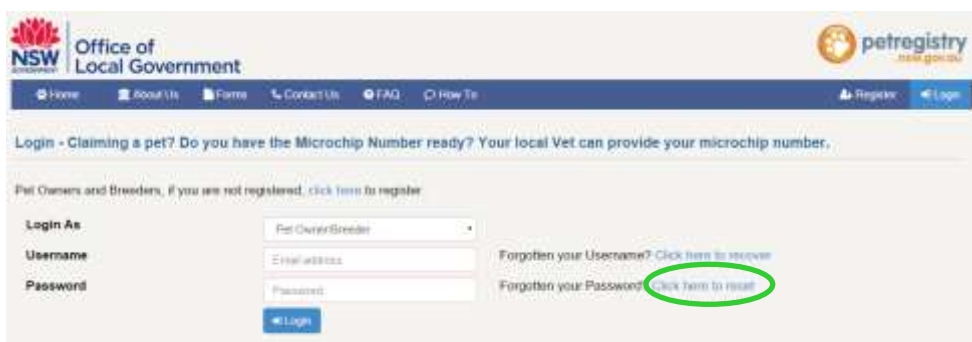
At step 5, if your user credentials match with our records, you will be logged into the **'My Pets'** page.

2.6 How to retrieve your password (if you have forgotten it)

- Step 1 Go to the NSW Pet Registry website at www.petregistry.nsw.gov.au
Click **'Login'**.



- Step 2 Go to **'Forgotten your Password?'** and click **'Click here to reset'**.



- Step 3 Enter your username. Click **'Recover'**.

i Forgot your password?

Enter your username below and click on "Recover" button. We will send you an email with instructions on how to change your password.

User Type

Username *

The following message will appear.

i Forgot your password?

Enter your username below and click on "Recover" button. We will send you an email with instructions on how to change your password.

i Email sent successfully

Section 3 – Pets

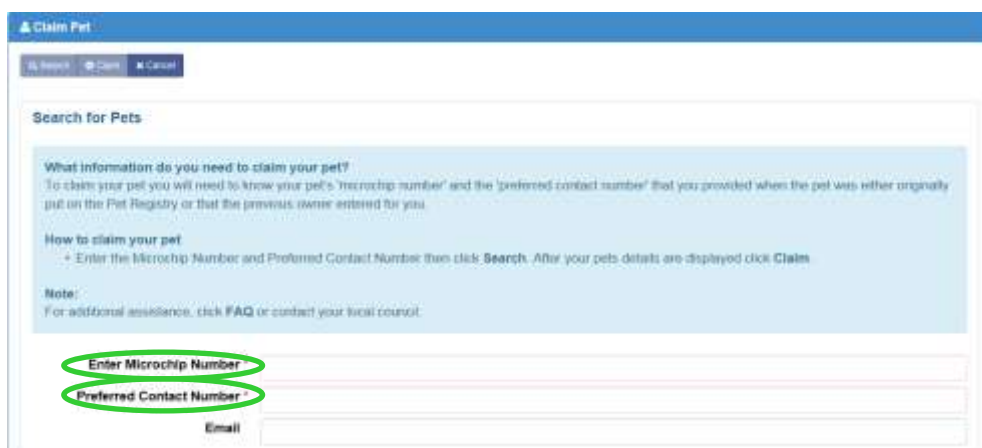
3.1 How to claim your pet (to link and lock your pet to your user profile)

- Step 1** Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au. Click '**Claim Pet**' in the top right hand corner.

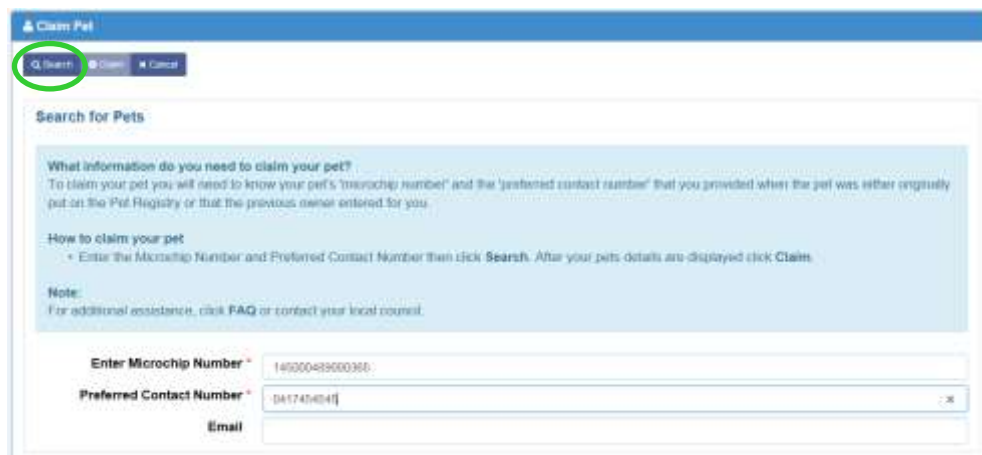


- Step 2** Enter your pet's **microchip number** and your **preferred contact number**.


