



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 19/20 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.

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

Racing Victoria together with Racing Australia (Formerly RISA) have developed a safe, fast and convenient online licence renewal portal that enables you to manage your personal details and licenses wherever you are.

To renew online, visit www.racingvictoria.com.au (click 'Licensing' under 'Quick Links' on the home page then Online Licence Renewal User Guide) by 29th July 2019. The online process is very simple and it eliminates the requirement to submit your renewal form via post, email or fax.

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.



Tue 8/05/2018 3:33 PM

Racing Australia No Reply

Racing Victoria Limited - Stablehand Licence Renewal Offer

To P [REDACTED]

Cc Racing Australia No Reply

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Dear P [REDACTED]

Your Stablehand licence is due to expire on [REDACTED] and Racing Victoria has offered you a renewal of this licence for the [REDACTED] 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 [REDACTED] will apply for any renewal received after [REDACTED] 8, 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

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



Single National System

Welcome to User Registration

EXISTING USER

Login ID

Email

Password

[Forgot your password?](#)

[Forgot your login ID?](#)

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. If you could not recall your login ID, simply click on "Forgot your login ID?" 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.

*Bookmakers - Please login to your User Registration Account, or contact Racing Australia Service Centre to create a new User Registration Account: 1800 954 143.

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.

Reset Password

Enter your login email address and click submit. An email will be sent to you with a verification link. Click on that link to reset your password. You will have one day before this verification window expires.

The screenshot shows a web form for resetting a password. At the top, there is a text input field labeled 'Login ID (Email)'. Below this is a reCAPTCHA widget with the text 'I'm not a robot' and a checkbox. To the right of the checkbox is the reCAPTCHA logo and the text 'reCAPTCHA Privacy - Terms'. At the bottom of the form are two buttons: 'Submit' with a green checkmark icon and 'Cancel' with a red 'X' icon.

* Should you not be able to submit successfully, please contact Racing Australia Service Centre on 1800 954 143.

This screenshot shows the same 'Reset Password' form after a successful submission. The 'Login ID (Email)' field now contains the email address 'kellie.cook@racingaustralia.horse'. The reCAPTCHA widget shows a green checkmark next to the text 'I'm not a robot'. The 'Submit' button is now highlighted with a blue background, while the 'Cancel' button remains grey.

* Should you not be able to submit successfully, please contact Racing Australia Service Centre on 1800 954 143.

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.

The screenshot shows a web form for setting a new password. It has two text input fields: the first is labeled 'New Password' and the second is labeled 'Confirm New Password'. Below these fields is a 'Submit' button with a green checkmark icon.

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

b. For New User

If you have never been given a User Registration Account, you will receive an email the same as that above which also includes your username and password.

By clicking on the link in the Email, it will take you to the User Registration set-up password page. After you have submitted successfully, click 'login'.

Set Password

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

New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

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



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.



Licenses

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
VIC	Trainer	General Trainer	13/06/2017	31/07/2018	\$1,052.00	16526	Offered	<input type="button" value="Renew"/>

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.



License Renewal

Type: Stable Employee

Category: Stablehand

Application Reference Number: 28764

Personal Details > Employment Status > Rules of Racing Declaration > National Police Record Certificate > Questionnaire > Eligibility to work in Australia > Parental/Guardian Consent > Attach Documents > Summary > Acknowledgements and Declaration > Payment

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

MENU

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 - Bank Details
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RACING AUSTRALIA Single National System

Licenses

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
NSW	Bookmaker	Bookmaker	01/05/2017	31/08/2018	\$440.00	28677	In Progress	<input type="button" value="Resume"/> <input type="button" value="Cancel"/>

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 at bottom right of screen.

Personal Details

Do you intend to ride Trackwork during the 18/19 season?

Name: Mrs [redacted]
 Date of Birth: 07/02/1984
 Address: 3976 Cer [redacted]
 Phone: 03 4444 5555
 Mobile: 04 [redacted]
 Fax: 04 [redacted]
 Email: [redacted]

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.



License Renewal

Type: Stable Employee

Personal Details > Employment Status > Rules of R
Parental/Guardian Consent > Attach Documents >

Employment Status

Has your trainer changed?

