

# Racing NSW Online Licence Renewals

## User Guide

### Introduction

Racing NSW in conjunction with Racing Australia has introduced 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.

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.

As per previous seasons, licensees will receive a Licence Renewal Offer email that contains the link to guide you through the renewal process.

If you have not received an email offer and wish to renew your licence and you were:

- Not licenced in the same capacity last season, please contact the **Racing NSW Licensing Department** on **02 9551 7500** to discuss the process to re-apply for your license.
- Licenced last season but do not have a current email address that has been recorded by Racing Australia, contact **Racing Australia Service Centre by email** at [LicensingNSW@racingaustralia.horse](mailto:LicensingNSW@racingaustralia.horse) to register your email address and be provided with a license offer email.
- Licenced last season and believe you have an email address registered with Racing Australia, please check your junk or spam emails first, and if still the email could not be found then contact **Racing Australia Service Centre by email** at [LicensingNSW@racingaustralia.horse](mailto:LicensingNSW@racingaustralia.horse) for assistance.

Now let's get started.

## Licence Renewal Offer Email and User Registration Login

Licence renewals for the 2020-21 season have now been sent.

Please make sure to check your junk or spam emails if you cannot see any emails in your inbox.

Trainers are required to renew using your Stable Assist Account, Trainers who do not currently have a Stable Assist Account should contact the **Racing Australia Service Centre by email at [LicensingNSW@racingaustralia.horse](mailto:LicensingNSW@racingaustralia.horse)** to obtain.

Bookmakers who do not have a User Registration account should also contact Racing Australia on 1800 954 143.

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.

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**Subject:** Racing NSW - Bookmaker Licence Renewal Offer

Dear XXX,

Your Bookmaker licence for the 2020/2021 racing season (July 2020 – June 2021) is due for renewal by 15/06/2020.

Please note that all licence renewals, including Bookmakers, are to be completed online this season through the Single National System.

You can commence the renewal process logging in to the renewal portal, by clicking on the link [Online Licence Renewal](#) and enter your Login ID (email address that you provided for this process last season and/or used to confirm the employment of your Bookmakers Clerks) and your password (that you used for this process last season and/or used to confirm the employment of your Bookmakers Clerks).

A detailed step by step guide on how to renew your licence online is available from [Online Licence Renewal Guide](#).

Once you have logged in to your account, you will be directed to the main menu page. To commence the renewal process please click on the option titled 'Renew licence' located in the Menu section of the page. Please note a discount of \$30 (total payable \$410) will apply to renewals that are received on or prior to 15/06/2020. The full fee of \$440 will be required to renew your licence if submitted from the 16/06/2020 onwards. Payments are made by credit/debit card - VISA/MasterCard cards are accepted.

Should you require more information or require assistance regarding this process, please contact the **Racing Australia Service Centre by email at [LicensingNSW@racingaustralia.horse](mailto:LicensingNSW@racingaustralia.horse) who will respond within one business day.**

Alternatively, please contact the Racing Australia Service Centre by phone on 1800 954 143 between 9am and 5pm Monday to Friday.

Yours Sincerely,



By clicking on the link in the Email, it 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?](#)

**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](tel:1800138704).

\*Bookmakers - Please login to your User Registration Account, or contact Racing Australia Service Centre to create a new User Registration Account: [1800 954 143](tel:1800954143).

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 6 and the heading [Renewing Your Licence](#).


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.

Login ID (Email)

☐ I'm not a robot
 

\* 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.

### Set Password


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

New Password

Confirm New Password

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

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

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**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:

Submit

## b. For New User

If you have never been given a User Registration Account, below is a sample Licence Renewal Offer Email.

**Subject: Racing NSW - Bookmaker Licence Renewal Offer and Registration**

Dear XXX,

Your Bookmaker licence for the 2020/2021 season (July 2020 – June 2021) is due for renewal by 15/06/2020.

Please note that all licence renewals, including Bookmakers, are to be completed online this season through the Single National System. You can commence this process by clicking on the following link and then entering and confirming your new password - [Activate User Registration Account](#)

Please note that once you have your login details, should you wish to re-access the User Registration Login page, you can do so by clicking on the following link - [Online Licence Renewal](#). The email address you received this email is your Login ID.

Once you have logged in to your account you will be directed to the main menu page. To commence the renewal process please click on the option titled 'Renew licence' at the Menu section of the page. Please note a discount of \$30 (total payable \$410) will apply to renewals that are received on or prior to 15/06/2020. The full fee of \$440 will be required to renew your licence if submitted from the 16/06/2020 onwards. Payments are made by credit/debit card - VISA/MasterCard cards are accepted.

A detailed step by step guide on how to renew your licence online is available from [Online Licence Renewal Guide](#).

