



CUSTOMER SELF-SERVICE GUIDE

Applying for an Animal License Online

December 2021

As part of the new Customer Self-Service (CSS) portal that launched in June 2021, you're invited to register an account to manage all of your City of Des Moines licenses, permits and building plans in one place. Receive updates online as City staff process your applications.

While you'll need to register a new animal license the first time you use CSS, your online account will make it easier to renew online in following years.

DSM.city/animals

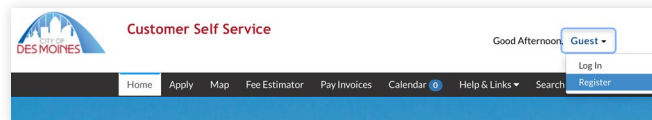
(515) 283-4209

Register for Customer Self Service (CSS)

Before you register your pet online, you first need to have an account registered with the City of Des Moines Customer Self-Service (CSS) portal. If you've already created a CSS account for other City licenses or permits, you can skip this section of the guide and login to your existing account.

CSS registration is a one-time process. Once you have created your CSS account, you can apply for multiple licenses under that same account. For the best experience through this process, we recommend using Google Chrome as your web browser.

1. Visit DSM.city/CSS to access the Customer Self-Service portal. Click on "Guest" in the top-right corner of the webpage or the bottom of the mobile menu and then select "Register" to create your account.



2. Enter your email address for your account and click "Next" to receive a New User Account verification email.

Check your email inbox for the confirmation. Once you have received it, click "Confirm" in the email to begin selecting a user name and password for your account. Do not share your verification email, as your confirmation link is unique to your account.

3. After clicking the "Confirm" link in your verification email, your web browser will open a new page to establish your login information.

Click the "I'm not a robot" box to verify you're a person.

Set your username and a password for your account. Don't reuse a password you've used elsewhere, and use the strength gauge to evaluate how strong your password is.

Confirm your new password, then click "Next" to continue.

4. After you've set a username and password, enter your first and last name. You may ignore the Middle Name and Company fields.

NOTE: Click "Additional Contact Information" and enter at least one phone number.

Use the "Contact Preference" menu to select how you prefer City staff to contact you regarding questions about your applications for licenses, permits and plan reviews. This setting applies to all services available on CSS. Click "Next" to continue.

5. Finally, enter your physical address. Unlike other online accounts you may have, CSS requires you to enter your street address in pieces.

Address Line 1: Building/House Number (4730 SW 9th ST)

Pre-Direction: If any, direction shown before Street Name (4730 SW 9th ST)

Address Line 2: Street Name, without including Street Type (4730 SW 9th ST)

Street Type: Select AVE, DR, ST, etc., from the dropdown list (4730 SW 9th ST)

Post Direction: If any, direction shown after Street Type (3225 BIRCH ST SW)

Unit or Suite: Apartment or Unit Number

Enter your City, State, Postal Code and County. Select "Mailing" as your address type. Click "Submit" to finish creating your CSS account.

Keep your username and password saved in a safe location. You will need it each time you want to apply or renew a permit or license online.

Once you are registered for Customer Self Service and logged into your account, use the process on the following pages as many times as needed to apply for a license for each animal you own. For the best experience, we recommend using Google Chrome to submit your application.

Locate Animal Licenses

Once you're logged into your CSS account, click on "Apply" in the navigation menu to see all of the available services you can apply for on the portal.

If you don't see Animal License, use the search field or the "Show Categories" menu to filter through the available services.

Once you've found Animal License listed, click the "Apply" button to start your application.

Create Your "Company"

All applications for licenses, permits, and plans on the CSS portal need to be associated with a "business." For animal licenses, this is a "business" in name only.

To specify that you're registering your pet(s) for your home, click the "Select Company Type" menu, select "**Owner**" to signify the license is for personal use, then click the + sign.

You will then be asked to add a location for your animal license.

Leave the "Site Address" menu alone to make sure "**Site Address**" is the selected option (not Home). This location should be where your pet resides.

Click the + sign to search for your address.

After clicking the + sign and ensuring "Site Address" is selected, you can search for your property in our database.

Exclude punctuation and abbreviate your Street Type when typing your address into the search bar.

Click "Add" when you locate your address.

Enter Your “Business Details”

Once your home address is added, click “Next” to fill out your “business details” as explained below:

Company Type: Make sure “Owner” is selected

Company Name: Enter the animal owner’s name

Business Description: Ignore this and leave it empty

DBA: Enter the animal owner’s name again

Location: Select “Residential”

Industry Classification(s): Ignore this

License Type: Make sure “Animal License” is selected

Description: Ignore this and leave it empty

Verify that your business details are complete and accurate. When you’re ready to continue, click “Next.”

