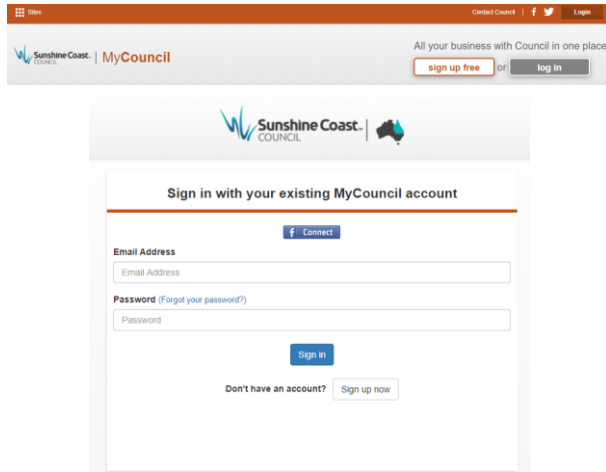
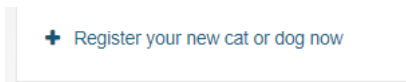


How to register an animal online

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

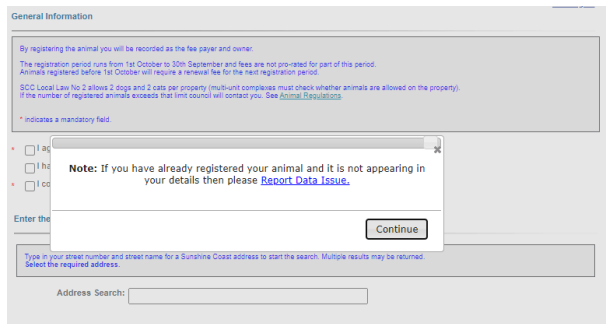


2. On the animal tile select

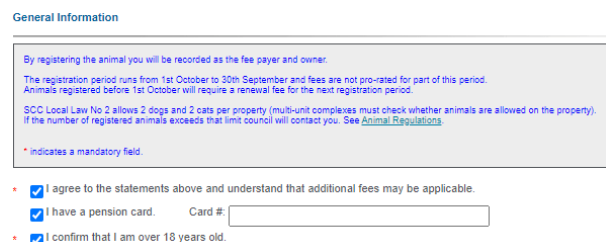


The MyCouncil Services Animal registration displays

3. Select Continue



4. **General Information** - Tick the boxes to agree you have understood the information supplied and to confirm you are over 18 years of age. Pension card details can be supplied if you hold a pension card.

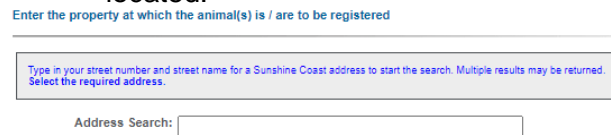


5. The Property at which the animal/s are to be registered – Enter the address the animal resides at by either:

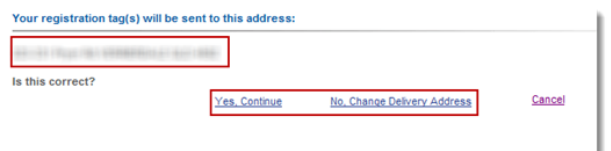
- a. Under **My Property**, select the correct property from the dropdown menu (this displays any properties that you own), or;



- b. Select **Property** and enter the address details in the **Address Search** and select the correct address where the animal is located.



6. **Registration tag/s** – Check the address that the registration tag/s will be sent to. If the address is different, select **No, Change Delivery Address** and change your address. If the address is correct, click **Yes, Continue**.



7. **Add an Animal** – Enter the following mandatory details:

- a. Animal Type – Dog or Cat;
- b. Animal Name;
- c. Primary Breed;
- d. Primary Colour;
- e. Date of Birth.

8. **Note:** The Sex, Secondary Breed/Colour and Distinguishing Marks can be added here, however these are not mandatory.



9. If desexed, tick the **Desexed** box and attach desexing certificate.

By ticking the Desexed box you are required to upload a signed veterinary certificate verifying desexing of animal.

Desexed: Desexing Certificate

Attach Document: No file chosen
(.pdf, .doc, .docx, .gif, .jpg, .png)

10. Tick the **Microchipped** box if the animal is microchipped. This prompts you for the Microchip # (Number) and the supplier name which are mandatory fields.

By ticking the Microchipped box you are required to supply the microchip number and supplier.

