ONLINE LICENCE RENEWAL USER GUIDE

Introduction

Racing VIC in conjunction with Racing Australia is progressively introducing the ability for paper based licence renewals to be completed online via the Single National System (SNS).

The SNS is now delivering to the Thoroughbred industry nationally the capacity to provide participants with a significantly enhanced experience when interacting with core industry functions and processes.

The SNS provides a set of unified tools which empower industry participants to transact online rather than completing paper based forms.

If you are eligible for licence or registration renewal for the 17/18 season you will have already received an email to your private email address (as listed on your Renewal Application form) which provides you with a link to enter the online portal.

To renew online, visit RACING AUSTRALIA LICENSING SERVICE FOR RACING VICTORIA (click 'Licensing on the home page then Online Licence Renewal User Guide) by 29th July 2017. The online process is very simple and it eliminates the requirement to submit your renewal form via post, email or fax.

If you do not wish to renew online, you will be required to renew by downloading the pdf renewal form from the Racing Victoria or Racing Australia website and forwarding to licensing@racingaustralia.horse.

To access the online portal you will need one of the following Internet browsers:

- **Internet Explorer 9 or 10**
- **Firefox**
- **Google Chrome**

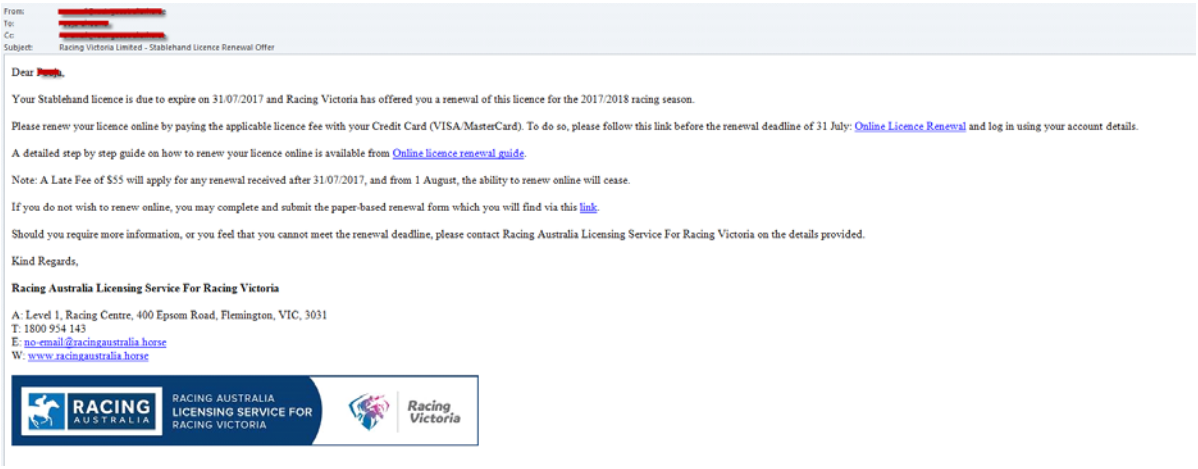
Getting Started

1. Trainers are required to renew using your Stable Assist Account. Trainers who do not currently have a Stable Assist Account should contact **Racing Australia Service Centre** on **1800 138 704** to obtain**.**

For all other licence types the below applies.

a. **For Existing User**

If you are an existing User Registration user, below is a sample Licence Renewal Offer Email.



From: [redacted]
To: [redacted]
Cc: [redacted]
Subject: Racing Victoria Limited - Stablehand Licence Renewal Offer

Dear [redacted],

Your Stablehand licence is due to expire on 31/07/2017 and Racing Victoria has offered you a renewal of this licence for the 2017/2018 racing season.

Please renew your licence online by paying the applicable licence fee with your Credit Card (VISA/MasterCard). To do so, please follow this link before the renewal deadline of 31 July: Online Licence Renewal and log in using your account details.

