

Racing NSW Stablehands/Forepersons Online License Renewals 2017/18

User Guide

Introduction

Racing NSW in conjunction with Racing Australia has introduced the ability for 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.

The SNS encompasses every aspect of Principal Racing Authority and Racing Australia racing related activities, delivering an unparalleled opportunity for greater efficiencies, removal of duplications in infrastructure in each State and Territory and substantive benefits for industry participants including but not limited to licensing, ownership/horse registration, stakes payments and bonus scheme administration. Stewards and Handicappers along with Racing Departments are amongst key industry stakeholders who will also benefit from access to the SNS.

The central vision for the Single National System from which all other objectives emanate is the principal of the creation of a unique identification for all industry participants via a User Registration Account.

Should you have completed your renewal online last season or have accessed other Racing Australia online functions such as the renewal of racing colours you will already have a User Registration account. Those that do not have a User Registration account will be required to obtain one to commence this process.

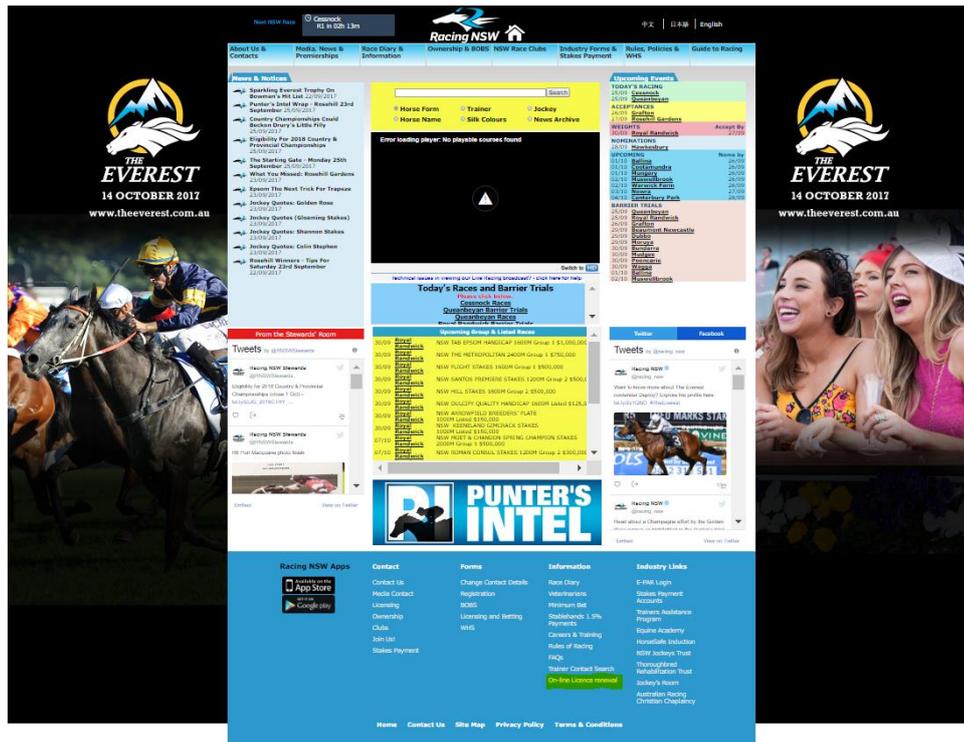
It is important you provide a unique email address that only you can access when completing your registration. Do not use someone else's email address. If you do not have an email address then you must create your own email address which can be completed at no cost via a range email platforms.

Now let's get started.

Logging in to User Registration

1. Open a web browser such as Google Chrome, Internet Explorer or Mozilla FireFox and enter the following link. <http://userreg.racingaustralia.horse/>

Alternatively, visit www.racingnsw.com.au where you can scroll to the bottom of the page to find “Online Licence Renewal” under the heading “Information” and then click on the “User Registration link”.



Either link will take you to the Welcome to User Registration Page.



Welcome to User Registration

EXISTING USER

Login ID

Password

[Forgot your password?](#) [Forgot your login ID?](#)

*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](tel:1800138704).

Existing User

- If you are an existing User Registration user, in the Existing Users section, please enter your email address as the Login ID and enter your password.

