

# Racing NSW Bookmaker Clerks Online License Renewals

## User Guide

### Introduction

In an effort to modernise the industry and to improve administrative functions, Racing NSW in conjunction with Racing Australia has progressively been introducing the ability for paper-based transactions to be completed online via the Single National System (SNS).

Consistent with this objective, we will again require Bookmakers Clerk's to renew their licence on line this season.

Those Clerks that have previously provided an email address should have received an email which provides a link to enter their User Registration account, which includes access to the online renewal portal. To commence the renewal process simply 'click' on the link provided.

The User Registration account can also be accessed via the Racing NSW website – please see the information provided on the following page under the heading "Logging in to User Registration". Clerks that renewed their licence online over previous seasons who did not receive an email will be able to access their account in this manner.

Should you not have an email address registered please contact the Racing Australia Service Centre on 1800 954 143 to provide.

A central vision of the SNS on which many other objectives rely is the creation of a unique identification for all industry participants via a User Registration account. As your User Identification account is used to confirm your identity, it is important that a unique email address that is not used by any other licensee or owner is required. Do not use someone else's email address as information in regard to your licence or other matters of importance will increasingly be provided by this platform.

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 (gmail, outlook etc).

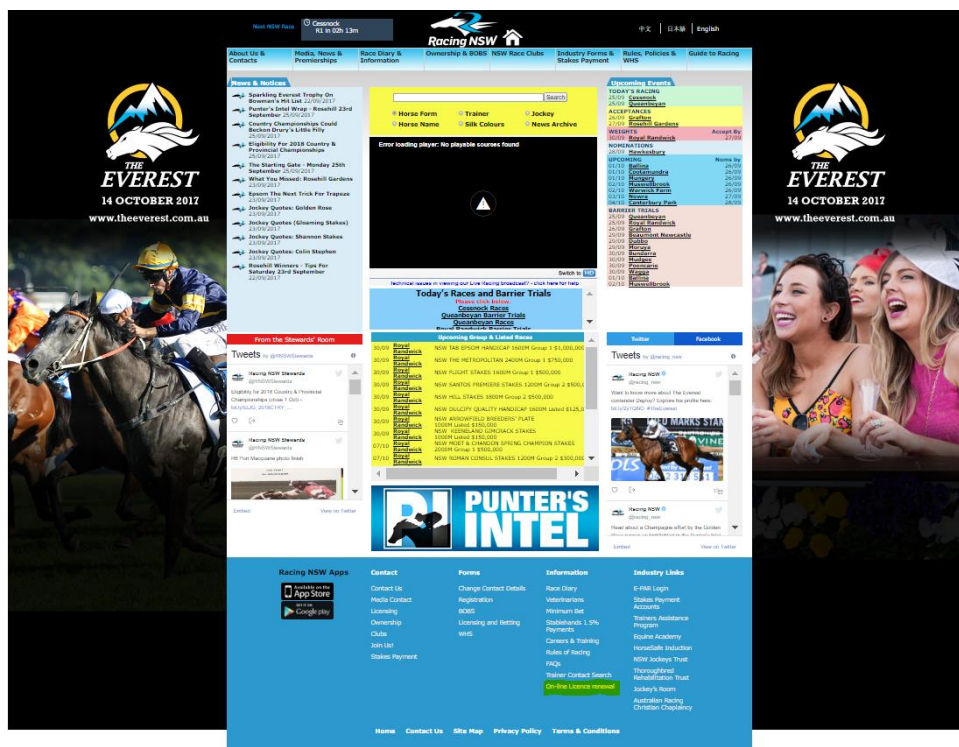
Should you have forgotten the email address used to access your User Registration account or cannot recall the password used, please see page refer to page 3 of this guide.

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](http://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

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

\*All other VIC & NSW licensees - Please login to your User Registration Account, or contact Racing Australia Service Centre to create a new User Registration Account: 1800 954 143.

\*All other TAS licensees - Please login to your User Registration Account or contact Office of Racing Integrity (Tasmania), if you need help. Refer to the renewal offer email you received for contact details.

\*Syndicate and Silks renewals - Please login to your User Registration Account or contact relevant Principle Racing Authority, if you need help. Refer to the renewal offer email you received for contact details of relevant Principle Racing Authority.

## Existing User

2. 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 4 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).