A detailed step by step guide on how to renew your licence online is available from Online licence renewal guide.

Note: A Late Fee of $55 will apply for any renewal received after 31/07/2017, and from 1 August, the ability to renew online will cease.

If you do not wish to renew online, you may complete and submit the paper-based renewal form which you will find via this link.

Should you require more information, or you feel that you cannot meet the renewal deadline, please contact Racing Australia Licensing Service For Racing Victoria on the details provided.

Kind Regards,

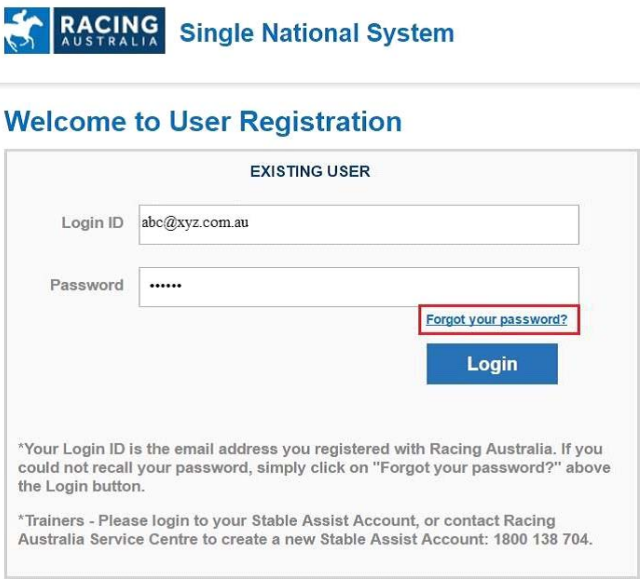
Racing Australia Licensing Service For Racing Victoria

A: Level 1, Racing Centre, 400 Epsom Road, Flemington, VIC, 3031
T: 1800 954 143
E: no-email@racingaustralia.horse
W: www.racingaustralia.horse

RACING AUSTRALIA LICENSING SERVICE FOR RACING VICTORIA

Racing Victoria

By clicking on the link in the Email, it will take you to the Welcome to User Registration Page.



RACING AUSTRALIA Single National System

Welcome to User Registration

EXISTING USER

Login ID abc@xyz.com.au

Password ••••••

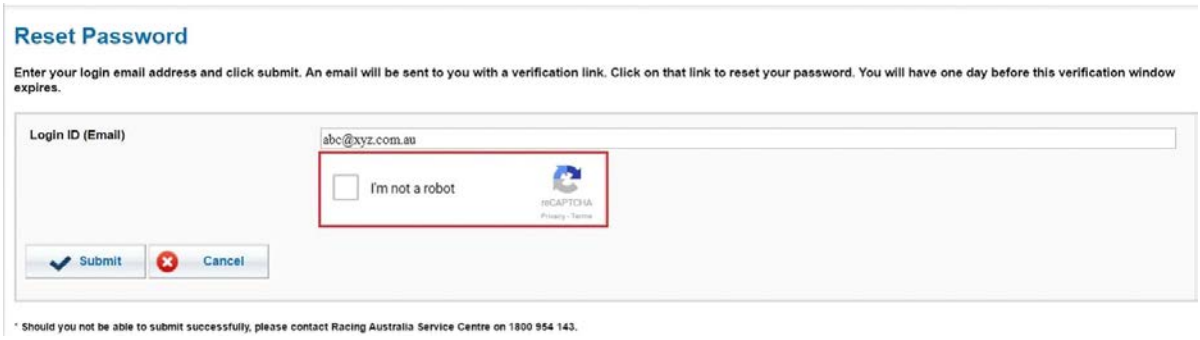
Forgot your password?

Login

*Your Login ID is the email address you registered with Racing Australia. If you could not recall your password, simply click on "Forgot your password?" above the Login button.

*Trainers - Please login to your Stable Assist Account, or contact Racing Australia Service Centre to create a new Stable Assist Account: 1800 138 704.

