National Parks Board (NParks)

PALS User Guide

For Pet Owners

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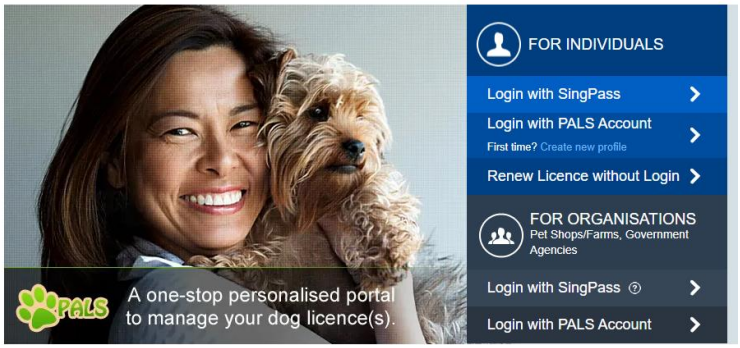
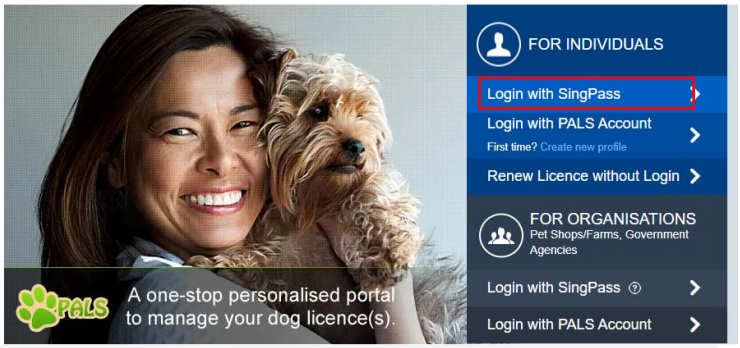
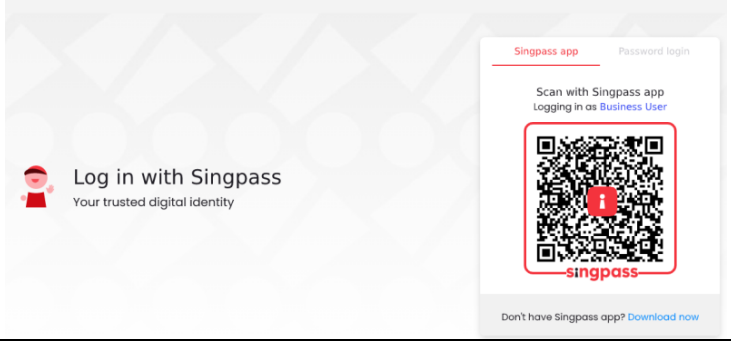
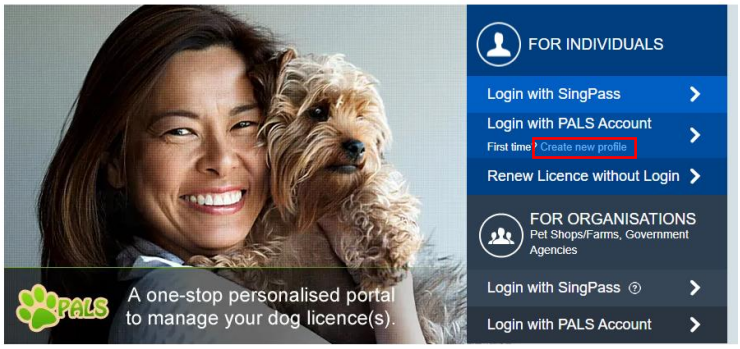
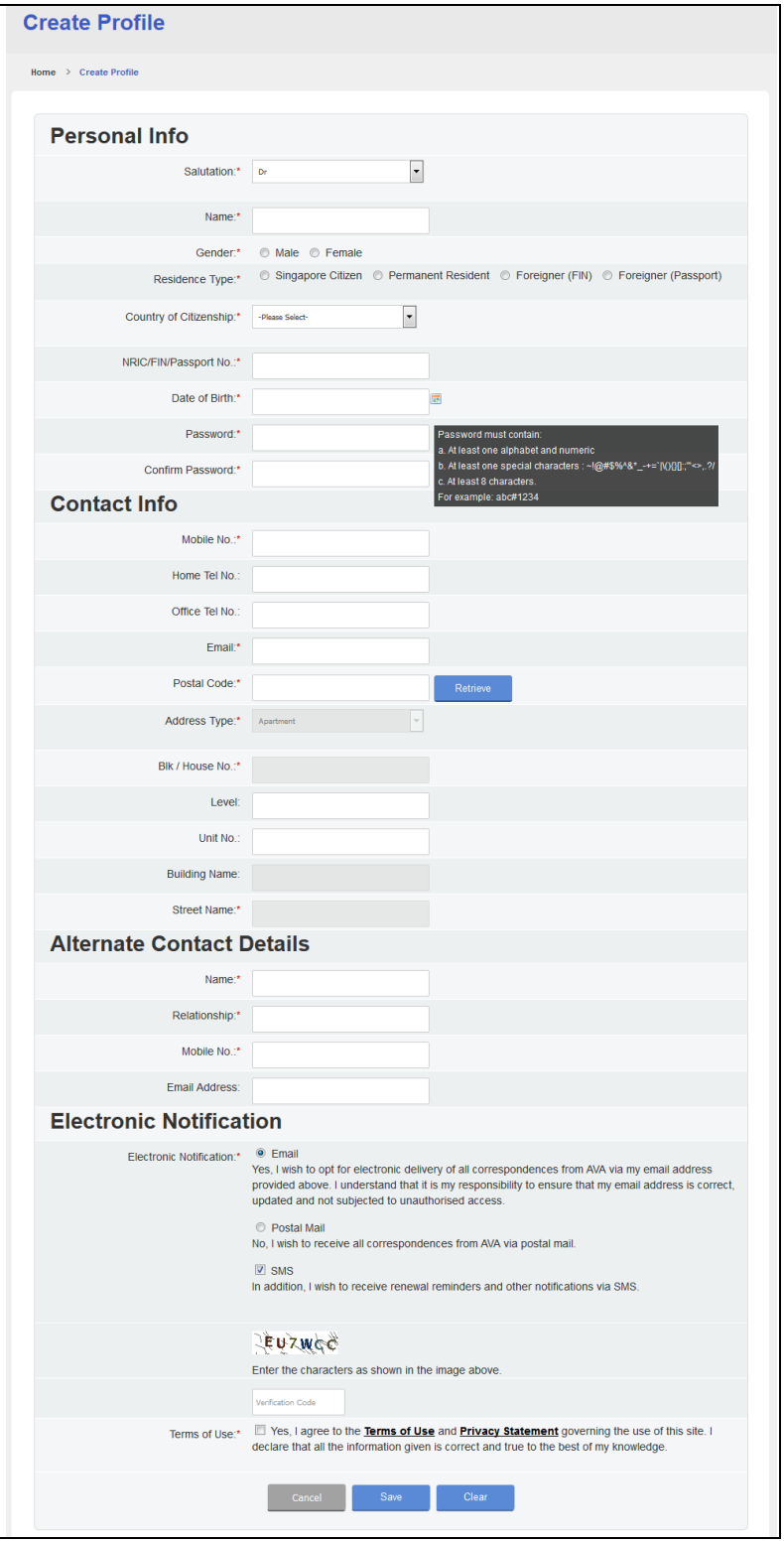
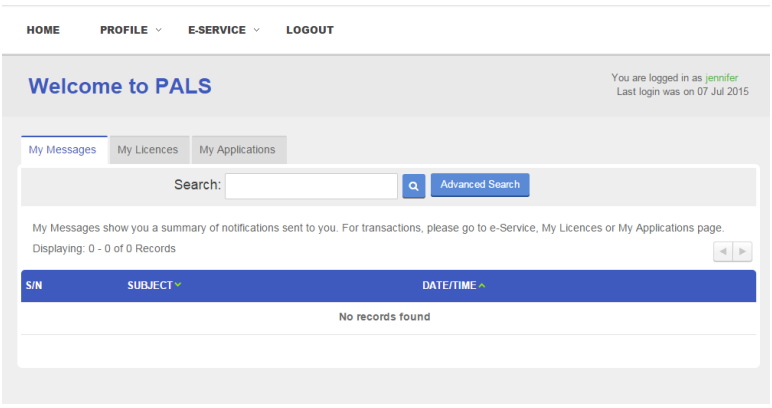
1. Account Registration for First-time SingPass and Non-SingPass Users

First-time users who have a SingPass account can log in using their SingPass; For those without a SingPass account, please create a PALS account.

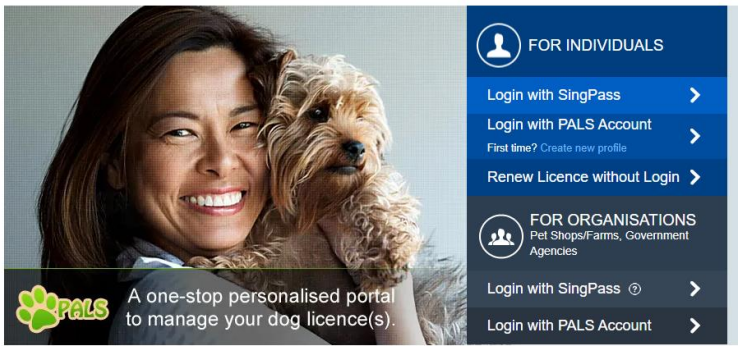
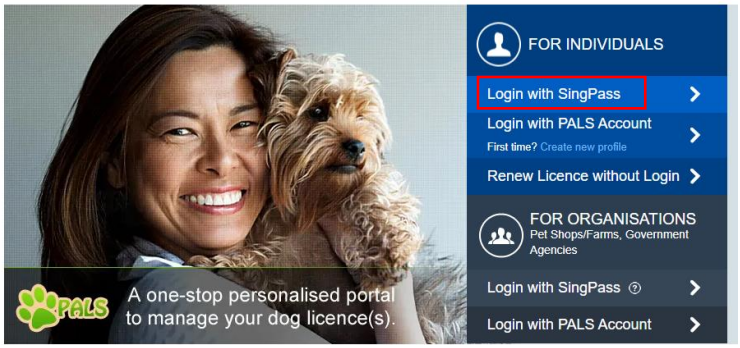
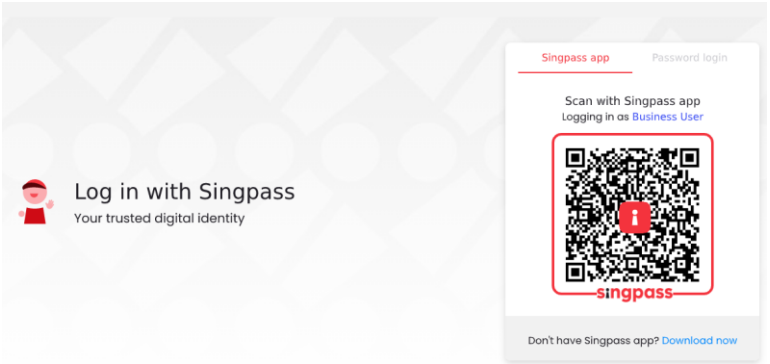
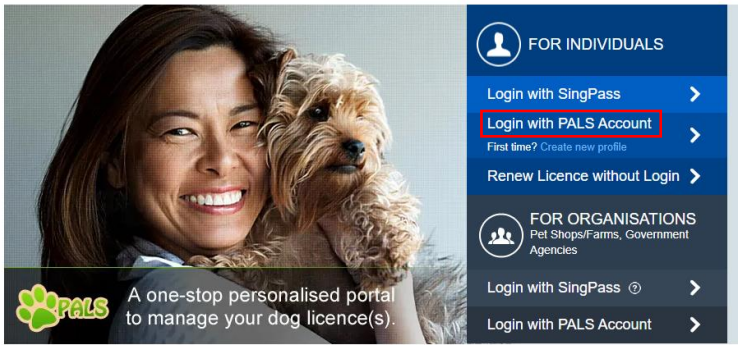
SN	Step	Screenshot
1	Go to **AVS PALS website:** pals.avs.gov.sg	
2a	**For first-time users with Singpass:** Click on “Login with SingPass” Log in with your SingPass app or enter your SingPass ID and password.	 

