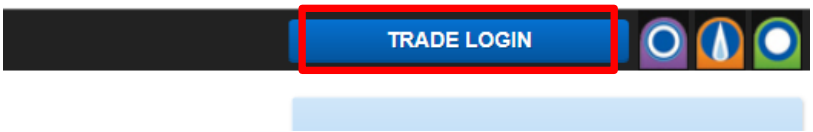
Step-by-step guide to online renewal

- This guide is for:
  - **Certifying, Tradesman, and Journeyman** people to renew their licences online (page 2)
  - **Certifiers** to renew Exemptions Under Supervision online for their workers (page 9)
  - **Limited Certificate Trainees** enrolled with The Skills Organisation to nominate their supervisor(s) (page 13).
    NB If you're instead enrolled with Unitec or Ara (formerly CPIT) you'll need to complete an application form from http://www.pgdb.co.nz/trade/licensing.html
  - Anyone updating contact details (page 16).
  - Anyone uploading their Photo ID (page 19).

To get started:

- Go to www.pgdb.co.nz,
  1. click on *Trade Login* at the top of the page



  2. enter your 5 digit authorisation number and password to get started.
- If you haven't had a password before, email licensing@pgdb.co.nz
- If you've forgotten your password, click on *Forgot my password.*

Note: As of 6 December 2016, the registration class previously known as "licensed" is now called "tradesman".

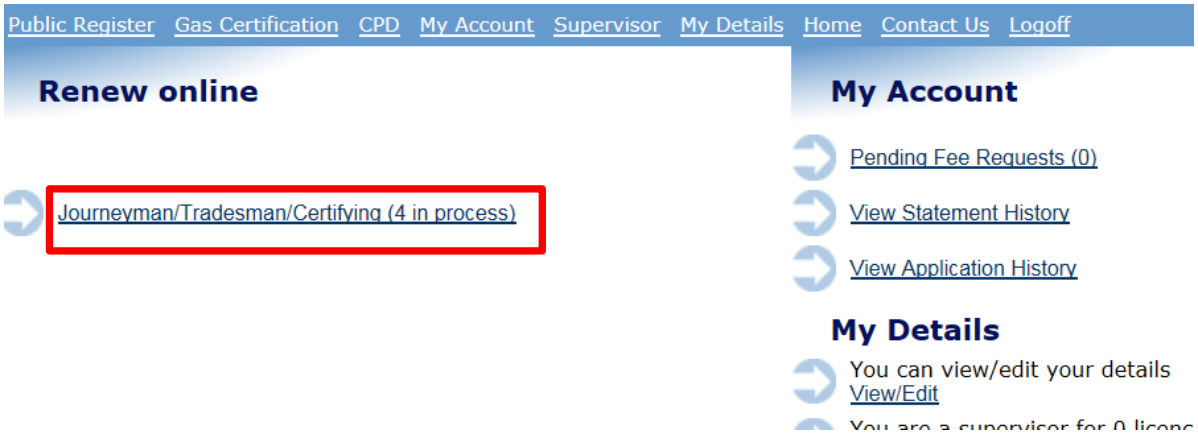
If you have any questions about the online renewal process, please call our licensing team between 8am-5pm, Monday to Friday on 0800 743 262.

Certifying/Tradesman/Journeyman renewals:

- **Payment options** via online renewal: debit/credit card, or Account2Account (online banking).
- As soon as you complete your online application, a tax invoice/receipt will be emailed within 15 minutes.
- Tradesman and Journeyman licences will need to nominate their Certifying supervisor(s) as part of the renewal process. Your licence is not renewed until the supervisor(s) logs-in and accept(s) your nomination(s). Note that your supervisor(s) will need to hold a current licence for you to nominate them.

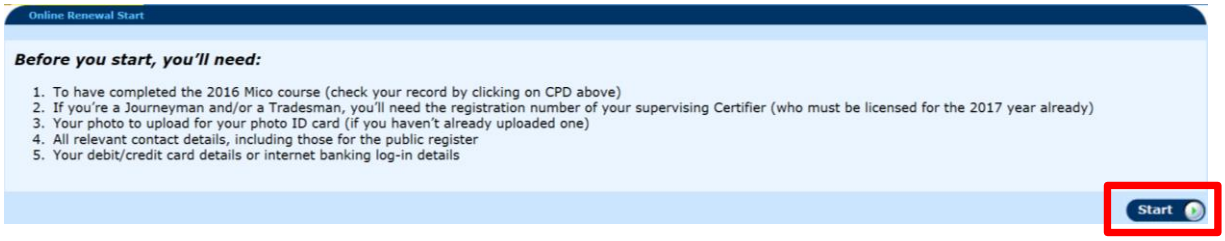
Welcome page

1. Under "Renew online", click *Journeyman/Tradesman/Certifying* to start the relicensing wizard.



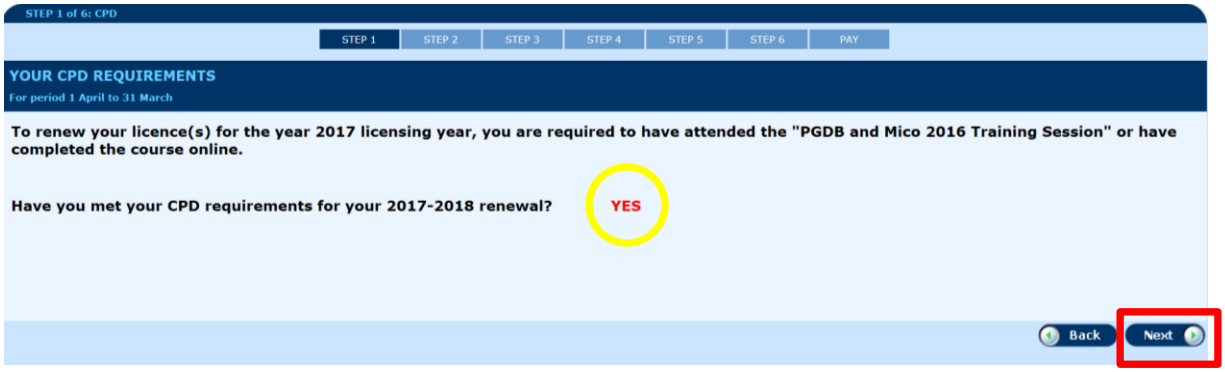
Online renewal start

2. Check you have everything you need <u>before</u> clicking *Start*.

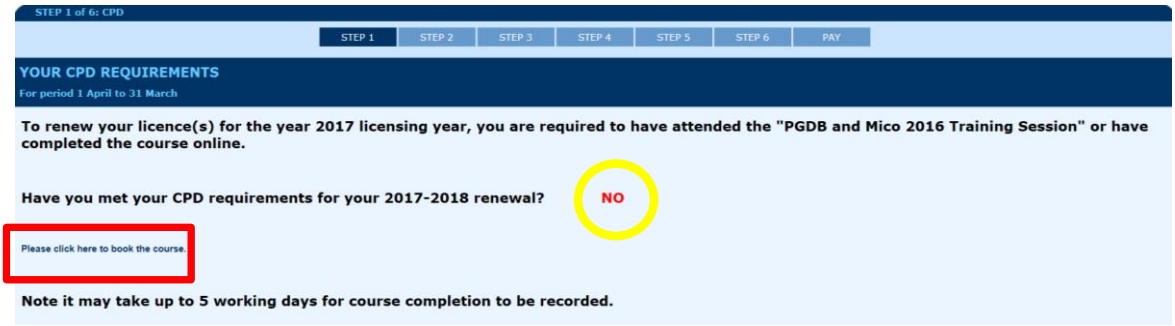


Step 1 – CPD Information

- If you have completed the CPD requirement, click *Next*.



- If you haven't completed the CPD requirement for 2017, your Step 1 will look like this and you can't go any further until you complete the online course, and the result is on your profile. (Note that in addition to the 3-4 hours it takes for you to complete the course, it can take up to 10 working days to receive login details, and 5 working days for your completion to be recorded, so best to get on to it as soon as possible).