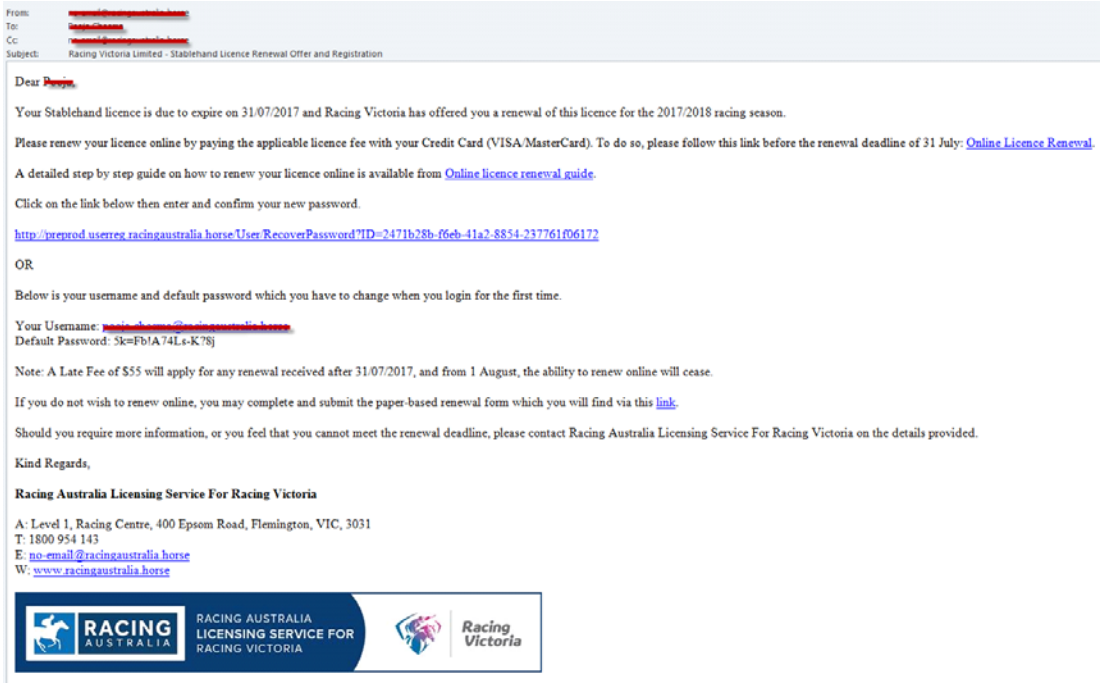
Please enter your email address as the login Id and enter your password. If you have forgotten your password, please click on the ‘Forgot your password?’ link where you can reset your password (See below Image). Note: This section is not applicable for existing Stable Assist users.



To reset your password, firstly enter your Email address, and then click ‘I’m not a robot’. Once you see the green check mark, you could click ‘Submit’ button. Upon successful submission, an Email will be sent to you and a link to reset password.

b. **For New User**

If you have never been given a User Registration Account, below is a sample Licence Renewal Offer Email.



From: [redacted]
To: [redacted]
Cc: [redacted]
Subject: Racing Victoria Limited - Stablehand Licence Renewal Offer and Registration

Dear [redacted],

Your Stablehand licence is due to expire on 31/07/2017 and Racing Victoria has offered you a renewal of this licence for the 2017/2018 racing season.

Please renew your licence online by paying the applicable licence fee with your Credit Card (VISA/MasterCard). To do so, please follow this link before the renewal deadline of 31 July: Online Licence Renewal.

A detailed step by step guide on how to renew your licence online is available from Online licence renewal guide.

Click on the link below then enter and confirm your new password.

http://preprod.userreg.racingaustralia.horse/User/RecoverPassword?ID=2471b28b-f6eb-41a2-8854-237761f06172

OR

Below is your username and default password which you have to change when you login for the first time.