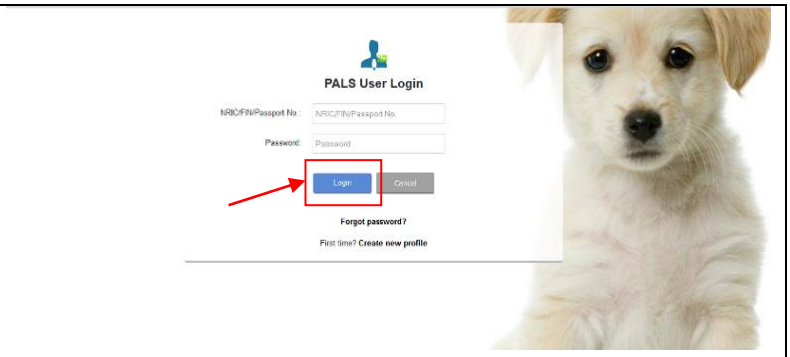
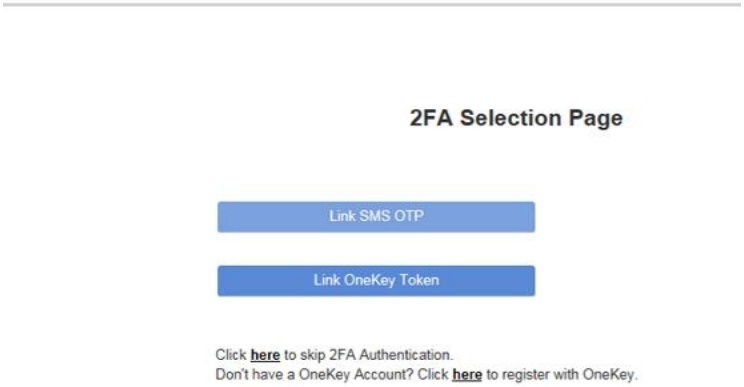
2b	**For first-time users without SingPass:** Click on “Create new profile”	

3	Complete “Create Profile” by entering your particulars. Mandatory fields are marked with red asterisk (*). Click “Save” to proceed. **Note**: Password must contain: (i) At least one alphabet and numeric; (ii) At least one special characters: ~!@#$%^&*_- +=`|\(){}[]:;'"<>,.?/ (iii) At least 8 characters. E.g. abc#1234	

4	Once your user profile is saved, a notification will inform you that your profile is successfully created and active. You will be redirected automatically to the post-login landing page.	  PALS Landing Page

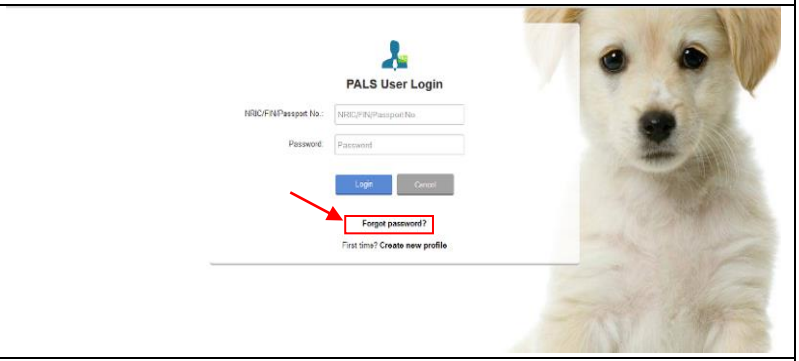
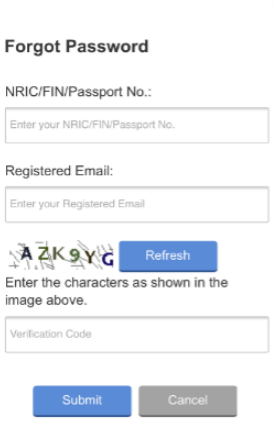
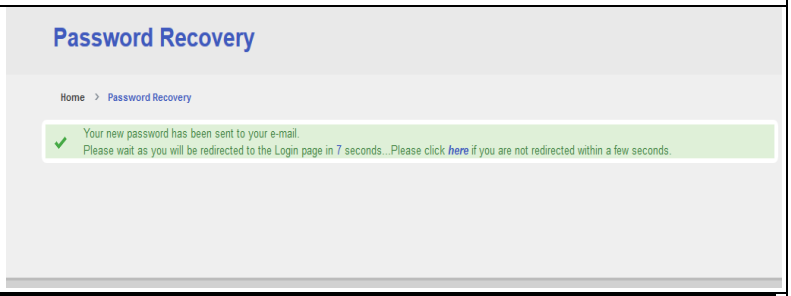
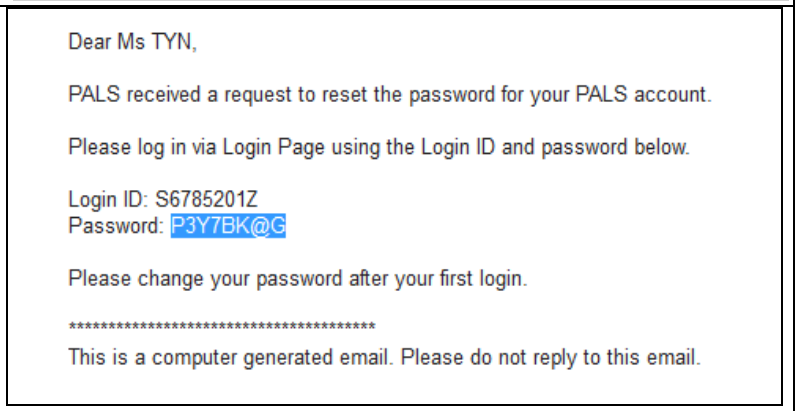
2. Account Login for Existing Users

SN	Step	Screenshot
1	Go to **AVS PALS website:** pals.avs.gov.sg	
2a	For existing SingPass users: Click on “Log in with SingPass” Log in with your SingPass app or enter your SingPass ID and password. Click “Login” to proceed.	 
2b	For existing users without SingPass: Click on “Login with PALS Account”	

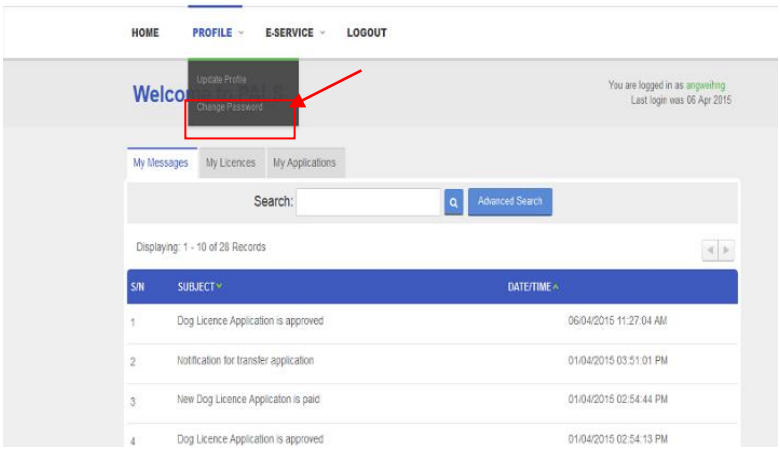
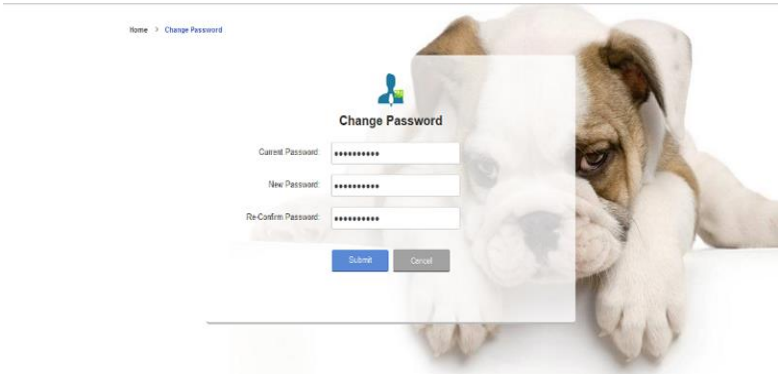
	Enter “NRIC/FIN/Passport No” and “Password”. Click on “Login” to proceed.	
2c	To complete 2FA authentication, select a. “Link SMS OTP” for one time password to be sent to your mobile b. “Link OneKey Token” for one time password to be sent to your one key token c. Click “here to register with OneKey” To skip authentication ,click on ” here to skip 2FA Authentication” Click on “here” to register with OneKey	

3 . Password Management

3.1 Password Reset (Applicable to PALS Account only)

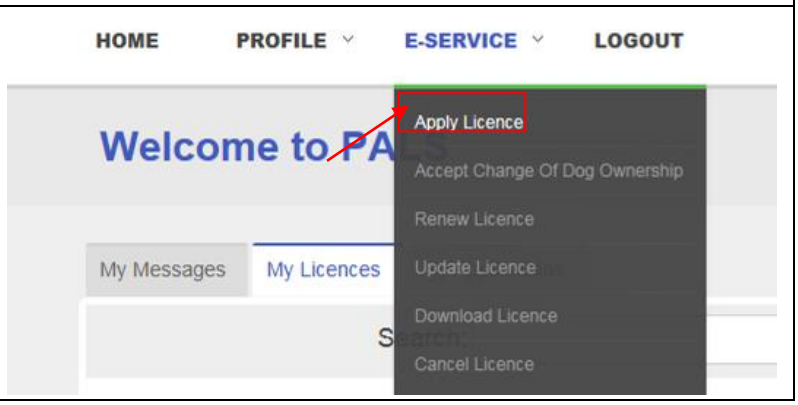
SN	Step	Screenshot
1	Click on “Forgot Password” in PALS login page to reset your password.	
2	Enter “NRIC/FIN/Passport”, “Registered Email” and the “verification code”. Click “Submit” to continue.	
3	A new password will be sent to your email.	
4	Retrieve the new password from your email and login to PALS with the new password.	

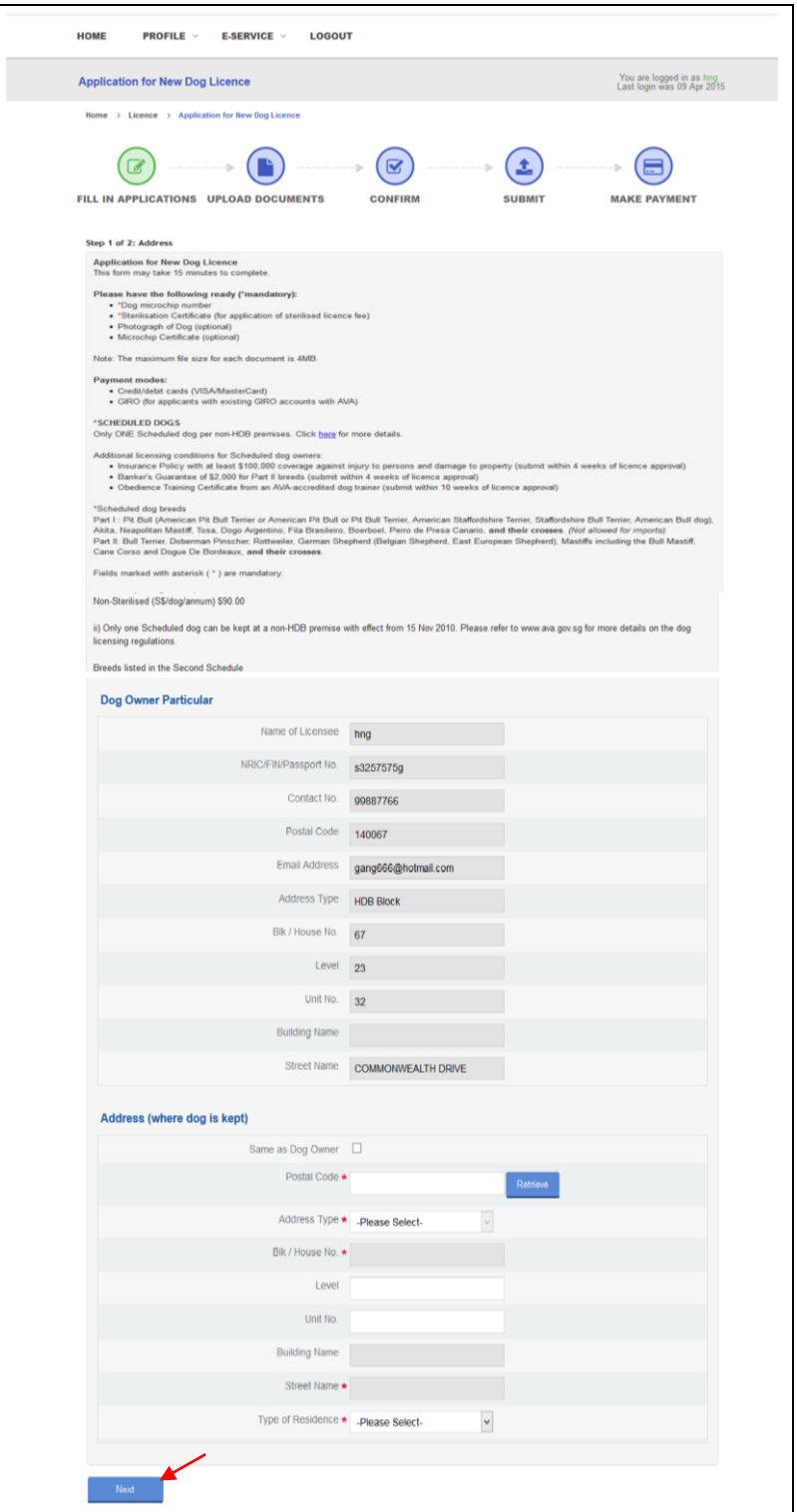
3.2 Change Password

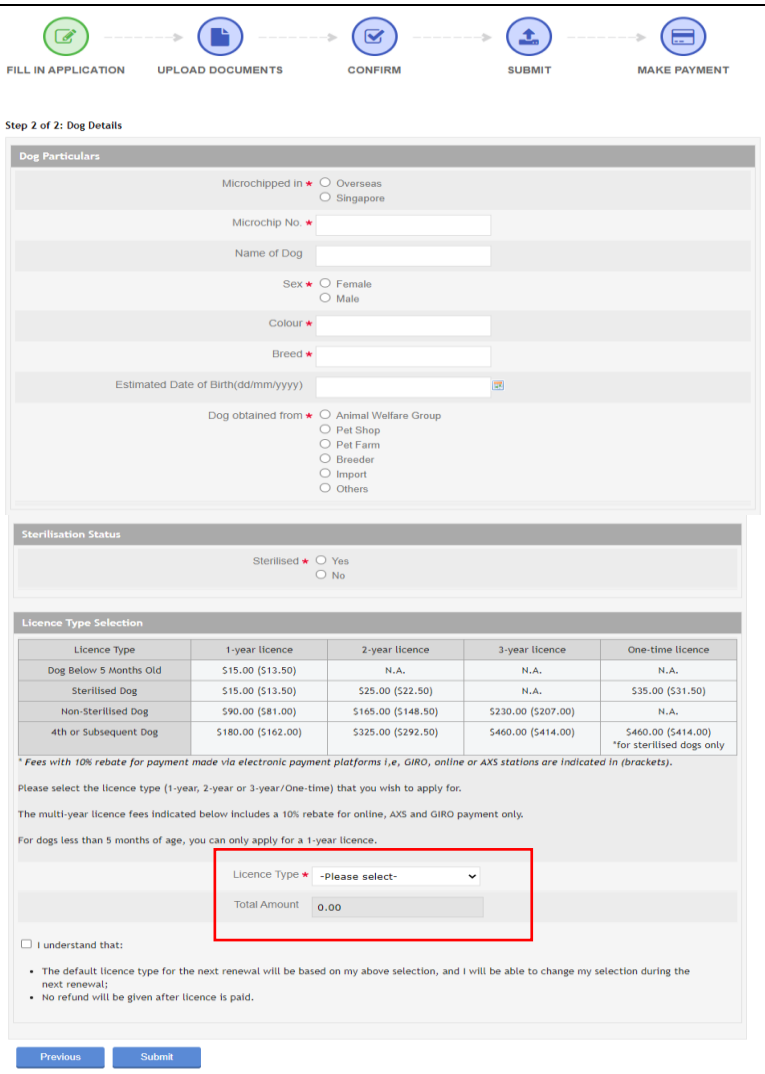
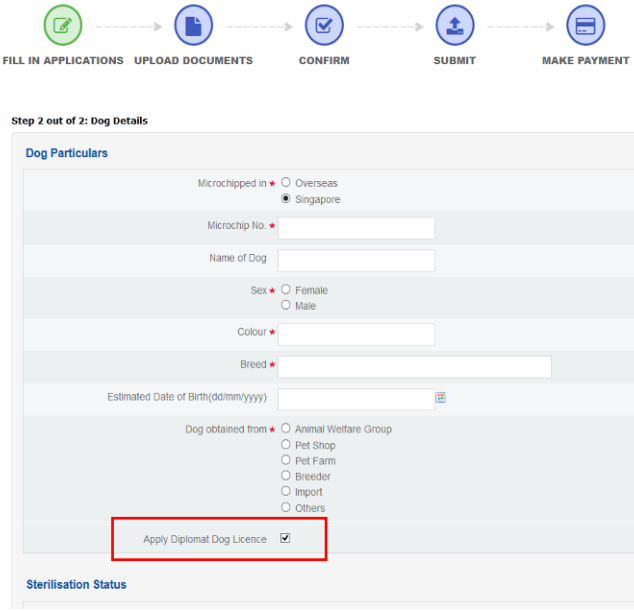
SN	Step	Screenshot
1	Click on 'Profile' → 'Change Password'.	
2	Enter "Current Password", "New Password" and "Re-confirm Password". **Note**: Password must contain: (i) At least one alphabet and numeric; (ii) At least one special characters: ~!@#$%^&*_-+=`|\(){}[]:;'"<>,.?/ (iii) At least 8 characters. E.g. abc#1234 Click "Submit" to proceed	
3	An acknowledgement message indicating "Your password has been changed" will be displayed.	

