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Online licensing service

Licensing services online started on 1 June 2018 for Security Agents licences.

There are some important changes that you need to know about before you apply for or renew your Security Agents licence.

To apply for or renew your licence online you need an internet connection. If you don’t have an internet connection at home or in the workplace, then you can visit a LINC Tasmania (Public libraries) location to use their internet connection and equipment.

If you are a licence holder you will need to use the new online services on the CBOS website, www.cbos.tas.gov.au/topics/licensing-and-registration.

For interstate applicants, please see the Mutual recognition for security and investigation agents licence webpage on our website at www.cbos.tas.gov.au/topics/licensing-and-registration.

What has changed?

- You now apply for and renew your licence online 24 hours a day, 7 days a week.
- Consumer, Building and Occupational Services (CBOS) no longer accepts paper applications and renewal forms.
- In future we will contact you by email or sms message to your mobile phone.
- You can pay your fees online by credit card
- Although most of the licensing services are online, there will be situations where some clients still need to visit a Service Tasmania shop; for example, to prove their identity.
- We will automatically order a national police check for you.

Uploading documents in a digital format

Save yourself some time by making sure you have all your documents ready to upload before you start applying for or renewing your licence. Documents need to be in a digital format (saved on your computer, USB or other device).

All documents must be in the following formats; pdf, text, jpg, jpeg, png.

Documents that are in a doc or xls variation formats will not be accepted and you will be unable to progress your application or renewal.

If you need help to save your documents into a digital format, then visit a LINC Tasmania (public libraries) location and their friendly staff will help you.
Online session – security time-out
A time-out period has been set to 20 minutes when you are accessing this online licensing system. If you stop typing or touching your mouse for 20 minutes (continuous period of time), your current online session is cancelled.

A long as you have entered your details in the Licence Details screen and progressed to the next page, we will send you a reference number either by SMS message or email to access your newly created My Licence account.

To go back to your application, you will need to:

1. Read the step Logging into your My Licence account, please go to Page 10.
   a. Enter your licence number or the reference number we sent to you to your email address or SMS to your mobile number

You will be returned to the online form.

2. You will be returned to the last screen you were working on.

Expiry period for a security Verification Token
You will need to request a security Verification Token when accessing your My Licence account. To learn more about My Licence account for licence holders, please go to Page 10.
Each security Verification Token can only be used once.
The token will expire 30 minutes after it is sent.
Don’t worry if you don’t get your token immediately. It may take a few minutes because it relies on your internet connection or mobile network.

It is best to wait for a few minutes to get the token before requesting another one.
How to use this guide

This guide has been written to give you step-by-step instructions to help you use online licensing services. We have included screen images for every step of the process so you can feel familiar with licensing services online before you need to use it.

In this guide you will learn:

1. How to get help
2. What is a My Licence account
3. How to renew your licence
4. How to apply for a licence
5. How to update your contact details
6. How to add and remove an security employee
7. How to add and remove a director
8. How to order a replacement licence card
9. How to access and print your payment receipts
10. How to download and print a licence certificate
11. How to amend or withdraw an application or renewal

We feel that it is really important that you read the Security Agents apply for or renew webpages before you start. The information on these pages will help you get prepared so you won’t experience any unnecessary delays.

You can access this information at www.cbos.tas.gov.au/topics/licensing-and-registration.

CBOS would like to hear from you

We invite you to contact us to make suggestions to improve this guide and also to let us know whether this guide has helped you.

You can contact us at cbos.info@justice.tas.gov.au.
Get help with online licensing services

LINC Tasmania

We know that some customers will need access to computers, the internet and support in accessing online services.

Support is available for you through LINC Tasmania. LINC Tasmania provide Tasmanian’s with access to library services. LINC Tasmania is so much more than a public library; they also offer the following services;

- provides free access to computers and the internet and support in their use
- most locations can provide access to scanners and support for uploading documents to online services
- computing courses are available to support Tasmanians who have difficulty in accessing everyday online services (talk to your LINC for more information about their computing courses)
- literacy tutor network is available to support Tasmanians who have difficulty with everyday literacy and numeracy tasks, such as completing online forms (talk to your LINC for more information about their literacy programs)

If you are already skilled in using a computer and the internet, you can still visit a LINC Tasmania location and use their computers and internet for free.

Get ready before you visit LINC Tasmania

First make sure that you have the right documents with you when you visit a LINC Tasmania location. You can either take the paper documents with you for scanning or take the documents in a digital format (i.e. saved to a laptop or USB) for uploading. To find out what you need to take with you, visit the Security Agents webpages at www.cbos.tas.gov.au/topics/licensing-and-registration.

LINC Tasmania is a statewide network operating in over 60 locations across Tasmania. Widely accessible to all Tasmanians, it provides free access to the internet through fixed public PCs at all sites and Wi-Fi across 38 sites.


Service Tasmania shops

Service Tasmania staff will continue to help you with ‘proof of identity’ and taking ID photos.

You can still pay your fee at a Service Tasmania shop but you must have a copy of your application receipt or have written down the reference number from your online application.

IMPORTANT: Service Tasmania staff are unable to assist you with completing your online application.

For telephone support, please call Customer Service on 1300 654 499.
My Licence account for licence holders

A My Licence account allows you to renew your licence and do a variety of other tasks. Your My Licence account also keeps a record of information you give us and that we send to you.

With your My Licence account you can:

- Renew your licence online
- Print a copy of your licence certificate
- Order a replacement licence card
- Change your contact details
- Pay your fees and print payment receipts
- Apply for a new licence
- Amend your application
- Withdraw your application
- View correspondence that we have sent to you
- Add and remove a Security Employee
- Add and remove a director

No password for your My Licence account

Your My Licence account is similar to an online bank account where you have access to it 24 hours a day, 7 days per week. You will never need to remember a password. Instead you will be sent a one-time security Verification Token that will last for 30 minutes before it expires. If your Verification Token expires, simply request another one.

As long as we have your current mobile phone number and email address, you can access your My Licence account.

You can phone Customer Service on 1300 654 499 to check that we have your correct details.

Logging into your My Licence account

If you are renewing your licence, we suggest you Renew your licence from the Security Agents licence webpage to learn what information and documents you must have ready before you renew your licence.

If you are not renewing your licence and need to ‘Access My Licence account’ you can at www.cbos.tas.gov.au/topics/licensing-and-registration.

You will be taken to the My Licence screen where you will need to enter details to access your account.
You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
   
   a. If you do not have this number;
      
      i. Click on the Don’t Know Reference Number link
      
      ii. Click on the mobile phone number or email address option

3. Enter the last name of the licence holder (mandatory)
4. Enter the date of birth of the licence holder (mandatory)
5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.

![My Licence](image)

You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click either your email address or mobile number

7. Click the Send button

You will see a screen similar to the following.
You will receive a Verification Token.

_In the case on the following page, the licence holder selected their email address to receive the Verification Token._

You will see a screen similar to the following.