Your Username: [redacted]
Default Password: 5k=Fb!A74Ls-K?8j

Note: A Late Fee of $55 will apply for any renewal received after 31/07/2017, and from 1 August, the ability to renew online will cease.

If you do not wish to renew online, you may complete and submit the paper-based renewal form which you will find via this link.

Should you require more information, or you feel that you cannot meet the renewal deadline, please contact Racing Australia Licensing Service For Racing Victoria on the details provided.

Kind Regards,

Racing Australia Licensing Service For Racing Victoria

A: Level 1, Racing Centre, 400 Epsom Road, Flemington, VIC, 3031
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RACING AUSTRALIA LICENSING SERVICE FOR RACING VICTORIA

By clicking on the link in the Email, it will take you to User Registration set password page, where you can set your new password. After submit successfully, click ‘login’.

Set Password

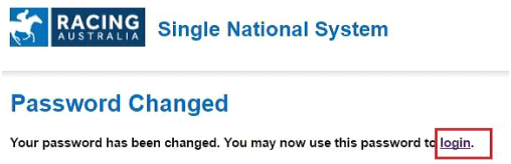
Please enter and confirm your new password and click submit to set your new password.

New Password

Confirm New Password

Submit

* Should you not be able to set your new password, please contact Racing Australia Service Centre on 1800 954 143.



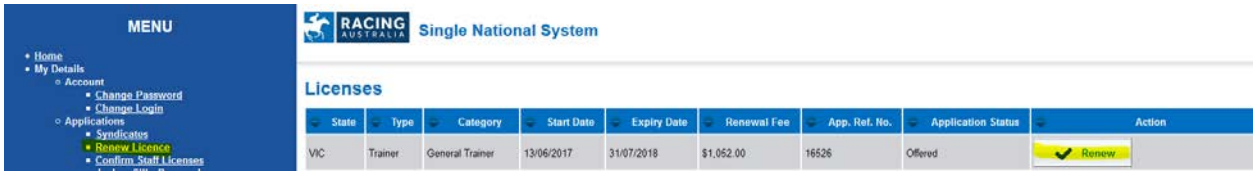
RACING AUSTRALIA Single National System

Password Changed

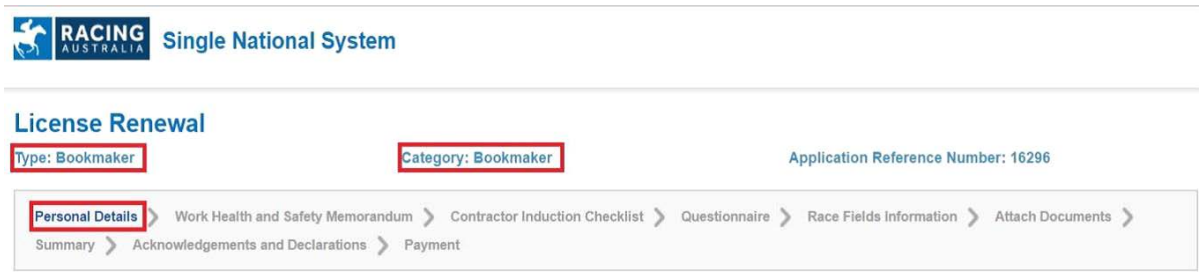
Your password has been changed. You may now use this password to login.

II. Renewing Your Licence

Once you have logged in successfully you can renew your licence.
Click on the ‘Renew Licence’ menu item to fill in your VIC Licence renewal application. Then click the ‘Renew’ button as shown below.



Upon clicking on the ‘Renew’ button on rightmost side, it takes you to the licence renewal wizard which contains a number of steps that you are required to complete.
On top of the page, you can find the licence renewal type and category, as well as the name of each step. The highlighted one indicates the current step you are viewing.



At bottom of the page, you can always save your unfinished wizard by clicking on the ‘Save & Exit’ button, and resume the application later.