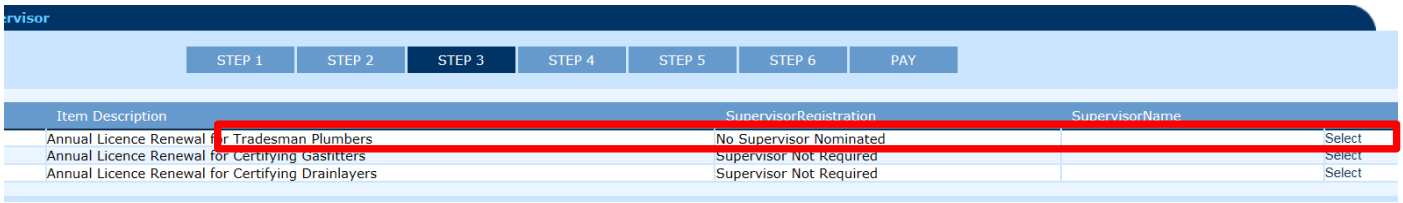
Step 2 – Select Payment Items

- Select every licence you wish to renew by ticking the relevant box. (In our example below the person is a Tradesman Plumber, Certifying Gasfitter, and Certifying Drainlayer, so will tick the box beside each licence as they want to renew all three licences). Once finished, click *Next*.
- *The last box (greyed out and pre-ticked) is the Disciplinary Levy and Offences Fee which is paid once per year by each registered practitioner.*

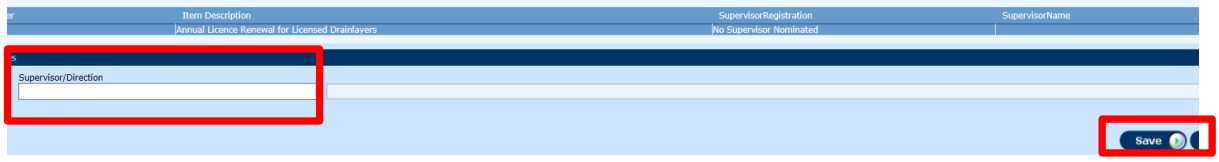
Step 3 – Nominate supervisor

- If you are **Certifying** in all trades you wish to renew, simply click *Next* to be taken to the following page. (Skip ahead to Step 4).

- If you are a **Journeyman and/or Tradesman** for any licence, you will need to nominate your supervisor(s). Your page will look something like this:



1. Click *Select*
2. Enter your nominated supervisor's 5 digit authorisation number, click the Tab button on your keyboard to double check the correct name shows up and click *Save*. Repeat this step for any other **Journeyman/Tradesman** licences.



3. Then click *Next*. Once you've done this, the supervisor(s) are sent both a text and an email telling them they've been nominated, and have to login to accept or decline. Your nominated supervisor(s) will need to login to their own accounts and confirm they are supervising you. Talk to your supervisor(s) to make sure they have accepted. **Your authorisation isn't active until they approve it.** Once supervision is approved, you will receive a card within 10 working days.

Step 4 – Confirm contact details

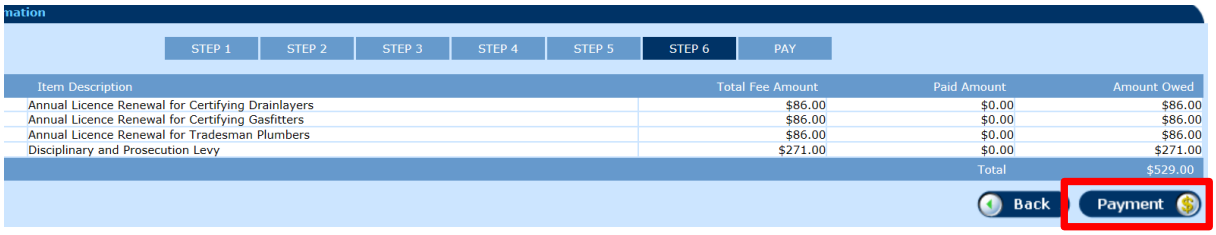
- Read the note about public register contact details and update your contact information accordingly. When finished, click *Next*.
- **Note** instructions on how to update your address is on page 16 of this guide.
- **Note** the “Private (Mailing) Address” on the left side is where your photo ID card will be sent to.
- **Note** the “Mobile* (Private)” and “Email (Public)” fields are where we send you the Info Brief (email only), CPD reminders (both text and email), and - for Certifiers only - notifications that you’ve been nominated as a supervisor and you need to login to accept (both text and email).

Step 5 – Photo ID

- Read the notes on the right side of the page about photo ID and upload your photo. When finished, click *Next*.
- **Note** guidance on how to upload a photo is on page 19 of this guide if you need more help.

Step 6 – Payment confirmation

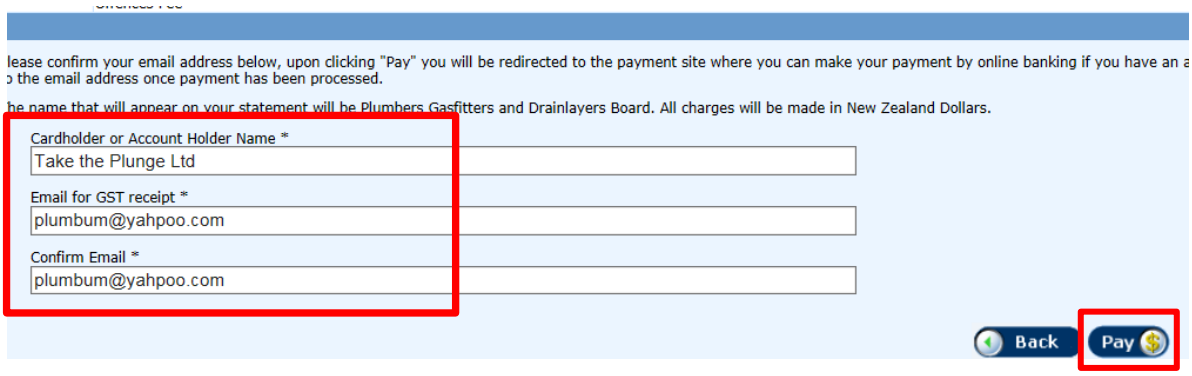
- This page shows the total you will pay for the licence(s) you have selected to renew.
- Click *Payment* to proceed.



Item Description	Total Fee Amount	Paid Amount	Amount Owed
Annual Licence Renewal for Certifying Drainlayers	$86.00	$0.00	$86.00
Annual Licence Renewal for Certifying Gasfitters	$86.00	$0.00	$86.00
Annual Licence Renewal for Tradesman Plumbers	$86.00	$0.00	$86.00
Disciplinary and Prosecution Levy	$271.00	$0.00	$271.00
		Total	$529.00

Step 7 – Confirm purchase

- Enter the cardholder or account holder name.
- Enter and confirm the email address where the tax invoice/receipt should be emailed (this can take up to 15 minutes after payment is processed).
- Click *Pay*.