RACING  
AUSTRALIA

Single National System

### SNS User Registration Email Recovery

1. Verify Your Identity

First Name:

Surname:

Date Of Birth:  
(dd/mm/yyyy)

State

New South Wales

Licence/Access  
Code:

## Renewing Your Licence

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

Mr Gary Jayasuriya | Home | Log Out

**MENU**

- Home
- My Details
  - Account
    - Change Password
    - Change Login
    - Person Details
    - Bank Details
  - Applications
    - Syndicates
    - Renew License**
    - Confirm Staff Licenses
    - Jockey Silks Renewal
    - SNS Employee List

**RACING AUSTRALIA** Single National System

User Registration Home Page

Below is the list of outstanding applications:

- License Renewals (10)
- Syndicate Renewals (1)
- Jockey Silks Renewals (2)
- Confirm Staff Licenses (2)

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

Mr Gary Jayasuriya | Home | Log Out

**MENU**

- Home
- My Details
  - Account
    - Change Password
    - Change Login
    - Person Details
    - Bank Details
  - Applications
    - Syndicates
    - Renew License
    - Confirm Staff Licenses
    - Jockey Silks Renewal
    - SNS Employee List

**RACING AUSTRALIA** Single National System

Licenses

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
NSW	Bookmaker Clerk	Bookmaker Clerk	07/09/2017		\$105.00	16678	Offered	<a href="#">Renew</a>

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.

**Personal Details**

Name: Mr Gary [Redacted]  
Date of Birth: [Redacted]  
Address: 12 Keam St [Redacted]  
Phone: [Redacted]  
Mobile: [Redacted]  
Fax: [Redacted]  
Email: gary.[Redacted]@ [Redacted]

[Edit](#)

**Publishing Options**

Racing NSW will use your preferences below for publishing purposes:

Publish Residential Address:	No	Publish Home Phone:	No
Publish Work Phone:	No	Publish Mobile:	Yes
Publish Fax:	No	Publish Email:	Yes

Postal Address: 12 Keam Street ESSENDON NORTH VIC 3041  
Publish Postal Address: Yes

[Edit](#)

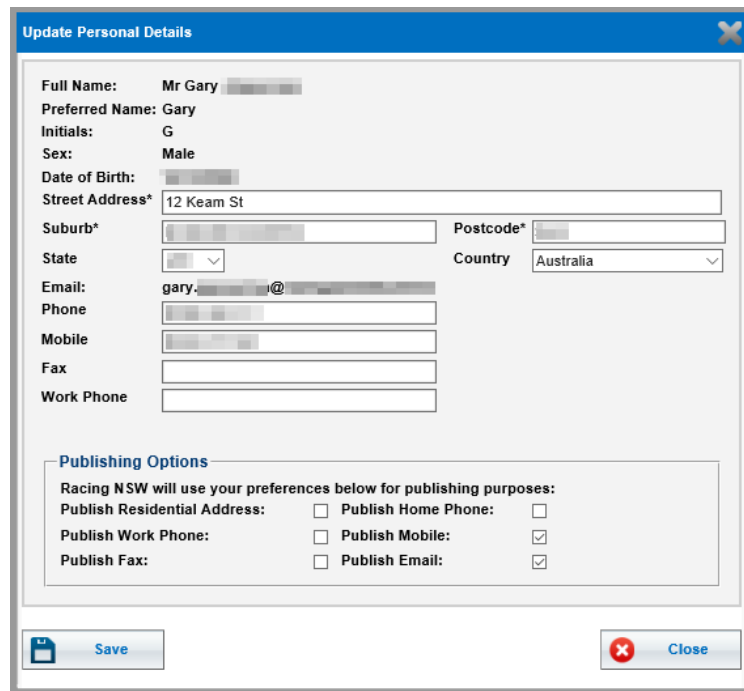
Do you want to add or change your profile picture?  
(If you upload a new profile picture, it will only be updated to your profile upon review by Racing NSW)

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).

☐ Yes ☐ No

[Browse...](#)

[Upload](#)



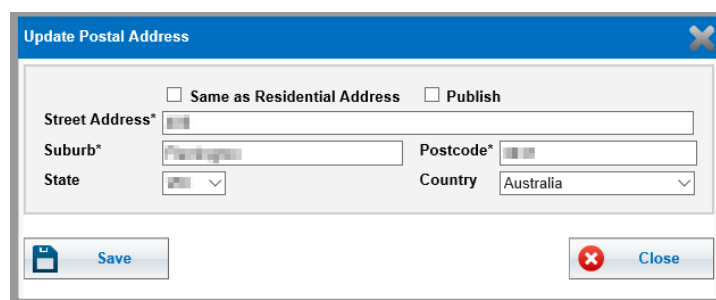
**Update Personal Details**

Full Name: Mr Gary  
 Preferred Name: Gary  
 Initials: G  
 Sex: Male  
 Date of Birth:  
 Street Address\* 12 Keam St  
 Suburb\* Postcode\*  
 State Country Australia  
 Email: gary. @  
 Phone  
 Mobile  
 Fax  
 Work Phone