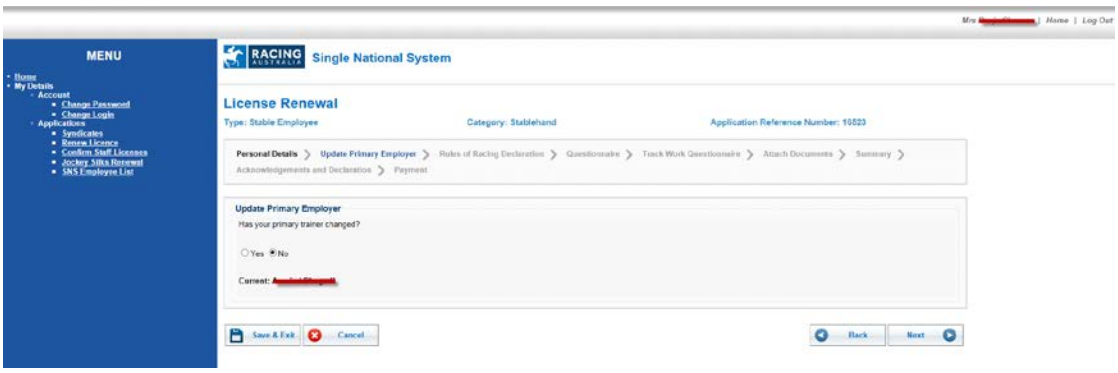
Each sub section below describes how to fill your application and submit.
Please note that the exact renewal steps and the contents in each step vary slightly for different licence types and categories.

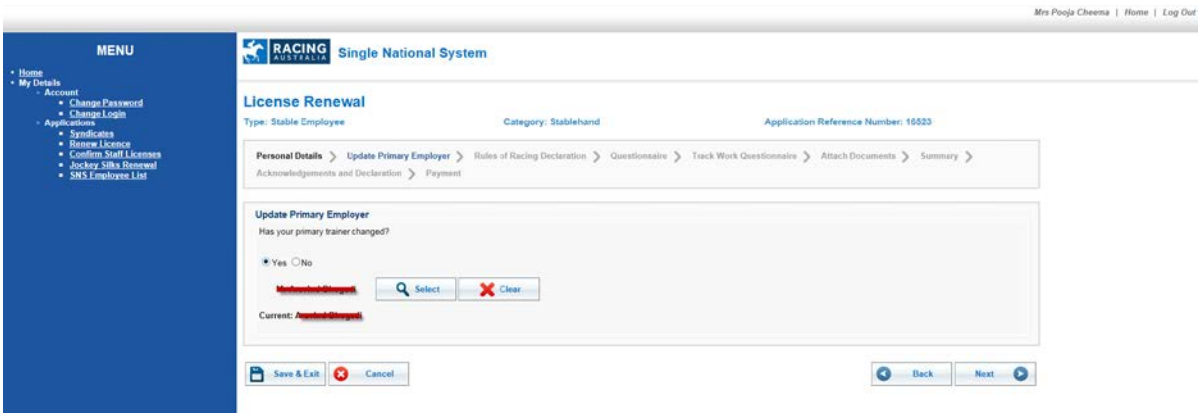
Personal Details

This section displays your current personal details. If you wish to change any information, please click on the ‘Edit’ button and enter the details. If you do not have anything to change, click on ‘Next’ button.

Update Primary Trainer

This section allows you to update your primary trainer. If you wish to update select ‘Yes’ and ‘Select’ and enter trainer’s surname. If you do not have anything to change, click on ‘Next’ button.





Questionnaires

The next sections include a number of questions regarding yourself and/or your licence type. Please make sure you read the questions carefully and answer appropriately. You will not be able to progress through these pages unless you answer all questions.
If you select 'Yes' as an answer, you must provide an explanation in the given text field. Otherwise, you will not be able to continue to the next step.