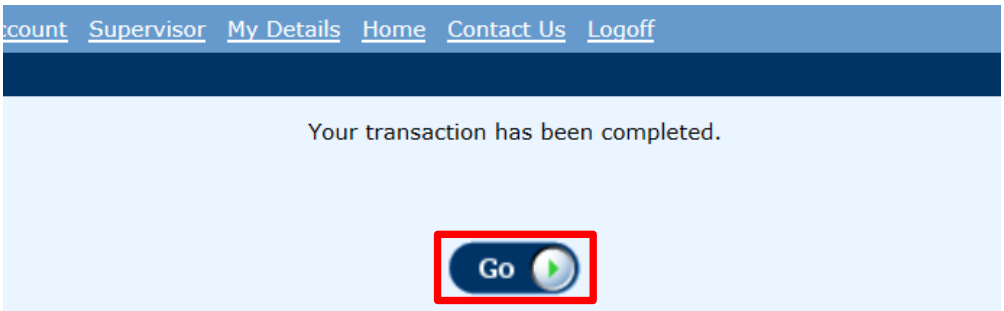


Step 8 – Payment

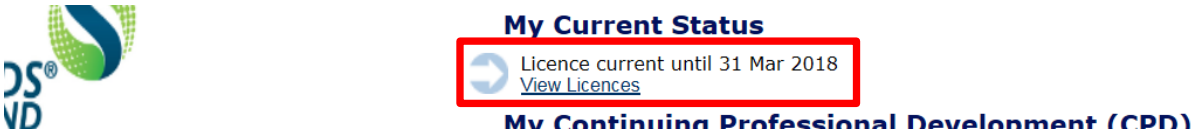
- Payment is either by debit/credit card, or Account2Account (online banking). Select which payment method you want and enter required information where prompted.
- If you have an issue with your debit/credit card, contact your bank.
- If you have an issue with your personal or business online banking, contact your bank.
- Once payment is successful you will receive a tax invoice/receipt via the email address you entered in Step 7 within 15 minutes.

Completion

- Once payment has gone through, the screen below will appear and you can click on *Go* to be taken back to the 'Welcome' page.



- For **Certifiers**, you will see your active licence straight away under *My Current Status*, or by viewing the public register. You will receive your card within 10 working days.



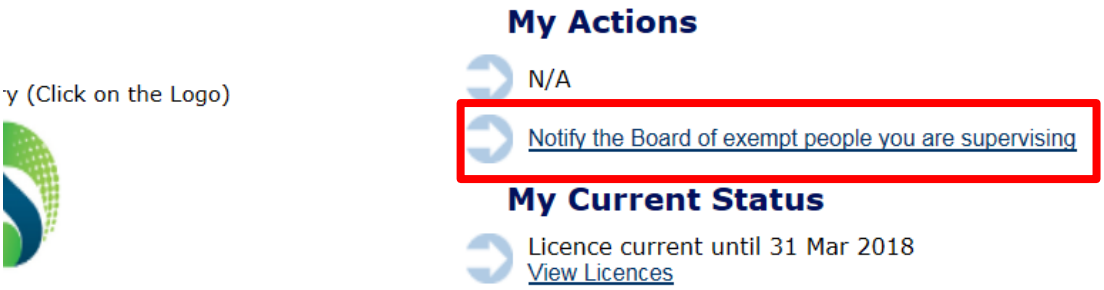
- For **Journeyman and Tradesman**, you will be active once your supervisor(s) login to accept the nomination(s). Talk to your supervisor(s) to make sure they have accepted. Once active, you will appear on the public register straight away and be sent your card within 10 working days.

Exemption Under Supervision renewals:

- Renewal for people working under an Exemption Under Supervision is done by their **supervisor**, through their own login. As such, the exempt person should use their login to update their contact details and upload their photo ID before their supervisor renews the exemption.
- **Payment options** via online renewal: debit/credit card, or Account2Account (online banking).
- As soon as you complete your online application, a tax invoice/receipt will be emailed within 15 minutes.
- NB for a new Exemption Under Supervision, a hardcopy (paper) application would need to be completed. You can obtain one from http://www.pgdb.co.nz/trade/licensing.html

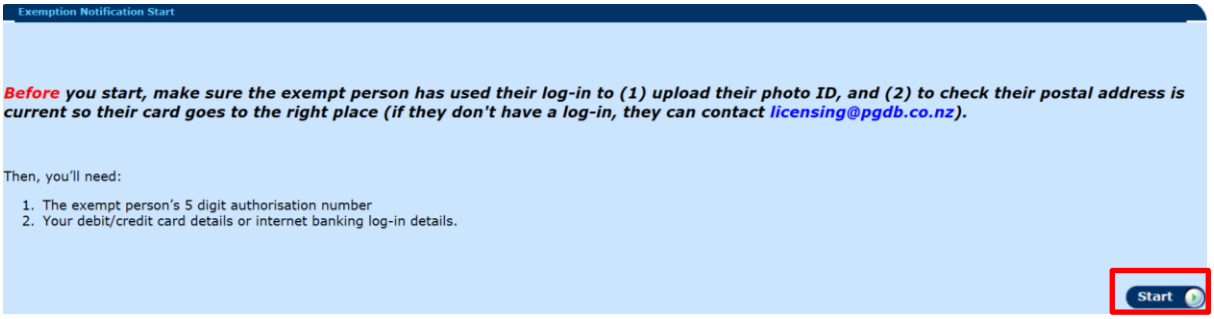
Welcome page

- Under ***My Actions***, click on ***Notify the Board of exempt people you are supervising***



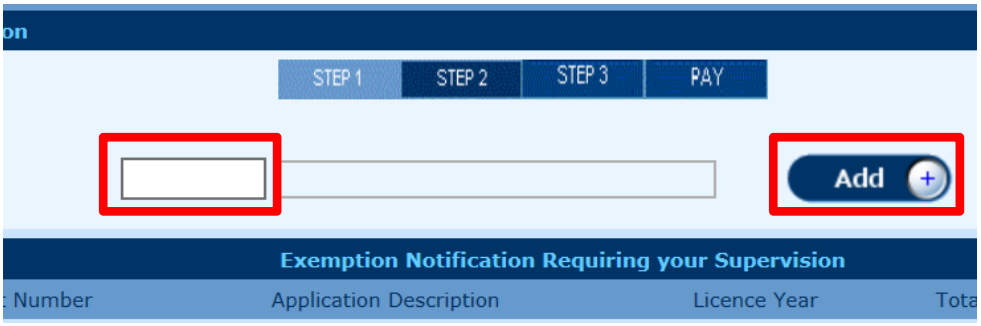
Exemption notification start

- Read the information page to ensure you have everything you need before clicking *Start*.



Step 1 - Select Practitioner for Exemption Notification

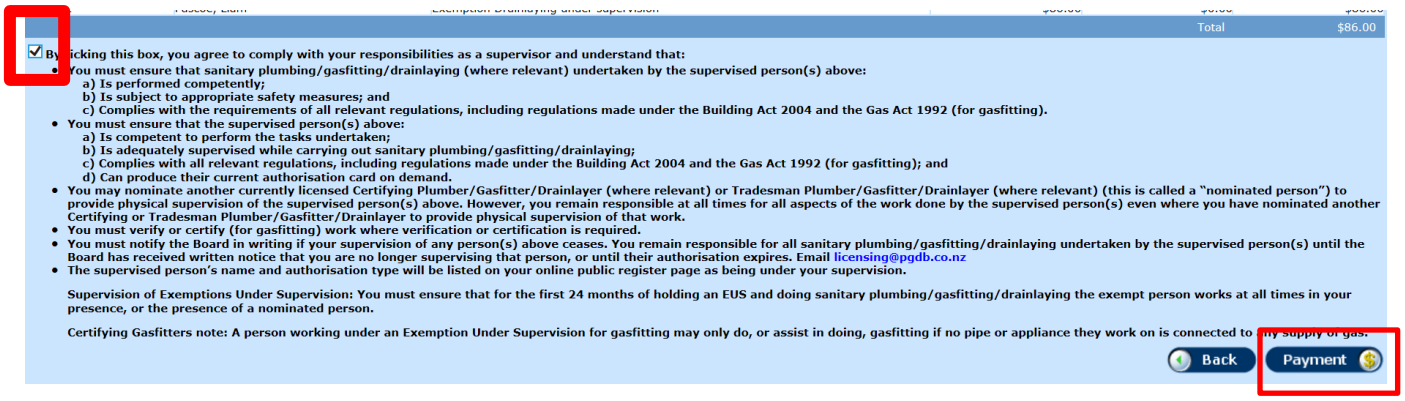
- Enter the 5 digit authorisation number of the exempt person, click *Add*. Repeat this step for any other exempt people.