Should you require more information or require assistance regarding this process, please contact the **Racing Australia Service Centre** by email at [LicensingNSW@racingaustralia.horse](mailto:LicensingNSW@racingaustralia.horse) who will respond within one business day.

Alternatively, please contact the Racing Australia Service Centre by phone on 1800 954 143 between 9am and 5pm Monday to Friday.

Yours Sincerely,



By clicking 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.

## 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"/>
<input type="button" value="✓ Submit"/>	

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

## Renewing Your Licence

Once you have logged in successfully you can renew your licence.

Click on the 'Renew Licence' menu item to view your NSW Licence renewal application. Then click the 'Renew' button as shown below.

**MENU**

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

**RACING AUSTRALIA Single National System**

**Licenses**

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
NSW	Bookmaker	Bookmaker	09/05/2017	09/05/2018	\$410.00	16296	Offered	<input checked="" type="checkbox"/> Renew

Upon clicking on the 'Renew' button on rightmost side, it takes you to the licence renewal wizard which contains several 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.

**RACING AUSTRALIA Single National System**

**License Renewal**

Type: Bookmaker Category: Bookmaker Application Reference Number: 16296

Personal Details > Work Health and Safety Memorandum > Contractor Induction Checklist > Questionnaire > Race Fields Information > Attach Documents >

Summary > Acknowledgements and Declarations > 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.

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    - 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	Bookmaker	09/05/2017	09/05/2018	\$410.00	16298	In Progress	<input checked="" type="checkbox"/> Resume <input checked="" type="checkbox"/> 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.

### 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

 Edit

Postal Address: 400 Epsom Road Flemington VIC 3031

 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

## b. Questionnaires

The next sections include several 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**

List of Licensing Details : State, Licensing Authority, Years in which Licensed, Licence No



Are you currently under any ban/restriction imposed by any Racing Authority?

☒ Yes ☐ No


If Yes, please provide details



## c. 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.

**Attach Documents**


Step 1:  
 Browse...

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

 Attach

No Documents Found

#### d. 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.

#### e. 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.

#### f. Payment

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

Payment	
License Fee	\$410
Total	\$410.00

Save & Exit Cancel Back Pay and Submit

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.

SNS  
**Card Payment**

**Payment Application Details**

Payer Name	XXX
Payment Reference ID	License Renewal 16296
Description	License Renewal
Payment Amount	\$410.00 (GST Not Applicable)
The payment will be processed by the Commonwealth Bank Internet payment service	

**Select Card Type**

Accepted Types

VISA MasterCard AMERICAN EXPRESS Diners Club International

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, 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.

**TEST MODE**

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 \$410.00**

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: 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 your application status changes to 'To Be Renewed'.

**MENU**

- Home
- My Details
  - Account
    - [Change Password](#)
    - [Change Login](#)
  - Applications
    - [Syndicates](#)
    - [Renew Licence](#)
    - [Confirm Staff Licenses](#)
    - [Jockey Silks Renewal](#)
    - [SNS Employee List](#)

 **Single National System**

**License Renewal Application**

Application ID: 16296

Bookmaker license renewal application with reference number 16296 is successfully submitted.

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

**MENU**

- Home
- My Details
  - Account
    - Change Password
    - Change Login
  - Applications
    - Syndicates
    - Renew Licence
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**Licenses**

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
NSW	Bookmaker	Bookmaker	09/05/2017	09/05/2018	\$410.00	16296	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.

**Subject:** Racing NSW - Bookmaker Licence Renewal Application Under Review

Dear XXX|,

Your Bookmaker licence renewal for the year 2020/2021 with Reference Number 54282 is now under review by Racing NSW.

Please find a receipt of payment enclosed.

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

Yours Sincerely,



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

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

**MENU**

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

**Licenses**

State	Type	Category	Start Date	Expiry Date	Renewal Fee	App. Ref. No.	Application Status	Action
NSW	Bookmaker	Bookmaker	09/05/2017	09/05/2018	\$0.00	16298	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 emails.**

**Subject:** Racing NSW - Bookmaker Licence Renewal Application Approved

Dear XXX|,

Racing NSW is pleased to confirm that your application to renew your Bookmaker licence for the 2020/2021 racing season has been approved (Season begins 1 July).

Your Application Reference Number is 54282.

In due course, you will receive an Annual Identification Card. Please ensure that you present this Identification Card when working on race days.

We hope you have an enjoyable 2020/2021 racing season.

For queries, please contact the Racing NSW Licensing Department by emailing [licensing@racingnsw.com.au](mailto:licensing@racingnsw.com.au) or telephoning (02) 9551 7500.

Yours Sincerely,