Once these questions have been answered, please click 'Next' to continue

Attach Documents

This section is to attach any documents if required. For example, if you are going to attach your National Police Certificate, please firstly select a document of the given file extensions, and select the correct Document Type and then click on the 'Attach' button to attach the document.

Summary

This section summarises what you have filled in the renewal application so far. Please review thoroughly to make sure the renewal application has been filled out correctly. If you see any incorrect information, you may click ‘Back’ button and correct your answer.

Acknowledgements and Declaration

This section is to acknowledge your terms and conditions. Once you read through, tick on the ‘I have read and understood acknowledgements and declarations.’ to continue

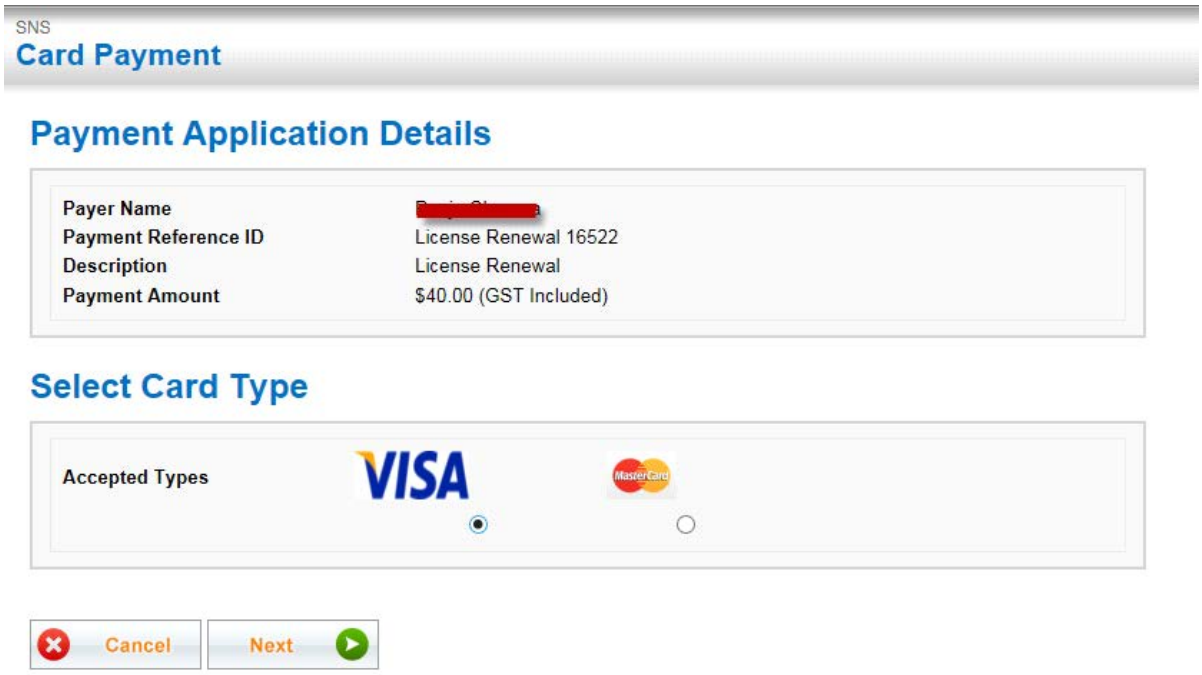
Payment

This section shows you the amount to pay to renew your licence application.