Once you have successfully logged into your account please proceed to page 8 and the heading [Renewing Your Licence](#).

If you have forgotten your password, please click on the 'Forgot your password?' link and your password can be reset and get sent to your email by entering your Login ID.



Single National System

[Login](#)

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.

Login ID (Email)

I'm not a robot 
reCAPTCHA
Privacy - Terms

* Should you not be able to submit successfully, please contact Racing Australia Service Centre on [1800 954 143](tel:1800954143).

If you have forgotten your Login ID, please click on the 'Forgot your login ID?' link and your Login ID can be recovered by entering first name, surname, date of birth, state and your SNS License ID or Access Code (which is the code on your license card).



Single National System

SNS User Registration Email Recovery

1. Verify Your Identity

First Name:

Surname:

Date Of Birth:
(dd/mm/yyyy)

State:

Licence/Access Code:

New User

- If you do not have an SNS User Registration Account and if you are a Stablehand, please click on the 'New User Registration' button next to the right of Existing User section.

Please note your User Registration account is reliant on you providing a unique email address that only you can access when completing your registration. Do not use someone else's email address, or use an email that is shared with someone else involved in the Racing industry. If you do not have an email address then you must create your own email address which can be completed at no cost via a range email platforms. Please note that a link to create a Gmail account can be found during the New User Registration process (see following).



Welcome to User Registration

EXISTING USER

Login ID

Password

[Forgot your password?](#) [Forgot your login ID?](#)

Login

**New User Registration
Click Here**

*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](tel:1800138704).

- You will then be redirected to the below page where you have to select your license type. Click on 'Create Stablehand Account' to proceed.



[Login](#)

User Registration

NEW USER

Create Stablehand Account

Create Bookmaker Clerk Account

Create Bookmaker Account

User Tips:

- If you are a Trainer and do not have a Stable Assist Account, please contact Racing Australia by calling [1800 138 704](tel:1800138704) to create a new Stable Assist Account.

5. You will then be redirected to the below page where you have to enter the below details. This information is required to validate your details and to register your new SNS User Registration online account.
 - a. First Name – Please make sure to enter the correct spelling
 - b. Surname – Please make sure to enter the correct spelling
 - c. Date of Birth – Please make sure to enter the correct date of birth
 - d. License/Access Code – This is your current Racing NSW license ID or SNS License ID
 - e. Email – The email address you are planning to use to complete your license renewal or if you do not have one please click on the link create a Gmail account.



SNS User Registration Access

1. Verify Your Identity	2. Provide your Email Address
<p>First Name: <input style="width: 90%;" type="text"/></p> <p>Surname: <input style="width: 90%;" type="text"/></p> <p>Date Of Birth: <input style="width: 90%;" type="text"/> (dd/mm/yyyy)</p> <p>Licence/Access Code: <input style="width: 90%;" type="text"/></p>	<ul style="list-style-type: none"> This Email address will become your unique Login ID to your online account If you are currently sharing an email address, or do not have one please click here to create a new email account. <p>Email Address: <input style="width: 90%;" type="text"/></p>
<input style="width: 100px; height: 20px; background-color: #0056b3; color: white; border: none;" type="button" value="Submit"/>	

User Tips:

- After submitting, if you have not received an email, please check your 'Junk or Spam' folders.
- If you are still experiencing difficulties please contact the Racing Australia Service Centre.
- Call **1800 870 799** or email licensing@racingaustralia.horse. Opening hours Monday to Friday 7.30am to 5.00pm.

Upon completing the information required, click on the 'Submit' button to save your information.

6. If you have entered incorrect details, or details that do not match what is in the SNS, the below error page will appear.



Account Request

You are unable to continue with your application at this time as Licence/Access code is invalid or expired.

Please provide the details requested (Contact No or Contact Email) in the form and click the Submit button.

Racing Australia will then contact you to resolve your access problem.

If you believe the below details are incorrect and you wish to proceed with the application, please click the 'Try Again' button, which will take you to the first page and allow you to re-enter your verification details again.