**My Licence**

Please choose the contact method to receive the identity verification code

- [ ] joh****.au
- [ ] 04****000

[Send]

You will need to:

8. Enter the Verification Token number into the Verification Code field

9. Click the Verify button

You will see a screen similar to the following.

**My Licence**

We have sent verification code to (joh****.au). Please enter the code below.

Verification Code: [614032]

[Verify]

You now have access to your My Licence account.
Update your contact details

If you hold a licence you can change your contact details by accessing your My Licence account. It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You will need to:

1. Log into your My Licence account

2. Click on the Update Contact Details tab located on the left hand side of the screen

You will see a screen similar to the following.

You will need to:

3. Click the Edit button

You will see a screen similar to the following.
You will need to:

4. Change the details you wish to update
5. Click the Save button

You will see a screen similar to the following.
You will return to the Licence Details screen.
You will receive a message via your preferred method of contact confirming the changes you made.

**Download and print a licence certificate**

If you hold a licence you can download and print a licence certificate by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.
You will need to:

1. Log into your My Licence account
2. Click on the Download Licence Certificate link located on the right-hand-side of the screen under Actions
   a. the certificate will open in a new window

You will see a screen similar to the following.

![Certificate Image]

3. Print the licence certificate

Print a receipt
If you hold a licence you can print a copy of a receipt by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

Your My Licence account will keep a copy of all payments you made online from 1 June 2018. You can access these receipts to download and print anytime you want.

You will need to:

1. Log into your My Licence account
2. Click the Fees/Payments tab located on the left hand-side of the screen
You will see a screen similar to the following.

![Image of Licence Details](image)

You will need to:

3. Click on the Download Receipt link located under header ‘Action’

You will see a screen similar to the following.

![Image of Fees and Payments](image)

_A PDF of the payment receipt will open in a separate window for you to print to your printer._

**Order a replacement licence card**

If you hold a licence you can order a replacement card by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You will have the option to either:

- Order your licence card online and pay online by credit card
- Go to a Service Tasmania shop and order a licence card and make payment

When replacing your licence card online, you will need to:

1. Log into your My Licence account
2. Click the Replace Card link
You will see a screen similar to the following.

You will be taken to the Replace Card screen.

You will need to:

3. Click the Confirm button

You will see a screen similar to the following.

You will need to:

4. Click the Pay Now link
You will see a screen similar to the following.

To complete the payment, read Online payment on Page 50.

You will receive a message via your preferred method of contact confirming the changes you made.

**Uploading new supporting documents**

If you hold a licence you can upload new documents by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

Your My Licence account records the expiry date of some supporting documents. Your My Licence account will automatically send you a reminder to renew these documents before they expire.

*Examples of expiring documents are Dog Registration, Dog Training Certificate, First Aid Certificate.*

If you let these documents expire, you will no longer be licensed to do that security activity and endorsements.

To upload a replacement document, you will need to:

1. Log into your My Licence account
2. Make sure the document is in a digital format, i.e. PDF, Jpeg, Jpg
3. Click on the Expiring Documents tab located on the left hand-side of the screen

You will see a screen similar to the following.
You will be taken to the Expiring Documents screen.

You will need to:

4. Click on the Choose File button

You will see a screen similar to the following.

![Expiring Documents](image)

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

5. Click on the document

6. Click the Insert or Open button

You will see a screen similar to the following.

![Folder Contents](image)

You will be returned to the Supporting Docs screen.

You will need to:

7. Enter the new expiry date of the document you selected (mandatory)
8. Click on the Save button

You will see a screen similar to the following.

Adding, removing, making payments for Security employees

If you hold a licence you can add and remove a Security employee by accessing the Employees tab of your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

If you want to view employees that have added you as their Licence Manager, please go to Associated licences on Page 33.

You will need to:

1. Log into your My Licence account
2. Click on the Employees tab located on the left hand-side of the screen
You will see a screen similar to the following.

Adding an employee
You will be taken to the Employees screen.
You will need to:

1. Click on the Add New Employee link

You will see a screen similar to the following.

You will need to:

2. Enter the employee licence number
3. Click the Add link

You will see a screen similar to the following.
You will see that the employee name and their details are now recorded in your My Licence account.

Remove an employee

You will need to:

1. Click the Remove link located under the header ‘Action’

You will see a screen similar to the following.

2. You will be prompted to confirm that you want to remove the employee (item)

3. Click the OK button

You will see a screen similar to the following

Pay outstanding fees for an employee

You will need to:

1. Click the Pay Outstanding link located under the header ‘Action’

You will see a screen similar to the following.

You will be taken to a payment screen.

You need to:

2. Enter the payment details

3. Click the Pay button
You will see a screen similar to the following.

You can now:

4. Print the payment receipt off

You will see a screen similar to the following.

You will receive a message via your preferred method of contact confirming the payment you have made.
Add a Licence Manager

If you hold a licence you can add one or more licenced managers by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You will receive a message via your preferred method of contact confirming the changes you made.

You will need to:

1. Follow the procedure to Amend an application on Page 32
2. Click the Next button until you get to the tab titled Add a Licence Manager
3. Enter the Tasmanian licence number of your manager(s) that will be supervising your chosen licence activities
4. Click on the Add Licenced Manager link located next to the Licence number field
5. Continue clicking the Next button until you get to the Declaration tab

You will see a screen similar to the following.

6. On the Declaration tab, click all the options and then click the Submit button

Add or remove a Director

If you hold a licence you can add or remove a director by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You can add and remove a Director by **amending** your licence or at the time you **renew** your licence.

You will need to:

1. Log into your My Licence account
2. Click Amend Licence details link located under the header titled Action
You will see a screen similar to the following.

![Guide to licensing services online for Security Agents](image)

You will be taken to the Primary Contacts Details screen of an online form.

You will need to:

3. Click the Next button located at the bottom of the screen and you will be taken to the Licence Holder Details screen

4. Click on the Add another person link

You will see a screen similar to the following.

![Body Corporate - Director - Details](image)

To add a Body Corporate – Director, you need to:
5. Click Yes or No to the Director role question

6. If you clicked Yes
   a. Enter your licence number
   b. Click the Add link
   c. Click the Next button

You will see a screen similar to the following.

7. If you clicked No
   a. Add your details in the fields provided
   b. Click the Next button
You will see a screen similar to the following.

You will need to:

8. Click the Next button until you get to the Declaration screen
9. Click each to put a tick against each Declaration
10. Click the Submit button

You will see a screen similar to the following.

You will receive a message via your preferred method of contact confirming the changes you made.

**Viewing correspondence**

If you hold a licence you can view correspondence that CBOS sends you by accessing your My Licence account.
It is assumed that you have already read the section on Logging into your My Licence account on Page 10.

You will need to:

1. Log into your My Licence account
2. Click the Messages tab located on the left hand-side of the screen

You will see a screen similar to the following.

