



IKC Online Transaction Services

User Manual

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Contents

Introduction.....	3
Associate Membership.....	4
Login (existing IKC members).....	7
Login (new IKC members).....	8
IKC Membership Renewal.....	9
Forgot Password.....	10
Dashboard.....	11
My Profile.....	12
My Applications.....	12
Litter / Dog Registration.....	13
Application for Certified Pedigree.....	14
Register a new Prefix/Affix.....	15
Renew Prefix/Affix.....	16
Transfer Dog Ownership – Seller.....	18
Transfer Dog Ownership – Buyer.....	20



Introduction

The Irish Kennel Club promotes the responsible ownership and breeding of dogs throughout Ireland through education, registration, training and support schemes and events. Dogs and their owners must be registered with the IKC.

This user manual is intended for both dog owners who want to become IKC members and existing IKC members.

Dog owners can:

1. apply for IKC Associate Membership to become IKC members
2. register their purebred dogs with the IKC
3. apply for certified pedigree
4. apply for a prefix/affix
5. renew a prefix/affix they already own
6. transfer dog ownership
7. renew their existing IKC membership

Payment for any IKC services can be made online. Payments are securely processed via Realex Payments. For more information on Realex Payments, please visit <https://www.realexpayments.ie/>.



Associate Membership

Services of the Irish Kennel Club Ltd., are confined to Associate Members only, you must become an individual member of the IKC.

To apply for IKC Association Membership:

1. Go to <http://my.ikc.ie/> and click **Register**.

The screenshot shows a 'Log In or Register' page with a dark green header. On the left, there are two input fields: 'Email or IKC Membership ID' containing '32186' and 'Password' containing '.....'. Below these is a 'Remember me' checkbox and a 'Login' button. A link 'Forgot your password?' is also present. On the right, there is a 'Register for IKC membership' section with a blue 'Register' button. Text below the button explains that users without accounts can create one to access benefits like dog registration and training guides. A promotional message at the bottom right offers '1 year free IKC membership' for those transferring ownership of an IKC dog, with a 'Click here' link.

2. Complete your Application for Associate Membership and click **Submit**.

The screenshot shows a detailed application form. At the top, there are two radio button options for membership: 'Yearly membership (€12.00)' (selected) and 'Life membership (€150.00)'. The form includes fields for 'Title:' (Mr), 'Gender:' (Male selected), 'Date of Birth:' (06/05/1980), 'First name:' (Joe), 'Surname:' (Bloggs), 'Email:' (joe.bloggs@gmail.com), 'Profile photo:' (with a 'Choose File' button and a note about saving photos), 'Choose your password:' and 'Confirm your password:' (both with masked text), 'Kennel Name:', 'Home Phone:' (01235684), 'Mobile:' (0871452365), 'Address line 1:' (12 Willow Park), 'Address line 2:', 'Town:' (Athlone), 'Post code:', 'Country:' (Ireland), and 'County:' (Westmeath). At the bottom, there is a checkbox for 'I wish to receive information from the Irish Kennel Club' (checked), a checkbox for 'I have read and accepted the terms and conditions' (checked), and 'Submit' and 'Cancel' buttons. A small upward arrow icon is in the bottom right corner.



3. Confirm details on My Orders page and click **Checkout** to make online payment. You also have the option to cancel your order at this stage.

☰ My Orders

Item	Amount
Yearly Membership for Joe Bloggs	✖ €12.00
Administration Fee	€1.50
Total	€13.50

[Checkout >](#) [Cancel your order ↗](#)

4. Enter your credit card details and click Pay Now.

My Orders

Fields marked with an * are required.

Amount: €13.50

Card holder name: *

Expiration date: *

Security code: *

Credit Card number: *

[Pay Now](#) [Cancel](#)

5. If payment is successful, you will see a confirmation message with your payment reference number. You should also receive a confirmation email containing the reference number.

Thank you for your payment of €13.50.

Your payment reference number is: 418-635751428686340037.

Please include this reference number for this transaction in future correspondence with the IKC.