4. Applying for New Licence

4.1 Applying for New Licence

SN	Step	Screenshot
1	Click on ‘e-Service’ → ‘Apply Licence’.	

2	Complete the details for: (i) "Dog Owner Particulars" ;and (ii) "Address (where dog is kept)". (*Click the checkbox indicating "Same as Dog owner" if the dog is kept at the same address as indicated under the Dog Owner Particulars)* Mandatory fields are marked with red asterisk (*). Click "Next" to proceed.	

3	Complete the details for “Dog Particulars”. Mandatory fields are marked with red asterisk (*). Select licence type. Click “Next” to proceed.	
4	Only click on the “Apply Diplomatic Dog Licence” checkbox if you are a foreign diplomat on official duty in Singapore. Click “Next” to proceed.	

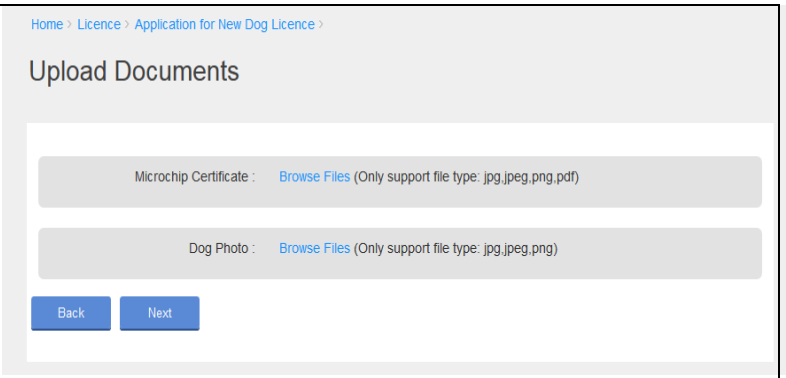
<table>
<tr>
<td>5</td>
<td>Upload the required supporting documents (where relevant).

Click “Next” to proceed.

Note: For owners of a Specified Dog, you are <u>not</u> required to upload any documents at this point of licence application.

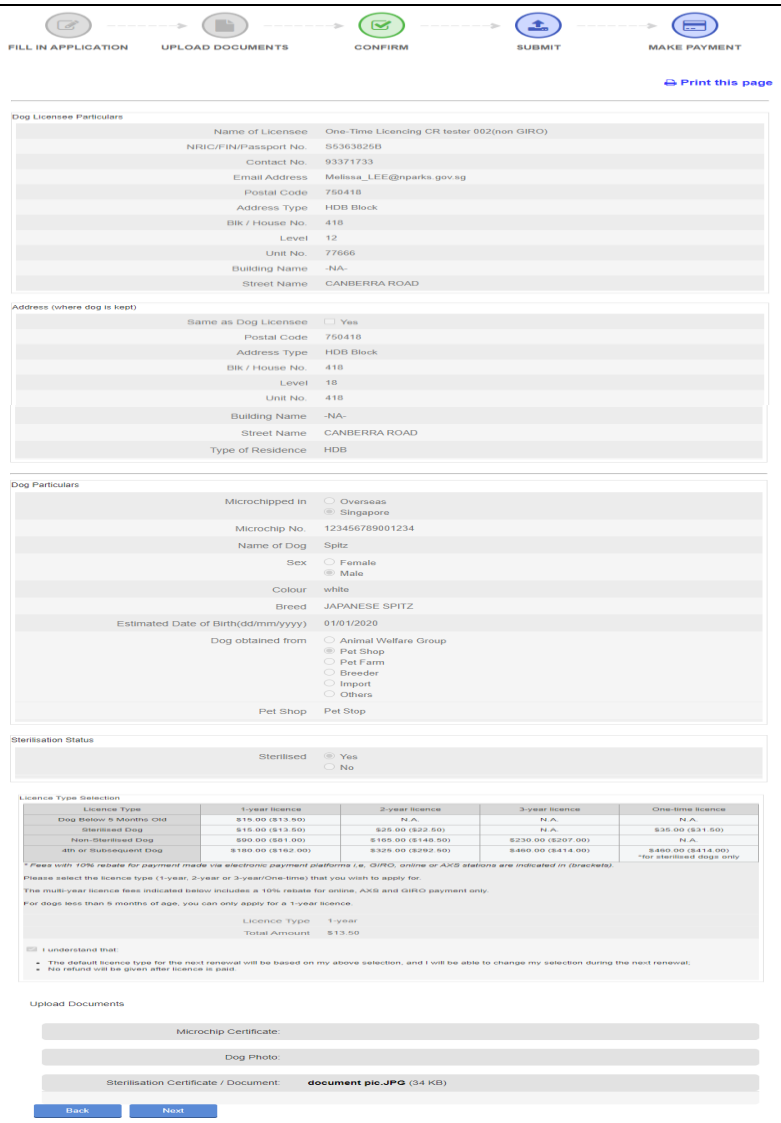
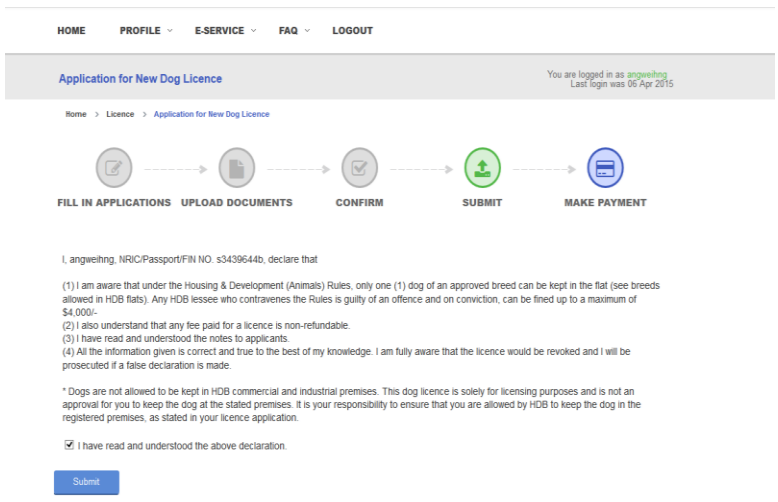
The respective deadlines for the documents to be submitted after the licence is approved are as follows:

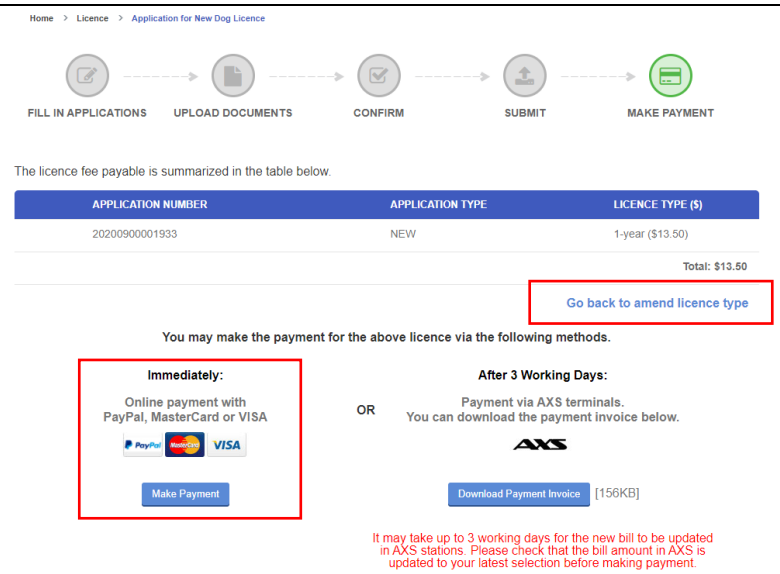
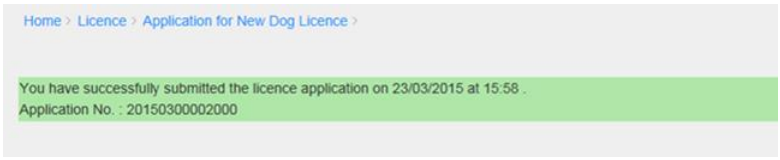
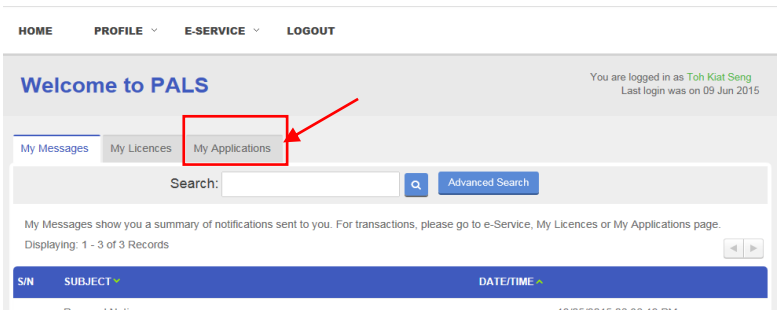
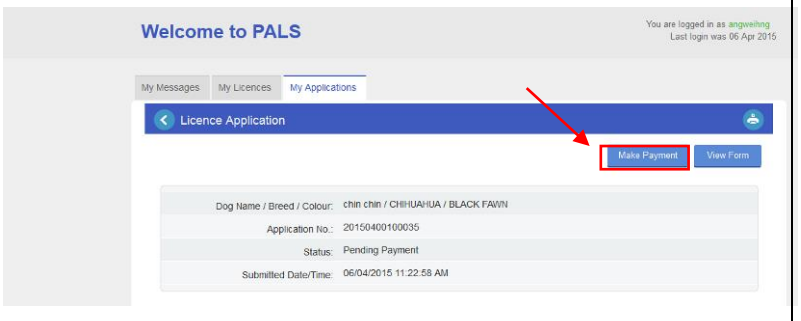
a) 4 weeks: Insurance Policy and Banker’s Guarantee.
b) 10 weeks: Obedience Training Certificate

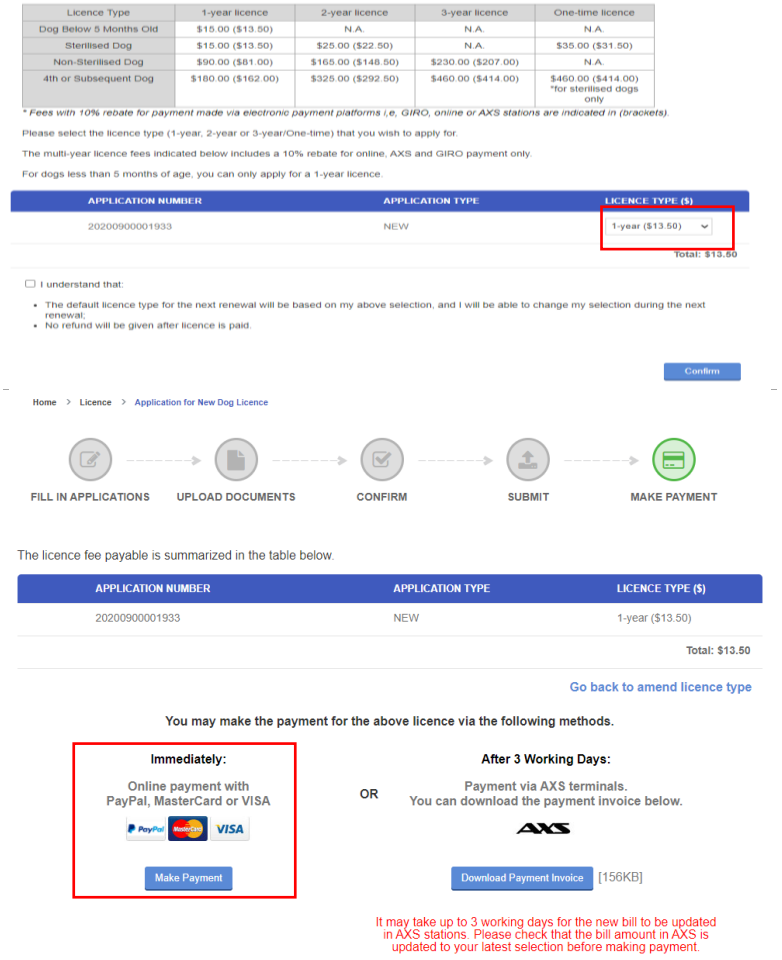
Visit www.avs.gov.sg for more information on Specified dog breeds and the additional licensing conditions.</td>
<td> 

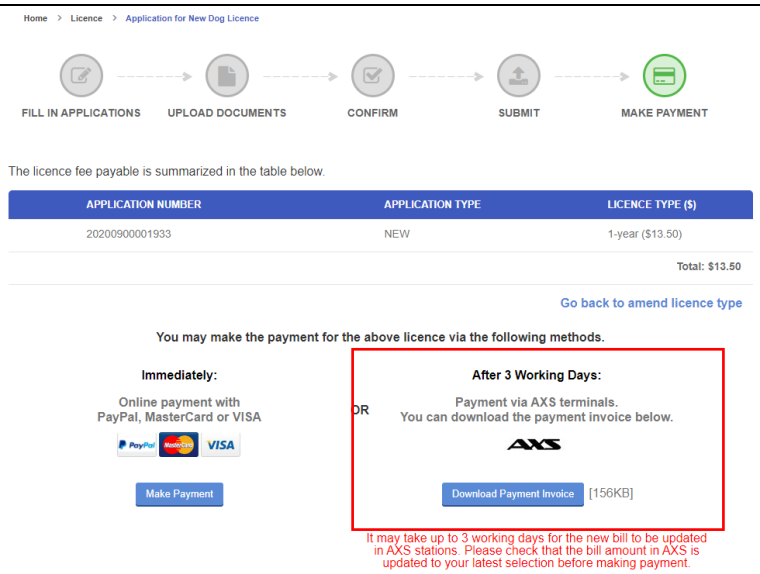
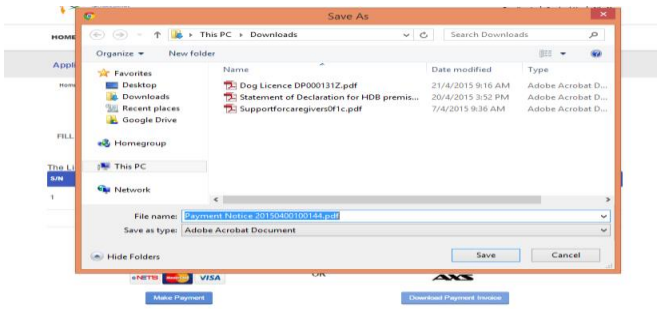
The following table list the supporting documents to be uploaded based on the various application criteria.

