Sunshine Coast COUNCIL

How to update an animal online and request a replacement tag

1. Log in to MyCouncil at http://mycouncil.sunshinecoast.qld.gov.au
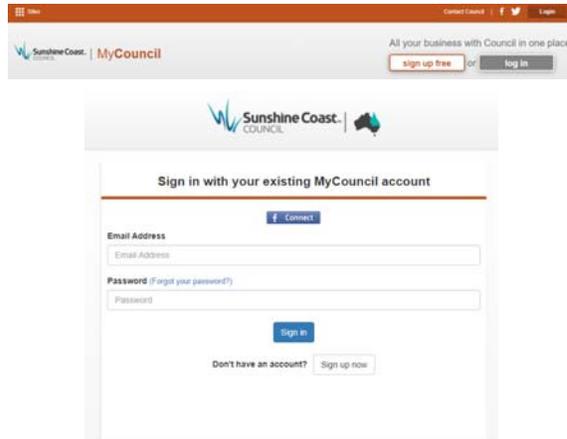
2. Under **My Dashboard** Select Update/view details for your animals the Animals tile.
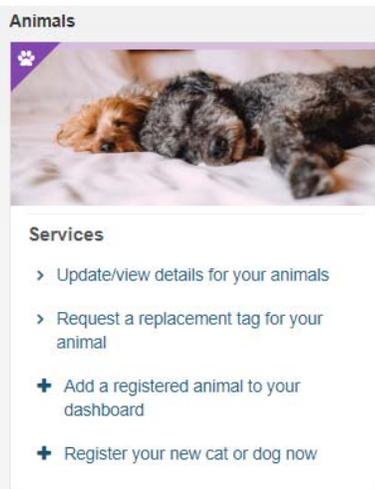
The My Animals screen displays with each animal name listed on the tabs.

3. Select the tab for the relevant animal to view the current details.

Edit Animal Details

4. **Edit Animal Details –** You can only edit the animal details if payment is made and accepted. If you did not supply the desexing, microchip, pension card or class of animal details during registration you can add these by clicking **Edit Animal Details**. You can also notify council if the animal has passed away or if the animal no longer resides within the Sunshine Coast Council boundaries by clicking **Edit Animal Details.**

   (a) To add Desexing details, tick the **Desexed** box and attach desexing certificate.

   (b) To add Microchipping details, tick the **Microchipped** box and add the Microchip # (Number) and the supplier.

   (c) To add or remove the Pension Card details, tick or untick the **I have a pension card** box. If adding the details you are required to supply the Card # (Number).

   (d) If the animal is now a member of the Canine Control Council (CCC), or Queensland Feline Associations (QFA), or a Racing Greyhound or an Assistance Dog, highlight the relevant **class** and provide supporting documentation as proof.

   (e) To advise council that the animal has passed away, tick **This animal has passed away** box.

   (f) To advise council that the animal no longer resides within the Sunshine

Coast Council boundaries, tick **This animal no longer resides within Sunshine Coast Council boundaries box.**

Once you have added your details, click **Update Animal.**

The **Animal Details Update Confirmation** screen displays.

5. Check that the Animal Information details and the Annual Charge has updated appropriately.

6. Click **My Animals** to return to the My Animals screen or click **Home** to return to the MyCouncil Services Home Page.

Request Replacement Tag

7. **Request Replacement Tag** – If the current tag is lost or damaged click **Request Replacement Tag** under My Animals.

The **Animal Tag Request** prompt displays.

8. If the postal address requires changing, click **Change Address** and update the postal address.

9. Click **Create Tag Request** to request a replacement tag.

The **Animal Tag Request Completed prompt** displays.

10. Click **Ok**.

A replacement tag will be posted to you within three working days.

For the full list of Animal fees and charges, visit www.sunshinecoast.qld.gov.au and select Laws, Permits and Applications.

Click **Fees and Charges** and search for **Animals** in the **Search for a product or service** text entry field.

Where do I get help?

MyCouncil Services has a list of FAQs (Frequently Asked Questions) which you can access from the Frequently Asked Questions link shown on the MyCouncil Services menu.

If you are unable to find an answer to your question, click the link on the FAQ page and complete the Online Support form.

Current as at July 2021

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