

RENEW AND PAY FOR YOUR LICENCE ONLINE

In this document you will find instructions on using the Internet to access the Plumbers Gasfitters and Drainlayers Board (PGDB) registration system.

One of the key benefits to practitioners of the system is the reduction in paper work and delays in processing your applications.

In order for the PGDB to be able to send your licence card to you before 1 April 2008, you are strongly recommended to use the Internet and the instructions provided to apply and pay for your licence(s), rather than filling in the form(s) and returning it with payment. It is important that you follow the instructions as set out in the letter, even if you are an experienced user.

If you successfully apply for, and pay your licence application(s) using the Internet you are NOT required to return any application forms.

Practitioner Log-On

1. Being at the PGDB's home page www.pgdb.co.nz, click on **Online Services** and then on **Practitioner Log On**, a new window will pop up in which there will be two fields where you enter in your Username (registration number) and then Password and then click on **"Go"**. If at anytime the computer asks you if you want it to remember your password, always click NO.

2. If this is your first time logging in, the system will display a screen asking you for a new password which must be at least 6 characters and include at least one number, you enter this in the **"New Password"** and **"Confirm Password"** areas and click on **"Save"**. Again, remember that you must always enter it exactly as you type it in, as the system is case sensitive.

Update Personal Details

3. The next screen that appears is your **"Welcome Page"**. Your first task is to update your details, especially your email address so the system knows where to send your emails. You do this by clicking on **"View/Edit"** which is located below **"My Details"**. On the screen that is displayed, please verify and update your details. When you have finished checking your details, click on the **"Save"** button and then on **"Cancel"** to go back to the **"Welcome Page"**.

Purchase of Licence(s)

4. To now purchase your licence(s), on the upper right hand part of the screen it shows **"My Account"** and below this is the total amount due. If you now click on **"View Statement"** this will display the **"My Account"** screen which shows the items that make up that total, allowing you to pay for these. To renew all the licences shown click on **"Pay"**. Otherwise you will notice that there will be a line displayed for each licence you are eligible to purchase. For each licence you wish to pay for, click on **"Select"** to the right of that licence and the **"Modify Fee Request"** screen will appear, please now click on the **"Payment"** button and the **"Confirm Payment"** screen is displayed.

Licences requiring a supervisor

If you are applying for a limited certificate, registered plumber or registered gasfitter licence, you must contact your supervisor who must log onto their account and approve your application. Your licence cannot be issued until this is done.

Supervisors

If you are a supervisor of apprentices and/or non-apprentices limited certificate holders or, registered plumbers and/or registered gasfitters, you will be required to confirm whether or not a person applying for a licence or a limited certificate is being directed or supervised by you. To do this you go to the **"Welcome"** screen and look at **"My Actions"**, under which will have a text saying **"You have X Licences to approve or decline"** (where X is the number of licences), by clicking on **"View Status"** the **"Supervisor Approvals"** screen will open. You will see the persons limited certificate/registration number, their name, the type of licence, and the period the certificate covers; by clicking either **"Approve"** or **"Decline"** you are either accepting or rejecting responsibility for the persons working under your supervision or direction. Click on the box which says **"I declare that the above is true and correct"**, and click on **"Save"**. The Board will then process the application(s).

Payment of Licence

5. On the **"Confirm Payment"** screen check and complete the credit card details required and your email address. Now please click on the **"Pay"** button at the bottom of the screen. It will take a minute or two for the systems to securely

ask the credit card company for payment. The Board does not hold any of your credit card details.

6. A new screen appears which will show "Your credit card has been successfully charged". Click on "**Next**" to now view the transaction details.

Email Licence Receipt(s)

7. A new screen will appear with the transaction details, and at the same time an email will be automatically generated and sent to you with a special type of file called a PDF file attached by the system. This file is the receipt and is sent to the inbox in your email program (usually a program called Outlook) on your computer. You will need to have a special piece of software installed on your machine called Acrobat Read to be able to open or print this file; and this software can be obtained by going to the Adobe web site by clicking: <http://www.adobe.com/products/acrobat/readstep2.html>. When the web page is displayed, click on the "**Download Now**" button and follow the instructions to install the software. If you are not comfortable installing software yourself, then ask a colleague or friend to assist you.

8. To end your session click on "**Log off**" at the top of the screen.