We have received your application for Yearly Membership for Joe Bloggs.
Your application is currently pending approval. We will let you know once it's processed.



Note:

- When applying for associate membership, you can choose between **yearly** or **life membership**.
- Your **password must be between 8 and 20 characters**.
- Your **application will be submitted for approval**. So please allow IKC a few days to review and approve your application. You will receive an email when your application is approved. You will then be able to login and use the IKC services.
- If for any reasons your application is not approved, you will be notified via email and you should contact the IKC for a **refund**.



Login (existing IKC members)

If you are an **existing IKC member**, you should have received an information pack from the IKC. Along with other information, the information pack contains your **IKC Membership ID** and a **Temporary Password**.

1. Go to <http://my.ikc.ie/>, enter your membership id and temporary password and click Login.

Log In or Register

Email or IKC Membership ID
32186

Password
.....

Remember me

Login

[Forgot your password?](#)

Register for IKC membership

If you don't have an account yet, please create an account with the IKC to avail of many benefits such as registration of your purebred dogs, training, support and education guides on how best to raise your dog and much more.

Register

Get **1 year free IKC membership** by transferring ownership of an IKC registered dog to your name through the IKC. [Click here.](#)

2. You will be redirected to My Profile page where you will need to:
 - a. choose a new password for you.
 - b. enter any missing information
3. Click Update on the bottom of the page.
4. If your IKC membership is still valid on the date of your login, you will be able to continue using the IKC services after updating your profile.
5. If your IKC membership is expired, you will be required to make a payment to renew your membership before you can use IKC services.



Login (new IKC members)

When the IKC approves your application for associate membership, you will receive an email confirming approval of your application. IKC will also send you your associate membership certificate by post.

- Go to <http://my.ikc.ie/> and login using the email address and the password you entered when you made the application.

Log In or Register

<p>Email or IKC Membership ID</p> <input type="text" value="32186"/>	<p>Register for IKC membership</p> <p>If you don't have an account yet, please create an account with the IKC to avail of many benefits such as registration of your purebred dogs, training, support and education guides on how best to raise your dog and much more.</p>
<p>Password</p> <input type="password" value="....."/>	<p><input type="button" value="Register"/></p>
<p><input type="checkbox"/> Remember me</p>	<p>Get 1 year free IKC membership by transferring ownership of an IKC registered dog to your name through the IKC. Click here.</p>
<p><input type="button" value="Login"/></p> <p>Forgot your password?</p>	

Note: You can also login using your IKC Membership ID instead of your email address. You can find your IKC Membership ID on My Profile page and on your Membership Certificate that you will received from the IKC.



IKC Membership Renewal

You will receive a reminder via email 30 days before the expiry of your IKC membership. You will also see an alert on the Dashboard when you login and your membership is due to expire within the next 30 days.

The screenshot shows a user dashboard for 'Joe Bloggs'. At the top, there is a notification icon with the number '2' and a 'Logout' button. Below this, a 'Membership' section is highlighted, indicating that the membership expires in 18 days, with an expiry date of 01/09/2015. A red link 'Click here to renew.' is provided. Below the membership section, a 'Prefixes' section is visible, listing 'MOYVALLEY' which also expires in 18 days, with another red link 'Click here to renew.'

You can click the link to renew your membership.

The screenshot shows a membership renewal form with the following fields and options:

- Membership type: Yearly membership (€12.00) and Life membership (€150.00)
- Title: * (Dropdown menu with 'Mr' selected)
- Gender: * (Radio buttons for 'Male' and 'Female', with 'Male' selected)
- Date of Birth: * (Text input field with '06/05/1980')
- First name: * (Text input field with 'Joe')
- Surname: * (Text input field with 'Bloggs')
- Profile photo: (Text area with a warning icon and message: 'To save your photo, you must click on upload button after select and edit your file.' Below it is a 'Choose File' button and 'No file chosen' text.)
- Email: * (Text input field with 'joe.bloggs@gmail.com')
- Choose your password: * (Text input field with '.....')
- Confirm your password: * (Text input field with '.....')
- Kennel Name: (Text input field)
- Home Phone: (Text input field with '01235684')
- Mobile: (Text input field with '0871452365')
- Address line 1: * (Text input field with '12 Willow Park')
- Address line 2: (Text input field)
- Town: * (Text input field with 'Athlone')
- Post code: (Text input field)
- Country: * (Dropdown menu with 'Ireland' selected)
- County: * (Dropdown menu with 'Westmeath' selected)
- Consent: I wish to receive information from the Irish Kennel Club
- Terms and Conditions: I have read and accepted the terms and conditions
- Buttons: 'Submit' and 'Cancel'