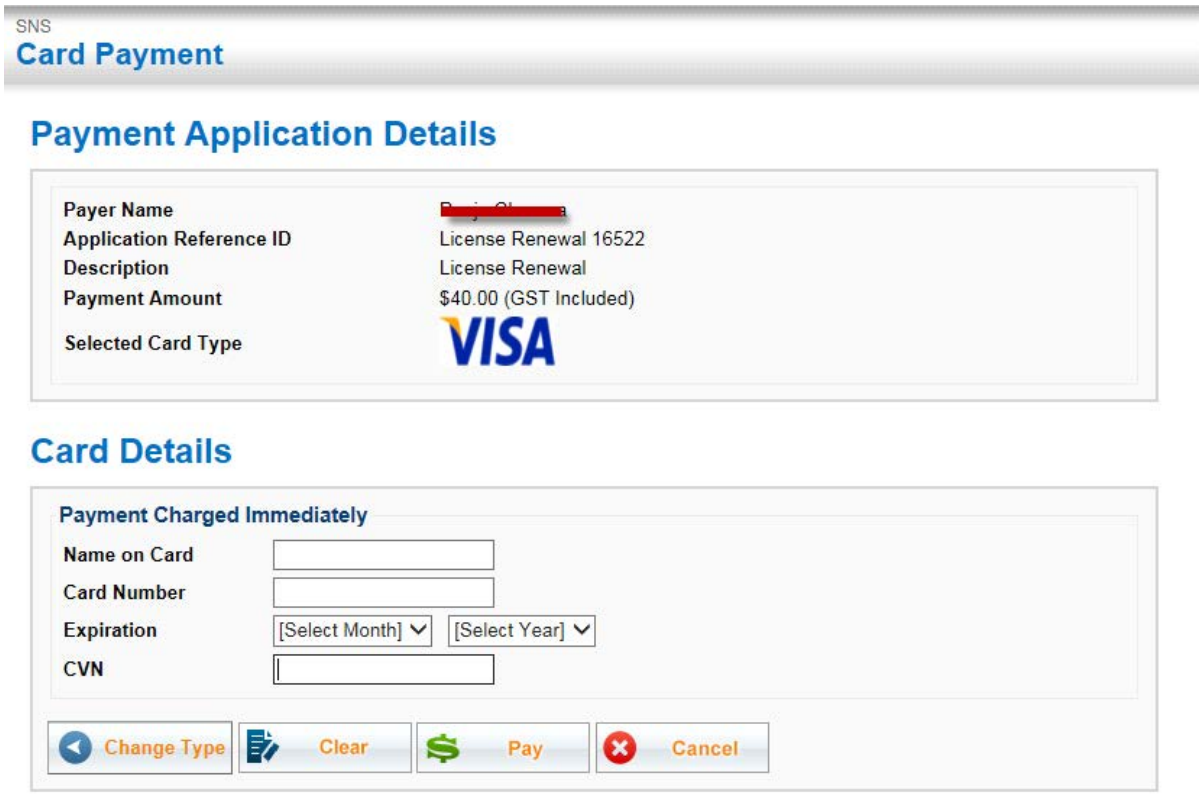
Click on ‘Pay and Submit’ button.

This will redirect you to a payment gateway, as shown below, and you will be able to enter your credit card details to make the payment. Upon successful payment, your application status will be set to ‘Awaiting for Signoff’ and your trainer will sign off your application.

Select one of the credit card options, as per below, then click ‘Next’