First Name: John **Surname:** Citizen
Date Of Birth: 28/02/1950 **Licence/Access Code:** 12345
Email: john.citizen@email.com

<p>Contact No: <input style="width: 90%;" type="text"/></p> <p>Contact Email: <input style="width: 90%;" type="text" value="john.citizen@email.com"/></p>	<p>Comments: <input style="width: 95%; height: 60px;" type="text"/></p>
<input style="width: 100px; height: 20px; background-color: #0056b3; color: white; border: none;" type="button" value="Submit"/>	

Please enter your contact phone number, your contact email (this is defaulted to the one you entered originally, but if there is a different email address to contact, please enter it here), and any comments. In this comments section, you may enter details of the process you did, what went wrong, etc.

Then submit the error report and this will be received by the Racing Australia Service Centre. The reported error will be resolved by Racing Australia Service Centre and they will be in contact with you if more information required, through the contact details provided.

7. Upon successful validation of your details, you will get the below message to check your email for the verification link. Click on the link and you can set your new password in your SNS User Registration, where you can renew your license online.

Example of message if verification has been completed successfully:



Thank you, a verification email has been sent to the address vitaly.belevtsev@racingaustralia.horse , please read the details provided and follow the instructions.

Please check your email for the verification link and follow it to set your new password.

Please make sure to check your junk or spam email folders if you cannot see an email like following in your inbox.

User Registration Account Created

Racing Australia

Sent: Wed 10/4/2017 5:19 PM

To: John Citizen

Dear John Citizen,

Your account in SNS UserReg is almost ready.

Please use the link below to set a password and access your new account.

- Use this URL: <http://preprod.userreg.racingaustralia.horse/User/AccountConfirm?ID=b0df867e-7e28-40a9-9e30-43f6bf948812>
- You will need to choose your new password before you can use your account

Yours Sincerely,

Racing Australia

A: Level 1, Racing Centre, 400 Epsom Road, Flemington, VIC, 3031

T: 1800 954 143

E: UserRegSupport@racingaustralia.horse

W: www.racingaustralia.horse



8. Click on the link in your email and you can set your new password in SNS User Registration, where you can then renew your license online. Example below.



Set New Password

Please set up your new password.

User Name	John Citizen
Login ID (Email)	john.citizen@email.com
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

Enter your new password, then re-enter it again to confirm the new password and click on the 'Submit' button to continue login successfully.

The screen below will be visible upon the successful login.

MENU

- Home
- My Details
 - Change Password
 - Change Login
- Applications
 - Syndicates
 - Renew Licence
 - Confirm Staff Licences
 - Jockey Silks Renewal

Single National System

User Registration Home Page

Stablehands/Bookmaker Clerk: To renew your Licence, please Click on Renew Licence in the Menu.

Trainers/Bookmaker: To sign off your acceptance of Stablehand/Bookmaker Clerk staff licence requests, please Click on Confirm Staff Licences in the Menu.

Single National System

The Single National System (SNS) heralds an unparalleled and unique opportunity for the thoroughbred industry to consolidate its many core internal and participant business processes and technology platforms onto one system. Developed and maintained by Racing Australia the SNS is designed to provide Principal Racing Authorities with efficiencies, removal of duplications in infrastructure in each State and Territory and substantive benefits for industry participants in many of their core interactions including but not limited to licensing, ownership/horse registration, stakes payments and bonus scheme administration. Stewards and Handicappers along with Racing Departments are amongst key industry stakeholders who are benefiting from the SNS.

Importantly the SNS is not about changing who performs the business process rather providing a set of unified online tools.

The Single National System is owned and operated by Racing Australia Limited.

The Single National System (SNS) is subject to the copyright of Racing Australia Limited. Use of the SNS is subject to the express Code of Practice you accepted when logging into the SNS.

Renewing Your Licence

Once you have created your User Account and have logged in successfully you can renew your licence.

1. Click on the 'Renew License' menu item to fill in your NSW License renewal application. Click on the 'Renew' button as shown below.

The screenshot shows the Racing Australia Single National System interface. At the top right, it says 'Mr Gary Jayasuriya | Home | Log Out'. On the left is a blue 'MENU' sidebar with options like Home, My Details, Account, Applications, and SNS Employees List. The main content area is titled 'Licenses' and contains a table with columns: State, Type, Category, Start Date, Expiry Date, Renewal Fee, App. Ref. No., Application Status, and Action. The table has one row for NSW, Stable Hand, Stablehand, 01/07/2017, 30/06/2018, \$70.00, 16677, Offered. A 'Renew' button with a checkmark is visible in the Action column.