**Publishing Options**  
 Racing NSW will use your preferences below for publishing purposes:  
 Publish Residential Address: ☐ Publish Home Phone: ☐  
 Publish Work Phone: ☐ Publish Mobile: ☒  
 Publish Fax: ☐ Publish Email: ☒

Save Close

A separate 'Edit' option is available for updating the Postal Address.



**Update Postal Address**

☐ Same as Residential Address ☐ Publish

Street Address\*  
 Suburb\* Postcode\*  
 State Country Australia

Save Close

You can update your publishing preferences in the edit pop-up windows by selecting or unselecting current preferences. These preferences are used for publishing your details in magazine, racing materials, etc.

If you do not have anything to change, click on 'Next' button.

## b. Employment Status

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



**Employment Status**

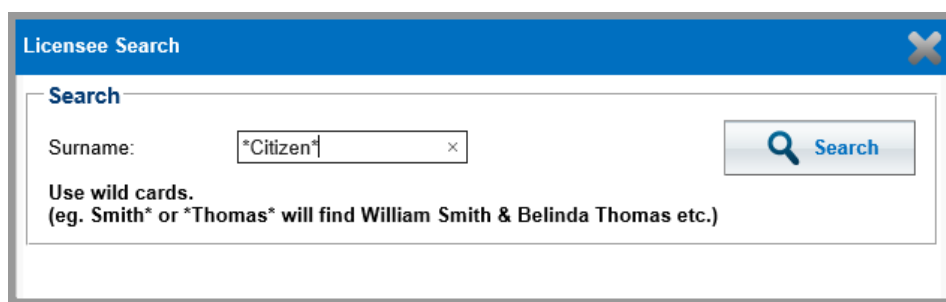
Has your Bookmaker changed?