Forgot Password

If you have forgotten your password

- Go to <http://my.ikc.ie>
- Click **Forgot your password?**
- Enter your email address.
- Click Submit

Forgot Password

Please enter your email address below

Fields marked with an * are required.

Email Address: *

We will email you a link to reset your password.

- You will receive an email containing a password reset link. Click the link to go to the password reset page.

Reset Password

Please enter your new password below

Fields marked with an * are required.

Password: *

Confirm Password: *

- Enter and confirm your new password and click Submit.
- You should see a success message confirming that your password has been updated.

You can now login using your new password.



Dashboard

When you login, the first screen you see is the Dashboard. It gives you an overview of how many dogs you have registered with the IKC, how many prefixes you have registered with the IKC and if any yearly prefix is due to expire soon.

The left hand side menu allows you to see your registered dogs, see your profile and register your dog/litter/prefix and apply for certified pedigree.

The screenshot displays the Irish Kennel Club (IKC) user dashboard. At the top left is the IKC logo and the text 'Irish Kennel Club'. In the top right corner, there is a 'Logout' button. On the left side, there is a navigation menu with the following items: 'My Dashboard' (highlighted), 'My Registered Dogs', 'My Profile', and 'Register'. A dropdown menu is open under the 'Register' option, showing three sub-options: 'Apply for Certified Pedigree', 'Register dog(s)/ a litter', and 'Register a Prefix/Affix'. The main content area contains four cards: 1. 'Registered Dogs' with a green checkmark icon, stating 'You have 36 registered dogs with the IKC' and a 'View' button. 2. 'Purchase Enquiries' with a bell icon, stating 'You have 0 new purchase enquiries' and a 'View' button. 3. 'Registered Prefix' with a green checkmark icon, stating 'You have 2 registered prefixes with the IKC' and a 'View' button. 4. 'For Sale' with a green coin icon, stating 'You have 0 dog(s) currently for sale' and 'You have sold 0 dog(s) in total', with a 'View' button.

You can click **View** under Registered Dogs to go to My Registered Dogs page that gives below information for each dog you have registered with the IKC.

- Dog Name
- Registration Number
- Microchip Number
- Date of Birth
- Breed
- Colour
- Sex
- Sire
- Dam
- Partner Owners
- And a link that you can click to transfer dog ownership

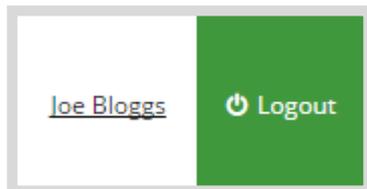
Note: Purchase Enquiries and For Sale are not implemented yet. They will be available in Phase 2 where you will be able to put your dogs on sale and see any purchase enquiries from buyers.



My Profile

To access My Profile

- Login to the IKC Online Services at <http://my.ikc.ie>
- Click your name beside the Logout button on top right corner.



- On My Profile page you can:
 - change your details, profile picture and password
 - change if you wish or do not wish to receive information from the Irish Kennel Club.

My Applications

To see the applications you have submitted to the IKC, their details and status, login at <http://my.ikc.ie> and click My Profile > My Applications.

