

## Online Portal Instructions

Step 1: If this is your first time using the online portal you will need to create an account by clicking "Create New Customer Account". (Until May 2022 most individuals will need to create a new account even if they are renewing a license)



Online Licensing  
3120 Martin Way E.  
Olympia, Washington 98506 USA  
360-352-2510  
shelter@govanimalservices.org

Enter your Email  
Enter your Password  
Forgot Password?

OR

Enter your License #  
Or use your Person #  
Enter your Last Name

Log in

[Create New Customer Account](#)

Step 2: Fill out your personal information then click next.

Create New Account

Enter Email \*    Confirm Email \*    Enter Password \*    Confirm Password \*

Customer Information

Required fields \*

First Name \*    Last Name \*

Email \*

**Home Address**

Street Address \*

Apt. / Unit    Country \*    City \*

United States    -- Select --

Zip Code \*    State \*

Step 3: If you get the following error after hitting next: **“You already have an account, please sign in with your Person number and Last Name or your License Number and Last Name”**. Go to **Step 10**.


The screenshot shows a 'Create New Account' form with four input fields: 'Enter Email \*', 'Confirm Email \*', 'Enter Password \*', and 'Confirm Password \*'. The email fields contain 'JohnTestSmith@emailm' and the password fields contain masked characters. Below this is a 'Customer Information' section with a red error message box that reads: 'You already have an account, please sign in with your Person number and Last Name or your License Number and Last Name.' Underneath the error message are three input fields: 'First Name \*' (containing 'John'), 'Last Name \*' (containing 'Smith'), and 'Email \*' (containing 'John.Smith@emailm').



Step 4: Select your preferences:

The screenshot shows a preference selection screen with a question mark icon in the top right corner. It contains three sections of text, each followed by 'Agree' and 'Disagree' radio button options. The first section discusses 24PetWatch microchip services and consent to contact from Pethealth Services (USA) Inc., Pethealth Services Inc., PTZ Insurance Services Ltd. and PTZ Insurance Agency Ltd. The second section asks for consent to share information with Pawlicy Advisor. The third section discusses parvo screening tests for dogs and FeLV/FIV screening tests for cats. At the bottom, there is a partially visible blue link: 'Please click here to review our Privacy Policy'.



Step 5: Click Add Animal:

## License Information



 0 product(s)

 **My Info** Update My Info Preferences 

**Person #** P38973169  
**Name:** John Smith  
**Address:** 1234 Main Street Olympia WA 98506

 **My Animals (0)** Add Animal 

| Name   | Species | Breed | Gender | Age | Altered |
|--|---------|-------|--------|-----|---------|
| Page 0 of 0 <span>No items to display</span> |         |       |        |     |         |

 **Licenses (0)** 

| License #                                    | Type | Status | Expiry Date | Price | Late Fee |
|--|------|--------|-------------|-------|----------|
| Page 0 of 0 <span>No items to display</span> |      |        |             |       |          |

 **Available Licenses (0)** 

Step 6: Add your animal information and click submit.

Animal #A48260712

Required fields \*

|  |  |   |
|--|--|---|
| <b>Name *</b><br><input type="text" value="Dog"/>              | <b>Type of Pet *</b><br><input type="text" value="Dog"/>                 |   |
| <input type="checkbox"/> Purebred                              | <b>Primary Breed *</b><br><input type="text" value="Abruzzese Mastiff"/> | <b>Secondary Breed</b><br><input type="text" value="Mix"/>                |
| <b>Primary Color *</b><br><input type="text" value="Apricot"/> | <b>Secondary Color</b><br><input type="text" value="-- Select --"/>      | <b>Third Color</b><br><input type="text" value="-- Select --"/>           |
| <b>Microchip Number</b><br><input type="text"/>                | <b>Microchip Issuer</b><br><input type="text" value="-- Select --"/>     | <b>Microchip Issue Date</b><br><input type="text" value="mm/dd/yyyy"/>    |
| <b>Age:</b><br><input type="text" value=""/> years             | <b>Est. Birthdate</b><br><input type="text" value="mm/dd/yyyy"/>         | <b>Age Group *</b><br><input type="text" value="Young Adult (1-3 ye..."/> |
| <b>Size *</b><br><input type="text" value="Medium"/>           | <b>Gender *</b><br><input type="text" value="Male"/>                     | <b>Altered (S/N) *</b><br><input type="text" value="Yes"/>                |

Step 7: Select the license fee for your jurisdiction then click checkout.