(Your preferred contact number is the telephone number you first registered your pet with or the telephone number the previous owner entered for you to transfer the pet).

A screenshot of the 'Claim Pet' form. At the top left, there are buttons for 'Search', 'Claim', and 'Cancel'. Below this is a 'Search for Pets' section with instructions on how to claim a pet. The form contains three input fields: 'Enter Microchip Number', 'Preferred Contact Number', and 'Email'. The first two fields are circled in green.

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

A screenshot of the 'Claim Pet' form, similar to the previous one, but with the 'Search' button circled in green. The 'Enter Microchip Number' field now contains the value '149300483000360' and the 'Preferred Contact Number' field contains '0417454041'. The 'Email' field is empty.

Step 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.

 If you are not able to claim your pet please refer to the 'Claim your pet' section of the FAQ's (section 4).

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

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

You will now see your pet listed at the bottom of the **'My Pets'** page.

Pet Name	Microchip Number	Status	Flagged As	Renewal Status	Registration Certificate	Update	Transfer
Kristie	145000489000365	Home		Due on 04/06/2016	Pay Online Due on 28/03/2016	Update	Transfer

3.2 Update your pet's details

You can make changes to:

- **Pet Status** (click the drop down menu to choose *Home*, *Missing* or *Deceased*)
- **Pet Name**
- **Identifying Marks**
- **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 NSW Pet Registry).

Step 1 Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au if you have not already done so.

Step 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.

Pet Name	Microchip Number	Status	Flagged As	Deceased Status	Registration Certificate	Update	Transfer
Krabi	145300489000365	Home		Due on 04/05/2016	Reg. Expires Due on 04/07/2016	Update	Transfer

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

Pet Profile

Step 4 You will now be able to edit your pet's information.

Pet Profile

Pet Information

Microchip Number	145000489000365	Out of Date	No
Pet Status	Home	Pet Name	Krabi
Pet Ownership Status	Claimed	Species	Cat
Breed	Russian Blue	-OR- Cross Breed	
Date of Birth	04/01/2016	Gender	Female
Colour	Grey	Desexed	No
Identifying Marks	Blue eyes		

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

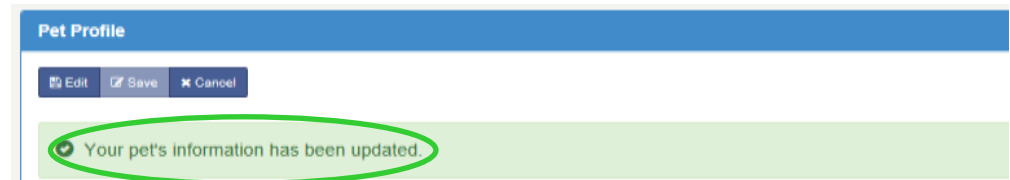
Pet Address Search

Search Address		Suburb / Town	NOWRA
Street Address	1-7 O'Keefe Ave	Postcode	2541
State	NSW	Local Council Name	Shoalhaven City Council
Local Council Code	NSW012		

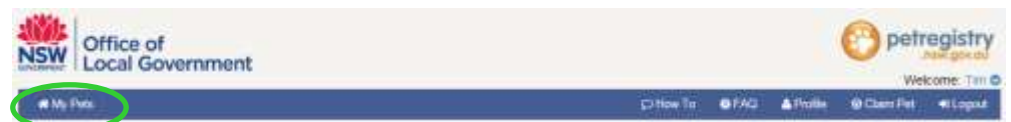
Step 5 Click the **'Save'** button when you have finished entering the updated details.



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



To return to the **My Pets** page, scroll up to the top of the page and click **'My Pets'**.



3.3 How to pay your pet's registration fee on the NSW Pet Registry website

Step 1 Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au if you have not already done so. Click on **'My Pets'**.

Step 2 To pay your pet's registration fee online, click the blue **'Pay Online Due'** text corresponding to the relevant pet.

Pet Name	Microchip Number	Status	Flagged As	Desexed Status	Registration Certificate	Update	Transfer
Kristie	145000489000365	Home		Due on 04/01/2016	Pay Online Due on 04/01/2016	Update	Transfer

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



If your pet has been de-sexed and the record has **NOT** been updated, the desexed animal fee will not display as an option for payment. Please contact your local council for assistance.