Date	Type	Reference #	Amount Paid	Status
13/08/2015	Yearly Membership for Najaf Raza	415-635750769445829487	€0.00	
13/08/2015	Transfer of Dog Ownership: dog microchip 981000100044593 and dog registration number Z90819	415-635750769445829487	€20.00	Applied For
13/08/2015	Yearly Membership for Najaf Raza	414-635750768750827968	€0.00	
13/08/2015	Transfer of Dog Ownership: dog microchip 981000100044637 and dog registration number Z90811	414-635750768750827968	€20.00	Applied For
13/08/2015	Yearly Membership for Najaf Raza	413-635750744571243605	€0.00	
13/08/2015	Transfer of Dog Ownership: dog microchip 95600008205555 and dog registration number Z90821	413-635750744571243605	€20.00	Applied For
13/08/2015	Yearly Prefix/Affix renewal for: TestPrefixMediaOne	409-635750733054655809	€30.00	Applied For
13/08/2015	Yearly Prefix/Affix for: M1Test	408-635750732595748546	€30.00	Applied For
07/08/2015	Yearly Prefix/Affix for: newprefix1	390-635745477722038218	€30.00	Approved
07/08/2015	Yearly Membership for Najaf Raza	388-635745474296093196	€0.00	Approved
07/08/2015	Transfer of Dog Ownership: dog microchip 981000100116440 and dog registration number Y03938	388-635745474296093196	€20.00	Approved

This page tells you the dates of your applications, their types, payment reference numbers, amounts you have paid and their current status.



Litter / Dog Registration

To register a dog or full litter with the IKC:

1. Login to the IKC Online Services at <http://my.ikc.ie>
2. Click **Register > Register dog(s)/a litter** on the left hand side menu.
3. Complete the dog/litter registration form

Breed: *

DOB of puppies: *

Date of first mating: *

Dam (Mother): *

Dam owner: *
 Check if you are the owner of the dam

Sire Registration No.: *

Sire (Father): *

Name of Owner of Sire on date of mating:*

Address of Owner of Sire on date of mating:*

Upload Microchipper's Signed Certificate:
⚠ If you do not upload the Microchipper's Signed Certificate, you will need to post it directly to IKC in order to process your transfer.

No file chosen

Puppies to Register:

<input type="text" value="Name *"/>	<input type="text" value="Gender *"/>	<input type="text" value="Colour *"/>	<input type="text"/>
<input type="text" value="Microchip # *"/>	<input type="text" value="Confirm Microchip # *"/>	<input type="text" value="Implanter's ID *"/>	<input type="text" value="Implanter's Name *"/>
<input type="text" value="Implanter's Practise *"/>	<input type="text" value="Implanted Date *"/>		

Are you registering full litter?* Yes No

Amount: €25.00

I have read and accepted the [Terms and Conditions](#) set out by the IKC.

4. If you are registering more than one pup/dog, you can click the **+** button to add another dog/pup. To remove a pup you can click the **-** button.



Application for Certified Pedigree

If you have a dog registered with the IKC and you want to get a certificate from the IKC confirming the dog to be 3 or 4 generation certified pedigree:

1. Login to the IKC Online Services at <http://my.ikc.ie>
2. Click **Register > Apply for Certified Pedigree** on the left hand side menu.
3. Choose a dog from the dropdown list.
4. Choose Pedigree Certificate type.
5. Click Submit. This will be added to your orders.

Application for Pedigree

Required Fields

✓ Dog is required. ✓ Application Type is required.

My Registered Dogs

Pedigree Type

Choose a Dog

3 Generation Pedigree

4 Generation Pedigree

Amount: €0.00

6. You can then click Checkout to make a payment as explained above or continue using the IKC services and return to make a payment by clicking the cart button beside your profile name on the top right corner.



7. The payment process is the same as explained above.



Register a new Prefix/Affix

If you need to register a prefix/affix that you can use with your dog names:

1. Login to the IKC Online Services at <http://my.ikc.ie>
2. Click **Register > Register a Prefix/Affix** on the left hand side menu.
3. Complete the Prefix Registration form.
4. If prefix is owned by more than one persons, you can add partners by clicking the **+** button. To remove a partner owner you can click the **-** button.

Prefix/Affix Choice 1: *
SuperHero

Prefix/Affix Choice 2:
MagicalHero

Prefix/Affix Choice 3:

Please state briefly your reasons for showing prior rights to any of the above words: *
I need to register this prefix to use with my dog names.