<table>
<tr><th>Application Criteria</th><th>Supporting Documents</th></tr>
<tr><td>Breed of dog
-Specified Dogs or their crosses</td><td>• Insurance Policy
• Banker's Guarantee
• Obedience Training Certificate</td></tr>
<tr><td>Dog is adopted from an Animal Welfare Group (AWG)</td><td>AWG Adoption / Fosterer Agreement</td></tr>
<tr><td>Dog is imported</td><td>Import Permit</td></tr>
<tr><td>Dog is sterilised</td><td>Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed</td></tr>
<tr><td>Licensee is a diplomat</td><td>• MFA ID card
• Copy of passport</td></tr>
</table>
</td>
</tr>
</table>

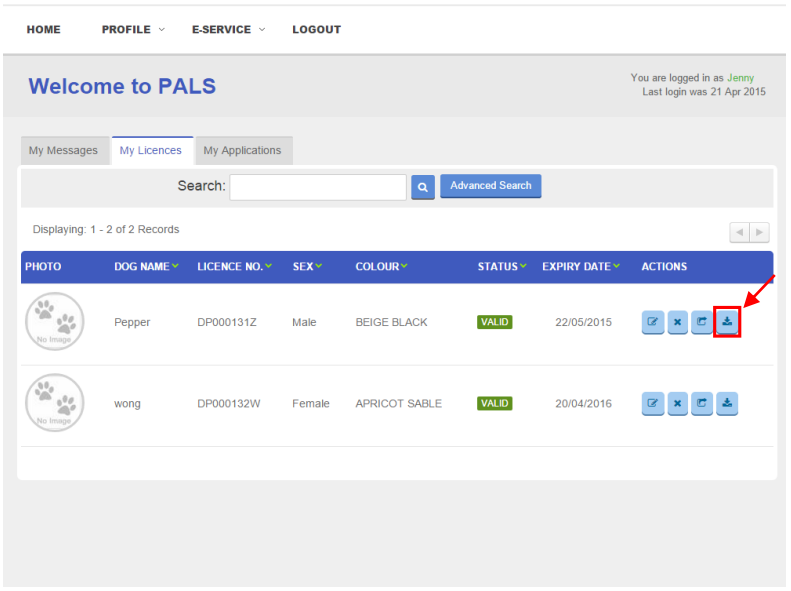
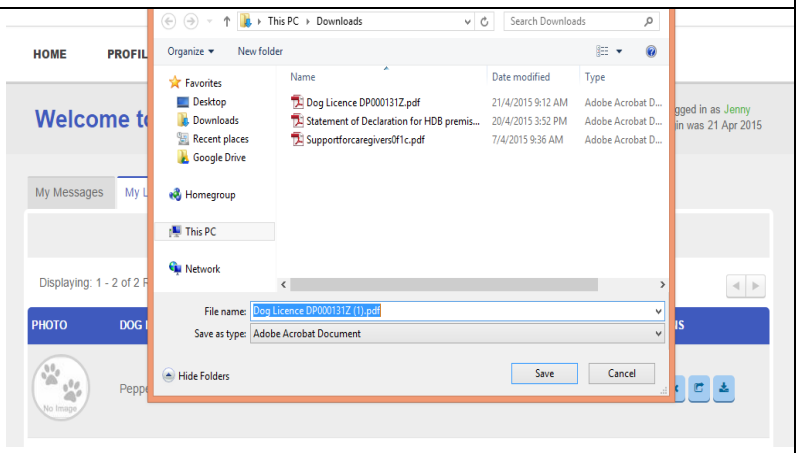
6	Verify the details you have entered are correct. Click “Next” to proceed.	
7	Read the declaration terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click “Submit” to proceed.	

8a	For online payment: Click on the “Make Payment” button to proceed with payment. Click on “Go back to amend licence type” button if you wish to amend the licence type selected. An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment. Refer to Section 4.2 on how to download your licence.	 Payment via online  You have successfully submitted the licence application on 23/03/2015 at 15:58 . Application No. : 20150300002000
8b	If you have exited the payment page and wish to return to make payment, go to ‘Home’ → “My Applications” tab. Select and click on the application that had been submitted earlier. Click on “Make Payment” to proceed with the payment.	 

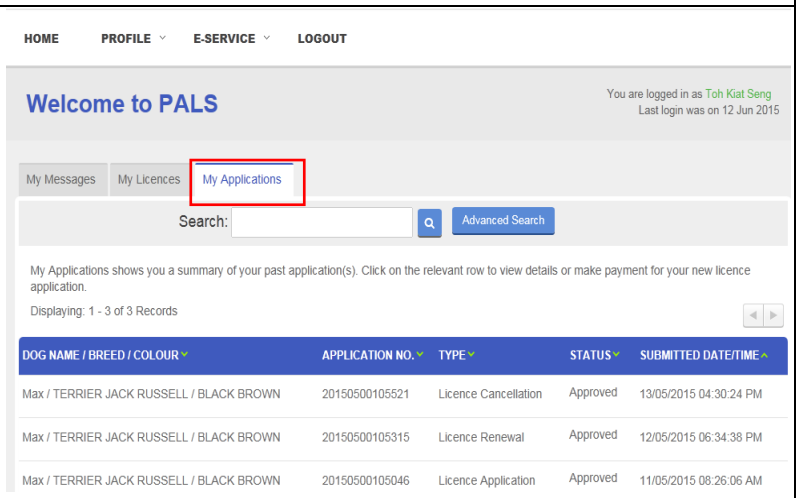
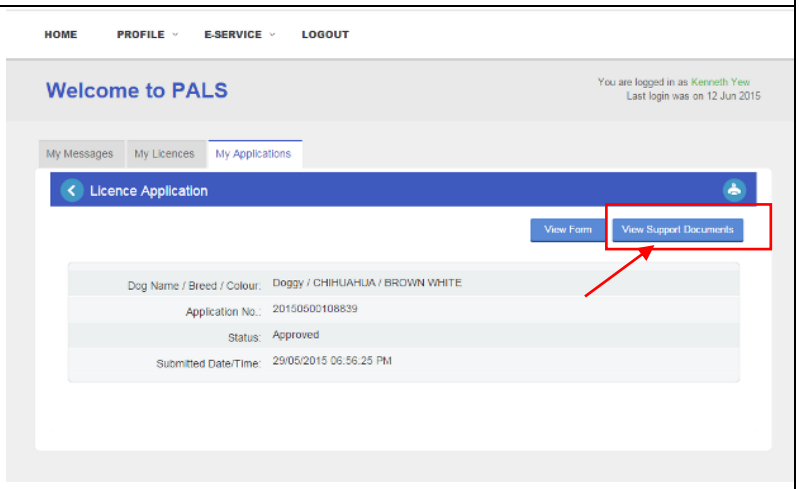
	Note: Payment must be made within 2 weeks from the time of licence approval. In the event that payment is not received within 2 weeks, you will be required to resubmit your dog licence application and make payment for a new dog licence. Select licence type. Read and understand the terms, click the checkbox and “Confirm”. Click on “Make payment” button. An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment. Refer to Section 4.2 on how to download your licence.	

8c	For payment via AXS terminals: Click “Download Payment Invoice” to download and print the invoice.	 Payment via AXS  Download Payment Invoice
	You may key in the application number, or use the printed invoice to scan the barcode to proceed to make the payment at any AXS station. Your licence status will take 2-3 days to be updated in PALS upon AXS payment. Refer to Section 4.2 on how to download your licence.	 Sample Payment Invoice (PDF)

4.2 Download Licence

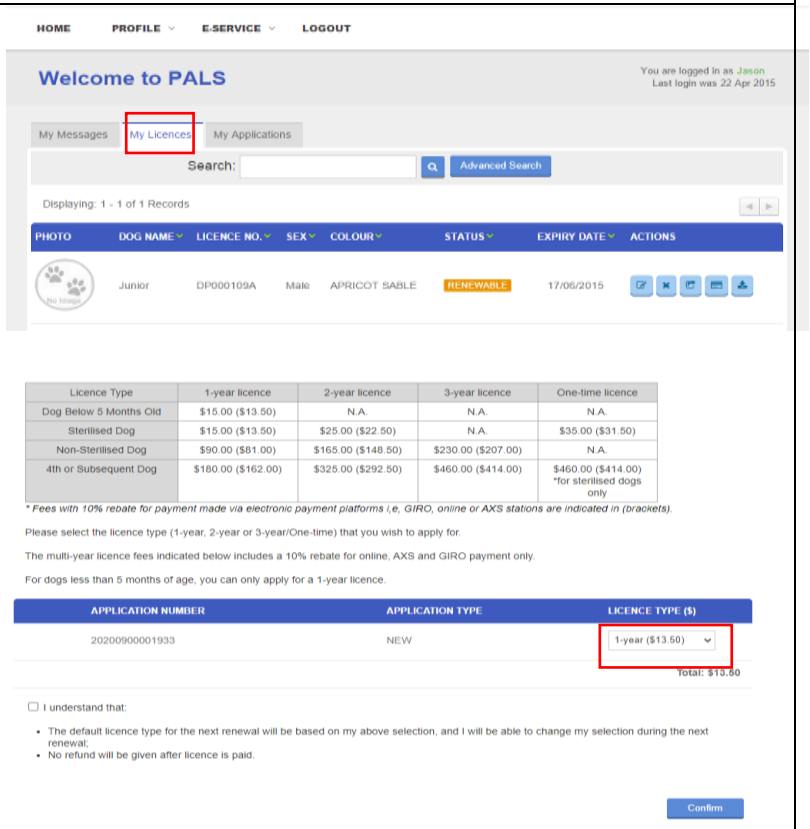
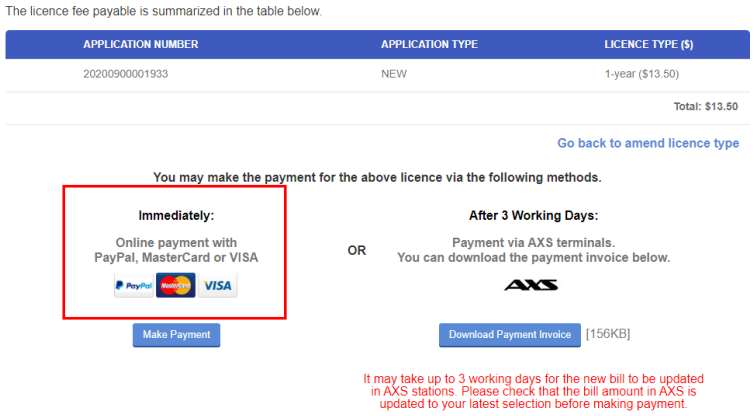
SN	Step	Screenshot
1	Click on ‘My Licences’ tab. Select and click on the ‘Download Licence’ icon.	
2	A “Save As” window will appear. Save the licence into your desired file location for ease of retrieval.	

