Rocky View County Dog Licence Portal - How to Information

How to Set Up Your Account

1. Go to the Pet Licensing Portal.

2. Click **Sign In | Create New Account** or **Click here under License your pet now**.

3. Enter your email address or cell phone number and click **Next**.

4. Check your email or SMS for a verification code. Enter the code and click **Submit**.

5. Fill in your information and click **Next**.

6. Check the box to agree to the terms, then click **Finish**. Your account will be created, and you'll be redirected to the Unpaid Fees page.

How to Log In

1. Go to the Pet Licensing Portal.

2. Enter your email address or cell phone number and click **Send Verification Code**.

3. Enter the code you receive via email or SMS and click **Verify**. You will be then logged in.

How to Apply for a Pet Licence

1. Log in to your account and go to the **Profile** page.

2. Click **Add Pet** and select **Apply for a Pet Licence**.

3. Fill in your pet's information.

o To add more pets, select **Yes** for "Add another pet" and click **Next**. Repeat the steps for additional pets.

o To apply for only one pet, select **No** and click **Next**.

4. Review the information, check the box to agree to the terms, and click **Finish**.

5. Make payment for any outstanding fees as needed.

How to Apply for a Foster Pet Licence

1. Log in to your account and go to the **Profile** page.

2. Click **Add Pet** and select **Apply for a Foster Pet Licence**.

3. Fill in your foster pet's information and upload the required foster agreement file.

4. Select **No** for "Add another pet" and click **Next**.

5. Review your information, check the box to agree to the terms, and click **Finish**.

6. Your application will be reviewed and you will be contacted about the outcome.

How to Make a Payment

1. Go to the **Unpaid Fees** page and select the licence(s) you need to pay for.

2. Click **Pay** and choose a payment option: **Credit Card**, **PayPal**, or **Credit Balance** (if available).

3. Enter your payment details and confirm the payment.

4. Once successful, you'll receive a receipt by email, and you can download it from the portal.

How to Renew a Pet Licence

1. Log in and go to the **Unpaid Fees** page.

2. Select the licence(s) you want to renew and click **Pay**.

3. Choose a payment option, enter your payment details, and complete the payment.

4. Once successful, your licence will be renewed.

How to Update Information

1. Log in and go to the **Profile** page.
2. Update Owner Information and/or Emergency Contact Information and click **Save**.
3. To update Pet information, please email pets@rockyview.ca or call 403-230-1401.

How to Cancel a Pet Licence

1. Log in to your account and go to the **Profile** page.

2. Find the pet you want to cancel the licence for and click the **Cancel** icon.

3. Confirm the cancellation by clicking **OK** in the pop-up dialogue box.

How to Replace a Lost Tag

1. Log in to your account and go to the **Profile** page.

2. Find the pet needing a replacement tag and click the **Replace** icon.

3. Confirm the request by clicking **Request replacement tag**. You'll be redirected to the **Unpaid Fees** page to complete the process.