Check this box in case of joint Ownership and provide details of the partner owners. Other partner owners have to be IKC members.

IKC membership #	Title	First Name	Surname	Email	Publish Email	Phone	Address	Country	
	Mr	Alan	Dugg	alan.dugg@gmail.com	<input type="checkbox"/>		Dublin	Ireland	+
	Ms	Natasha	Right	nright@gmail.com	<input type="checkbox"/>		Dublin	Ireland	-

Yearly payment (€30.00) **€**
 Life payment (€150.00)
Amount: **€30.00**

In making this application for the above Prefix/Affix I/We agree and consent to be subject to the Rules and Regulations of the Irish Kennel Club as at present in force, and as may be amended from time to time.

5. Click Submit. This will be added to your orders.
6. You can then click Checkout to make a payment as explained above or continue using the IKC services and return to make a payment by clicking the cart button beside your profile name on the top right corner.



7. The payment process is the same as explained above.



Renew Prefix/Affix

You will receive a reminder via email 30 days before the expiry of your prefix. You will also see an alert on the Dashboard when you login and your prefix is due to expire within the next 30 days.

2 Joe Bloggs Logout

Membership
Expires in 18 day(s). Expiry Date: 01/09/2015. [Click here to renew.](#)

Prefixes
MOYVALLEY expires in 18 day(s). [Click here to renew.](#)

You can click the link to renew your membership.

Alternatively, you can click **View** under **Registered Prefix** on the Dashboard page.

Registered Prefix
You have 2 registered prefixes with the IKC

[View](#)

Click the **Renew** button for the prefix you want to renew.

My Prefixes

[Register New Prefix >](#)

Prefix	Registration Type	Expiry Date	Owner	Actions
MagicalHero	Yearly	01/01/2016	Joe Bloggs	Renew
SuperHero	Yearly	01/08/2016	Joe Bloggs, Emma Costello	Renew



A window will pop up. Choose from the dropdown if you want to renew it for a year or for life and then click **Renew**.

Renew Prefix

Yearly

I have read and accepted the [terms and conditions](#)

Renew Cancel

This will be added to your orders. You can then click **Checkout** to make a payment as explained above or continue using the IKC services and return to make a payment by clicking the cart button beside your profile name on the top right corner.



The payment process is the same as explained above.

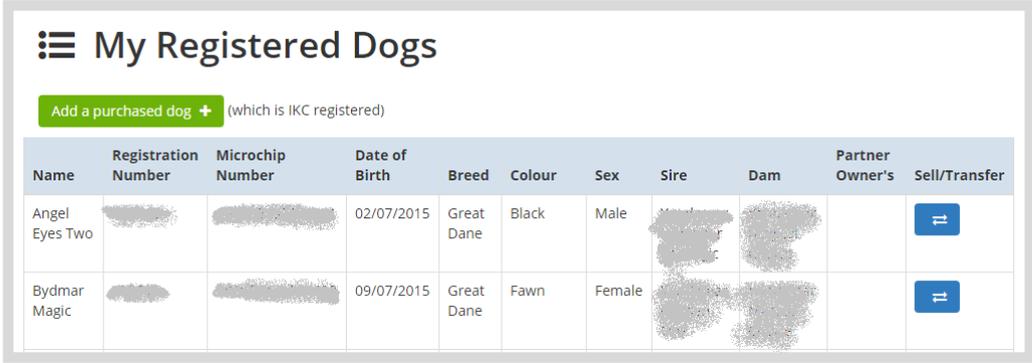


Transfer Dog Ownership – Seller

As per the legislation, it is the legal responsibility of the seller to notify and initiate transfer of dog ownership to the buyer and the legal responsibility of the buyer to complete the transfer of dog ownership process. IKC Online Services provides facility for both the seller and buyer to transfer ownership.