- When finished, click on *Next*.

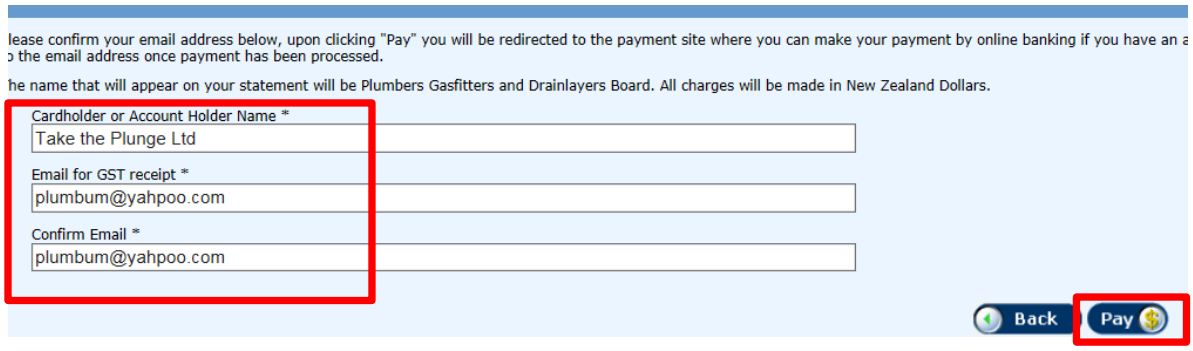
Step 2 - Summary and Confirmation

- Read the supervision blurb, and tick the box to confirm you agree. Then click on *Payment*.



Step 3 – Email address for GST receipt

- Enter the cardholder or account holder name.
- Enter and confirm the email address where the tax invoice/receipt should be sent (this can take up to 15 minutes after payment is processed).
- Click *Pay*.

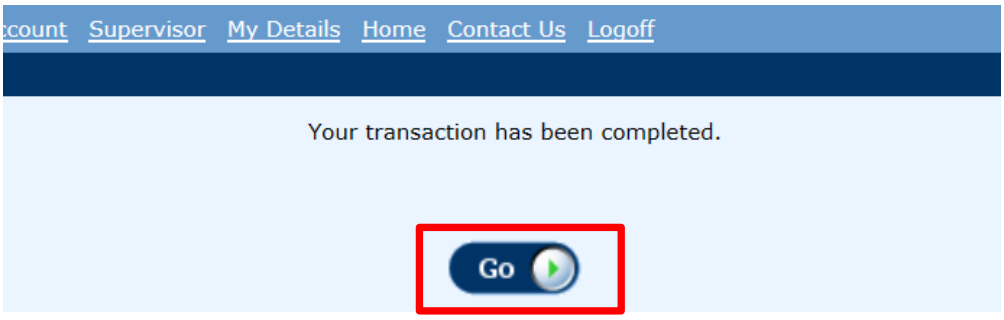


Payment

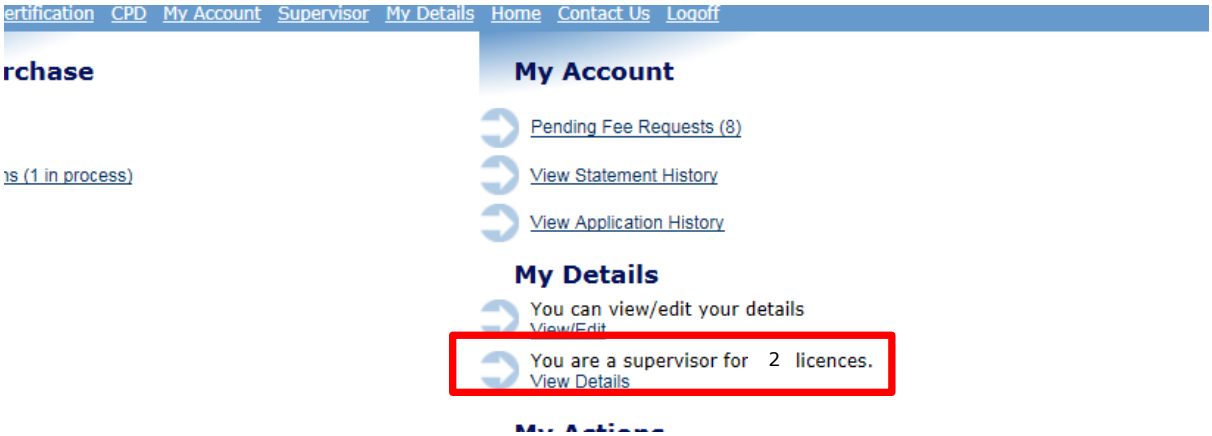
- Payment is either by debit/credit card, or Account2Account (online banking). Select which payment method you want and enter required information where prompted.
- If you have an issue with your debit/credit card, contact your bank.
- If you have an issue with your personal or business online banking, contact your bank.
- Once payment is successful you will receive a tax invoice/receipt via the email address you entered in Step 7 within 15 minutes.

Completion

- Once payment has gone through, the screen below will appear and you can click on *Go* to be taken back to the 'Welcome' page.



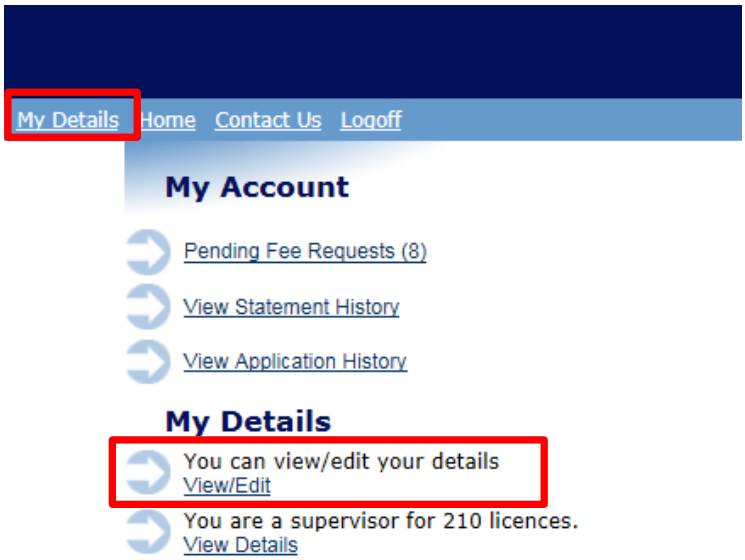
- Under *My Details*, you will see you are the current supervisor for x number of Tradesman/Journeyman/Exemptions/Limited Certificate Trainees. Click on *View Details*.



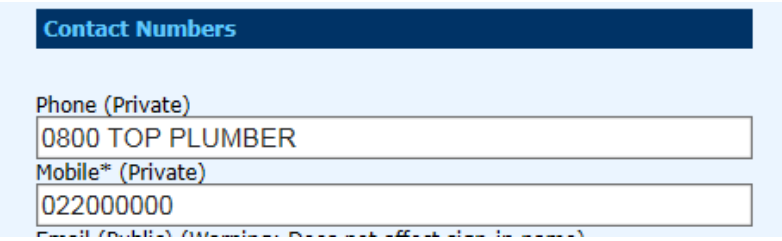
Limited Certificate Trainee online renewals (The Skills Org./ATT/Masterlink trainees only)

- The Skills Organisation/ATT/Masterlink will have sent most of your information to us already and paid the fee on your behalf. The only thing left to renew your Limited Certificate(s), is (1) to check your contact details and (2) supervision which requires action from **both** you and your supervisor(s).
- If your supervisor(s) don't have access to a computer, you'll need to use an application form instead, available from http://www.pgdb.co.nz/trade/licensing.html.

- You will need to:
  1. Log-in (if you haven't logged in before you'll need to contact licensing@pgdb.co.nz for a password).
  2. Under My Details (either red square below), update your contact details.