![Messages screen](image)

You will be taken to the Messages screen. The messages are listed and have a description so it is easier to find the message you are looking for.

You will need to:

3. Click the Select link located under the header ‘Action’

You will see a screen similar to the following.

![Messages screen](image)

You can now view the message and if there is an attachment, it will be located on the left hand-side under the Attachments header. It will be a PDF document.
You will see a screen similar to the following.

Giving another person access to your My Licence account

If you hold a licence you can add a user to your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account on Page 10.

You will need to:

1. Log into your My Licence account
2. Click on the Licence User Accounts tab located on the left hand-side of the screen

You will be taken to the Licence User Accounts screen.
You will need to:

3. Add the persons name and username
4. Click the Add User button

You will see a screen similar to the following.

A new screen will open for you to complete the contact details of the User account you are creating.

You will need to:

5. Enter details into the fields
6. Click the Save button

You will see a screen similar to the following.

You will be returned to the Licence User Accounts screen.

You will see a screen similar to the following.
Changing your preferred method of contact

If you hold a licence you can change your preferred method of contact by accessing your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You will need to:

1. Follow the procedure to Amend an application on Page 32
2. Go to the first tab titled Licence Holder Details
3. Click the Email or Mobile option on this tab (bottom of screen)
4. Continue clicking the Next button until you get to the Declaration tab
5. On the Declaration tab, click the options and then click the Submit button

You will receive a message via your preferred method of contact confirming the changes you made.

Amend or Withdraw an application or renewal

You do have the opportunity to amend or withdraw your application or renewal.

You will know if these options are still available to you when you log into your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You will need to:

1. Log into your My Licence account
2. Click on the Amend Application or Withdraw Application options located on the right-hand-side of the screen under Actions

You will see a screen similar to the following.

Your online application form will open for you to make changes.

You will need to:

3. Click the Next button located at the bottom of the page until you get to the page of the application that you need to make the changes
4. Progress to the Declaration tab by clicking the Next button
5. Click each of the declarations
6. Click the Submit button
You will receive a message via your preferred method of contact confirming the changes you made.

**Associated licences**

The Associated licences tab is located in the My Licence account for Body Corporate-Agent and Individual-Agent licences. If an employee has added you as their Licence Manager to their account, it will appear in the Associated Licences tab in your My Licence account.

It is assumed that you have already read the section on Logging into your My Licence account, please go to Page 10.

You can identify employee licence numbers and expiry dates from this screen. You cannot add or remove an employee from this screen.

If you want to make changes relating to employees, please go to Adding, removing, making payments for Security employees on Page 21.

You will need to:

1. Log into your My Licence account
2. Click the Associated Licences tab located on the left hand-side of the screen

You will see a screen similar to the following.

![Licence Details Screen](image)

You will be taken to the Associated Licences screen.

You will see a screen similar to the following.

![Associated Licences Screen](image)
Expired licence

After 60 days, from the Expiry Date of your licence, the option to renew your licence will be removed from your My Licence account.

If your licence has expired you will need to complete a new application and upload the relevant documents to your new application, including qualifications.

How will I know if my licence has expired

To renew your licence you need to access your My Licence account.

To learn more about My Licence account for licence holders, please go to page 10.

When you have logged into your My Licence account successfully you will see the Licence Details page that contains your details, including the Expiry Date of your licence.

The option to ‘Renew Now’ is located under the header Actions. If ‘Renew Now’ does not appear, then you have missed the 60 day period to renew your licence.

You will see a screen similar to the following.

Applying for a licence through your My Licence account

When your licence has expired you need to complete a new application and upload the relevant documents to your new application through your My Licence account.

To learn more about My Licence account for licence holders, go to page 10.

We recommend you go www.cbos.tas.gov.au/topics/licensing-and-registration to view what documents you need to give us when submitting a new application for a Security Agents.

You will need to:

1. Log into your My Licence account
2. Click on the link ‘Apply’
You will see a screen similar to the following.

You will be taken to an Application Start page.

You will need to:

3. Click the Yes option

4. Click the Login to My Licence button

You will see a screen similar to the following.

You need to refer to the pages relating to Applying for a licence in this manual to understand the step-by-step process involved.

Apply for a Security Employee licence
Apply for an Individual – Agent licence
Apply for a Body Corporate - Agent licence
Security Employee licence

Renewing your Security Employee licence
To renew your licence, you will need an internet connection.
If you already hold a Security Agents licence, then you have a My Licence account.
It is assumed that you have already read the section on My Licence account for licence holders on Page 10.

Start your renewal
You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: www.cbos.tas.gov.au/ into the browser.
2. Click the Licensing and Registration option.
You will see a screen similar to the following.

---

Guide to licensing services online for Security Agents
You will need to:

3. Click Licensed Occupations
4. Click Security and investigation agent licence
5. Click Security Employee licence

You will see a screen similar to the following.

You will be taken to the information page for Security Employee.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.
7. View and read the Checklist that describes what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.
8. Select the ‘Renew Now’ button located at the bottom of the Security Agents Licence page.

You will see the following option located at the bottom of the page.

Accessing your My Licence account

You will be taken to the My Licence page where you will need to enter details to access your account.

You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
   a. If you do not have this number;
      i. Click on the Don’t Know Reference Number link
      ii. Click on the mobile phone number or email address option
3. Enter the last name of the licence holder (mandatory)
4. Enter the date of birth of the licence holder (mandatory)
5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.
You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click either your email address or mobile number
7. Click the Send button

You will see a screen similar to the following.

You will receive a Verification Token.

_In the case below, the licence holder selected the email option to receive their Verification Token._

You will see a screen similar to the following.

You will need to:

8. Enter the Verification Token number into the Verification Code field
9. Click the Verify button
You now have access to your My Licence account.

To renew your licence you need to:

1. Click the ‘Renew’ link located on the lower right side of your screen

You will see an image similar to the following.

---

**Fill out the online renewal form**

You will be taken to the online renewal form.

*When you see an astrix * on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the ‘Next’ page.*

You will need to:

1. Check your Licence Holder Details to make sure they are correct
2. Make sure your email address and mobile phone number are correct
3. Click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
4. Click the Next button
You will see an image similar to the following.

![Guide to licensing services online for Security Agents](image-url)
You will be taken to the Activity Details screen.

You will need to:

5. Click on the activities that you are qualified to do
6. Click on the Next button

*If you apply for Exemption to Display Licence you will need to fill in and upload the Exemption to display ID form to your application.*

You will see a screen similar to the following.

![Activity Details screen](image)

You will be taken to the Licenced Manager Details screen.

It is not mandatory to fill out the Licenced Manager Details screen and you can skip this step.
If you want to add one a Licenced Manager, you will need to:

1. Enter the Tasmanian licence number of your manager that will be supervising your chosen licence activities
2. Click on the ‘Add Licenced Manager’ link
3. Click on the Next button

You will see a screen similar to the following.

You will be taken to the Questions screen.