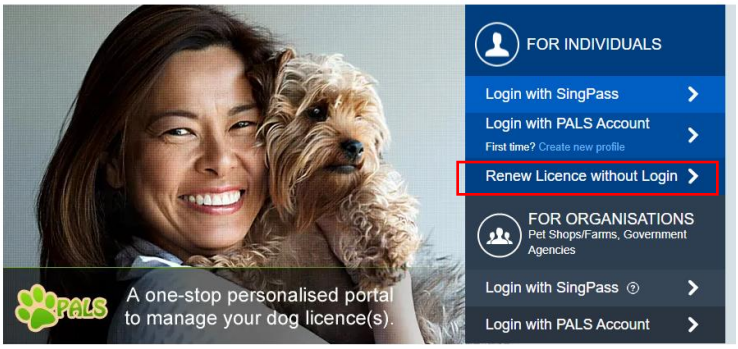
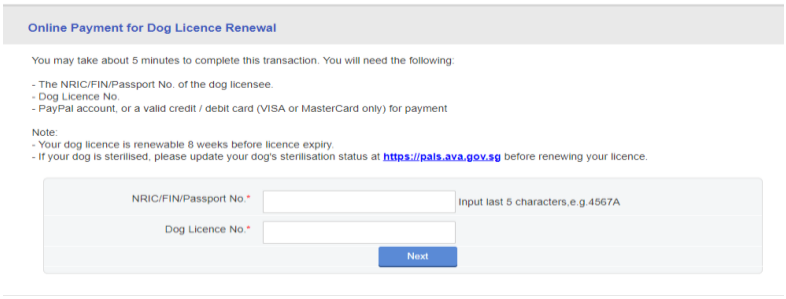
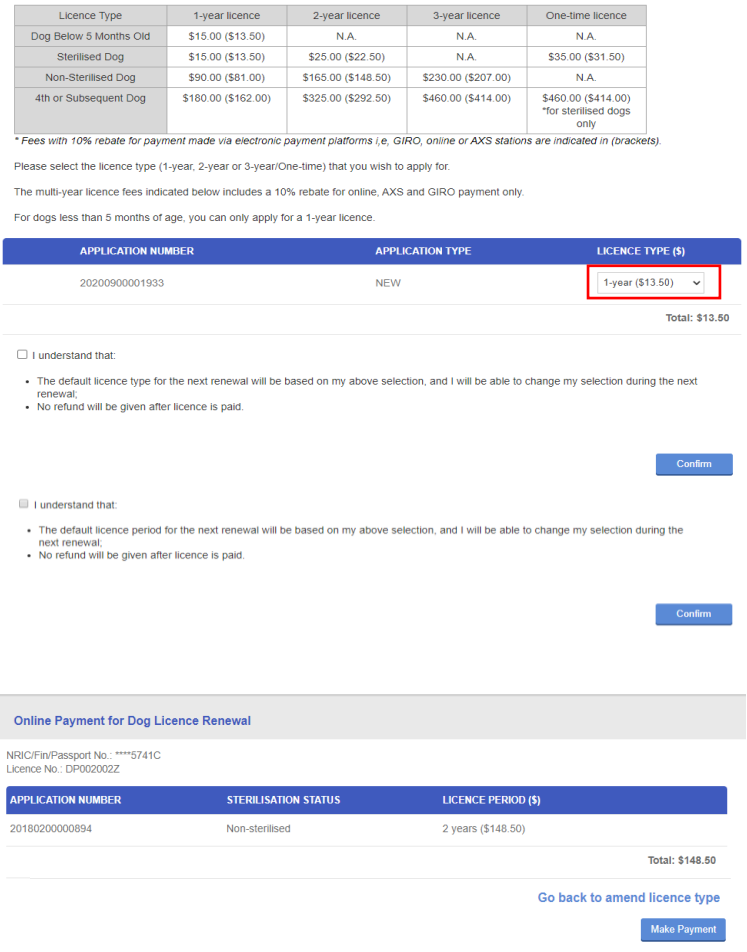
4.3 View Application

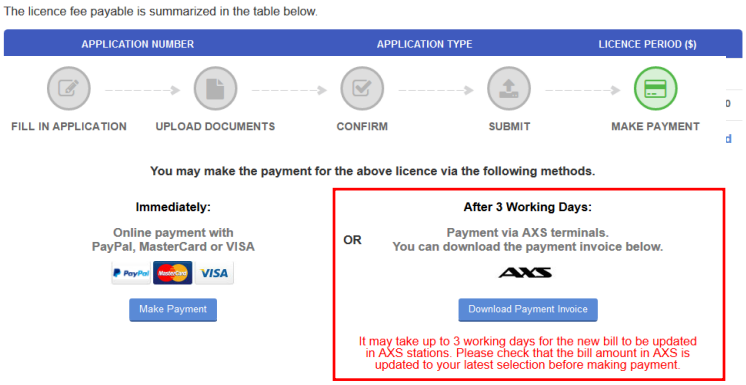
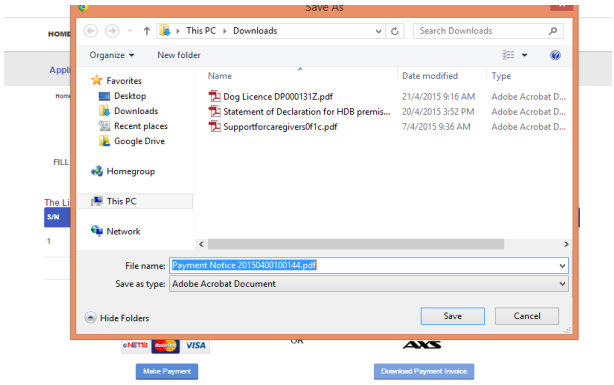
SN	Step	Screenshot
1	Click on 'My Applications' tab. Click on the relevant application to view its details.	
2	Click on "View Form" to view the application details. Click on "View Support Documents" to view the uploaded supporting documents.	

5 Licence Renewal

5.1 Licence Renewal

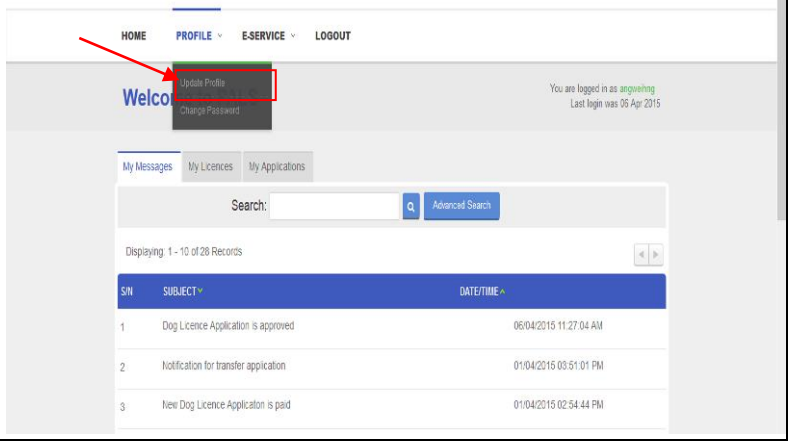
SN	Step	Screenshot
1a	For first-time PALS user, refer to Section 1 to create your profile. For online payment: (i) Login to PALS (ii) Go to 'Home' → 'My Licences' (iii) Click on the 'Payment' icon to make payment Select licence type. Read and understand the terms, click the checkbox and "Confirm". Click on "Make payment" button. An acknowledgement page stating that your licence has been successfully renewed will be displayed upon the completion of your online payment. Refer to Section 4.2 on how to download your licence. **Note:** For GIRO customers, the licence fee will be deducted from your GIRO account on the date stated in your renewal notice. Visit www.avs.gov.sg for information on GIRO application. Licence fees for licensees with successful GIRO application will be deducted at the next renewal.	 Payment via online (amend licence type)  Payment via online

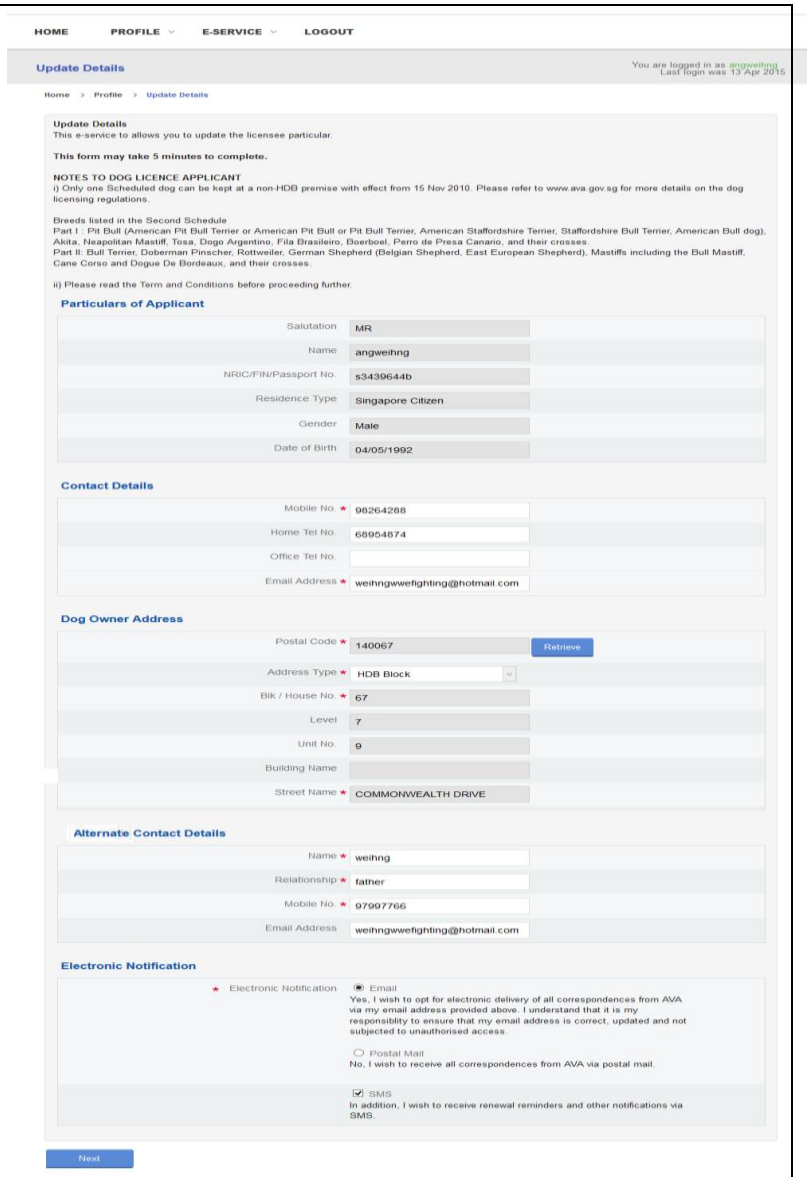
1b	For online payment without logging into PALS: (i) Click on “Renew Licence without Login” (ii) Key in the last 5 characters of your NRIC/FIN/Passport no. and dog licence no. (iii) Click on “Next”. Select licence type. Read and understand the terms, click the checkbox and “Confirm”. Click on “Make payment” button. An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment. Refer to Section 4.2 on how to download your licence.	  

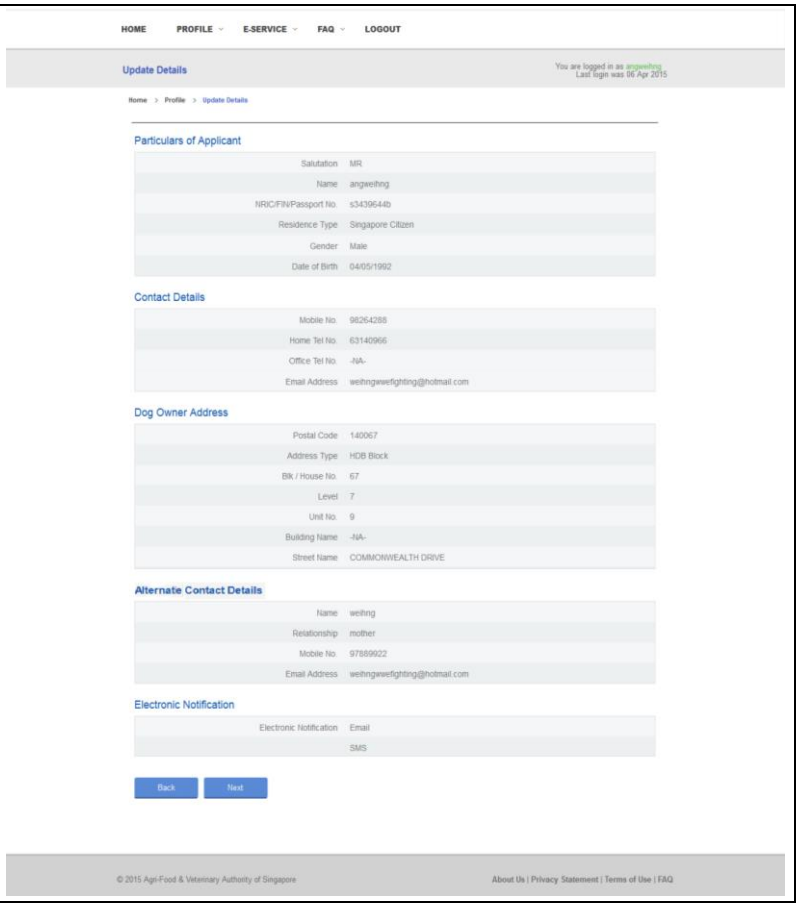
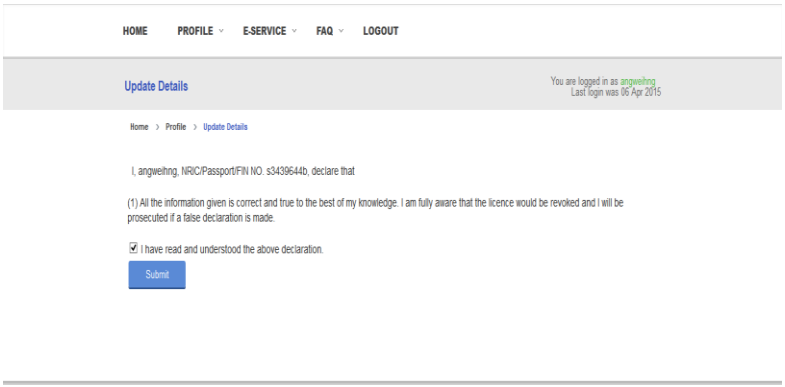
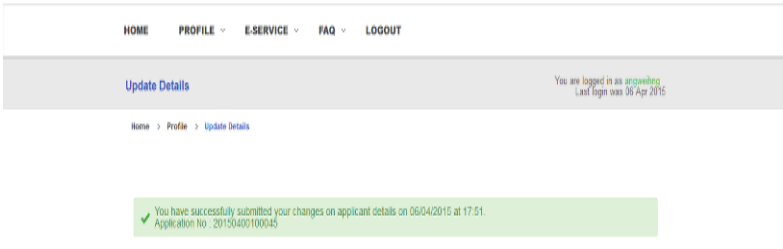
1c	For payment via AXS terminals: Click “Download Payment Invoice” to download and print the invoice. You may key in the application number, or use the printed invoice to scan the barcode to proceed to make the payment at any AXS station. Your licence status will take 2-3 days to be updated in PALS upon AXS payment. Refer to Section 4.2 on how to download your licence.	 Payment via AXS  Download Payment Invoice Sample Payment Invoice (PDF)