Microchipped: Microchip #:

* Microchip Supplier:

11. If the animal is currently registered with another council within Australia, tick the **Is this animal currently registered with another council within Australia?** box. Select the council name from the dropdown menu and enter the Registration Number

By ticking the other council box you are required to supply proof of current registration with another council.

Is this animal currently registered with another council within Australia?

* Registration Number:

12. Select the class of the animal, this defaults to **Pet** for dogs and **Cat** for cats. If you select **Canine Control Council**, **Racing Greyhound**, **Assistance Dog** or **Accredited Cat Assoc**, supporting documentation must be uploaded as proof.

If the animal is included in any of the classes below please choose the relevant option. By making a selection other than Pet you are required to upload supporting documents.

Pet
Canine Control Council
Racing Greyhound
Assistance Dog

Supporting document

Attach Document: No file chosen
(.pdf, .doc, .docx, .gif, .jpg, .png)

13. Ensuring all mandatory fields and relevant information are complete, you can then either select **Save and Add Another Animal** to allow you to add another animal or **Save and Continue** to the confirmation screen.

14. **Animal/s to be Registered** – Check the details of the animal/s entered to ensure they are correct. If the data isn't correct, select **Edit** under **Action** to go back to the previous screen to correct the details.

Animal(s) to be Registered

Name	Sex	Type	DOB	Breed	Colour	Dsk	Chip	Fee	Action
Purr	Female	Cat	4/5/2013	Tankerson Cat	Grey	N	N	\$67.00	<input type="button" value="Edit"/>

Total \$67.00

15. To confirm the registration, select **Register Animals**.

Complete Registration

When you are ready to complete your registration click the Register Animals button.

A confirmation email is sent advising that the animal registration is complete, however this is not finalised until payment is made (if required).

The registration information displays along with a message advising a registration certificate and tag will be issued within the next 14 days.

16. Click **Continue to Payment Cart** to pay for the registration.

Council will issue a registration certificate and tag and send them to you by post within the next 14 days. You have been sent an email with full details of your animal registration to the email address shown.

When you are ready to proceed to the payment stage, click the Continue to Payment Cart button. Note that registration is not complete until payment has been made.

17. **Payment Cart** – Ensure that the details are correct and click **Proceed**.

To process an item in your payment cart, select the item using the Take to Checkout box and click the Proceed button.

Please note:
• Items can be removed or edited before proceeding.

Shopping Cart Retrieval
Payment Cart Retrieval - Guest users only
Payment cart retrieval number: Search

Shopping Cart

Type	Description	Amount	Remove	Take to Checkout
Animal Payment	Account ID 1107197	\$67.00	<input type="button" value="X"/>	<input checked="" type="checkbox"/>

18. **Payment Summary** – check the displayed information then click **Complete**.

MyCouncil Services
Payment Summary

Purchase Details

Type	Description	Amount
Animal Payment	Account ID 1107197	\$67.00
Totals		
Amount Due	\$67.00	

19. **Secure Payment Service** – Enter the credit card details and click **Continue**.

Enter Your Payment Details

Reference Number:

Amount: \$67.00 AUD

Credit Card Number:

Card Expiry Date: /

CV2:

20. **Payment Confirmation** – The Payment Details display.

Options are provided for the user to email the receipt to the email address displayed (or to amend to another email address) or to Print a copy.

You have successfully completed the checkout process. Please email or print a copy of the information on this page for future reference or enquiries.

Sunshine Coast Regional Council

LOCKED BAG 72 SCMC QLD 4560
Ph 07 5475 7272
ABN: 37 676 973 913

Transaction Details

Transaction Date: 20/08/2020
Payment Reference: 10000
Transaction Amount: \$67.00

Charge Details

Reference	Application	Charge Description	Charge	Charge Tax	Charge Total
Account Payment	Account C	Amount Paid	\$67.00		\$67.00
		Credit Card Surcharge	\$0.00	\$0.00	\$0.00
Total					\$67.00

Email receipt to mycouncil@sunshinecoast.qld.gov.au or [Print](#)

21. The Registration certificate and animal tag is posted within 14 days. All dogs and cats must wear a council registration tag when not on the property they reside in. Replacement tags are provided at no charge to the customer.

For the full list of Animal fees and charges, visit 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](#).

Current as at August 2020

Sunshine Coast Council
www.sunshinecoast.qld.gov.au

mail@sunshinecoast.qld.gov.au

T 07 5475 7272 F 07 5475 7277

Locked Bag 72 Sunshine Coast Mail Centre Qld 4560