As a licence holder you need to answer a set of ‘suitability’ questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

4. Click the Yes or No options
5. Click the Next button
You will see a screen similar to the following.

![Image of a screen with questions]

You will be taken to the Supporting Docs screen.

You need to upload the supporting documents to your application form. Every document you need to upload will be listed and named. Some of these documents are marked mandatory.

*You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)*
To find out what documents you need to give us as supporting evidence, read the Security Agents licence pages at www.cbos.tas.gov.au/topics/licensing-and-registration

You will need to:

6. Click the Choose File button

You will see a screen similar to the following.

![Image of Supporting Docs]

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

7. Click on the document
8. Click the Insert or Open button

You will see a screen similar to the following.

![Image of folder with documents]

Guide to licensing services online for Security Agents
You will be returned to the Supporting Docs screen.

You will see a screen similar to the following.

You will need to:

9. Click the Upload button to save the document to the form
10. Repeat this process until you have uploaded all related documents
11. Click the Next button
You will see a screen similar to the following.

You will be taken to the Review screen.

Guide to licensing services online for Security Agents
Please check to see if this information is correct.
If you want to make changes, you will need to:

12. Click the Previous button until you get to the page where you need to make the changes.

If you are OK with the information on the Review screen, you will need to:

13. Click the Next button

You will see a screen similar to the following.

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

If you applied for the activity Crowd Controller, you will need to declare that you understand and comply with the Crowd Controllers Code of Conduct.

You will need to:

14. Click on each box to place a tick inside

15. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received.
If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

You will see a screen similar to the following.

![Declaration](image)

Paying your fees

You will be taken to the first Confirmation page.

---

**CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.**

---

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity at Service Tasmania and get your fingerprints checked at Tasmania Police.

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card
You will see a screen similar to the following.

Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button
You will see a screen similar to the following.

---

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your application has been paid.

If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.
You will see a screen similar to the following.

If you click on the Return button, you will be taken back to the Confirmation screen that lists all of the outstanding actions you are yet to complete.

**Apply for a Security Employee licence**

To apply for your licence, you will need an internet connection.

Start your application

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address:  

2. Click the Licensing and registration option
You will see a screen similar to the following.

You will need to:

3. Click Licensed Occupations
4. Click Security and investigations agent licenses
5. Click Security Employee licence
You will see a screen similar to the following.

You will be taken to the information page for Security Employee licence.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.

7. View and read the Checklist and what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.

8. Select the ‘Apply Now’ button located at the bottom of the Security Employee Licence page.
Guide to licensing services online for Security Agents

You will see the following option located at the bottom of the page.

Apply for your licence
Step 1. Save documents to a computer or a storage device like a USB (see checklist)
Step 2. Select Apply Now (below)
Step 3. Pay the licence fee online or at any Service Tasmania shop
Step 4. Have a photo taken for your licence card at any Service Tasmania shop and prove your identity

Apply Now

Fill out the online form

You will be taken to Application Start screen of the online form.

When you see an astrix * on the online renewal form it means that you must type information into the online form or make a selection to progress your renewal to the ‘Next’ page.

You will need to make a selection:

1. Click Yes or No to answer whether you hold a Tasmanian Occupational Licence
   a. If you Click Yes you will be prompted to log into your My Licence account
2. Click Security Licence as the licence area
3. Click Security Employee as your licence type
4. Make a selection
   b. As the intended licence holder, OR
   c. if someone is filling in the application form on your behalf
5. Click on Yes or No to answer whether you are applying under Mutual Recognition
   d. If you Click yes to this question you should have read the occupational licence page Mutual recognition for security and investigation agents licence found at www.cbos.tas.gov.au/topics/licensing-and-registration

In the case below, the licence holder is not applying for mutual recognition.
They will see a screen similar to the following.

You will be taken to the Personal Details screen.

You will need to:

6. Enter your details and tick the appropriate boxes
   a. Make sure you click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)

7. Click the Next button

You will receive a notification via your preferred method of contact that will give you a reference number for your application that you have started.

It is at this time a My Licence Account has been set-up for you. If you are unable to complete your licence application in one sitting and need to go back to your application, you can follow the steps for Logging into your My Licence account, Page 10. You will need to use the reference number we sent you to log into your My Licence account and continue your application.
You will see a screen similar to the following.

![Personal Details Form]

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>Mrs</td>
</tr>
<tr>
<td><strong>Name</strong></td>
<td>John</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td>Male</td>
</tr>
<tr>
<td><strong>Date of Birth</strong></td>
<td>20/06/1969</td>
</tr>
<tr>
<td><strong>Country of Birth</strong></td>
<td>Australia</td>
</tr>
<tr>
<td><strong>State</strong></td>
<td>TAS</td>
</tr>
<tr>
<td><strong>Birthplace/Town</strong></td>
<td>Hobart</td>
</tr>
<tr>
<td><strong>Drivers/Rider Licence</strong></td>
<td>Tasmania</td>
</tr>
<tr>
<td><strong>Drivers/Rider Licence Number</strong></td>
<td>456789</td>
</tr>
<tr>
<td><strong>Unique Student Identifier</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Residential Address</strong></td>
<td>1 Citizen Street</td>
</tr>
<tr>
<td><strong>Country</strong></td>
<td>Australia</td>
</tr>
<tr>
<td><strong>State</strong></td>
<td>TAS</td>
</tr>
<tr>
<td><strong>Address Line 1</strong></td>
<td>1 Citizen Street</td>
</tr>
<tr>
<td><strong>Address Line 2</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Suburb</strong></td>
<td>Hobart</td>
</tr>
<tr>
<td><strong>Postcode</strong></td>
<td>7000</td>
</tr>
<tr>
<td><strong>I have resided</strong></td>
<td>01/06/1999</td>
</tr>
<tr>
<td><strong>Email address</strong></td>
<td><a href="mailto:John.citizen@justice.tas.gov.au">John.citizen@justice.tas.gov.au</a></td>
</tr>
<tr>
<td><strong>Confirm email address</strong></td>
<td></td>
</tr>
<tr>
<td><strong>What phone numbers can we contact you on?</strong></td>
<td>Minimum of one number must be provided</td>
</tr>
<tr>
<td><strong>Mobile</strong></td>
<td>0400000000</td>
</tr>
<tr>
<td><strong>Home Phone</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Work Phone</strong></td>
<td></td>
</tr>
<tr>
<td><strong>What is your preferred method of correspondence?</strong></td>
<td>Mobile ✗ Email ✓</td>
</tr>
</tbody>
</table>

Please check you have listed accurate Mobile Phone/Email Address details.
You will be taken to the Activity Details screen.

You will need to:

8. Click on the activities that you are qualified to do
9. Click on the Next button

*If you apply for Exemption to Display Licence you will need to fill in and upload the Exemption to display ID form to your application.*

You will see a screen similar to the following.
You will be taken to the Licenced Manager Details screen.

It is not mandatory to fill out the Licenced Manager Details screen and you can skip this step.