☒ Yes ☐ No

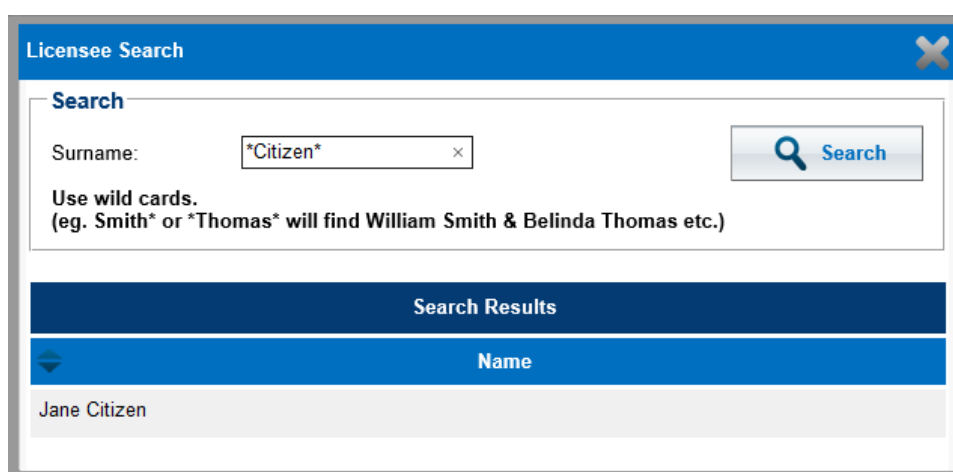
Jane Citizen

Current: David Citizen

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



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

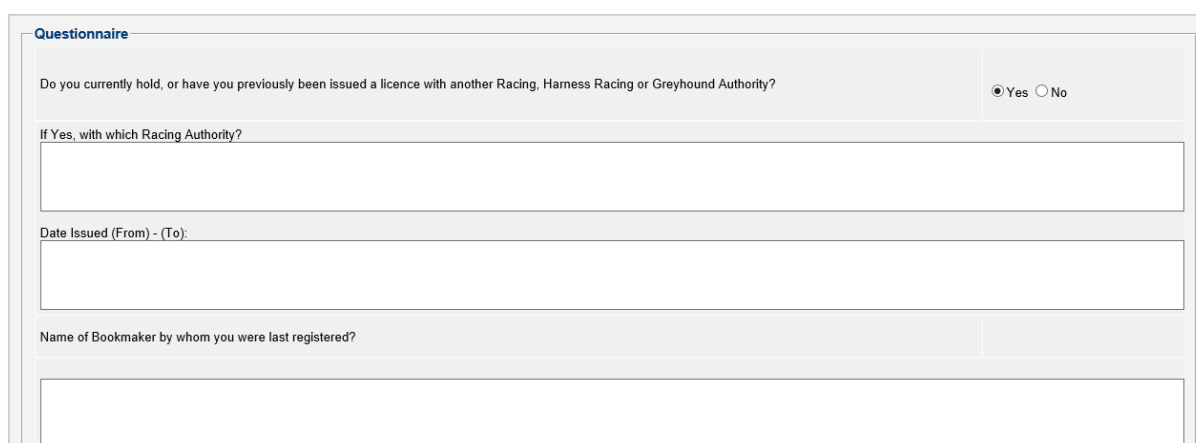


If you do not wish to change your employing Bookmaker, please leave as it is. That is the 'No' radio button should be selected.

### 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



d. Attach Documents

This section is to attach any documents if required. For example an updated ID photo. Please select a document of the given file extensions, and then click on the Attach button to attach the document.

**Attach Documents**  
**Step 1:**  
Browse...  
Valid files include .tif .tiff .gif .bmp .jpg .jpeg .png .doc .docx or .pdf  
**Step 2:**  
Select Document Type  
Updated Passport Size Photo  
**Step 3:**  
Enter Comments (Optional)  
**Step 4:**  
Attach File  
Attach  
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 Bookmaker to make the payment on your behalf. Should you intend to defer payment to your Bookmaker please ensure that you have discussed this with them and they are comfortable with such arrangement.

**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"/> \$105.00	<input type="radio"/> \$105.00
<b>Total Payable</b>	<b>\$105.00</b>	\$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 Bookmaker 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	Bookmaker Clerk	Bookmaker Clerk	07/09/2017		\$105.00	16678	Waiting for Employer Sign off	No action required

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

**Bookmakers Clerk Licence Renewal Awaiting Sign Off**

licensing@racingnsw.com.au

Sent: Fri 9/15/2017 11:57 AM

To: John Citizen

Dear John Citizen,

Your Bookmakers Clerk licence renewal for year 2017/2018 with Reference Number 16678 has been provided to your nominated Bookmaker 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 Bookmaker 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](mailto: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 nominated Bookmaker will sign off your application.

SNS

Card Payment

Payment Application Details

Payer Name	John Citizen
Payment Reference ID	License Renewal 16782
Description	License Renewal
Payment Amount	\$105.00 (GST Not Applicable)
The payment will be processed by the Commonwealth Bank Internet payment service	

Select Card Type

Accepted Types

Cancel

Next

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

Alert


You will now be redirected  
to the Commonwealth Bank Internet payment service website  
to process your payment

Confirm



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**

The 3 digits after the card number on the signature panel of your card.



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.

SNS

**Card Payment**

**Application ID: 16679**

**A payment of \$105 for License Renewal has been successfully completed at 15/09/2017 12:05:01.**

**Continue**

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: 16679

Bookmaker Clerk license renewal application with reference number 16679 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.

**Bookmakers Clerk Renewal Awaiting Sign Off**

licensing@racingnsw.com.au

Sent: Fri 9/15/2017 12:07 PM

To: John Citizen

Message tax receipt.pdf (112 KB)

Dear John Citizen,

Your Bookmakers Clerk licence renewal for year 2017/2018 with Reference Number 16679 has been provided to your nominated Bookmaker to confirm his/her agreement to register you under their licence.

Once your nominated Bookmaker has signed off on your renewal 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](mailto: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	Bookmaker Clerk	Bookmaker Clerk	07/09/2017		\$0.00	16679	Waiting for Employer Sign off	No action required

Once the Bookmaker signs off 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	Bookmaker Clerk	Bookmaker Clerk	07/09/2017		\$0.00	16679	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	Bookmaker Clerk	Bookmaker Clerk	07/09/2017		\$0.00	16679	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.**

**Bookmakers Clerk Licence Renewal Application Approved**

licensing@racingnsw.com.au

Sent: Fri 9/15/2017 12:16 PM

To: John Citizen

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Dear John Citizen,

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

Your Reference Number is 16679. 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](mailto:licensing@racingnsw.com.au) or telephoning (02) 9551 7500.

Yours sincerely,