Each sub section below describes how to fill your application

a. 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

Personal Details

Name: Mr John Citizen
 Date of Birth: 28/02/1950
 Address: 12 Kerferd Avenue Hogsmeade NSW 2999
 Phone: 0212345678
 Mobile: 0412345678
 Fax:
 Email: john.citizen@email.com

Postal Address: 400 Epsom Road Flemington VIC 3031

Do you want to add or change your profile picture?
(If you upload a new profile picture, it will only be updated to your profile upon review by Racing NSW)

Yes No

Notes:
 Your profile picture will be displayed on the annual licence card.
 Please upload your recent photo (only in .jpg, .jpeg, .bmp or .png format).

b. Riding and Employment Status

This section consists of two questions.

Riding and Employment Status

Has your current riding status changed?

Note : Should you wish to amend your status via this application, such status will not be automatically amended. Rather Licensing personnel will review your application and advise of the outcome. However, should you consider that you have provided a Rider Safety Assessment Document previously and/or we have the wrong status recorded, please contact the Licensing Department at licensing@racingnsw.com.au or on **(02) 9551 7500**.

Yes No
 If Yes, Please specify one of the mentioned

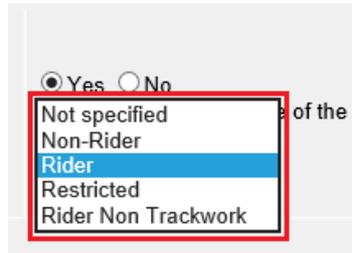
Has your trainer changed?

Yes No

Current: Gary Jayasuriya

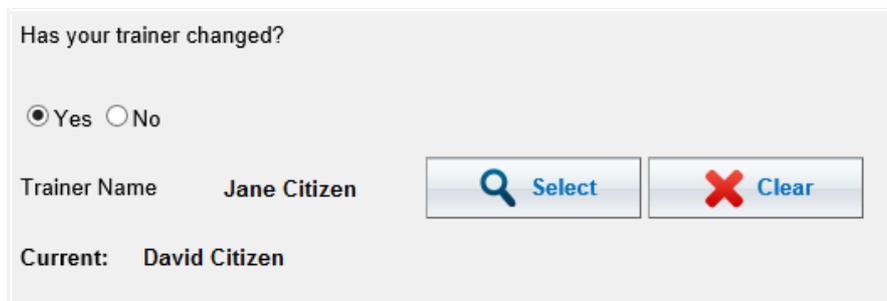
i. Riding status

Your current riding status will be defaulted to what is currently recorded with Racing NSW, if you wish to amend your current riding status, click on 'Yes' radio button and the drop down will be enabled so that you can select a different riding status.

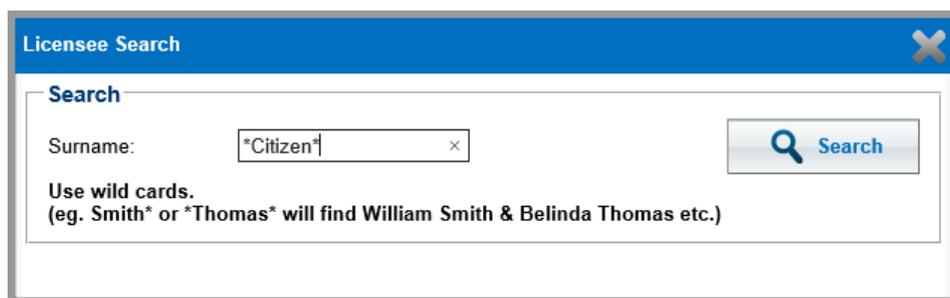


ii. Trainer

Your current trainer linked into your current license will be shown as the default value. If you wish to change the trainer, click on 'Yes' radio button and below screen will appear.



Once you click on the 'Select' button below screen will be popped up and you can type the trainer's surname to search.



Once the list of trainer names appears, select the correct trainer and it will be saved to your application.