If you want to add one or more Licenced Managers, you will need to:

10. Enter the Tasmanian licence number of your manager(s) that will be supervising your chosen licence activities
11. Click on the ‘Add Licenced Manager’ link after each entry of a licence number
12. Click on the Next button

You will see a screen similar to the following.

![Licenced Manager Details Screen]

You will be taken to the Questions screen.

As a licence holder you need to answer a set of ‘suitability’ questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

13. Click the Yes or No options
14. Click the Next button
You will see a screen similar to the following.

![Questionnaire](image)

You will be taken to the Supporting Docs screen.

You need to upload the supporting documents to your application form. Every document you need to upload will be listed and named. Some of these documents are marked mandatory.

---

*You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)*

---

Guide to licensing services online for Security Agents
To find out what documents you need to give us as supporting evidence, read the Security Agents licence pages at www.cbos.tas.gov.au/topics/licensing-and-registration/licensed-occupations/Security Agents/apply

You will need to:

15. Click the Choose File button

You will see a screen similar to the following.

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

16. Click on the document
17. Click the Open button

You will see a screen similar to the following.

You will be returned to the Supporting Docs screen.
You will see a screen similar to the following.

You will need to:

18. Click on the Upload button to save the document to the form
19. Repeat this process until you have uploaded all related documents
20. Click the Next button
You will see a screen similar to the following.

You will be taken to the Review screen.

Please check to see if this information is correct.

If you want to make changes, you will need to:
21. Click the Previous button until you get to the page where you need to make the changes.

If you are OK with the information on the Review screen, you will need to:

22. Click the Next button

You will see a screen similar to the following.

![Review Screen](image-url)
You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

If you applied for the activity Crowd Controller, you will need to declare that you understand and comply with the Crowd Controllers Code of Conduct.

You will need to:

23. Click on each box to place a tick inside

24. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received.

If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

You will see a screen similar to the following.

Paying your fees

You will be taken to the first Confirmation page.

CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.

To finalise your application you need to:

• Pay your fees by credit card online; or
• Download and print the Application Receipt and take this to Service Tasmania to make payment; or
• Write down the Application Receipt reference number and take this to Service Tasmania to make payment
• Make sure you read any other instructions that are listed in this section, i.e. prove your identity at Service Tasmania and get your fingerprints checked at Tasmania Police.
You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.

[Confirmation screen]

Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button

You will see a screen similar to the following.

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your application has been paid.

If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.
You will see a screen similar to the following.

If you click on the Return button, you will be taken back to the Confirmation screen that lists all of the outstanding actions you are yet to complete.
Individual - Agent security licence

Renewing your Individual - Agent licence

To renew your licence, you will need an internet connection.

If you already hold a Security Agents licence, then you have a My Licence account.

It is assumed that you have already read the section on My Licence account for licence holders on Page 10.

Start your renewal

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: [www.cbos.tas.gov.au](http://www.cbos.tas.gov.au) into the browser.
2. Click the Licensing and Registration option.

You will see a screen similar to the following.
You will need to:

3. Click on Licensed Occupations
4. Click on Security and investigation agent licences
5. Click on Individual - Agent licence

You will see a screen similar to the following.

You will be taken to the information page for Individual - Agent.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.
7. View and read the Checklist to see what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.
8. Select the ‘Renew Now’ button located at the bottom of the Individual - Agents Licence webpage.

You will see the following option located at the bottom of the page.

Accessing your My Licence account
You will be taken to the My Licence page where you will need to enter details to access your account.

You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
   a. If you do not have this number;
      i. Click on the Don’t Know Reference Number link
      ii. Click on the mobile phone number or email address option
3. Enter the last name of the licence holder (mandatory)
4. Enter the date of birth of the licence holder (mandatory)
5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.
You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click either your email address or mobile number
7. Click the Send button

You will see a screen similar to the following.

You will receive a Verification Token.

*In the case below, the licence holder selected the email option to receive their Verification Token.*

You will see a screen similar to the following.

You will need to:

8. Enter the Verification Token number into the Verification Code field
9. Click the Verify button
You now have access to your My Licence account.

To renew your licence you need to

10. Click the ‘Renew’ link located on the lower right side of your screen

You will see an image similar to the following.

---

Fill out the online renewal form

You will be taken to the online renewal form.

*When you see an asterisk * on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the ‘Next’ page.*

You will need to:

1. Check your Licence Holder Details to make sure they are correct
2. Make sure your email address and mobile phone number are correct
3. Click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
4. Click the Next button
You will see an image similar to the following.

<table>
<thead>
<tr>
<th>Licence Holder Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff</strong></td>
<td></td>
</tr>
<tr>
<td>Is Migrated Record</td>
<td></td>
</tr>
<tr>
<td>(*) Denotes mandatory field</td>
<td></td>
</tr>
<tr>
<td><strong>Licence holder details</strong></td>
<td></td>
</tr>
<tr>
<td>Full Name:</td>
<td>Mr John Citizen</td>
</tr>
<tr>
<td>Gender:</td>
<td>Male</td>
</tr>
<tr>
<td>Date of Birth:</td>
<td>20/06/1996</td>
</tr>
<tr>
<td>Place of Birth:</td>
<td>Franklin, TAS, Australia</td>
</tr>
<tr>
<td>Do you intend to present your Driver/Rider Licence to confirm your identity? (current or expired within the last 2 years)</td>
<td>Yes □ No □</td>
</tr>
<tr>
<td>Driver/Rider Licence Issuing Authority:</td>
<td>Tasmania</td>
</tr>
<tr>
<td>Driver/Rider Licence Number:</td>
<td>123456</td>
</tr>
<tr>
<td>Unique Student Identifier:</td>
<td></td>
</tr>
<tr>
<td>Residential Address:</td>
<td></td>
</tr>
<tr>
<td>Country:</td>
<td>Australia</td>
</tr>
<tr>
<td>State:</td>
<td>TAS</td>
</tr>
<tr>
<td>Address Line 1:</td>
<td>1 Citizen Street</td>
</tr>
<tr>
<td>Suburb:</td>
<td>HOBART</td>
</tr>
<tr>
<td>Postcode:</td>
<td>7000</td>
</tr>
<tr>
<td>I have resided at this address since:</td>
<td>01/10/2010 (Please provide at least the year)</td>
</tr>
<tr>
<td>Either Email Address or Mobile Number is mandatory.</td>
<td></td>
</tr>
<tr>
<td>Email address:</td>
<td><a href="mailto:james.allingworth@justice.tas.gov.au">james.allingworth@justice.tas.gov.au</a></td>
</tr>
<tr>
<td>Confirm email address:</td>
<td><a href="mailto:james.allingworth@justice.tas.gov.au">james.allingworth@justice.tas.gov.au</a></td>
</tr>
<tr>
<td>Mobile numbers we can contact you on? A minimum of one number must be provided.</td>
<td></td>
</tr>
<tr>
<td>Mobile:</td>
<td>0400000000</td>
</tr>
<tr>
<td>Home Phone:</td>
<td>(please include area code)</td>
</tr>
<tr>
<td>Work Phone:</td>
<td>(please include area code)</td>
</tr>
<tr>
<td>What is your preferred method of correspondence?</td>
<td>Mobile □ Email □</td>
</tr>
<tr>
<td>Please confirm you have listed accurate Mobile Phone/Email Address details.</td>
<td></td>
</tr>
</tbody>
</table>

Guide to licensing services online for Security Agents
You will be taken to the Activity Details screen.