Yes No

Current: Ca [REDACTED]



License Renewal

Type: Stable Employee

Category: Stablehand

Personal Details > Employment Status > Rules of Racing Declaration > Natio
Parental/Guardian Consent > Attach Documents > Summary > Acknowledge

Employment Status

Has your trainer changed?

Yes No

Trainer Name D [REDACTED]



Select



Clear

Current: Ca [REDACTED]

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.

Questionnaire	
<p>Mandatory Training: Have you attached evidence of mandatory training as outlined within Attachment section of this application form?</p>	<p>If No, please refer to this Industry Mandatory Training Sheet (Click to download) on this application <input type="radio"/> Yes <input checked="" type="radio"/> No</p>
<p>Are you currently under any ban/restriction or have any pending matters yet to be determined by any Racing Authority or Racing code (including Racing Victoria)?</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>
<p>If Yes, please explain the circumstances:</p> <div style="border: 1px solid #ccc; height: 30px;"></div>	

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.



License Renewal

Type: Stable Employee

Ca

Personal Details > Employment Status > Rules of Racing I
Parental/Guardian Consent > **Attach Documents** > Summa

Attach Documents
<p>Step 1: <input type="button" value="Browse..."/> No file selected. Valid files include .tif .tiff .gif .bmp .jpg .jpeg .png .doc .docx or .pdf</p>
<p>Step 2: Select Document Type National Police Certificate ▾</p>
<p>Step 3: Enter Comments (Optional) <input type="text"/></p>
<p>Step 4: Attach File <input type="button" value="Attach"/></p>
<p>No Documents Found</p>

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.

I have read and understood acknowledgements and declarations.

Payment

Total Payable	\$315.00	\$25.00
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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'

SNS

Card Payment

Payment Application Details

Payer Name	[REDACTED]
Payment Reference ID	License Renewal 16522
Description	License Renewal
Payment Amount	\$40.00 (GST Included)

Select Card Type

Accepted Types

 



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

SNS
Card Payment

Payment Application Details

Payer Name	[Redacted]
Application Reference ID	License Renewal 16522
Description	License Renewal
Payment Amount	\$40.00 (GST Included)
Selected Card Type	

Card Details

Payment Charged Immediately

Name on Card	<input type="text"/>
Card Number	<input type="text"/>
Expiration	[Select Month] [Select Year]
CVN	<input type="text"/>

Change Type Clear Pay Cancel

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

SNS
Card Payment

Application ID: 16296

A payment of \$410 for License Renewal has been successfully completed at 15/05/2017 13:07:55.

Continue

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.

Mrs [Redacted] | Home | Log Out

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 - Renew Licence
 - Confirm Staff Licences
 - Jockey Silks Renewal
 - SNS Employee List

 **Single National System**

License Renewal Application

Application ID: 16522

Stable Employee license renewal application with reference number 16522 is successfully submitted and awaiting review by Racing Victoria Licensing Regulation Unit.

You may track your application by clicking on the [Renew Licence](#) menu link under Applications, referencing the application ID noted above.

Note: We will notify your employer of your renewal application. They will be required to sign off on your renewal before the application can be processed.

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Single National System

Licenses

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
VIC	Stable Employee	Stablehand	01/08/2017	31/07/2018	\$40.00	16524	To Be Reviewed	No action required

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

From: licensing@racingaustralia.horse <licensing@racingaustralia.horse>
Sent: Monday, 23 April 2018 1:04 PM
To: h [REDACTED]
Cc: Licensing <Licensing@racingaustralia.horse>
Subject: Racing Victoria Limited - Stablehand Licence Renewal Awaiting Sign Off

Dear C [REDACTED],

Your Stablehand licence renewal for year [REDACTED] with Reference Number 26680 is awaiting Sign Off.

Please find a receipt of payment enclosed.

Should you require more information or have any question regarding this decision, please feel free to contact Racing Australia Licensing Service For Racing Victoria on T: 1800 954 143 or licensing@racingaustralia.horse.

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: licensing@racingaustralia.horse
W: www.racingaustralia.horse

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'.

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Single National System

Licenses

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
VIC	Stable Employee	Stablehand	01/08/2017	31/07/2018	\$0.00	16524	Approved	No action required

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.