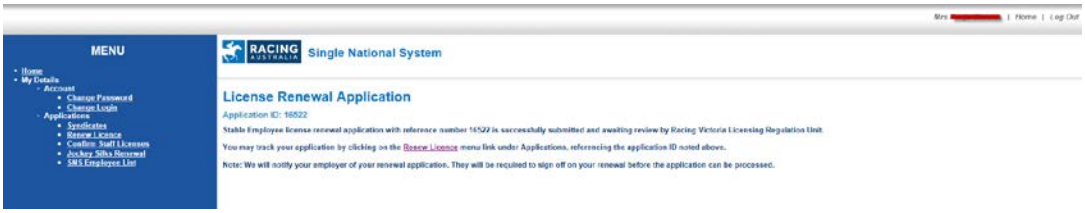


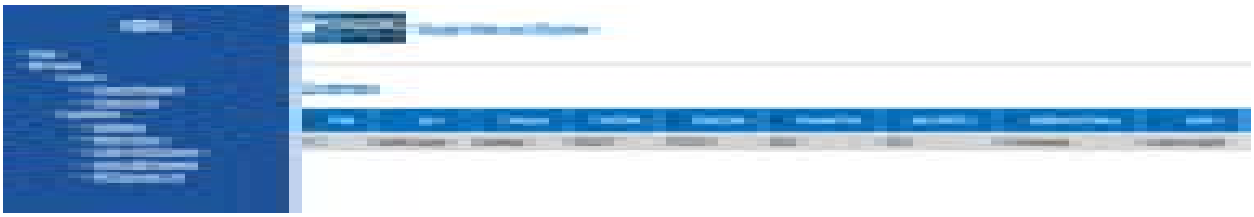
The below payment gateway will appear. Enter your credit card details, then click the ‘Pay’ button



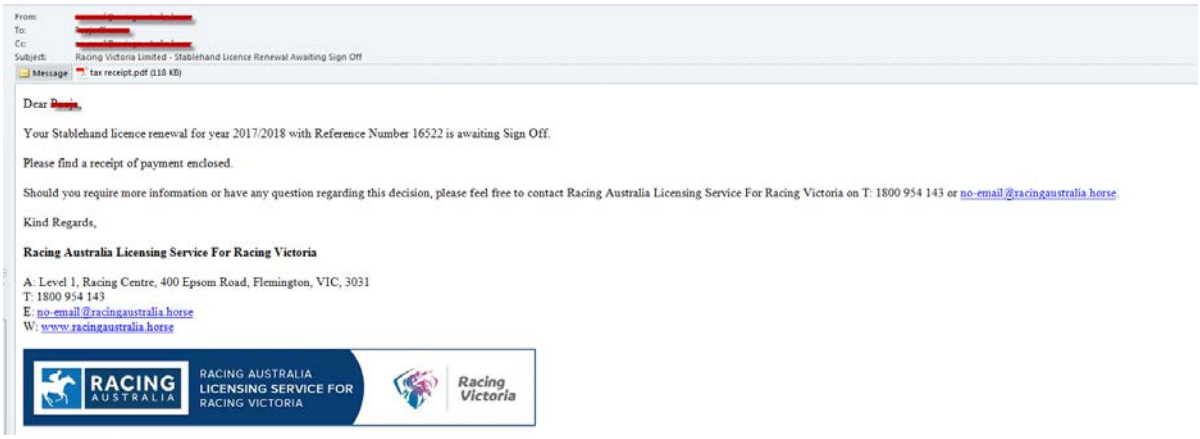
Once the payment goes through, you will see the below message.

When you click ‘Continue’, you will see the below message stating that your licence renewal application has been successfully submitted and awaiting review by Racing Victoria Licensing Regulation Unit.



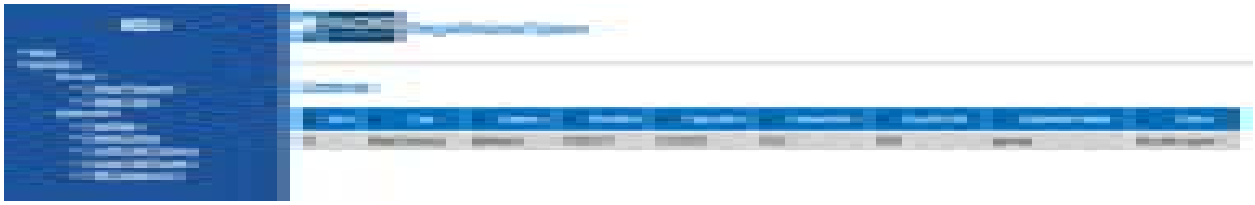


An email will be sent to you with the tax receipt for your payment, as well as the related licence information.



You may always click on ‘Renew Licence’ menu item to check your application status at any time.

Upon a successful approval from the Racing VIC licensing department, your application status will be changed to ‘Approved’.



Once your application is approved by Racing VIC, you will receive an email confirming this.

If you have not received any emails, please check your junk or spam emails.