You will need to:

5. Click on the activities that you are qualified to do
6. Click on the Next button

*If you apply for Exemption to Display Licence you will need to fill in and upload the Exemption to display ID form to your application.*

You will see a screen similar to the following.
You will be taken to the Questions screen.

As a licence holder you need to answer a set of ‘suitability’ questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

7. Click the Yes or No options

8. Click the Next button

You will see a screen similar to the following.
You will be taken to the Supporting Docs screen.

You need to upload the supporting documents to your application form. Every document you need to upload will be listed and named. Some of these documents are marked mandatory.

You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)

To find out what documents you need to give us as supporting evidence, read the Security Agents licence pages at www.cbos.tas.gov.au/topics/licensing-and-registration

You will need to:

9. Click the Choose File button

You will see a screen similar to the following.

![Supporting Docs](image)

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

10. Click on the document

11. Click the Insert or Open button
You will see a screen similar to the following.

![Screen showing file upload process]

You will be returned to the Supporting Docs screen.

You will need to:

12. Click on the Upload button (some documents only)
13. Click the Save button

You will see a screen similar to the following.

![Screen showing supporting documentation]

You will need to:

14. Repeat this process until you have uploaded and saved all related documents
15. Click the Next button
You will see a screen similar to the following.
You will be taken to the Review screen.

Please check to see if this information is correct.
If you want to make changes, you will need to:

16. Click the Previous button until you get to the page where you need to make changes.

If you are OK with the information on the Review screen, you will need to:

17. Click the Next button

You will see a screen similar to the following.

![Review screen](image)

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.
You will need to:

18. Click on each to confirm with a tick
19. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

You will see a screen similar to the following.

Paying your fees

You will be taken to the first Confirmation screen.

*CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.*

To **finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card
You will see a screen similar to the following.

![Confirmation Screen]

**Online payment**

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button
You will see a screen similar to the following.

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your application has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

You will see a screen similar to the following.
If you click on the Return button, you will be taken back to the Confirmation screen that lists all of the outstanding actions that need to be completed before your renewal can be assessed by the licensing unit.

Apply for an Individual – Agent licence
To apply for your licence, you will need an internet connection.

Start your application
You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: www.cbos.tas.gov.au/ into the browser.
2. Click on Licensing and registration.

You will see a screen similar to the following.

You will need to:

3. Click Licensed Occupations
4. Click Security and investigation agent licences

5. Click Individual – Agent licence

You will see a screen similar to the following.

You will be taken to the information page for Individual - Agent.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.

7. View and read the Checklist to find out what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.

8. Select the ‘Apply Now’ button located at the bottom of the Individual - Agents Licence page.
You will see the following option located at the bottom of the page.

Apply for your licence

Step 1. Save documents to a computer or a storage device like a USB (see checklist)
Step 2. Select Apply Now (below)
Step 3. Pay the licence fee online or at any Service Tasmania shop
Step 4. Have a photo taken for your licence card at any Service Tasmania shop and prove your identity

Apply Now

Fill out the online form

You will be taken to the Application Start page of the online form.

When you see an astrix * on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the ‘Next’ page.

You will need to make a selection:

1. Click Yes or No to answer whether you hold a Tasmanian Occupational Licence
   a. If you Click Yes you will be prompted to log into your My Licence account
2. Click Security Agents as the licence area
3. Click Individual – Agent as the licence type
4. Make a selection
   b. As the intended licence holder, OR
c. If someone is filling in the application form on your behalf
5. Click on Yes or No to answer whether you are applying under Mutual Recognition
   d. If you Click yes to this question you should have read the occupational licence page for Mutual recognition for security and investigation agents licence at www.cbos.tas.gov.au/topics/licensing-and-registration.

In the case below, the licence holder is not applying for mutual recognition.
You will see a screen similar to the following.

You will be taken to the Personal Details screen.

You will need to:

6. Enter your details and tick the appropriate boxes
   b. Make sure you click the option of how you would like to be communicated to in future (mobile number or email address)

7. Click the Next button

You will receive a notification via your preferred method of contact that will give you a reference number for your application that you have started.

It is at this time a My Licence Account has been set-up for you.

If you are unable to complete your licence application in one sitting and need to go back to your application, you can follow the steps for Logging into your My Licence account, Page 10. You will need to use the reference number we sent you to log into your My Licence account and continue your application.
You will see a screen similar to the following.
You will be taken to the Activity Details screen.

You will need to:

8. Click on the activities that you are qualified to do
9. Click on the Next button

If you apply for Exemption to Display Licence you will need to fill in and upload the Exemption to display ID form to your application.

You will see a screen similar to the following.
You will be taken to the Questions screen.

As a licence holder you need to answer a set of ‘suitability’ questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

10. Click the Yes or No options
11. Click the Next button

You will see a screen similar to the following.
You will be taken to the Supporting Docs screen.

You need to upload the supporting documents to your application form. Every document you need to upload will be listed and named. Some of these documents are marked mandatory.

You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)

To find out what documents you need to give us as supporting evidence, read the Security Agents licence page at www.cbos.tas.gov.au/topics/licensing-and-registration

You will need to:

12. Click the Choose File button

You will see a screen similar to the following.

![Supporting Docs screen](image)

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

13. Click on the document

14. Click the Insert or Open button

You will see a screen similar to the following.

![Folder screen](image)

You will be returned to the Supporting Docs screen.
You will need to:

15. Click on the Upload button to save the document to the form

You will see a screen similar to the following.

![Screen Showing Supporting Docs]

You will need to:

16. Repeat this process until you have uploaded all related documents

17. Click the Next button
You will see a screen similar to the following.
You will be taken to the Review screen.

Please check to see if this information is correct.

If you want to make changes, you will need to:

18. Click the Previous button until you get to the page where you need to make changes.

If you are OK with the information on the Review screen, you will need to:

19. Click the Next button

You will see a screen similar to the following.

![Review Screen](image)

You will be taken to the Declaration screen.
You must agree to the items listed before you can submit your application for processing by a licence officer.

You will need to:

20. Click on each to confirm with a tick
21. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.

You will see a screen similar to the following.

Paying your fees

You will be taken to the first Confirmation page.

CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.

To finalise your application you need to:

• Pay your fees by credit card online; or
• Download and print the Application Receipt and take this to Service Tasmania to make payment; or
• Write down the Application Receipt reference number and take this to Service Tasmania to make payment
• Make sure you read any other instructions that are listed in this section, i.e. prove your identity

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card

You will see a screen similar to the following.