6 Update Licence Details

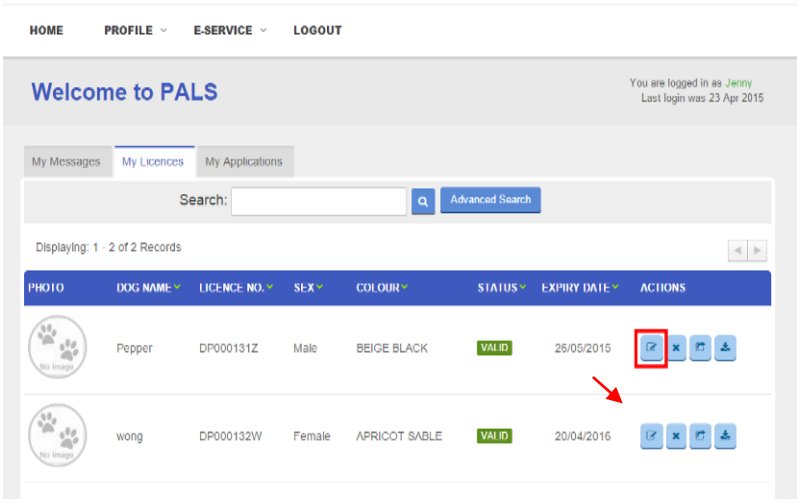
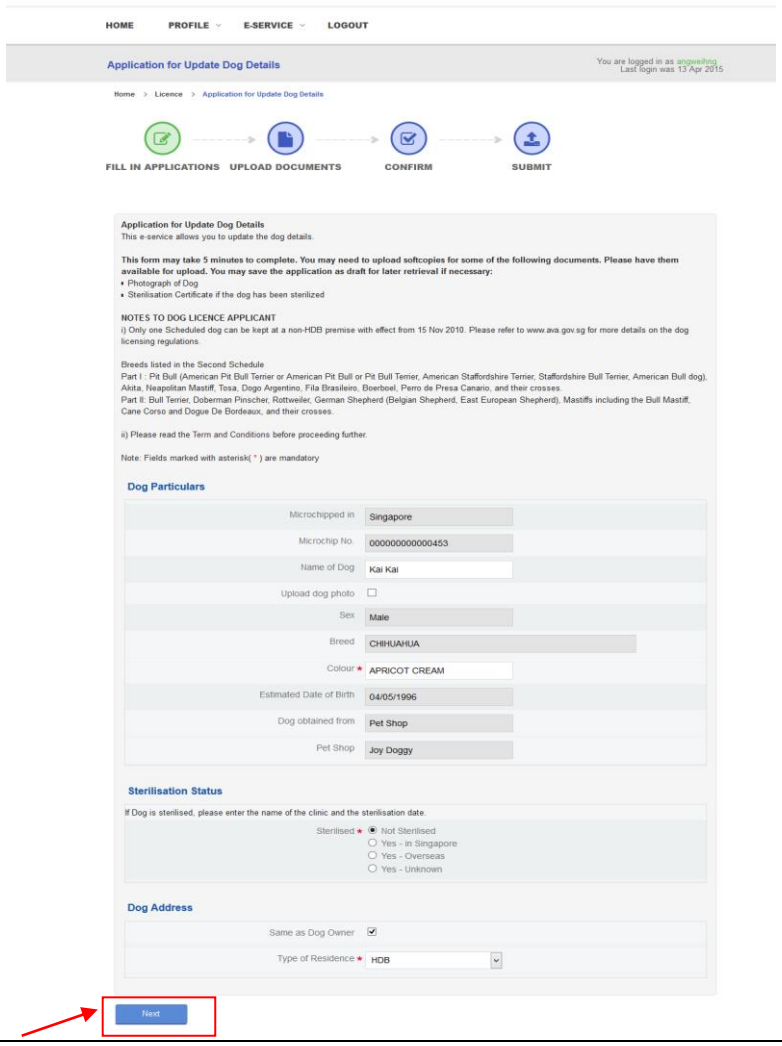
6.1 Update User Profile

SN	Step	Screenshot
1	Click on ‘Profile’ → ‘Update Profile’.	

2	Update details where required. Click “Next” to proceed. **Note**: Updating of licensee’s address is applicable to foreigners only. For Singaporeans and Permanent Residents, your address will be updated through OSCARS.	

3	Verify the information entered is correct. Click “Next” to proceed.	
4	Read the declaration terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click “Submit” to proceed.	
5	An acknowledge page indicating that you have successfully submitted your changes will be displayed.	

6.2 Update Dog Details (e.g. Sterilisation Status, Address)

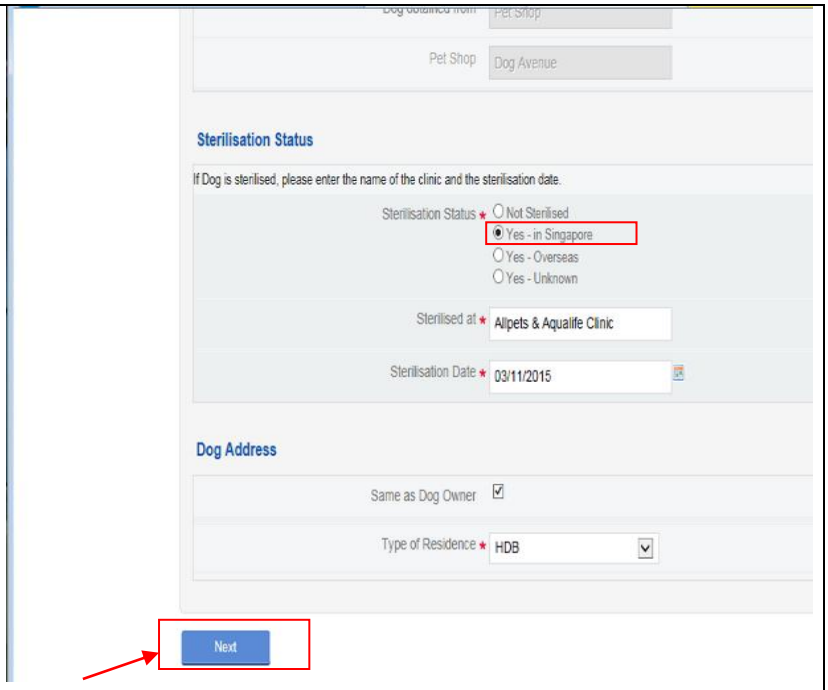
SN	Step	Screenshot
1	Click on 'My Licences' tab. Select and click on the 'Update' icon.	
2	Update the details for the "Dog Particulars". Click on the "Upload dog photo" checkbox to attach a photo at the "Upload Documents" page.	

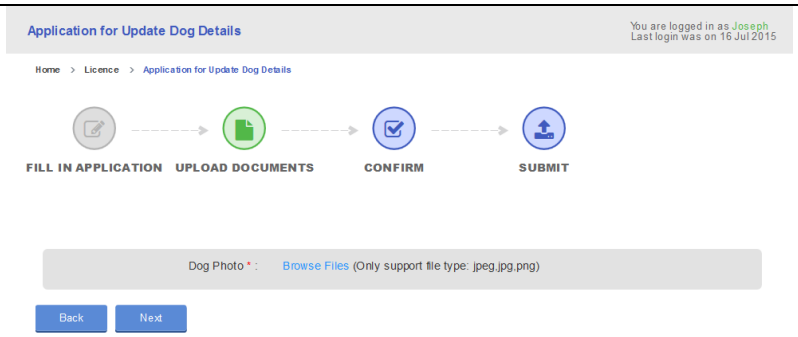
<table>
<tr>
<td></td>
<td>Update the “Sterilisation Status” for the dog.

Click on the “Sterilisation Status checkbox to Yes-Singapore/Overseas/Unknown.

Update the dog sterilisation details accordingly.

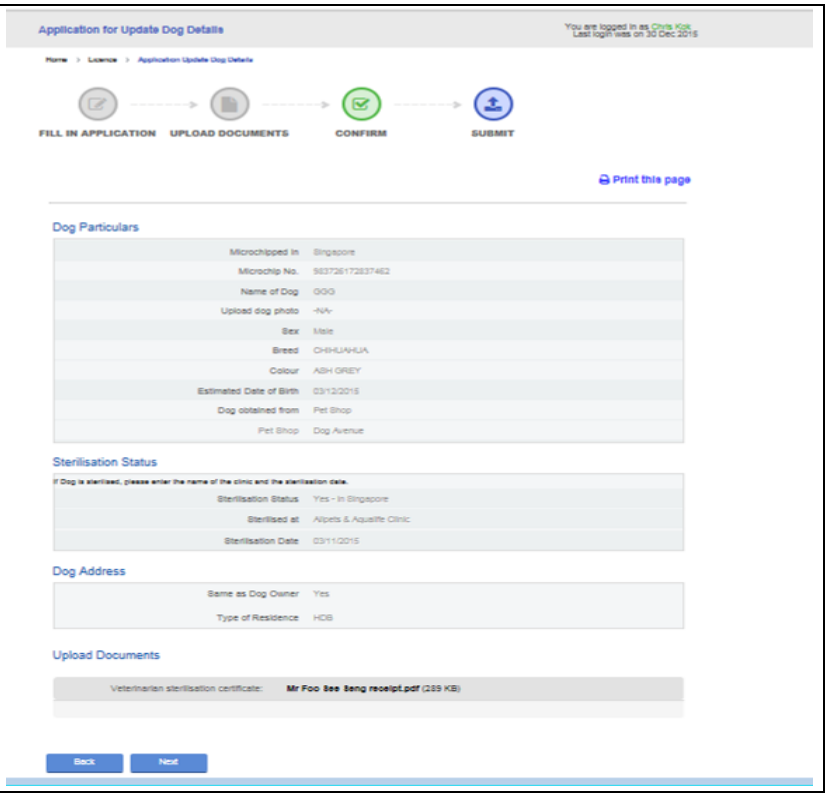
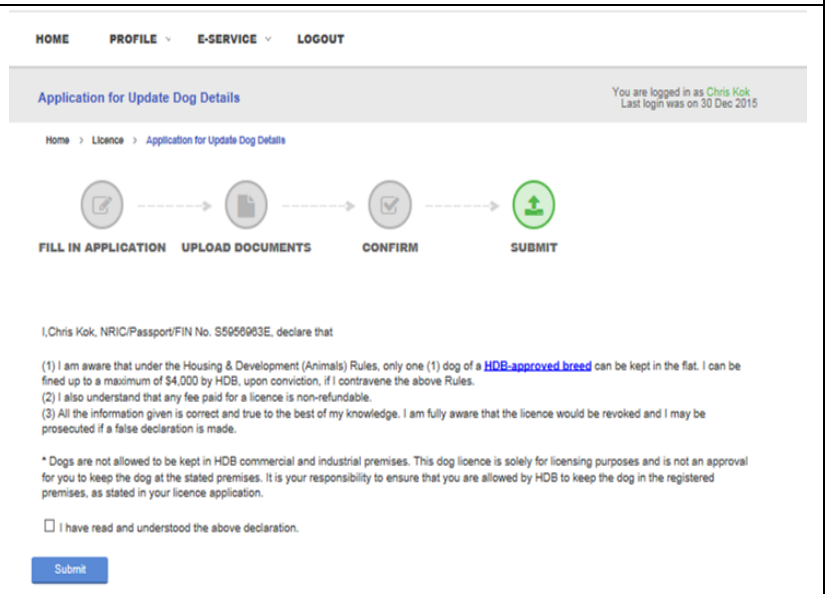
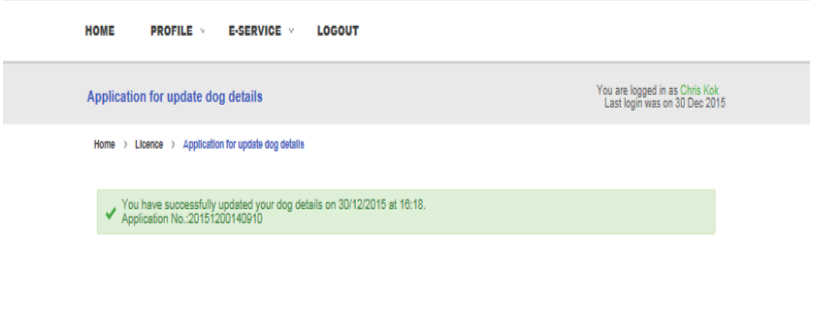
Click “Next” to proceed.

Note: Sterilisation status can only be amended for non-sterilised dogs.</td>
<td> 
</td>
</tr>
<tr>
<td>3</td>
<td>Upload the relevant supporting documents.

Click “Next” to proceed.</td>
<td> 

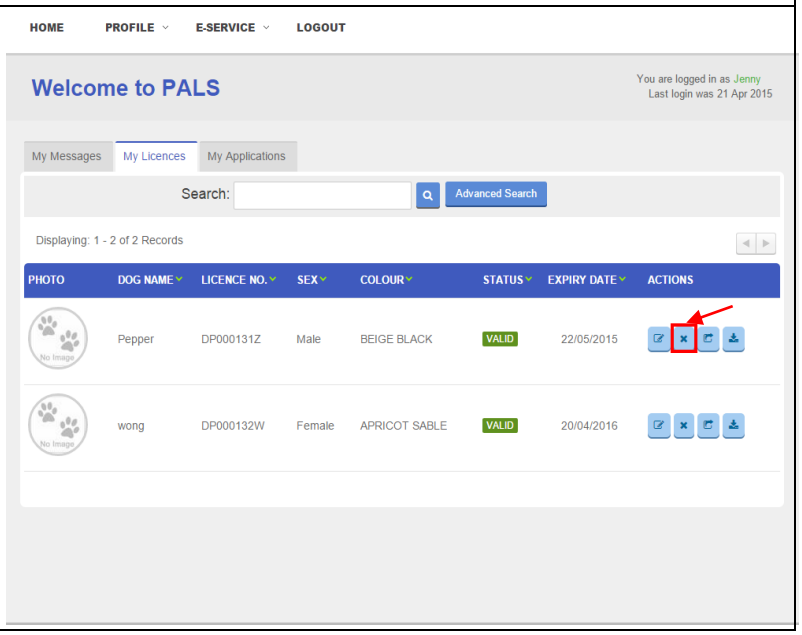
The following table indicates the supporting documents to be uploaded.