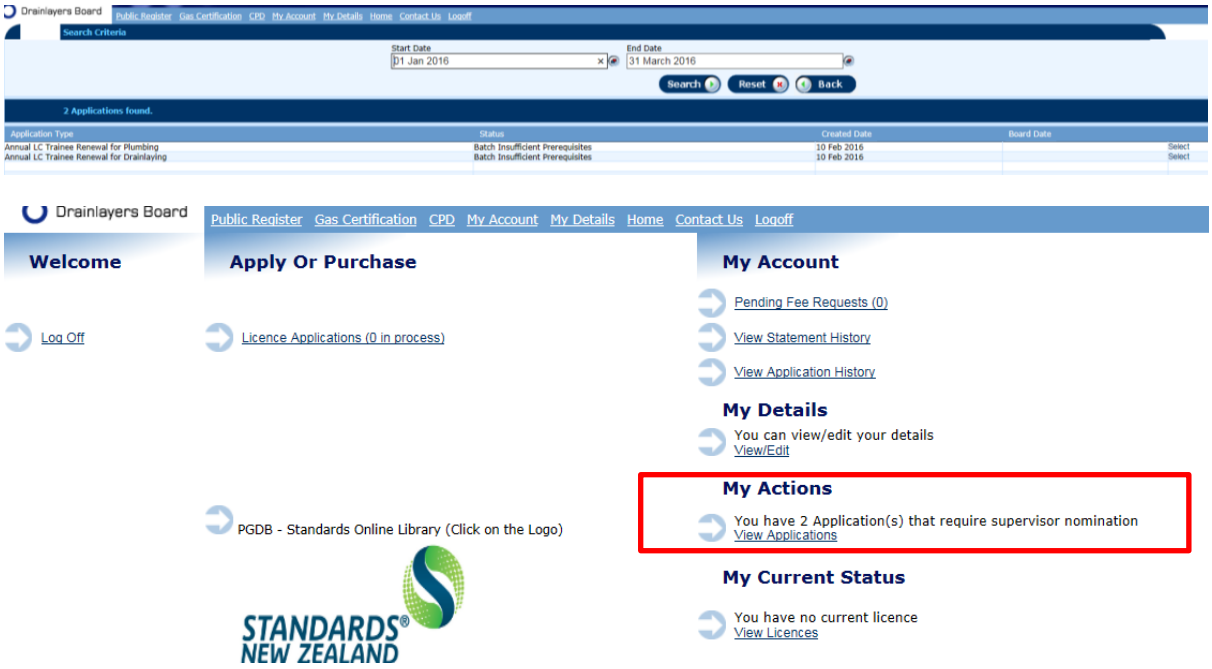


  3. Remember that your card is sent to your "Private (Mailing) Address", so click *Validate* to match your postal address with NZ Post's records to ensure it reaches you within 10 working days. Make sure we have a cellphone number for you also in case we need to contact you (e.g. card returned by NZ Post and we have to contact you).



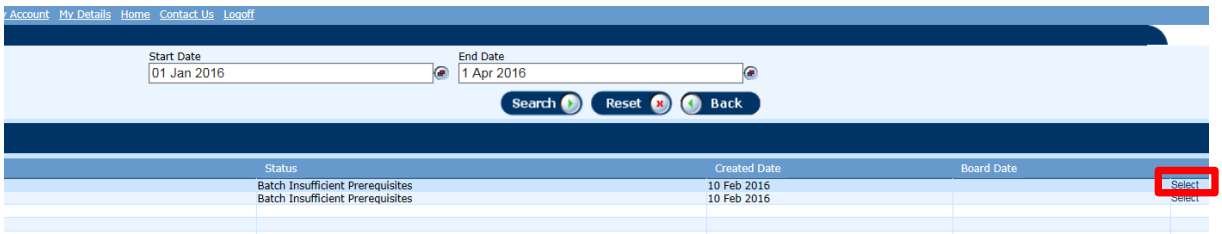
  4. When finished updating all of your details, click *Save* and then click *Home* to be taken to the Welcome Page.

5. On the Welcome page, under *My Actions* you will have x number of applications that require supervision nomination. Click on *View Applications*. (**NB** if you don't have any 'x number of', that means your supervisor(s) has already been nominated. In case you've changed supervisors recently, click on *View Applications* to check which supervisor has been nominated. You can call us on 0800 743 262 to update the supervisor.)

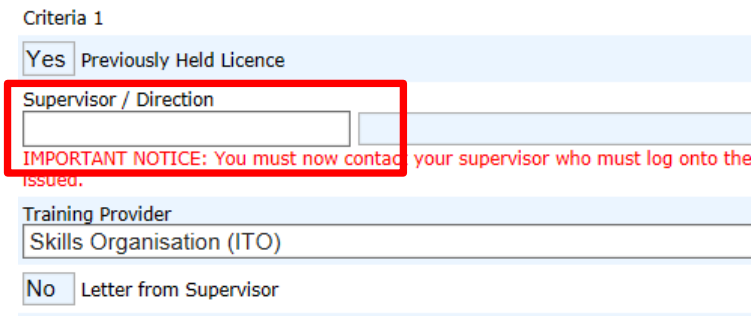


NB: If you have more than one trade, you'll need to repeat the following process per trade.

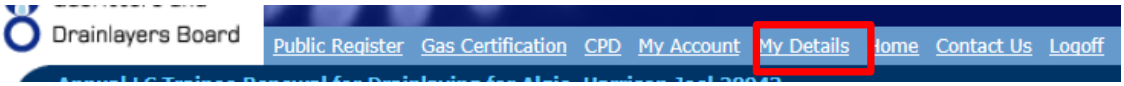
6. Click on *Select.*



7. Enter your supervisor's 5 digit authorisation number, and click *Save*. Once you've done this, the supervisor is sent both a text and an email telling them they've been nominated, and have to log-in to accept or decline. Your nominated supervisor will need to log-in to their own accounts and confirm they are supervising you. Talk to your supervisor to make sure they have accepted. **Your authorisation isn't active until they approve it.**



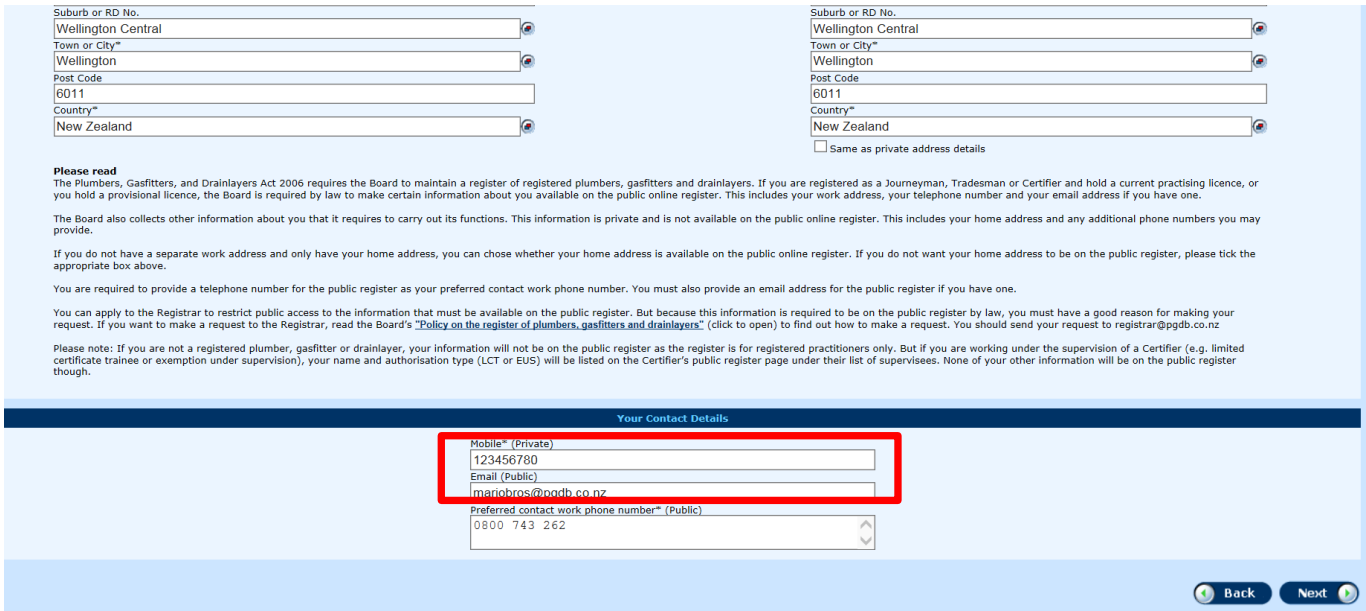
8. If you have Limited Certificates in more than one trade, you'll need to repeat the supervision nomination process per trade. Once you've nominated the first supervisor, click on *Home* to go back to the Welcome page and repeat steps 2-4.