---

Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button
You will see a screen similar to the following.

You will be taken to the last Confirmation screen where you have the option to download and print your payment receipt.

When you click the Pay button you will receive a notification that your application has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.
You will see a screen similar to the following.

If you click on the Return button, you will be taken back to the Confirmation screen that lists all of the outstanding actions you are yet to complete.
Body Corporate - Agent licence

Renewing your Body Corporate - Agent licence

To renew your licence, you will need an internet connection.

If you already hold a Security Agents licence, then you will be given a My Licence account.

It is assumed that you have already read the section on My Licence account for licence holders on Page 10.

Start your renewal

You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: www.cbos.tas.gov.au/ into the browser.
2. Click the Licensing and Registration option.

You will see a screen similar to the following.
You will need to:

3. Click Licensed Occupations
4. Click Security and investigation agent licences
5. Click Body Corporate - Agent

You will see a screen similar to the following.

You will be taken to the information page for Body Corporate - Agent.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.
7. View and read the Checklist and what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.
8. Select the ‘Renew Now’ button located at the bottom of the Body Corporate – Agent page.

You will see the following option located at the bottom of the page.

![Renew your licence](image)

Accessing your My Licence account

You will be taken to the My Licence screen where you will need to enter details to access your account.

You will need to:

1. Make a selection from the drop-down list Licence Type (mandatory)
2. Enter the licence number / reference number of the licence holder (mandatory)
   a. If you do not have this number;
      i. Click on the Don’t Know Reference Number link
3. Click on the mobile phone number or email address option
4. Enter the last name of the licence holder (mandatory)
5. Click on the Search button at the bottom of the screen

You will see a screen similar to the following.

![My Licence](image)
You will need to choose whether you want to receive a one-time access code to either your mobile phone number or your email address.

You will need to:

6. Click either your email address or mobile number
7. Click the Send button

You will see a screen similar to the following.

You will receive a Verification Token.

In the case below, the licence holder selected the email option to receive their Verification Token.

You will see a screen similar to the following.

You will need to:

8. Enter the Verification Token number into the Verification Code field
9. Click the Verify button
You will see a screen similar to the following.

![Image](74x618 to 525x748)

You now have access to your My Licence account.

You will see an image similar to the following.

![Image](74x349 to 525x569)

Fill out the online renewal form

You will be taken to the online renewal form.

*When you see an asterisk (*) on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the 'Next' page.*

You will need to:

1. Check your Personal Details (Primary Contact) to make sure they are correct
2. Make sure your email address and mobile phone number are correct
3. Click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)
4. Click the Next button
You will see a screen similar to the following.
You will be taken to the Licence Holder Details screen.
To learn more about how to Add or remove a Director, please go to Page 25.
You will need to:

5. Enter the details and tick the appropriate boxes
   a. You can remove and add Director details

6. Click the Next button
You will see a screen similar to the following.
You will be taken to the Activity Details screen.

It will state that the activities are inherited from the Licence Manager details tab.

You will need to:

7. Click the Next button

You will see a screen similar to the following.

You will be taken to the Licenced Manager Details screen.

You will need to:

8. Add the licence number of your Manager
9. Click on the Add Licenced Manager link
10. Click on the Next button

You will see a screen similar to the following.

You will be taken to the Questions screen.

As a licence holder you need to answer a set of ‘suitability’ questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

11. Click the Yes or No options
a. When applying as a Director, you will have additional questions to answer.

12. Click the Next button located at the bottom of the screen

You will see a screen similar to the following.

You will be taken to the Supporting Docs screen.

Every document you need to upload will be listed and named. Some of these documents are marked mandatory and include Expiring documents.

You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)

To find out what documents you need to give us as supporting evidence, read the Conveyancing licence page at www.cbos.tas.gov.au/topics/licensing-and-registration

You will need to:

13. Click the Choose File button
You will see a screen similar to the following.

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

14. Click on the document
15. Click the Insert or Open button

You will see a screen similar to the following.

You will be returned to the Supporting Docs screen.

You will need to:

16. Click on the Upload button to save the document to the form
17. Repeat this process until you have uploaded all related documents
18. Click the Next button
You will see a screen similar to the following.

You will be taken to the Review screen.
Please check to see if this information is correct.
If you want to make changes, you will need to:

19. Click the Previous button until you get to the page where you need to make changes.

If you are OK with the information on the Review screen, you will need to:

20. Click the Next button
You will see a screen similar to the following.

![Screen](image)

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

You will need to:

21. Click on each to confirm with a tick
22. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.
You will see a screen similar to the following.

Paying your fees

You will be taken to the first Confirmation screen.

*CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.*

To finalise your application you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card
You will see a screen similar to the following.

![Confirmation screen]

**Online payment**

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button
You will see a screen similar to the following.

![Payment confirmation screen](image)

You will be taken to the last Confirmation screen.

When you click the Pay button you will receive a notification that your application has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

You can:

6. Download and print your payment receipt

You will see a screen similar to the following.

![Confirmation screen](image)

If you click the Return button you will be taken back to the Confirmation screen that lists the outstanding tasks you need to complete before the licensing unit can assess your renewal.
Apply for a Body Corporate - Agent licence
To apply for your licence, you will need an internet connection.

Start your application
You will need to:

1. Open your browser (i.e. Internet Explorer) and copy and paste the URL address: www.cbos.tas.gov.au/ into the browser.

2. Click the Licensing and registration option

You will see a screen similar to the following.

You will need to:

3. Click Licensed Occupations

4. Click Security and investigations agent licences

5. Click Body Corporate - Agent
You will see a screen similar to the following.

You will be taken to the information page for Body Corporate - Agent.

You will need to:

6. View and read what information you need to provide and the questions you will need to answer.

7. View and read the Checklist and what documents you need save into a digital format and upload to your electronic application as supporting evidence of your licence application.

8. Select the ‘Apply Now’ button located at the bottom of the Body Corporate - Agent page.
You will see the following option located at the bottom of the page.

![Apply for your licence](image)

**Apply for your licence**

- **Step 1.** Save documents to a computer or a storage device like a USB (see checklist)
- **Step 2.** Select **Apply Now** (below)
- **Step 3.** Pay the licence fee online or at any Service Tasmania shop
- **Step 4.** Have a photo taken for your licence card at any Service Tasmania shop and prove your identity

![Apply Now](image)

**When you see an astrix * on the online renewal form it means that you must type information into the form or make a selection to progress your renewal to the ‘Next’ page.**

**Fill out the online form**

You will be taken to Application Start page of the online form.