Your pet details			
Pet Name	Kristie	Pet Date of Birth	04/01/2016
Desexed	No	Microchip Number	145000489000365
Breed	Russian Blue		

Payment option(s)			
Fee description	Non Desexed	Registration Fee	\$195.00
			Pay Now

Step 4 You will arrive at the payments portal, where you can pay registration with Mastercard or Visa. Enter the credit card details then click **'Next'**.

Payment Details

Enter your payment details below. Fields marked with an asterisk (*) are mandatory.

Customer name	Tim Testtest
Microchip number	145000489000365
Animal breed	Russian Blue
Amount	\$195.00 AUD
* Cardholder Name	<input type="text"/>
* Credit Card Number	<input type="text"/>
* Expiry Date (mm/yy)	01 / 16
* Card Verification Number (CVN)	<input type="text"/> What is the CVN?

Please note that the following surcharges apply:

- Visa: 0.40%
- Mastercard: 0.40%

Next

Step 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%).

Click '**Confirm**' to proceed with the payment.

The screenshot shows a 'Confirmation' screen with the following details:

Customer name	Tim Testtest
Microchip number	145000480000365
Animal breed	Russian Blue
Principal Amount	\$195.00 AUD
Surcharge Amount	\$0.78 AUD
Total Amount	\$195.78 AUD
Cardholder Name	T Testtest
Credit Card Number	424242...242
Expiry Date	01/17
* Verification Code	80716

Below the details, there is a checkbox for 'I accept the surcharge of \$0.78 AUD.' and a 'Confirm' button. A green circle highlights the checkbox, and another green circle highlights the 'Confirm' button.

Step 6 You will now see your payment receipt. You can choose to print the receipt or have it emailed to you.

The screenshot shows a 'Payment Receipt' screen with the following details:

Status	Approved
Receipt Number	1015420409
Date	20 Oct 2016 11:08 AEDT
Customer name	Tim Testtest
Microchip number	145000480000365
Animal breed	Russian Blue
Principal Amount	\$195.00 AUD
Surcharge Amount	\$0.78 AUD
Total Amount	\$195.78 AUD
Cardholder Name	T Testtest
Credit Card Number	424242...242
Expiry Date	01/17
Send Receipt Email To	<input type="text"/>

At the bottom, there are 'Print' and 'Email' buttons. A green circle highlights the 'Email' button.

When you are finished, click '**Finish**' at the bottom of the page.

This will return you to the '**My Pets**' page.

3.4 Transferring your pet to a new owner

Step 1 If you sell or give away your pet, you will need to transfer it to the new owner. Log into the NSW Pet Registry website at www.petregistry.nsw.gov.au if you have not already done so. Click on **My Pets** to display all pets owned.

Click the blue **'Transfer'** text corresponding to the relevant pet.

Pet Name	Microchip Number	Status	Flagged As	Deceased Status	Registration Certificate	Update	Transfer
Katie	14500489000365	Home		Due on 04/05/2016	Reg. Expires Due on 04/07/2016	Update	Transfer

Step 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.

When you have finished entering the details of the new owner, click **'Transfer'** at the top left hand side of the screen. The pet will then be transferred from your profile.

Pet Transfer

What information do you need to transfer your pet?
To transfer a pet you will need to know your pet's microchip number and the preferred contact number of the new owner.

How to Transfer a Pet?
- Enter The Title, First Name, Last Name and Preferred Contact Number of the new owner and the Click Transfer.

Note:
- This pet will remain on My Pets until it is claimed by the new owner. If the new owner will not claim the pet, contact your local council to update the record.

Microchip Number: 14500489000365

Title: select a Title

First Name:

Last Name:

Preferred Contact Number:

Email:

Transfer your Pet: Within NSW Outside NSW (interstate or overseas)

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

Pet Transfer

Transfer Cancel

✔ New owner details have been saved. Advise new owner to claim their new pet.


Click **'My Pets'** in the top left hand corner of the page to return to the 'My Pets' page.



Your pet's profile will be updated on your Home Page and the pet's status will be 'Home-Transfer'. The Transfer field will have changed from 'Home' to 'Restricted'. This means your pet has been transferred to a new owner, but not yet claimed by the new owner.

Pet Name	Microchip Number	Status	Flagged As	Deceased Status	Registration Certificate	Update	Transfer
Kade	1453348900265	Home - Transfer		Due on 04/06/2016	Download Certificate	Update	Reassign

To complete the transfer, the new owner will need to create a user profile and claim the pet. When the new owner has done this, the pet will disappear from your **'My Pets'** page.

 If a pet has been transferred in error, please contact your local council for assistance. Local councils can change the status of an animal in certain circumstances.