Licensee Search

Search

Surname:

Use wild cards.
(eg. Smith* or *Thomas* will find William Smith & Belinda Thomas etc.)

Search Results

Name	Location
Jane Citizen	Hogsmeade

If you do not wish to change your trainer, please leave as it is. That is the 'No' radio button should be selected.

c. Questionnaire

This section consists of the questions related to your license. 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

Do you currently hold, or have you previously been issued a licence with another Racing, Harness Racing or Greyhound Authority? Yes No

If Yes, with which Racing Authority?

Date Issued (From) - (To):

Are you currently under any ban/restriction imposed by any Racing, Harness Racing or Greyhound Authority? Yes No

If Yes, provide details

d. Attach Documents

This section is to attach any documents if required. For example, if you are going to change your Riding Status, then you may need to attach a Rider Safety Assessment. Please select a document of the given file extensions, and then click on the Attach button to attach the document.

Attach Documents

Step 1:

Valid files include .tif .tiff .gif .bmp .jpg .jpeg .png .doc .docx or .pdf

Step 2:
Select Document Type
Rider Safety Assessment

Step 3:
Enter Comments (Optional)

Step 4:
Attach File

No Documents Found

e. 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' and correct your answer.

f. 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.

g. Payment

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

Here, you can make the decision to pay by yourself or to allow the trainer to make the payment on your behalf.

Payment

Is this renewal to be paid by yourself or your employer? Please advise below. If choosing the Paid by Employer option please ensure that you have their permission before proceeding.
Please note licence fees are exempt from GST.

Fee Description	Pay Yourself	Pay By Employer
License Fee	<input checked="" type="radio"/> \$170.00	<input type="radio"/> \$170.00
Total Payable	\$170.00	\$0.00

If you wish to your employer to pay, click on 'Pay By Employer' radio button and click on Submit button. Upon submission, your application will go to 'Pending Signoff' status where you will have to wait for the trainer to pay and sign off your license renewal application.



Licenses

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
NSW	Stable Hand	Foreperson	13/09/2017		\$170.00	16676	Waiting for Employer Sign off	No action required

You will also receive an email confirming that your application is waiting for sign off.

Foreperson Licence Renewal Application Awaiting Sign-Off

licensing@racingnsw.com.au

Sent: Wed 10/4/2017 3:35 PM

To: John Citizen

Dear John Citizen,

Your Foreperson licence renewal for year 2017/2018 with Application Reference Number 16780 has been provided to your nominated Trainer to confirm his/her agreement to register you under their licence. An email has been sent to him/her advising of the process to complete your licence renewal application.

Once your nominated Trainer has signed off on your renewal it will be lodged with Racing NSW for review.

Should you require more information or have any questions regarding this process, please contact RNSW Licensing T: (02) 9551 7500 or licensing@racingnsw.com.au.

Yours Sincerely,



NOTE: Please check your junk or spam email folders if you cannot see this email in your inbox.

If you wish to pay by yourself, click on 'Pay Yourself' radio button and click on 'Pay and Submit'.

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.

SNS
Card Payment

Payment Application Details

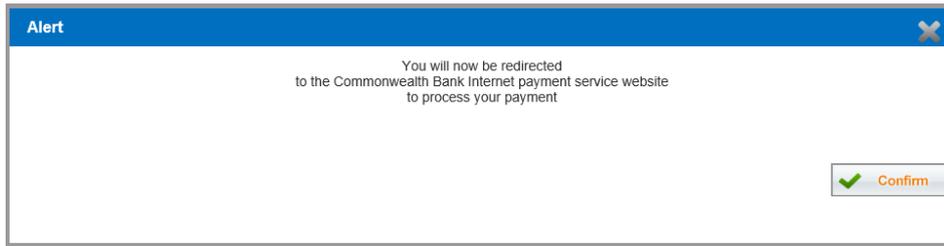
Payer Name	John Citizen
Payment Reference ID	License Renewal 16781
Description	License Renewal
Payment Amount	\$70.00 (GST Not Applicable)
The payment will be processed by the Commonwealth Bank Internet payment service	

Select Card Type

Accepted Types

Select one of the credit card options, as per below, then click 'Next'.