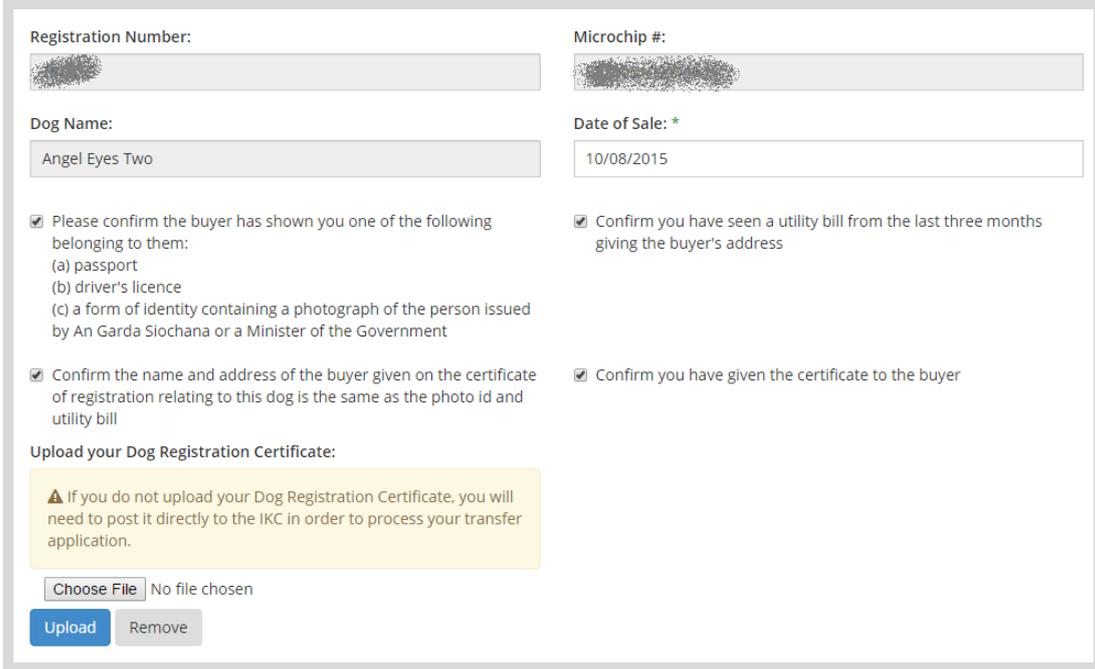
If you have sold your IKC registered dog to someone and want to initiate transfer of dog ownership to them:

1. Login to the IKC Online Services at <http://my.ikc.ie>
2. Go to **My Registered Dogs** page.
3. Click the blue  transfer button for the dog you wish to transfer.



Name	Registration Number	Microchip Number	Date of Birth	Breed	Colour	Sex	Sire	Dam	Partner Owner's	Sell/Transfer
Angel Eyes Two	[REDACTED]	[REDACTED]	02/07/2015	Great Dane	Black	Male	[REDACTED]	[REDACTED]		
Bydmar Magic	[REDACTED]	[REDACTED]	09/07/2015	Great Dane	Fawn	Female	[REDACTED]	[REDACTED]		

4. Complete the transfer ownership form. This page has two sections; Dog Information and Buyer Details. Some of the details will be pre-filled based on the dogs you are transferring.



Registration Number: [REDACTED]

Microchip #: [REDACTED]

Dog Name: Angel Eyes Two

Date of Sale: * 10/08/2015

Please confirm the buyer has shown you one of the following belonging to them:
(a) passport
(b) driver's licence
(c) a form of identity containing a photograph of the person issued by An Garda Síochána or a Minister of the Government

Confirm the name and address of the buyer given on the certificate of registration relating to this dog is the same as the photo id and utility bill

Please confirm you have seen a utility bill from the last three months giving the buyer's address

Confirm you have given the certificate to the buyer

Upload your Dog Registration Certificate:

 If you do not upload your Dog Registration Certificate, you will need to post it directly to the IKC in order to process your transfer application.

No file chosen



5. You can upload scanned copy of your Dog Registration Certificate. Or you can post it directly to the IKC in order to process your transfer application.
6. Complete the Buyer Details section of the form.