9. Once your supervisor(s) have logged-in and approved your nominations, you are active straight away and will receive a card within 10 working days.

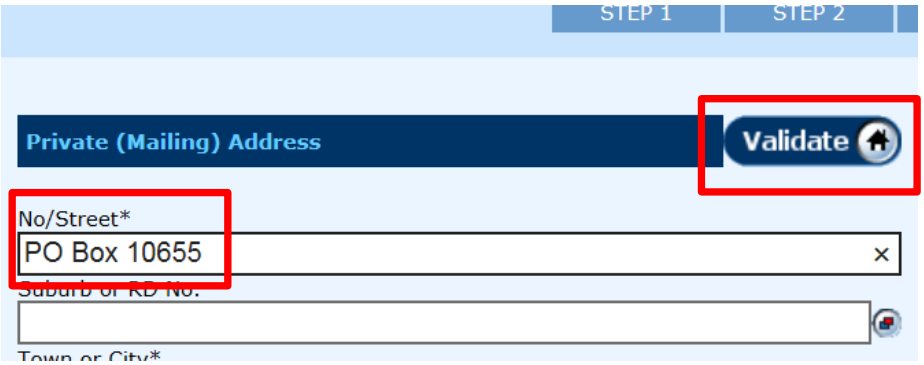
How to update contact details

- You can update your contact details at any time through your login.
- For Journeyman/Provisional licence/Tradesman/Certifying – this is where you can update your public register contact details.
- Read the note about public register contact details and update your contact information accordingly. When finished, click *Next* (if in the online renewal wizard) or *Save* (if simply updating contact details under *My Details*).
- **Note** the "Private (Mailing) Address" on the left side is where your photo ID card will be sent to.
- **Note** the mobile number and email address highlighted by the red box below are where we send you:
    - the Info Brief (email only),
    - CPD reminders – for registered people - (both text and email), and
    - (for Certifiers only) notifications that you've been nominated as a supervisor and you need to log-in to accept (both text and email).

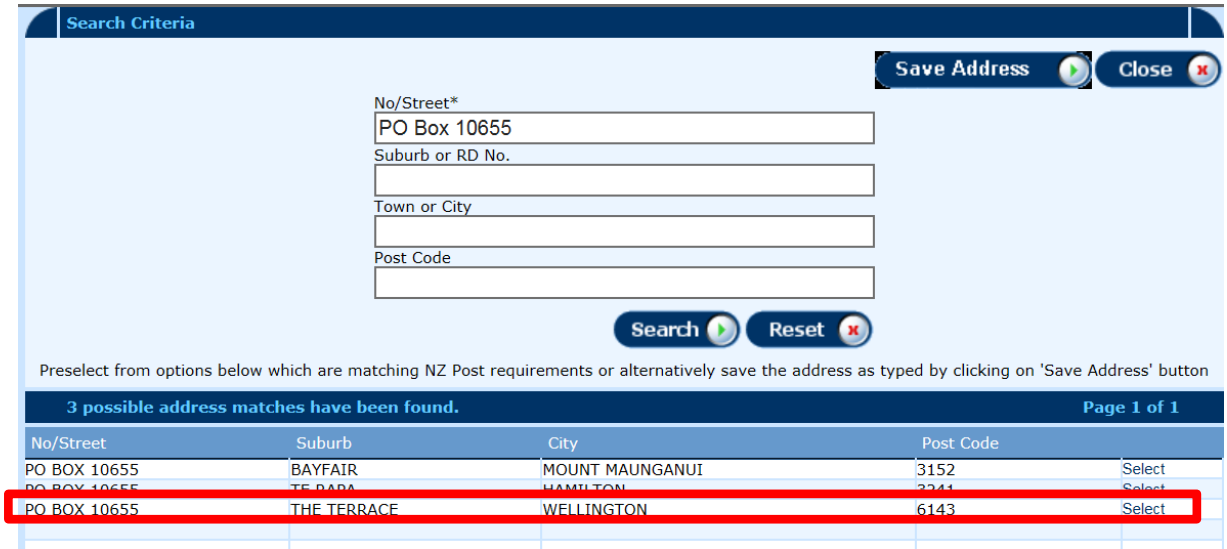


How to update a postal address (left hand side)

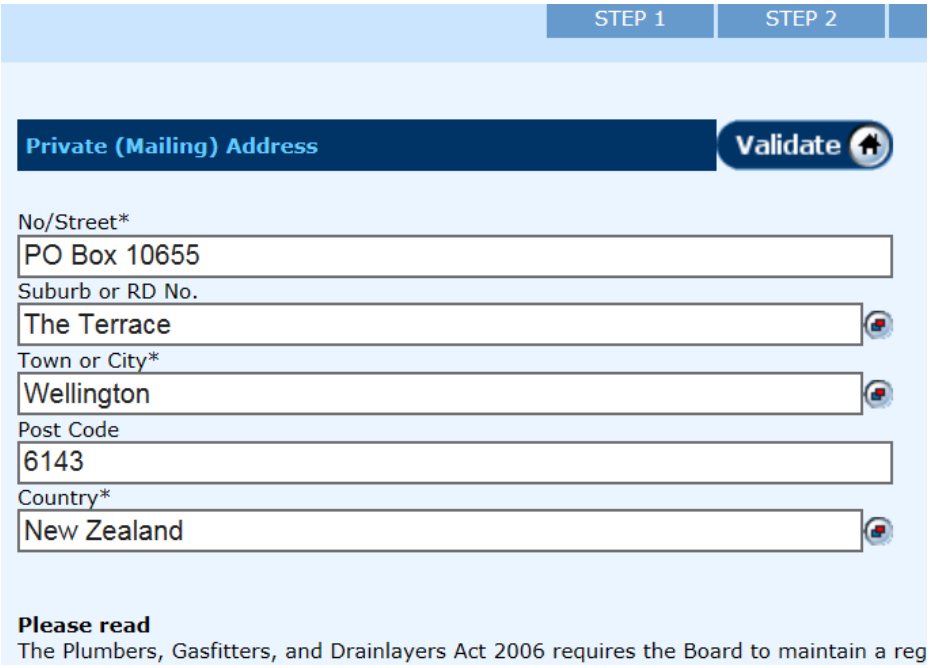
1. Into the *No/Street** field, enter your street number and street name, or PO Box, or private bag. Then click *Validate*.



2. A pop up box will appear with a list of matches from NZ Post that they can deliver mail to. Click your mouse on the correct match, and the pop-up box will disappear and automatically populate the other fields.