### Available Licenses for Dog (4)

|                                    |                                    |                                    |                                    |
|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| Tumwater License<br>\$16.00        | Olympia License<br>\$16.00         | County License<br>\$12.00          | Lacey License<br>\$16.00           |
| <input type="button" value="Add"/> | <input type="button" value="Add"/> | <input type="button" value="Add"/> | <input type="button" value="Add"/> |

For those who qualify to purchase or renew a reduced fee license this can be done via mail. Please go to [jointanimalservices.org](http://jointanimalservices.org) to download the application. If you are having issues with the online portal please send a detailed email to [shelter@jointanimalservices.org](mailto:shelter@jointanimalservices.org).

Step 8: We are asking that you upload a picture of your pet. To do so, Select "Proof of Insurance" from the select file type drop down box. Click the "Select files" button and upload the photo. Click Checkout once done.

### Additional Details Required

| Animal Name: Cat | Price   | Remove from Cart |
|------------------|---------|------------------|
| Lacey License    | \$10.00 | \$10.00          |

**Please Upload Supporting Documentation**

Please upload a photo of your pet to help complete the license process. From the dropdown menu, please select "Proof of Insurance" as the file type for your pet's photo. Allowable file types "PNG", "BMP", "JPG", "GIF", "MPEG"

Select a File Type

| File Name | Status | Uploaded Date/Time | Delete |
|-----------|--------|--------------------|--------|
|-----------|--------|--------------------|--------|

Step 9: If you would like to make a donation add the amount in the donation section. Click checkout. Enter your credit/debit card information and complete the transaction. Once you have completed all items, the information will be sent to Animal Services for review and approval. If this is a new license Animal Services will mail out your new tag. If this is a renewal and you need a replacement tag, please email [shelter@jointanimalservices.org](mailto:shelter@jointanimalservices.org) to let us know. A representative will contact you to collect the \$3 replacement fee and then mail out the replacement tag.

**\* The online license portal is for full fee licenses only. If you qualify for a reduced fee license or No-fee license for Service animals please go to our website to get more information on how to obtain those applications.**



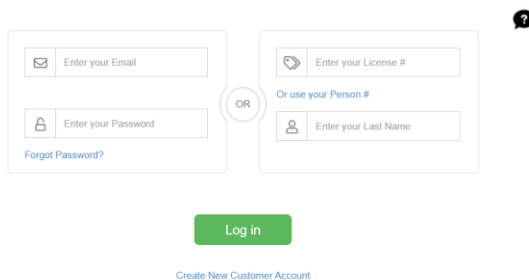
Licenses can be purchased online, through the mail, or in person with an appointment.

Step 10: For those who received the following error: **“You already have an account, please sign in with your Person number and Last Name or your License Number and Last Name”**. This error occurred because you have done business with Animal Services since the roll out of the new system in April of 2021. Please email [shelter@jointanimalservices.org](mailto:shelter@jointanimalservices.org) to obtain your Person number.


Step 11: Once you have obtained your Person number from Animal Services click **“Or use your Person #”**. Enter your person number and Last Name and then click Log in.





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Step 12: Once logged in you will be taken to the below page. Click “Update My Info”. Confirm your personal information and create a password so that you may log in each year to renew your license.

 0 product(s)



## License Information

 **My Info** [Update My Info](#) [Preferences](#) 



**Person #** P38973169  
**Name:** John Smith  
**Address:** 1234 Main Street Olympia WA 98506

 **My Animals (0)** [Add Animal](#) 

|             | Name | Species | Breed | Gender | Age | Altered |                     |
|-------------|------|---------|-------|--------|-----|---------|---------------------|
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 **Licenses (0)** 

| License #   | Type | Status | Expiry Date | Price | Late Fee |  |                     |
|-------------|------|--------|-------------|-------|----------|--|---------------------|
| Page 0 of 0 |      |        |             |       |          |  | No items to display |

 **Available Licenses (0)** 

Step 13: Click “Preferences”, then follow steps 4 – 9 above to complete the license process. If at any time you have issues with the portal please reach out to us via email at [shelter@jointanimalservices.org](mailto:shelter@jointanimalservices.org)