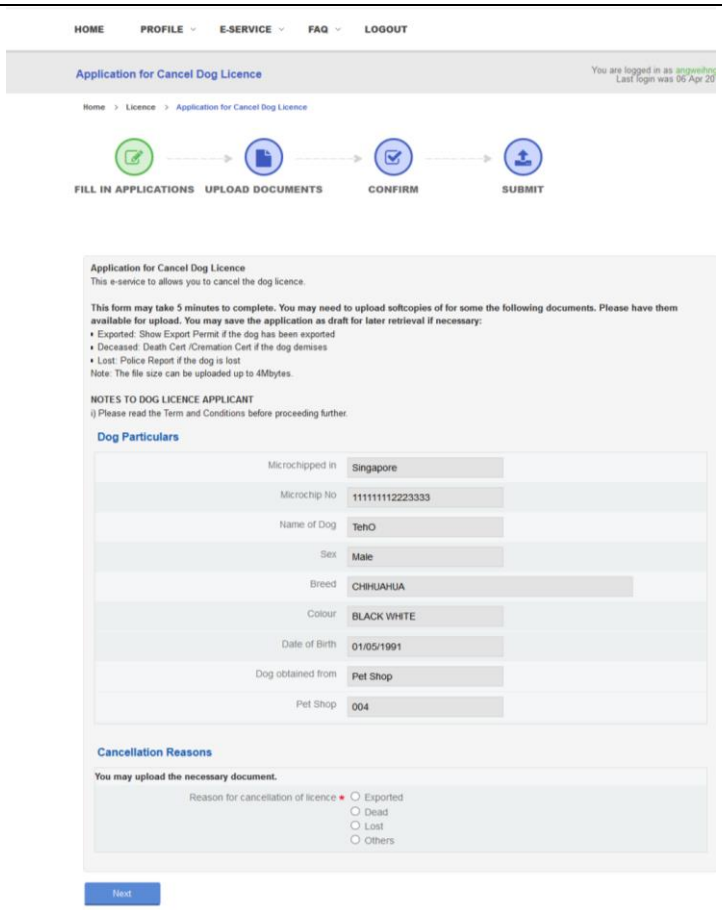
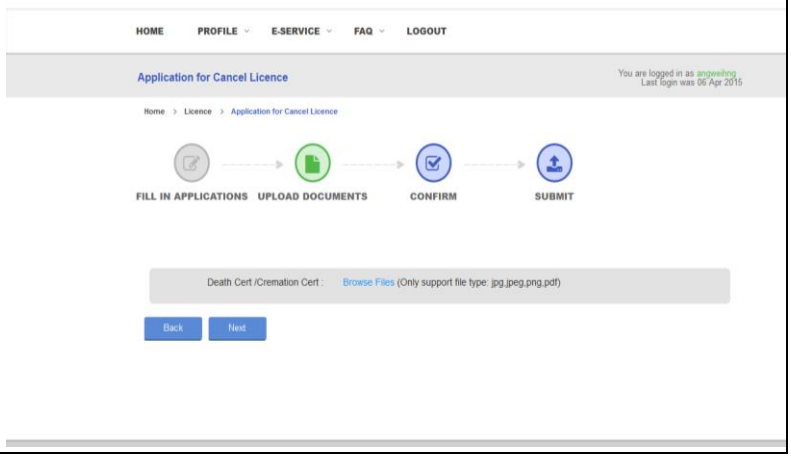
<table>
<tr><th>Application Criteria</th><th>Supporting Documents</th></tr>
<tr><td>‘Upload dog photo’ checkbox selected</td><td>• Dog photo</td></tr>
<tr><td>Dog is sterilised</td><td>Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed</td></tr>
</table>
</td>
</tr>
</table>

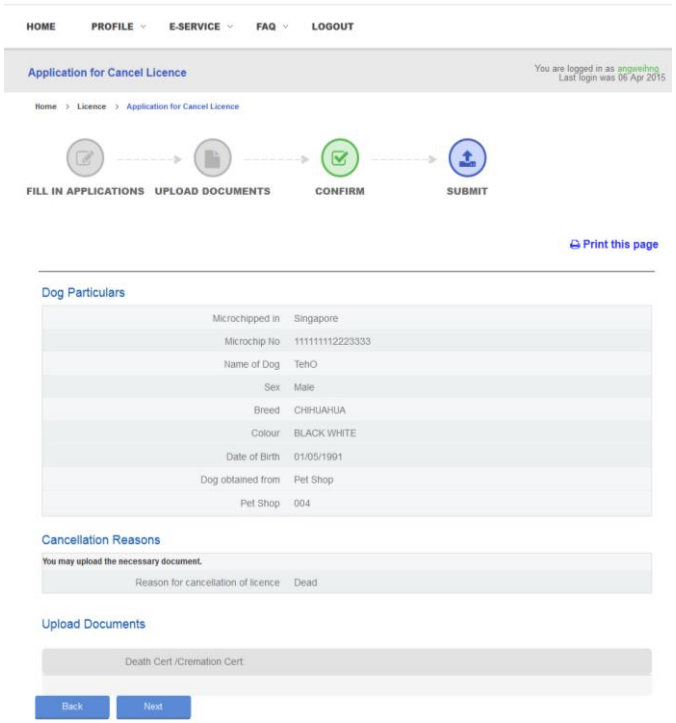
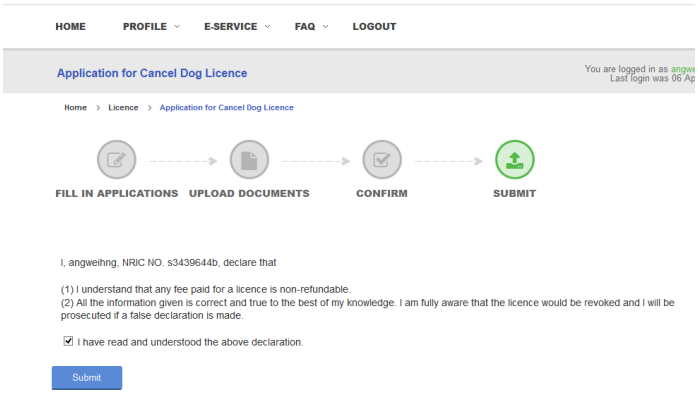
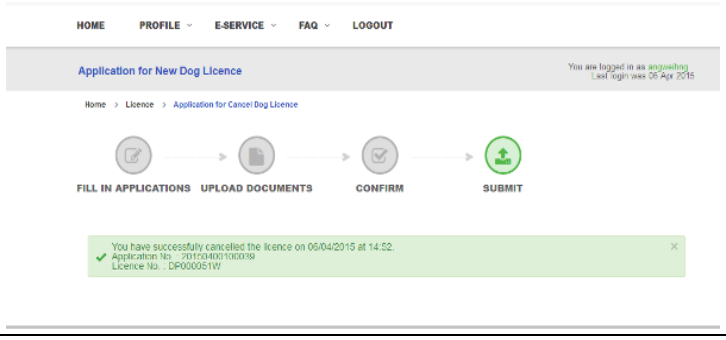
4	Verify the information entered is correct. Click “Next” to proceed. (screenshot updated)	
5	Read the declaration terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click “Submit” to proceed.(screenshot updated)	
6	An acknowledge page indicating that you have successfully submitted the changes will be displayed. .(screenshot updated)	

7. Cancellation of Licence

7.1 Cancel Licence

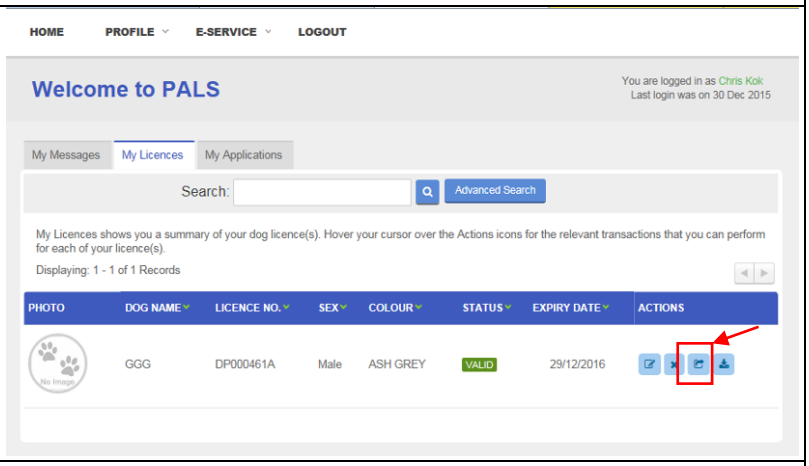
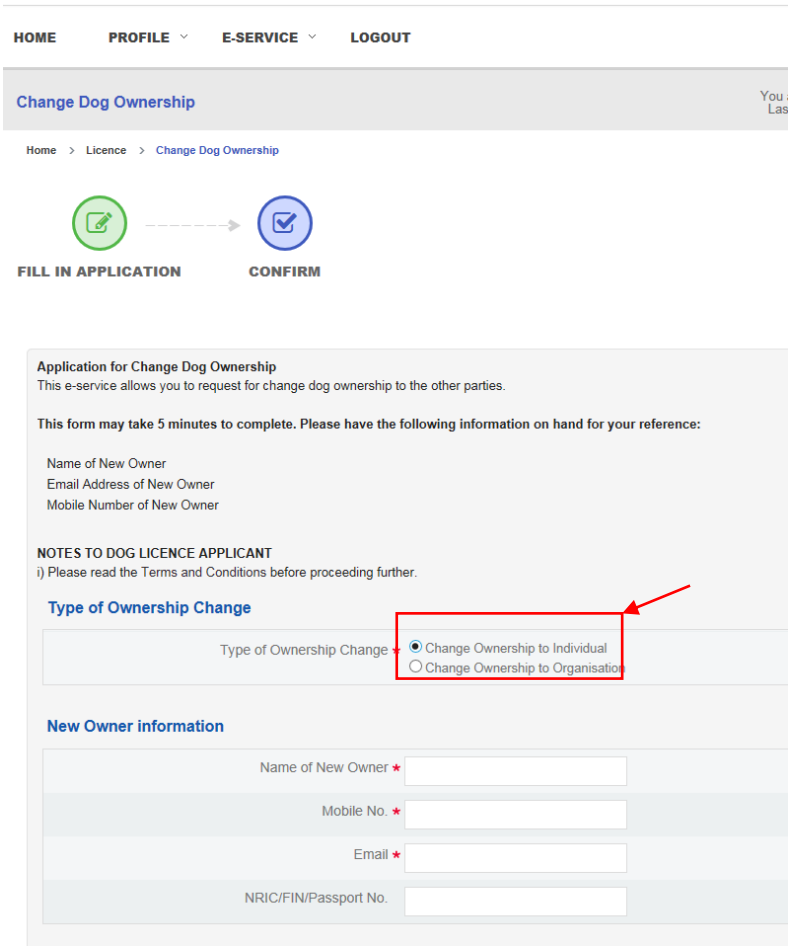
SN	Step	Screenshot
1	Click on ‘My Licences’ tab. Select and click on the ‘Cancel licence’ icon.	

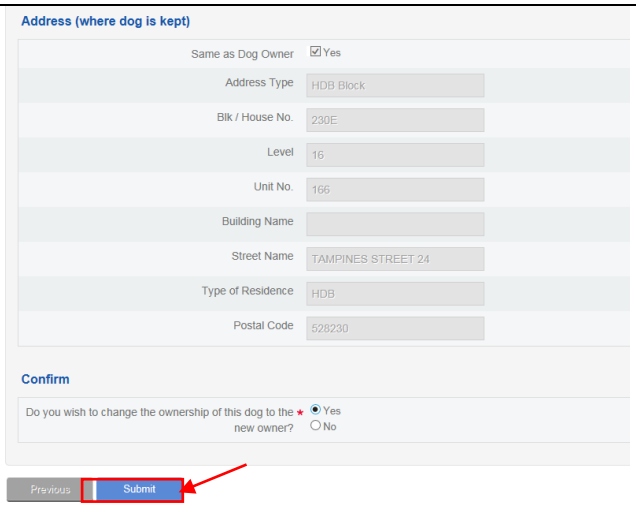
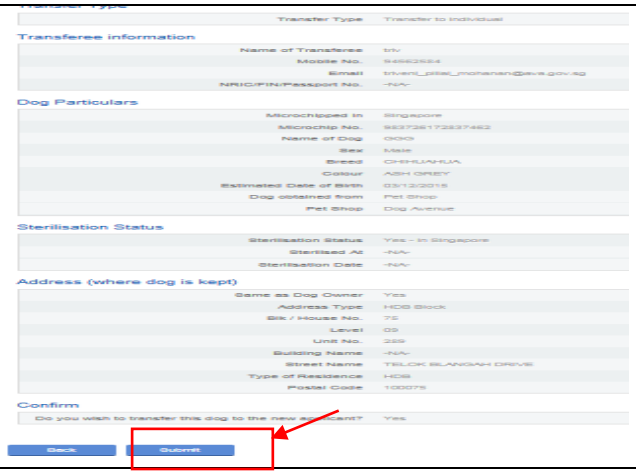
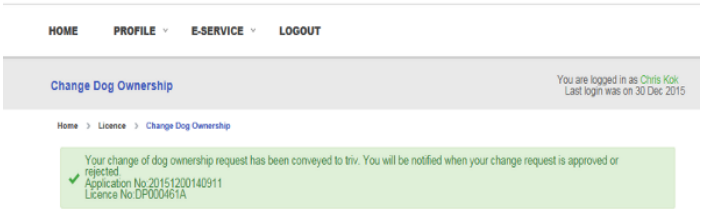
2	Select and click on the reason for cancellation. If dog is sold or given away, select “Others” and key in the new owner’s name and contact information. Click “Next” to proceed.	
3	Upload the relevant documents: a) export permit for exported dog, b) death/cremation certificate for dead dog, c) Police report for lost dog. Click “Next” to proceed.	

4	Verify the details of the licence to be cancelled are correct. Click “Next” to proceed.	
5	Read the declaration terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click “Submit” to proceed.	
6	An acknowledge page indicating that the licence is successfully cancelled will be displayed.	

