

## Online Portal Instructions

**Step 1:** To renew your animal's license, login using the License # and Last Name printed on your renewal letter. Once logged in you can renew your animal's license and purchase a license for any new animals. If none of your animals are licensed and you are purchasing a license for the first time, you will need to create an account by clicking "Create New Customer Account".

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

Enter your Email  
Enter your Password  
Forgot Password?

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

Log in  
Create New Customer Account

**Step 2:** Verify your personal information or fill in 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 \*  
United States

City \*  
-- Select --

Zip Code \*  
State \*

**Mailing Address**  Same as Home Address

Street Address \*

Apt. / Unit

Country \*

United States ▼

City \*

-- Select -- ▼

Zip Code \*



State\*

Washington ▼



Cancel


Next

**Step 3:** If you clicked create a new account and 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 11**.

 **Create New Account** 

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

 **Customer Information** 

 You already have an account, please sign in with your Person number and Last Name or your License Number and Last Name.

Required fields \*

First Name \*  Last Name \*

Email \*

**Step 4: Select your preferences:**



With your 24PetWatch microchip, we offer you free lost pet services, as well as exclusive offers, promotions and the latest information from 24PetWatch regarding microchip and insurance services.

Pethealth Services (USA) Inc., Pethealth Services Inc, PTZ Insurance Services Ltd. and PTZ Insurance Agency Ltd may contact you via commercial electronic messages, automatic telephone dialing systems, pre-recorded/automated messages or text messages at the telephone number provided above, including your mobile number. These calls or emails are not a condition of the purchase of any goods or services.

You understand that if you choose not to provide your consent, you will not receive electronic enrollment notification regarding the trial/voucher of insurance and/or free lost pet services which includes being contacted with information in the event that your pet goes missing.

You may withdraw your consent at any time.

Agree  Disagree

The following information is sent to Pawlicy Advisor, a pet insurance comparison shopping advisor: Pet Name; Owner Email; Owner Phone Number; Owner First Name; Owner Last Name; Date of Adoption; Animal Breed; Animal Gender and; Owner Zip Code. Do you consent to having this information shared with Pawlicy Advisor.

Agree  Disagree


Animal Services vaccinated this dog for parvo prior to placement in adoption. This does not guarantee that this dog is free of the disease if s/he was exposed prior to entering the shelter. If you would like, you can request an optional \$20 parvo screening test with the understanding that the test can be inconclusive due to the immunization, and that a negative test does not ensure that this dog will be disease-free. I am requesting a \$20 parvo screening test.

Agree  Disagree



Animal Services does not routinely test for FeLV (Feline Leukemia Virus) and FIV (Feline Immunodeficiency Virus). It is recommended that you discuss FeLV and FIV testing with your veterinarian, and follow their recommendations. As a precaution, we ask that you keep your newly adopted cat or kitten separate from other cats in your household until you have consulted with your veterinarian. If you would like, you can request an optional \$20 FeLV(Feline Lukemia Virus) screening test with the understanding that the results can be inconclusive, and that a negative test does not ensure that this cat has never been exposed to feline leukemia or that s/he may not test positive or contract the disease in the future. I am requesting a \$20 FeLV(Feline Leukemia Virus) screening test.

Agree  Disagree



Step 5: Click "Add Animal":

 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
No items to display					

Page 0 of 0

 **Licenses (0)** 

License #	Type	Status	Expiry Date	Price	Late Fee
No items to display					

Page 0 of 0

 **Available Licenses (0)** 

**Step 6:** Add all required information (denoted by a **\***) about your animal and click “Submit”.

Animal #A48260712

Required fields \*

Name \*

Type of Pet \*

Purebred

Primary Breed \*

Secondary Breed

Primary Color \*

Secondary Color

Third Color

Microchip Number

Microchip Issuer

Microchip Issue Date

Age:  years

Est. Birthdate

Age Group \*

Size \*

Gender \*

Altered (S/N) \*



**Step 7:** Select the license fee for the jurisdiction that you currently live in and then click “Checkout.”

Available Licenses for Dog (4)

Tumwater License \$16.00	Olympia License \$16.00	County License \$12.00	Lacey License \$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 requesting that you upload a picture of your pet. To add a picture, select “Proof of Insurance” from the select file type drop down box. Click “Select files” 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  
Proof of Insurance 

Select files...

File Name	Status	Uploaded Date/Time	Delete
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**Back** **Cancel** **Checkout**

**Step 9:** If you would like to donate to Animal Services, add the amount in the donation section. Click “Checkout.”

 Checkout 

Animal Name: Quinn	Price	Remove from Cart
Lacey License	\$16.00	\$16.00

Optional-Donation

Donation - via Licensing

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Checkout Total	\$16.00
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**Back** **Cancel** **Checkout**

**Step 10:** Enter your credit or debit card information to complete the transaction. Select “Process Payment”.

## Payment Form

Sale Transaction

Fields marked with \* are required.

### Payment Details

Note TransactionID: 000000000084	<b>AMOUNT:</b>	<b>16.00</b>
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### Billing Information

<b>Card Number *</b> Credit/Debit Card Number	<b>CVV2 *</b> 999	<b>EXP *</b> MMYY
<b>First Name *</b> First Name	<b>Last Name *</b> Last Name	
<b>Phone *</b> (999) 555-1212		
<b>Email *</b> you@example.org (?)		

**IMPORTANT:** Using 'Back / Refresh / Cancel' button after 'Process Payment' will not stop the transaction being processed and may result in a double charge.

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 you a new animal tag to the address you provided. If this is a renewal and you need a replacement tag, please email [shelter@jointanimalservices.org](mailto:shelter@jointanimalservices.org) to let us know. An Animal Services representative will contact you to collect the \$3.00 replacement fee prior to mailing you a 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.**



**Reduced Fee License**



**No-fee License for Service Animal**

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

**Step 11:** 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”** in Step 3. This error occurred because you previously did 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.” Or locate the information on your renewal letter.

**Step 12:** 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.”**

Animal Services  
Online Licensing  
3120 Martin Way E  
Olympia, Washington 98506 USA  
360-352-2510  
shelter@jointanimalservices.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 13:** Once logged in you will be taken to the below page. Click **“Update My Info”**. Confirm your personal information and create a password. This will allow you to 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
Page 0 of 0 <span style="float: right;">No items to display</span>					

Licenses (0) ?

License #	Type	Status	Expiry Date	Price	Late Fee
Page 0 of 0 <span style="float: right;">No items to display</span>					

Available Licenses (0) ?

**Step 14:** Click “Preferences” and follow Steps 4 – 9 to complete the process. If at any time you have issues with the portal please reach out to Animal Services via email at [shelter@jointanimalservices.org](mailto:shelter@jointanimalservices.org)