



## INFORMATION SHEET

Follow the instructions below to add your details as the recognised Owner of your pet on the NSW Pet Registry.

### Creating a Pet Profile on the NSW Pet Registry

1. Go to [www.petregistry.nsw.gov.au](http://www.petregistry.nsw.gov.au) (NSW Government Pet Registry page)
2. Click **Register** and enter your email address.
3. Click on the 'I'm not a robot' box, answer the question and click **Create my User Account**  
*You should receive a verification email to the email address you have entered.*
4. Open the email and click on the link.
5. Complete your name and date of birth details.  
*You must enter your legal name and correct date of birth.*
6. Click on **Verify and Proceed**.
7. You will be directed to a page to verify your identity.

### Verify your Identity

1. Select ID type (Drivers licence, Medicare card etc.) and enter your details.
2. Click on **Verify** these details.
3. Enter your address in the search address field (the first field)
4. The form should then prefill all your current address details.
5. Enter at least one contact phone number. More than one contact number is recommended so you can easily be contacted if your pet is lost.
6. Click **Save and Proceed**.
7. Choose and answer three secret questions and create a password.
8. Click **Save and Proceed**.
9. You will be directed to a page for additional information.

### Secondary Contact Person

1. We recommend adding a secondary contact person in case you can't be contacted if your pet has been lost and is found.
2. Click **Complete Registration**.

### Claiming your Pet as their Owner

1. You will be directed to the dashboard page.
2. Click on **Claim Pet** in the top right corner.
3. Enter your pet's microchip number.
4. Enter the best number to contact you on - this must be the same number you provided to your vet when the animal was micro-chipped.
5. Click on the search tab on the left above pet search.
6. Click **Claim**.
7. Your pet's details will now come up and '**Pet has been successfully claimed**' should appear.

*By logging in from the Pet Registry homepage, you will now be able to register your pet with Council online or update the status of your pet to missing if they are lost.*

## CREATING A PROFILE ON THE NSW PET REGISTRY

1. Log into the NSW Pet Registry website at [www.petregistry.nsw.gov.au](http://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 them.
  - 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.
  - Click '**Create my User Account**'.

A screenshot of the registration form. At the top, there is a checkbox labeled 'I accept Office of Local Government's Terms & Conditions'. Below this is a text input field labeled 'Email Address \*'. Underneath the email field is a checkbox labeled 'I'm not a robot' next to a reCAPTCHA logo. At the bottom of the form is a blue button labeled 'Create my User Account'. The checkbox for 'I accept...', the 'Email Address' label, the 'I'm not a robot' checkbox, and the 'Create my User Account' button are all circled in green.

**You will soon receive an email at your nominated email address.  
Please click on the link provided in the email so that you can finish creating your account.**

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" 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 to verify your identity. 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 dropdown menu to "Choose a different ID option".

Fields include:

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

A checkbox is present:  I agree that my above information is checked with the issuer or Official Record Holder.

A button labeled "Verify these details" is circled in green.

When finished click **'Verify these details'**.

6. The next page requires your 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.



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

Search address: \* Search Address

Flat/Unit number:

Street number:

Street type:

State:

Local council code:

Best contact type: \*  Mobile  Home  Work

Home phone:

Building level:

Street name:

Suburb:

Post code:

Local council name:

Mobile phone:

Work phone:

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

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



Secret question 1: \* Select Question..

Secret question 2: \* Select Question..

Secret question 3: \* Select Question..

Password: \*

Repeat password: \*

Answer 1: \*

Answer 2: \*

Answer 3: \*

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.*

**Additional Information**

Answer the mandatory question and click on "Complete Registration" button below

**Are you a Breeder?** \*  Yes  No

Alternative Email  Pensioner Number

Secondary Contact Name  Secondary Contact Phone

Postal Address  If home address is different from postal address

**Business Information**

Business Name  ABN

Business Phone  Alternative phone

Email Address  Business Website

Contact Title

Contact First Name  Contact Last Name

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

Business Address Search

Street Number  Street Name

Suburb / Town  State

Postcode

Local Council Code  Local Council Name

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 ON THE NSW PET REGISTRY

1. Navigate to the NSW Pet Registry website at: [www.petregistry.nsw.gov.au](http://www.petregistry.nsw.gov.au)
2. Click on the **Login** button on the top right hand side of the page.
3. Select **Login as a Pet Owner/Breeder** from the drop down list. Enter your **Username** and **Password** then click on the blue **Login** button.
4. Select **Claim Pet** from the menu bar in the top right hand corner.



5. On the next page, please enter your pet's **microchip number** and your preferred 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).

Note: Please leave the email field blank.

The screenshot shows the 'Claim Pet' form. At the top left, there are buttons for 'Search', 'Claim', and 'Cancel'. The main heading is 'Search for Pets'. Below this is a light blue informational box containing the following text: 'What information do you need to claim your pet? To claim your pet you will need to know your pet's 'microchip number' and the 'preferred contact number' that you provided when the pet was either originally put on the Pet Registry or that the previous owner entered for you. How to claim your pet • Enter the Microchip Number and Preferred Contact Number then click Search. After your pets details are displayed click Claim. Note: For additional assistance, click FAQ or contact your local council.' Below the informational box are three input fields: 'Enter Microchip Number \*', 'Preferred Contact Number \*', and 'Email'.

6. Once you have inserted the required details click on the **Search** button on the top left hand side of the screen. 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.
7. A message will then display to confirm your pet has been successfully claimed.
8. Once you claim your pet, the pet will be listed on your **My Pets** page.

## HOW TO PAY ONLINE REGISTRATION

1. Log into your profile in the NSW Pet Registry website at [www.petregistry.nsw.gov.au](http://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'



Screenshot of the NSW Pet Registry website. The page shows a 'Register your pet' section with the following details:

Pet Name	Wild card	Pet Date of Birth	01/06/2016
De-sexed	Yes	Microchip Number	98888888888
Fee description	De-sexed animal	Registration Fee	\$ 53
Breed	Australian Wire Hared Terrier		

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

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.

The screenshot shows a payment confirmation interface. At the top, there is a 'Verification Code' section with a text input field containing '35835'. Below this is a checkbox labeled 'accept the surcharge of \$0.09 AUD.' and another checkbox labeled 'confirm that I want to process this duplicate payment.' The 'Confirm' button is highlighted with a green circle. A text box on the right explains: '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.' A green oval highlights the verification code input field.

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	9888888888
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.