Section 4 - Frequently asked questions

General questions

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

You don't have to register again but you should create a 'pet owner' profile on the NSW Pet Registry. You can 'claim' your pets, which locks them to your profile and check that your contact details are up to date. This will help to ensure that your cat or dog can be returned home should it become lost or injured.

Check your registration is complete by ensuring that you have paid your once-only, lifetime registration fee.

My pet is already microchipped but I've never registered it. 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 – create owner profile

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. Only one person can be listed as the register owner.

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.

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.

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 Driver's Licence, Medicare or passport number will be validated against the name and date of birth on these documents. Your Driver's Licence, Medicare or passport numbers are not stored in the NSW Pet Registry or on the DVS.

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.

Claiming your pet

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

Check your pet's vaccination or sterilisation certificate or any other document provided by your vet that would contain the microchip number.

Contact your vet or local council as they may be able to assist over the telephone where you can provide information that clearly identifies you as the pet's owner.

You may need to make arrangements to have your pet scanned by a vet or a council ranger. They will be able to provide you with a *Verification of Existing Microchip Form* containing the microchip number implanted in your pet.

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 vet 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.

The 'Claim Pet' function does not work for me. What should I do?

Your pet's microchip number and ownership details must correspond with your details in order to match them to your online profile. Specifically, you must match the name and contact number you used when your pet's record was entered or updated in the Pet Registry.

For example, Mr Mathew Smith is the owner of 'Jed' a Labrador cross. As the owner of 'Jed' is recorded as Matt Smith on the Registry, Mr Smith will not be able to claim 'Jed' to his profile.

If 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 the Forms tab on the left-hand side of this page (or obtained from your local council) and lodge it with your local council.

You will also need to know your pet's microchip number.

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

If you are still not able to 'claim' your pet please call the Pet Registry Technical Assistance Line on 1300 134 460 between 9:00am – 4:30pm Monday to Friday.

Transferring your pet to a new owner

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

A pet's details remain visible in the old owner's profile until the pet is claimed by the new owner. The status of a transferred pet changes from 'Home' to Home-Transfer' until the new owner claims the pet online. Once claimed the pet is removed from the old owner's profile and locked to the new owner's profile with status 'Home'.

You may wish to contact the new owner to remind them to claim their new pet online or contact a local council for assistance. Local councils can change the status of a pet in certain circumstances.

Owners should create profiles so their pets can be returned home if lost stolen or injured.

My dog is declared menacing, dangerous, or is a restricted breed. Can I transfer ownership?

No. Selling or giving away a dog that has been declared menacing, dangerous or restricted is prohibited under the Companion Animals Act 1998 and penalties apply. Owners of these dogs should contact their local council for further information.

What are the registration fees for pets?

All cats and dogs should be registered by six 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 Office of Local Government website at <https://www.olg.nsw.gov.au/content/registration-fees>

When are registration fees due?

A registration certificate will only be generated online or provided by a local council when the registration fee has 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 Homepage, 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 sold from eligible 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 per cent of the general registration fee) and will be able to register online. To pay registration fees online, the record of these animals will be marked on the NSW Pet Registry with an 'eligible pound/shelter' flag. If your pet's record has not been flagged you should present your receipt of purchase to your local council. The discount is only valid if the pet is desexed at the time the registration fee is paid. The desexed flag on the pet's record can be updated by a vet on the Registry.

Updating your pet's details

How do I report my pet as missing or that he/she has passed away?

To report a missing pet online, the owner needs to update the pet's details using the 'update' link on the Homepage. The 'update' link should also be used to notify that your pet has passed away.

Vets can also make these notifications on the Registry on your behalf.

Please refer to 'Update your pet details' in the Pet Owner & Breeder User Guide and FAQ's.

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

All pets should be microchipped and 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 and the registration information entered on the NSW Pet Registry by 12 weeks of age or before being sold or given away, whichever happens first.

You'll need to know the microchip number to update the pet's details on the Registry. If you don't know the number or if it is not microchipped take the puppy or kitten to your vet.

To complete the registration of your pet you will need to update the ownership details and pay the once only lifetime registration fee. The registration fee is required to be paid by the time your pet reaches six months of age.

If your pet is already registered it is important to update the owner and contact details on the Registry. See FAQ "General questions" about how to claim your pet online.

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

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

Trouble Shooting

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

The NSW Pet Registry has been developed to work on 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 no longer supported by Microsoft. You may need to switch to a compatible browser for the purposes of using the NSW Pet Registry.

Click on the links on the right to download the relevant forms.

To order copies of any publications, please click [here](#) to submit your order on-line.

Alternatively, complete the form and fax it to Fuji Xerox Document Management Solutions Pty Limited on 02 9612 8605.