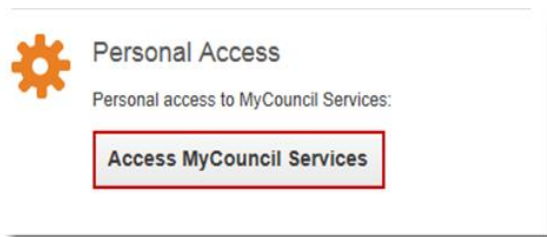


## How to update an animal online and request a replacement tag

1. Log in to MyCouncil at <http://mycouncil.sunshinecoast.qld.gov.au>



2. Click Access MyCouncil Services under Personal Access.



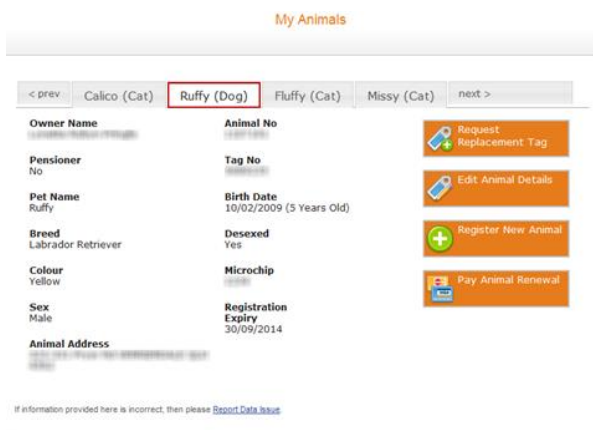
The **MyCouncil Services** screen displays.

3. On the MyCouncil Services Home Page select **My Animals**.



The **My Animals** screen displays with each animal name listed on the tabs.

4. Select the tab for the relevant animal to view the current details.



### Edit Animal Details

5. **Edit Animal Details** – You can only edit the animal details if payment is made and accepted. If you did not supply the desexing, microchip, pension card or class of animal details during registration you can add these by clicking **Edit Animal Details**. You can also notify council if the animal has passed away or if the animal no longer resides within the Sunshine Coast Council boundaries by clicking **Edit Animal Details**.

- (a) To add Desexing details, tick the Desexed box and add the Vet Name, Phone Number and Address.



- (b) To add Microchipping details, tick the **Microchipped** box and add the Microchip # (Number) and the supplier.



- (c) To add or remove the Pension Card details, tick or untick the **I have a pension card** box. If adding the details you are required to supply the Card # (Number).



- (d) If the animal is now a member of the Canine Control Council (CCC), or Queensland Feline Associations (QFA), or a Racing Greyhound or an Assistance Dog, highlight the relevant **class** and provide supporting documentation as proof.

- (e) To advise council that the animal has passed away, tick **This animal has passed away** box.
- (f) To advise council that the animal no longer resides within the Sunshine Coast Council boundaries, tick **This animal no longer resides within Sunshine Coast Council boundaries** box.

Check the boxes below to have that action performed when "Update Animal" is clicked.

This animal has passed away

This animal no longer resides within Sunshine Coast Council boundaries

Once you have added your details, click **Update Animal**.



The **Animal Details Update Confirmation** screen displays.

- 6. Check that the Animal Information details and the Annual Charge has updated appropriately.

Animal Details Update Confirmation

**Animal Information**

|  |                                  |
|--|----------------------------------|
| Animal No: 00000                       | Tag No: 00000                    |
| Animal Type: Dog                       | Date Of Birth: 10/02/2009        |
| Name: Ruffy                            | Sex: Male                        |
| Primary Breed: Labrador Retriever      | Primary Colour: Yellow           |
| Microchipped: # 0000000000000000       | Desexed: Yes                     |
| Registration Address: 0000000000000000 | Postal Address: 0000000000000000 |
| Annual Charge: 0000                    |                                  |

[My Animals](#) [Home](#)

- 7. Click **My Animals** to return to the My Animals screen or click **Home** to return to the MyCouncil Services Home Page.

### Request Replacement Tag

- 8. **Request Replacement Tag** – If the current tag is lost or damaged click **Request Replacement Tag** under My Animals.

My Animals

< prev Calico (Cat) **Ruffy (Dog)** Fluffy (Cat) Missy (Cat) next >

|   |   |  |
|---|---|--|
| <b>Owner Name</b><br>0000000000000000     | <b>Animal No</b><br>00000                     |  |
| <b>Pensioner</b><br>No                    | <b>Tag No</b><br>000000                       |  |
| <b>Pet Name</b><br>Ruffy                  | <b>Birth Date</b><br>10/02/2009 (5 Years Old) |  |
| <b>Breed</b><br>Labrador Retriever        | <b>Desexed</b><br>Yes                         |  |
| <b>Colour</b><br>Yellow                   | <b>Microchip</b><br>0000000000000000          |  |
| <b>Sex</b><br>Male                        | <b>Registration Expiry</b><br>30/09/2014      |  |
| <b>Animal Address</b><br>0000000000000000 |   |  |

If information provided here is incorrect, then please [Report Data Issue](#).

The **Animal Tag Request** prompt displays.

**Animal Tag Request**

You are requesting a new animal tag for:

**Ruffy**

The new tag will be posted to:

0000000000000000

- 9. If the postal address requires changing, click **Change Address** and update the postal address.
- 10. Click **Create Tag Request** to request a replacement tag.

The **Animal Tag Request Completed** prompt displays.

**Animal Tag Request Completed**

Thank you. Your request for a replacement animal tag has been submitted. A replacement tag will be posted to you within three working days.

**Your reference for this request is**  
**CRV** 0000000000000000

- 11. Click **Ok**.

A replacement tag will be posted to you within three working days.

For the full list of Animal fees and charges, visit [www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au) and select

Laws, Permits and Applications. Click **Fees and Charges** and search for **Animals** in the **Search for a product or service** text entry field.

### Where do I get help?

MyCouncil Services has a list of [FAQs \(Frequently Asked Questions\)](#) which you can access from the Frequently Asked Questions link shown on the MyCouncil Services menu.

If you are unable to find an answer to your question, click the link on the FAQ page and complete the [Online Support form](#).

**Sunshine Coast Council**  
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