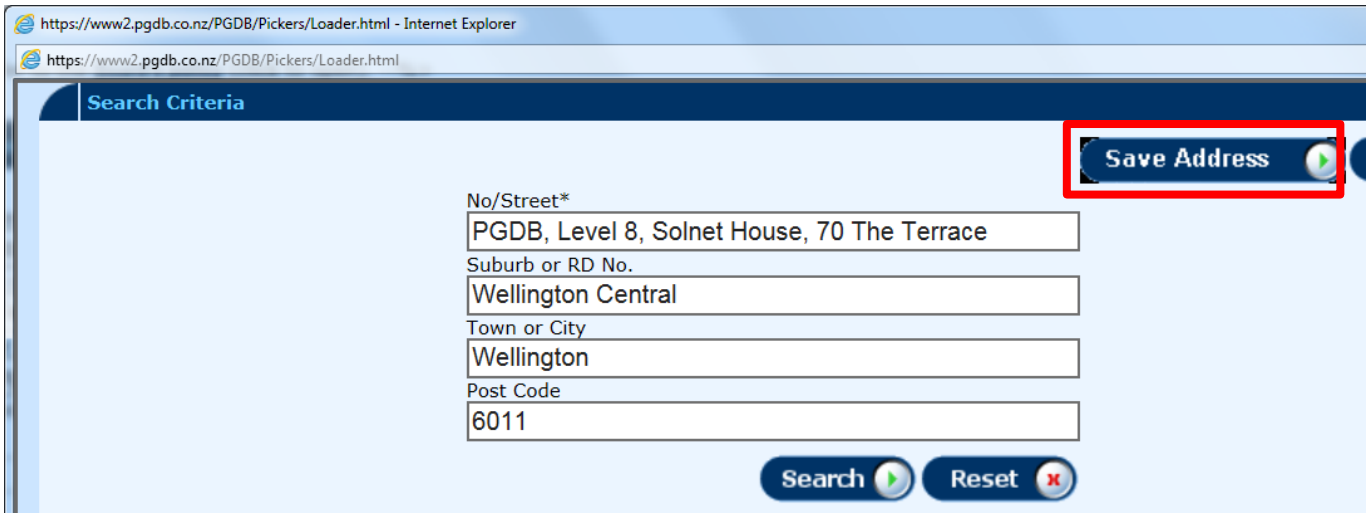
3. Once you've clicked your mouse on the correct match, the pop-up box will disappear and automatically populate the other fields of the mailing address for you e.g.



Troubleshooting:

If there is no NZ Post match for your address:

- Check the correct spelling has been used
- If you have a unit/flat/apartment, try just the street number and name first. That should bring up all of the units/flats/apartments for that street number that NZ Post can deliver mail to.
- If nothing else works, manually type in your address in all of the fields and click *Save Address*. For the postal address make sure you definitely have your correct postcode as our card manufacturers require one. For the public address, this does not matter.



How to update your public address (right hand side)

Often your public address is the site of your company/business which means there won't be mail delivered by NZ Post. The company/business will instead usually have a PO Box or Private Bag. If this is the case, you can enter your site address details, click *Validate*, and click *Save Address* since there won't be a NZ Post match.

Photo ID

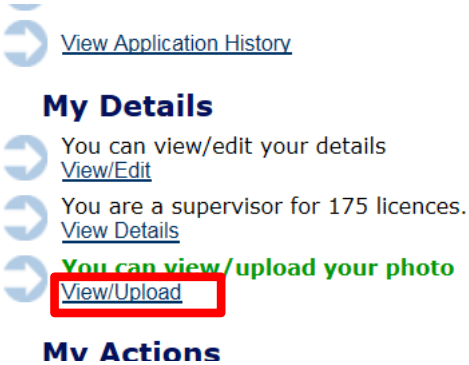
- **All authorisations** can upload their photo ID at any time through their login.
- **Journeyman/Tradesman/Certifying** will have a photo ID page as part of their online renewal steps.

To get started:

- Go to www.pgdb.co.nz,
  1. click on *Trade Login* at the top of the page

  2. enter your 5 digit authorisation number and password to get started.
- If you haven't had a password before, email licensing@pgdb.co.nz
- If you've forgotten your password, click on *Forgot my password.*

  3. Under *My Details*, click on *View/Upload.*



  4. Read all of the text on right hand side of the page:

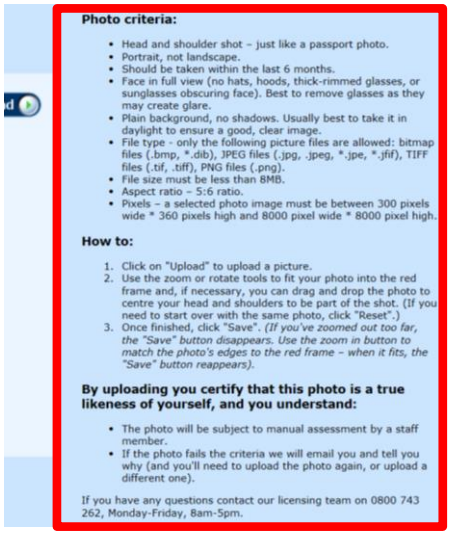


Photo criteria:

- Head and shoulder shot – just like a passport photo.
- Portrait, not landscape.
- Should be taken within the last 6 months.
- Face in full view (no hats, hoods, thick-rimmed glasses, or sunglasses obscuring face). Best to remove glasses as they may create glare.
- Plain background, no shadows. Usually best to take it in daylight to ensure a good, clear image.
- File type - only the following picture files are allowed: bitmap files (.bmp, *.dib), JPEG files (.jpg, .jpeg, *.jpe, *.jfif), TIFF files (.tif, .tiff), PNG files (.png).
- File size must be less than 8MB.
- Aspect ratio – 5:6 ratio.
- Pixels – a selected photo image must be between 300 pixels wide * 360 pixels high and 8000 pixel wide * 8000 pixel high.

How to:

1. Click on "Upload" to upload a picture.
2. Use the zoom or rotate tools to fit your photo into the red frame and, if necessary, you can drag and drop the photo to centre your head and shoulders to be part of the shot. (If you need to start over with the same photo, click "Reset".)
3. Once finished, click "Save". *(If you've zoomed out too far, the "Save" button disappears. Use the zoom in button to match the photo's edges to the red frame – when it fits, the "Save" button reappears).*

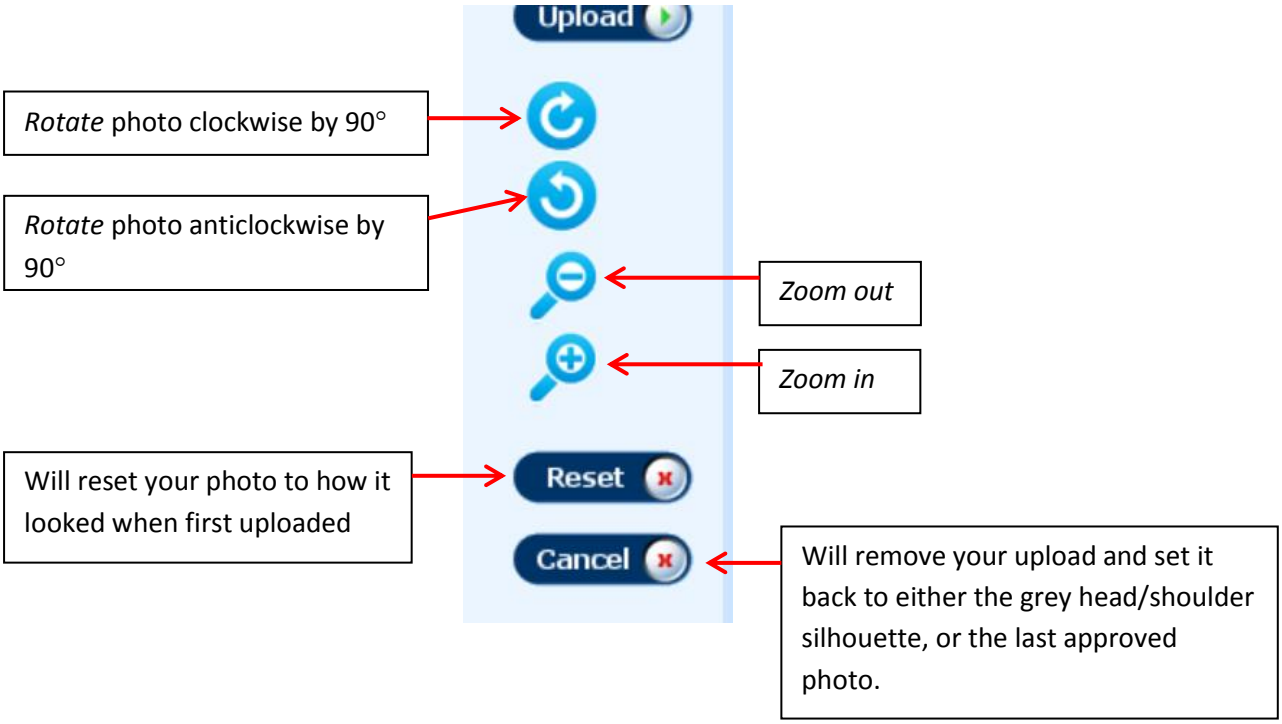
By uploading you certify that this photo is a true likeness of yourself, and you understand:

- The photo will be subject to manual assessment by a staff member.
- If the photo fails the criteria we will email you and tell you why (and you'll need to upload the photo again, or upload a different one).

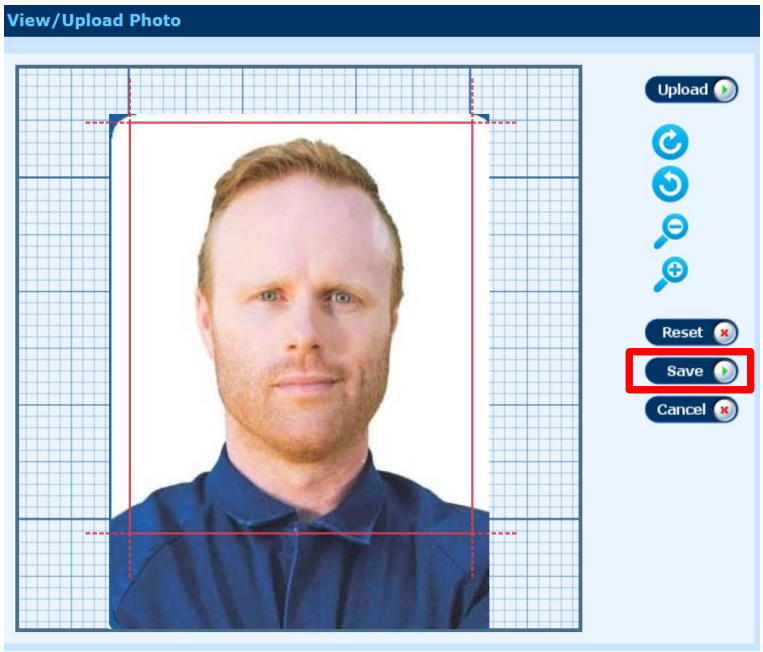
If you have any questions contact our licensing team on 0800 743 262, Monday-Friday, 8am-5pm.

5. Click on *Upload*.

6. Upload your picture from your computer. Once uploaded, you'll see a few more buttons appear on screen next to your photo.



7. Use the rotation/zoom buttons to help fit your head and shoulders within the red frame. When finished, click *Save*.



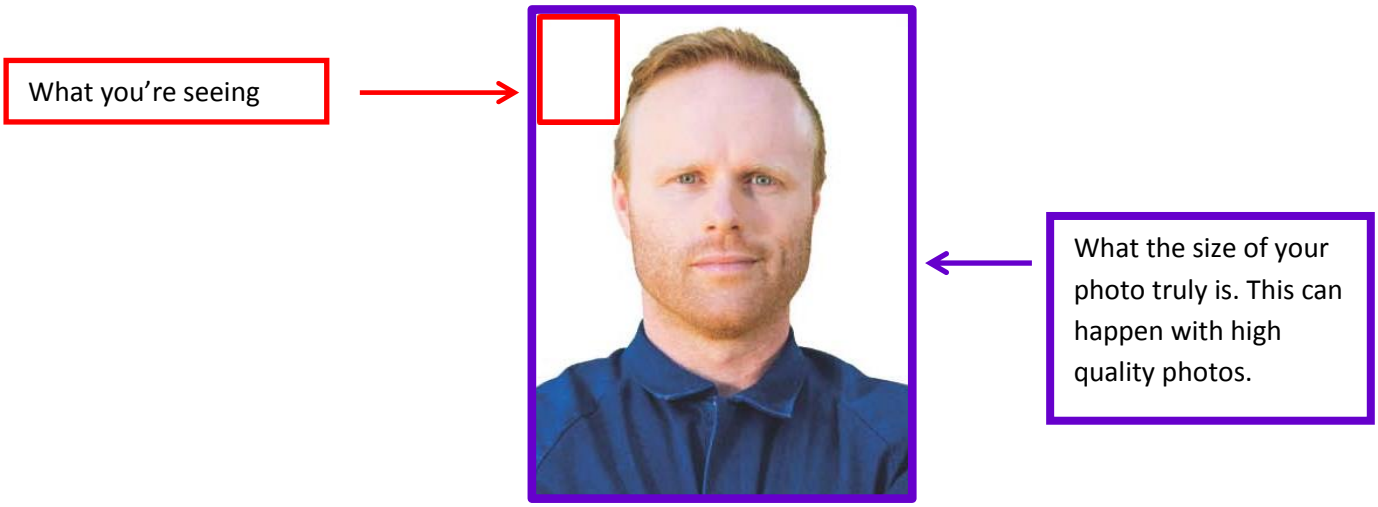
Troubleshooting

- **Error message appears: "*Image must be between: 360 - 8000 pixels high and 300 - 8000 pixels wide.*"**

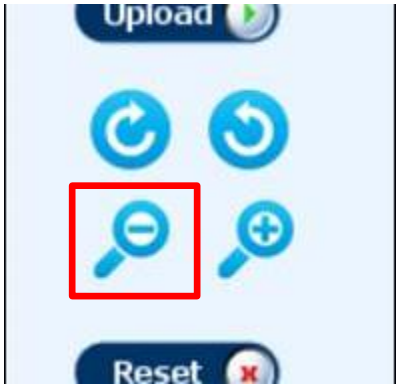
  The photo has to have a certain measurement for the card manufacturer's standards. This message usually shows up if the photo you're trying to upload is a cropped version of the original. **Solution:** upload the original photo. You can zoom in or out to get your head and shoulders in the red frame.

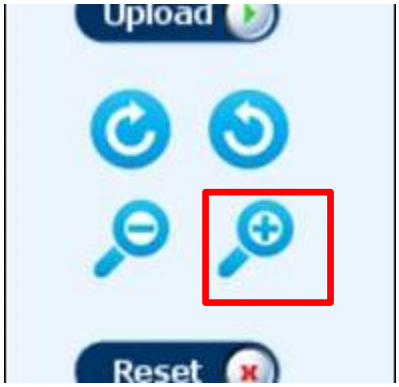
- **My computer has uploaded the photo, but it's blank?**

  Most likely it's not blank, but what you're seeing is the top left corner of your photo, just really, really, really up close like this example:



Solution: Click on the *zoom out* button (red square below) to reduce the size of the photo a lot until you see your head and shoulders come into frame. Depending on the quality of the photo, you may need to click anywhere between 5-15 times.



- **Error message appears even though it looks like your photo takes up all of the space within the red frame: "*The crop frame is only partially filled with the edit image and cannot be submitted, either increase the size of the photo or start again*."**

  The photo has to have specific measurements for the card manufacturer. It may look like your photo takes up all of the space within the red frame, but there will be a small sliver of blue grid between your photo and the red frame. **Solution:** Click on the zoom in button (red square below) to increase the size of the photo.