Buyer Details:

+

-

Is Primary Owner? Yes No

Is IKC Member? Yes No

Title: *

Date of Birth:

First Name: *

Surname: *

Email Address:

Kennel Name:

Phone Number: *

Mobile: *

Address: *

Town:

Country: *

County:

↑

7. If you are transferring ownership of the dog to more than one buyers, one of them must be marked as the Primary Owner. You can add partner owners by clicking the **+** button. To remove a partner owner you can click the **-** button.
8. Click Submit.
9. This completes your legal obligation for transferring ownership.



Transfer Dog Ownership – Buyer

If you have purchased an IKC registered dog from an IKC member and provided your email address to the seller to allow them to initiate transfer of ownership to you, you should have received an email containing a link.

To complete transfer of ownership process:

1. Click the link in the email
2. You will be taken to the login page of my.ikc.ie
3. **IF YOU ARE AN EXISTING IKC MEMBER**, login using your login details.
 - a. On the transfer form, Dog Information and Seller information will be prefilled based on the link you clicked.

Seller Information:
Fields marked with an * are required.

Membership ID:

First Name: * Surname: *

Email Address: Phone Number:

Address: *

Dog Information:

Registration Number: * Microchip #: *

Dog Name: * Date of Purchase: *

Notes:

- b. You will need to post to the IKC or upload scanned copies of:
 - i. perforated portion of the Dog Registration Certificate that you received from the seller,
 - ii. Proof of Address
 - iii. Your Photo ID



Buyer Documents:

Upload your Dog Registration Certificate:

⚠ If you do not upload your Dog Registration Certificate, you will have to post it directly to IKC in order to process your transfer.

Choose File No file chosen

Upload

Remove

Upload your Proof Of Address

⚠ If you do not upload your Proof Of Address Certificate, you will have to post it directly to IKC in order to process your transfer.

Choose File No file chosen

Upload

Remove

Upload your Photo ID

⚠ If you do not upload your Photo ID Certificate, you will have to post it directly to IKC in order to process your transfer.

Choose File No file chosen

Upload

Remove

- c. Buyer Details will be prefilled with your details as the primary owner. You can add partner owners by clicking the **+** button. To remove a partner owner you can click the **-** button

Buyers Details:



Title: *

Mr

Date of Birth: *

01/01/1979

First Name: *

[Redacted]

Surname: *

[Redacted]

Email Address:

[Redacted]

Kennel Name:

[Redacted]

Phone Number: *

[Redacted]

Mobile:

[Redacted]

Address: *

[Redacted]

Town: *

Dublin

Country: *

Ireland

County: *

Dublin

Submit

Cancel

- d. Click Submit.
- e. Pay the transfer of dog ownership fee. As you are an existing IKC member, you will be awarded with one year free membership extension as part of the transfer process.



4. **IF YOU ARE NOT AN IKC MEMBER**, click Register button.
 - a. Complete the IKC Associate Membership form.
 - b. When you submit the IKC Associate Membership form, you will be taken to the transfer of dog ownership form, same as explained above.
 - c. Complete the form and click Submit.
 - d. Pay the transfer of dog ownership fee. As you are not an IKC members, you will be awarded one year free IKC membership as part of the transfer process.
 - e. Your application for associate membership and your application for transfer of dog ownership will be reviewed and approved by the IKC.
 - f. You will be notified when your applications are approved. You should then be able to login as an IKC member to use IKC online services.



IF SELLER DOES NOT BOTHER TO INITIATE THE TRANSFER PROCESS, AND YOU, AS THE BUYER, WANT TO GET THE DOG TRANSFERRED TO YOU, YOU WILL NEED TO BE AN IKC MEMBER.

If you are already an IKC Member.

1. Login to the IKC Online Services at <http://my.ikc.ie>
2. Go to **My Registered Dogs** page.

3. Click the green “Add a purchased dog” button.
4. Enter Seller and Dog information.

5. Upload scanned copies of the required documents as explained above or post them directly to the IKC.
6. Buyer Details will be prefilled with your details as the primary owner. You can add partner owners by clicking the **+** button. To remove a partner owner you can click the **-** button.
7. Click Submit.
8. Pay the transfer of dog ownership fee.