Above alert message will appear and 'Confirm' to proceed.

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

Commonwealth Bank 

Your details will be sent to and processed by The Commonwealth Bank of Australia and will not be disclosed to the merchant

Merchant name: RACING NSW

Card details

MasterCard: You have chosen MasterCard as your method of payment. Please enter your card details into the form below and click "pay" to complete your purchase.

Card Number ::

Expiry Date :: / month/year

Security Code ::

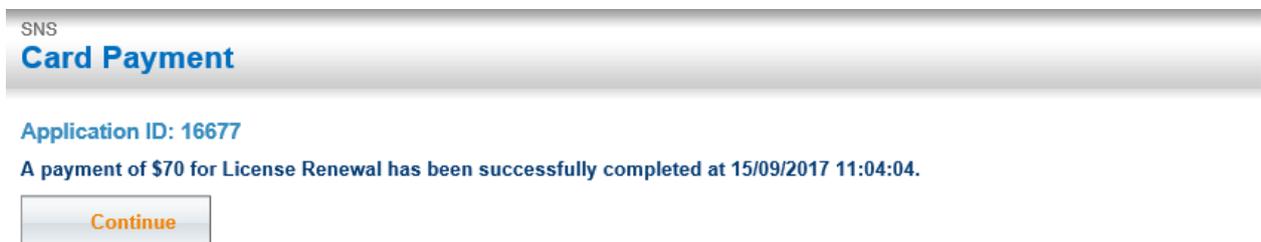
Purchase Amount :: **AUD \$70.00**

I hereby authorise the debit to my MasterCard Account in favour of RACING NSW

TO AVOID BEING CHARGED INCORRECTLY
DO NOT CLOSE THE BROWSER WINDOW
OR USE THE BACK BUTTON UNTIL
YOU RETURN BACK TO MERCHANT'S WEBSITE.

[CommWeb Terms and Conditions of use](#)

Once the payment goes through, wait without closing the browser or clicking on anything until you are redirected back to the SNS User Registration and you will see the below message.



When you click 'Continue', you will see the below message stating that your license renewal application has been successfully submitted.

License Renewal Application

Application ID: 16677

Stable Hand license renewal application with reference number 16677 is successfully submitted.

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.

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

Foreperson Licence Renewal Application Awaiting Sign-Off

licensing@racingnsw.com.au

Sent: Wed 9/13/2017 11:16 AM

To: John Citizen

Message tax receipt.pdf (112 KB)

Dear John Citizen,

Your Foreperson licence renewal for year 2017/2018 with Reference Number 16665 has been provided to your nominated Trainer to confirm his/her agreement to register you under their licence.

Once your nominated Trainer has signed off on your application it will be lodged with Racing NSW for review.

Please find a receipt of payment enclosed.

Should you require more information or have any questions regarding this process, please contact Racing NSW on T: (02) 9551 7500 or licensing@racingnsw.com.au

Yours Sincerely,



You may always click on 'Renew License' menu item to check your application status at any time.

Licenses

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
NSW	Stable Hand	Stablehand	01/07/2017	30/06/2018	\$0.00	16677	Waiting for Employer Sign off	No action required

Once the trainer approves your application, the status will be changed to "To be Reviewed", and the Racing NSW licensing department will review your application.

Licenses

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
NSW	Stable Hand	Stablehand	01/07/2017	30/06/2018	\$0.00	16677	To Be Reviewed	No action required

Upon a successful approval from the Racing NSW licensing department, your application status will be changed to 'Approved'

Licenses

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
NSW	Stable Hand	Stablehand	01/07/2017	30/06/2018	\$0.00	16677	Approved	No action required

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

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

Stablehand Licence Renewal Application Approved

licensing@racingnsw.com.au

Sent: Fri 9/15/2017 11:17 AM

To: John Citizen

Dear John Citizen,

Racing NSW is pleased to confirm that your application to renew your Stablehands licence for the 2017/18 season has been approved.

Your Reference Number is 16677. In due course, you will receive an annual Identification Card.

We hope you have an enjoyable 2017/18 season. For queries, please contact Racing NSW emailing licensing@racingnsw.com.au or telephoning (02) 9551 7500.

Yours Sincerely,