**You will need to make a selection:**

1. Click Yes or No to answer whether you hold a Tasmanian Occupational Licence
   a. If you Click Yes you will be prompted to log into your My Licence account
2. Click the Security licence as the licence area
3. Click Body Corporate – Agent as the licence type
4. Click Yes or No in response to the ABN question
   a. If you Click Yes you will need to provide your ABN number
   b. Click on the Search button
5. Click Yes or No to use the ABN for the application
6. Click the intended licence holder or if someone is filling in the application form on your behalf
7. Click the Start Application button

*In the case below, the licence holder is not applying for mutual recognition.*
You will see a screen similar to the following.

You will be taken to the Personal Details (Primary Contact) screen.

You will need to:

8. Enter your details and tick the appropriate boxes
   
   c. Make sure you click the option of how you would like to be communicated to in future (mobile number or email address) (mandatory)

9. Click the Next button

You will receive a notification via your preferred method of contact that will give you a reference number for your application that you have started.

It is at this time a My Licence Account has been set-up for you.

If you are unable to complete your licence application in one sitting and need to go back to your application, you can follow the steps for Logging into your My Licence account, Page 10. You will need to use the reference number we sent you to log into your My Licence account and continue your application.
You will see a screen similar to the following.
You will be taken to the Licence Holder Details screen.

It is assumed you have read Add or remove a Director on Page 25.

You will need to:

10. Enter the details and tick the appropriate boxes
   b. You can remove and add Director details

11. Click the Next button

You will see a screen similar to the following.
You will be taken to the Activity Details screen.

It will state that the activities are inherited from the Licence Manager details tab.

You will need to:

12. Click the Next button

You will see a screen similar to the following.

![Activity Details Screen]

You will be taken to the Licensed Manager Details screen.

You will need to:

13. Add the licence number of your Manager
14. Click on the Add Licensed Manager link
15. Click on the Next button

You will see a screen similar to the following.

![Licensed Manager Details Screen]

You will be taken to the Questions screen.

As a licence holder you need to answer a set of ‘suitability’ questions where you must declare ALL prior offences with or without convictions and pending court cases on your application form.

If you answer Yes to any of the following a typing field will appear for you to enter details into.

You will need to:

16. Click the Yes or No options
a. When applying as a Director, you will have additional questions to answer.

17. Click the Next button located at the bottom of the screen

You will see a screen similar to the following.

You will be taken to the Supporting Docs screen.

Every document you need to upload will be listed and named. Some of these documents are marked mandatory.

You need to make sure that all documents are in a digital format (i.e. PDF, Jpg, Jpeg)

To find out what documents you need to give us as supporting evidence, read the Conveyancing licence page at www.cbos.tas.gov.au/topics/licensing-and-registration

You will need to:

18. Click the Choose File button
You will see a screen similar to the following.

![Supporting Docs screen](image)

You will need to select the appropriate document from your computer or USB or other device.

You will need to:

19. Click on the document
20. Click the Insert or Open button

You will see a screen similar to the following.

![File selection screen](image)

You will be returned to the Supporting Docs screen.

You will need to:

21. Click on the Upload button to save the document to the form
22. Repeat this process until you have uploaded all related documents
23. Click the Next button
You will see a screen similar to the following.

You will be taken to the Review screen.

Please check to see if this information is correct.

If you want to make changes, you will need to:

   24. Click the Previous button until you get to the page where you need to make changes.

If you are OK with the information on the Review screen, you will need to:

   25. Click the Next button
You will see a screen similar to the following.

![Screen with details]

You will be taken to the Declaration screen.

You must agree to the items listed before you can submit your application for processing by a licence officer.

You will need to:

26. Click on each to confirm with a tick
27. Click the Submit button

When you click the Submit button you will receive a notification that your application has been received. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your application receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached document.

Your application receipt will include all of the outstanding actions that you need to complete before your licence can be assessed.
You will see a screen similar to the following.

---

**Paying your fees**

You will be taken to the first Confirmation tab.

*CBOS is unable to start processing your application until you have paid your fees and provided us with the correct information and documents.*

**To finalise your application** you need to:

- Pay your fees by credit card online; or
- Download and print the Application Receipt and take this to Service Tasmania to make payment; or
- Write down the Application Receipt reference number and take this to Service Tasmania to make payment
- Make sure you read any other instructions that are listed in this section, i.e. prove your identity

You will need to:

1. Download, print or write down the Application Receipt reference number and take to a Service Tasmania shop to make payment; or
2. Click the Pay Now button and pay by credit card
Online payment

If you selected the Pay Now button you will be taken to the next Confirmation screen where you enter your credit card details.

You will need to:

1. Enter the card holder name
2. Enter the credit card number
3. Enter the expiry date on the credit card
4. Enter the CVC number located on the back of the credit card
5. Click the Pay button
You will see a screen similar to the following.

You will be taken to the last Confirmation screen.

When you click the Pay button you will receive a notification that your application has been paid. If your preferred method of contact is by SMS, you will receive a link to log into your My Licence account to print out your payment receipt. If you selected your email address, you will receive a link to your My Licence account plus an attached payment receipt.

You can:

6. Download and print your payment receipt

You will see a screen similar to the following.

If you click the Return button, you will be returned to the screen that lists the outstanding tasks that you need to complete before the licensing unit can assess your application.
Technical information

Technology needed
You will need some technology to complete the online process.

- A computer
- Adobe Acrobat Reader or Open Office software for your computer
- An internet connection
- A scanner
- A printer
- Recommended access to a computer with an internet browser software; Explorer, Firefox, Chrome or Safari.

*LINC Tasmania locations have the equipment you need to access the new online licensing service.*

Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBOS</td>
<td>Consumer, Building and Occupational Services</td>
</tr>
<tr>
<td>ITGCC</td>
<td>Integrated Telephone Government Contact Centre. Switchboard or Publics initial form of contact</td>
</tr>
<tr>
<td>CSO</td>
<td>Client Services Officer</td>
</tr>
<tr>
<td>Licence Holder</td>
<td>A Licence Holder may be a person, business entity or Municipal Council</td>
</tr>
<tr>
<td>My Licence</td>
<td>This is an account that CBOS has created for you that contains your contact details and documents that you upload when you renew your licence. My Licence does not contain documentation that was lodged with CBOS prior to 1 June 2018. It does keep information though that you lodge after this date.</td>
</tr>
<tr>
<td>Digital format</td>
<td>Documents used as evidence for your application need to be in a digital format such as PDF, Jpg, Jpeg; text Formats that are not accepted are Word, Excel and</td>
</tr>
</tbody>
</table>
Privacy and security

Your privacy online

Your personal information is protected under the Personal Information Protection Act 2004. We will ensure that your personal information will not be used or disclosed to other State institutions and authorities except if required or allowed by law.

Access details CBOS keeps

When accessing your online account, the following information is recorded for statistical purposes:

- Your user id
- The date and time you logged into a licence record
- The actions performed by you while accessing the licence record

Terms of use

By logging into licensing services online you declare that any updates you provide in relation to the following are true and correct:

- You are the authorised account owner
- You are the authorised officer representing a business

Penalties may be imposed for giving false or misleading information.