If you are not an IKC Member

Go to <http://my.ikc.ie/> and click “**Click here**” below the Register button to get one year free IKC membership and transfer dog ownership to you in one go.

Log In or Register

<p>Email or IKC Membership ID</p> <input type="text" value="32186"/>	<p>Register for IKC membership</p> <p>If you don't have an account yet, please create an account with the IKC to avail of many benefits such as registration of your purebred dogs, training, support and education guides on how best to raise your dog and much more.</p>
<p>Password</p> <input type="password" value="....."/>	<p><input type="button" value="Register"/></p>
<p><input type="checkbox"/> Remember me</p>	<p>Get 1 year free IKC membership by transferring ownership of an IKC registered dog to your name through the IKC. Click here.</p>
<p><input type="button" value="Login"/></p> <p>Forgot your password?</p>	



Online Chat

If you have any questions or if you are not sure about something and want to discuss with us, you can use our online chat during working hours.

Click “Chat with us!” on the bottom right corner.

The screenshot shows the registration form for the Irish Kennel Club. It includes fields for Name, Gender, Colour, Microchip #, Confirm Microchip #, Implanter's ID, Implanter's Name, Implanter's Practise, and Implanted Date. There are also checkboxes for 'Are you registering full litter?' and 'Include complementary pedigree?'. The amount is listed as €25.00. A 'Submit' button and a 'Cancel' button are visible. In the bottom right corner, there is a blue button labeled 'Chat with us!' with an upward-pointing arrow.

Enter your name and email address and click the button to start chatting.

This screenshot shows the same registration form as above, but with a chat window open in the bottom right corner. The chat window has a blue header with 'Chat with us!' and a downward arrow. The message area contains the text: 'Hi, I am around, click 'start chatting' to contact me.' Below the message are input fields for the user's name ('Joe Bloggs') and email address ('joe.bloggs@gmail.com'). At the bottom of the chat window is a red button labeled 'Click here to start chatting'.



The screenshot shows the Irish Kennel Club website interface. At the top left is the IKC logo and the text 'Irish Kennel Club'. At the top right, there is a notification icon with the number '2', the user name 'Heather O'Brien', and a 'Logout' button. The main content area features a registration form for puppies with the following fields: Name *, Gender *, Colour *, Microchip # *, Confirm Microchip # *, Implanter's ID *, Implanter's Name *, Implanter's Practise *, and Implanted Date *. There are also checkboxes for 'Are you registering full litter?' and 'I have read and accepted the Terms and Conditions set out by the IKC.', along with 'Submit' and 'Cancel' buttons. A yellow warning box at the top of the form states: 'If you do not upload the Microchip's Signed Certificate, you will need to post it directly to IKC in order to process your transfer.' Below this is a file upload section with 'Choose File', 'No file chosen', 'Upload', and 'Remove' buttons. A chat window titled 'Now Chatting' is open on the right, displaying a message: 'I am trying to register a litter and the system is not accepting the microchip number 25419584362514. Please ensure you are entering 15 digit microchip number'. The chat input field contains the text 'Type here and hit enter to chat'.

Outside office hours when online chat is not available, you can still send us your question(s) through the same chat window. We will get back to you with answers to your questions asap.

This screenshot shows the same Irish Kennel Club website interface as the first image. The registration form and chat window are present. The chat window is now titled 'Contact us!' and contains the text: 'We're not around, but we'd love to chat another time.' Below this text are two input fields: 'click here and type your Name' and 'click here and type your Email'. At the bottom of the chat window is a 'Send' button. The rest of the page, including the registration form and website header, remains the same as in the first screenshot.



Support Helpdesk

If you need to raise a support ticket with you, click Contact Helpdesk button on top right corner or go directly to <http://helpdesk.ikc.ie/>.

Joe Bloggs Contact Helpdesk Download User Manual Logout

Fill in the form and Submit Ticket.



IKC Support Helpdesk

Your Name *

Your Email *

Subject *

Description *

Category **Priority**