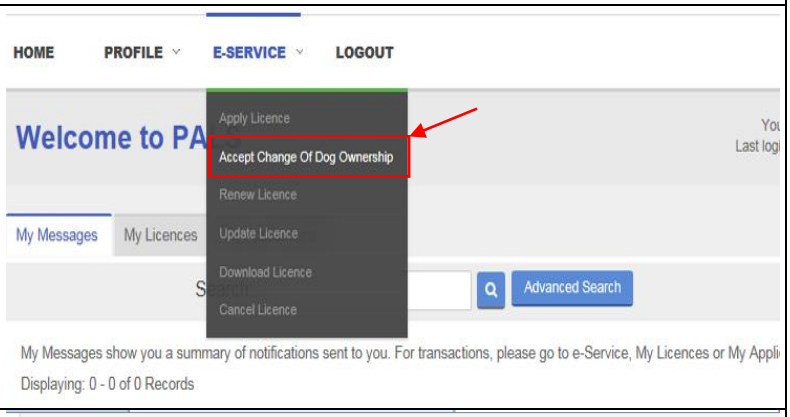
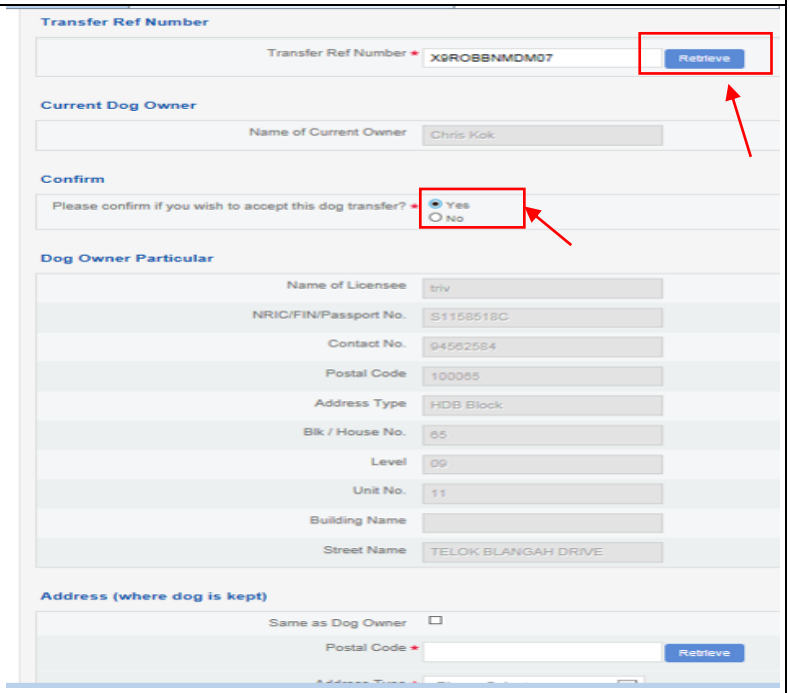
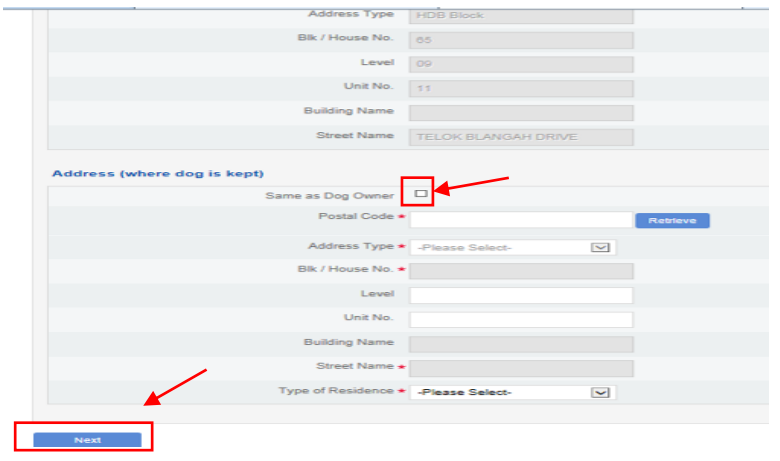
8 Change of Dog Owner

8.1 Initiate Change of Dog Ownership

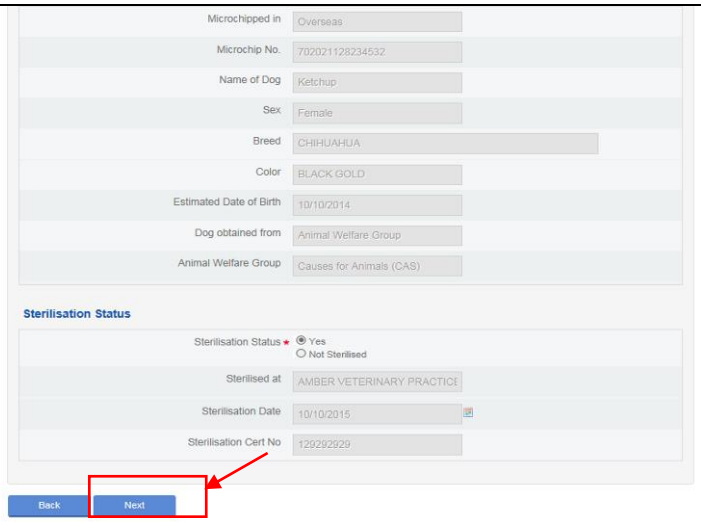
SN	Step	Screenshot
1	Click on ‘My Licences’ tab. Select and click on the ‘Change Dog Ownership’ icon.	
2	Complete “Change Dog Ownership”. Click on ‘Change Ownership to Individual’. If the new owner is a pet shop or dog farm, click on ‘Change Ownership to Organisation’. Enter the new owner’s particulars. Mandatory fields are marked with red asterisk (*).	

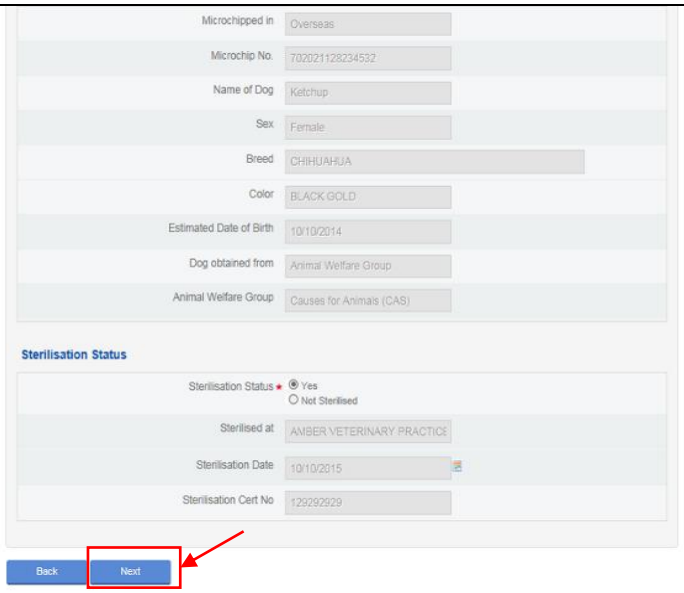
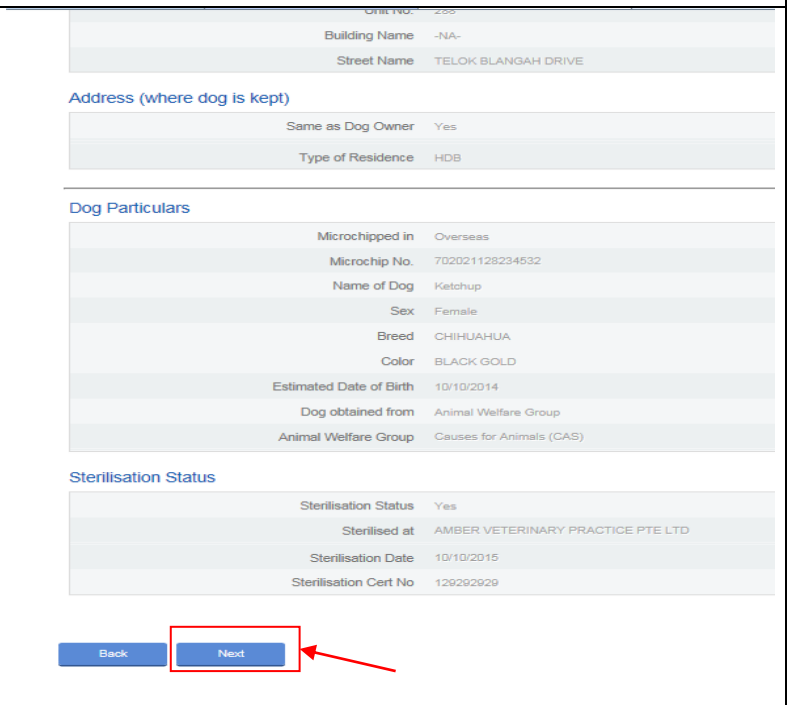
	Select the 'Yes' button to indicate that you wish to transfer the dog to the new applicant. Click 'Submit' to proceed.	
3	Verify the information entered is correct. Click "Submit" to proceed.	
4	An acknowledge page indicating that you have successfully submitted the change of dog ownership request will be displayed.	
5	The new dog owner will receive a notification containing the reference number to accept/reject the change of dog ownership. You will be notified of the outcome when the new owner accepts or rejects the request.	Dear Mr/Mrs Triv, A request to change a dog's ownership to you has been initiated. Please log in to PALS at pals.avs.gov.sg and go to e-Services > Accept Change Dog Ownership to accept or reject the change request by <date>. Reference Number: X9ROBBNXXXXX ********** This is a computer generated email. Please do not reply to this email.

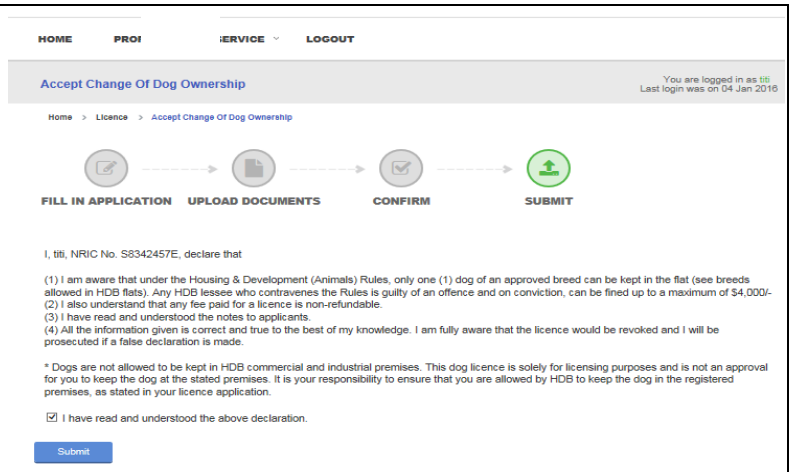
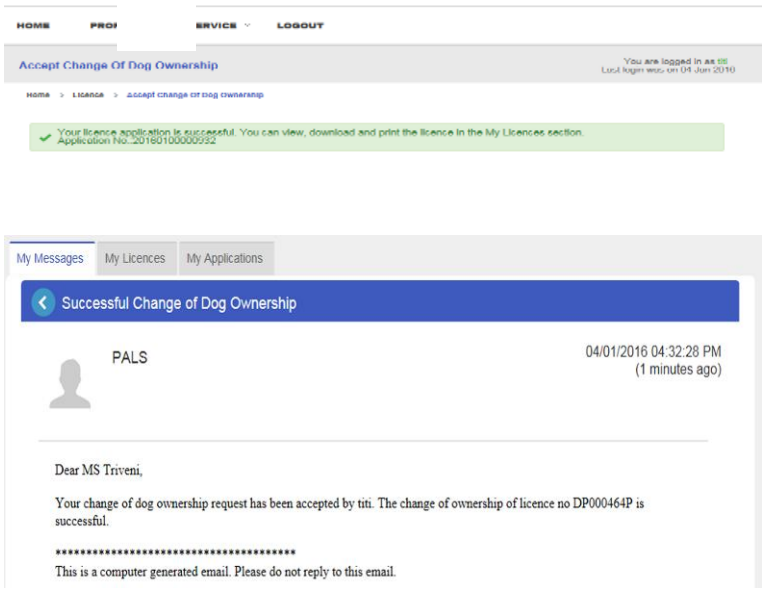
8.2 Accept Change of Dog Ownership

SN	Step	Screenshot
1	Click on 'e-Service' → 'Accept Change Dog Ownership'.	
2	Key in reference number that you received to accept/reject the change of dog ownership. Click on Retrieve. Click "Yes" to confirm that you wish to accept the dog transfer. Complete the details for: (iii) "Address (where dog is kept)". (*Click on the checkbox indicating "Same as Dog owner" if the dog is kept at the same address as indicated under the Dog Owner Particulars)* Mandatory fields are marked with red asterisk (*). Click 'Next' to proceed.	 

<table>
<tr>
<td>3</td>
<td>Update sterilisation status, if applicable.

Click “Next” to proceed.</td>
<td> 
</td>
</tr>
<tr>
<td>4</td>
<td>Upload the required supporting documents (where relevant).</td>
<td>The following table list the supporting documents to be uploaded based on the various application criteria.
<table>
<tr><th>Application Criteria</th><th>Supporting Documents</th></tr>
<tr><td>Breed of dog
-Specified Dogs or their crosses</td><td>Insurance Policy
Banker's Guarantee
Obedience Training Certificate</td></tr>
<tr><td>Dog is adopted from an Animal Welfare Group (AWG)</td><td>AWG Adoption / Fosterer Agreement</td></tr>
<tr><td>Dog is imported</td><td>Import Permit</td></tr>
<tr><td>Dog is sterilised</td><td>Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed</td></tr>
<tr><td>Licensee is a diplomat</td><td>MFA ID card
Copy of passport</td></tr>
</table></td>
</tr>
</table>

	Click “Next” to proceed. Note: For owners of a Specified Dog, you are not required to upload any documents at this point of licence application. The respective deadlines for the documents to be submitted after the licence is approved are as follows: c) 4 weeks: Insurance Policy and Banker’s Guarantee. d) 10 weeks: Obedience Training Certificate Visit www.avs.gov.sg for more information on Specified dog breeds and the additional licensing conditions.	
5	Verify the details you have entered are correct. Click “Next” to proceed.	

6	Read the declaration terms carefully. Click on the checkbox to indicate that you have read and understood the terms of the declaration. Click “Submit” to proceed.	
7	An acknowledge page indicating that you have successfully submitted the change of dog ownership request will be displayed. The previous licensee will be notified of the outcome when you have accepted the change of dog ownership.