BUSINESS DETAILS

For new licenses, complete required fields (indicated with *)

- **Company Type:** select Owner
- **Company Name and DBA:** Enter animal owner's name
- **Business Description:** leave empty
- **Location:** If no Location is already indicated, select Residential

* **Company Type**

* **Company Name**

Business Description

DBA

* **Location**

Industry Classification(s) [Select Industry Classification](#)

LICENSE DETAILS

* **License Type**

Description

Applicant

Dave DeMoyne (You)

400 Robert D. Ray, Des Moines, IA, 50309

Add Contact

+

Under the “Contacts” step of your application, you should already see your name and mailing address listed as the primary contact for your animal license.

To register an additional owner to your license, select “**Applicant**” and click the + sign.

If the additional owner has created their own CSS account, you can search for their name in the search field.

If the additional owner does not have a CSS account, select the “Enter Manually” tab and enter their first name, last name and a phone number for the additional owner. Even though it might appear that three phone numbers are required, filling out a single Home, Mobile or Business phone number will meet the requirements.

Add Contact

Add Contact As

[Search](#) [Enter Manually](#) [My Favorites](#)

Enter Manually

First Name

Last Name

Company Name

Email

Home Phone

Mobile Phone

Business Phone

Submit

CONTACTS

- The information you included when registering for Customer Self Service will be automatically included as Applicant.
- If you would like to add another owner, on the blue card, select “Applicant” from the selection list and click the Add Contact button.
- If your name is displayed multiple times on this page, please remove all but the first record.

Applicant

Dave DeMoyne (You)

400 Robert D. Ray, Des Moines, IA, 50309

Debrah DeMoyne

Add Contact

+

Remove

Back **Create Template** **Save Draft** **Next**

Once you’ve verified your contact information is correct, click the “Next” button to continue.

After you've created your "business," provided your site location, and verified your contact information is correct, you'll advance to the "More Info" step of the application process. This step is divided into four sections, three of which are optional if you don't have a service dog or high risk dog and have fewer than four dogs in your home.

Section 1: License Info

Begin by ignoring and skipping the "State where organized" field. This is not applicable to Animal Licenses.

For the first question in Section 1, specify if you would like to apply for:

- Animal License Only
- Animal License and Annual Dog Park Permit
- Annual Dog Park Permit Only
- One-Day Dog Park Permit Only

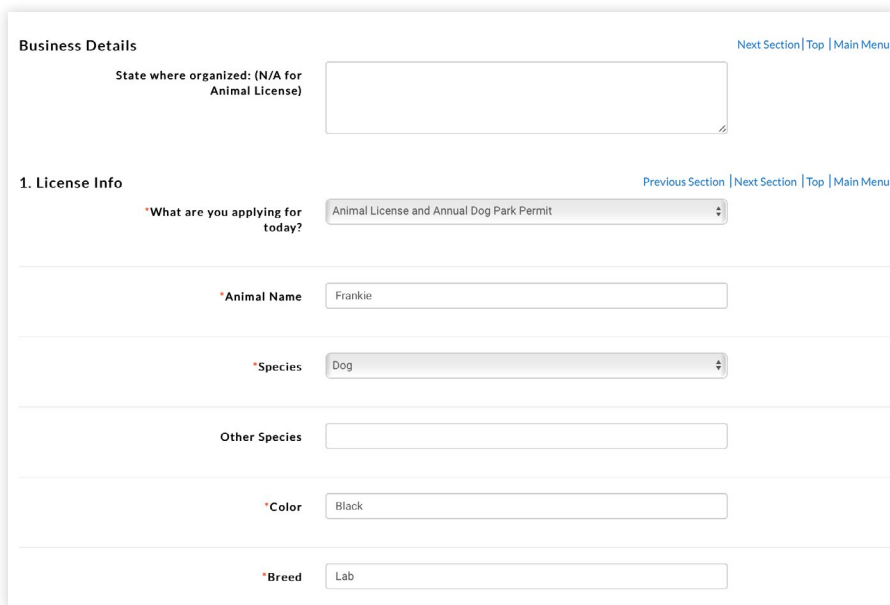
Next, specify your animal's name, what species they are, what color they are and what breed they are. If you select "Other" under the species menu, fill out the "Other Species" field. Otherwise, ignore it.

Specify if your animal is spayed/neutered or not.

Provide your animal's rabies tag number, as well as the date their rabies shot was administered and is set to expire. Also provide the name of the primary veterinary clinic that cares for your animal. If you are unsure about any of this information, please contact your veterinarian for proof of care.

If you are age 65 or older, the City provides a single discounted cat and dog license per household. Select "Yes" if you are at least 65 years old.

Finally, specify if you would like to donate to the City's Dog Parks and how much you wish to donate.



Business Details [Next Section | Top | Main Menu](#)

State where organized: (N/A for Animal License)

1. License Info [Previous Section | Next Section | Top | Main Menu](#)

*What are you applying for today? Animal License and Annual Dog Park Permit

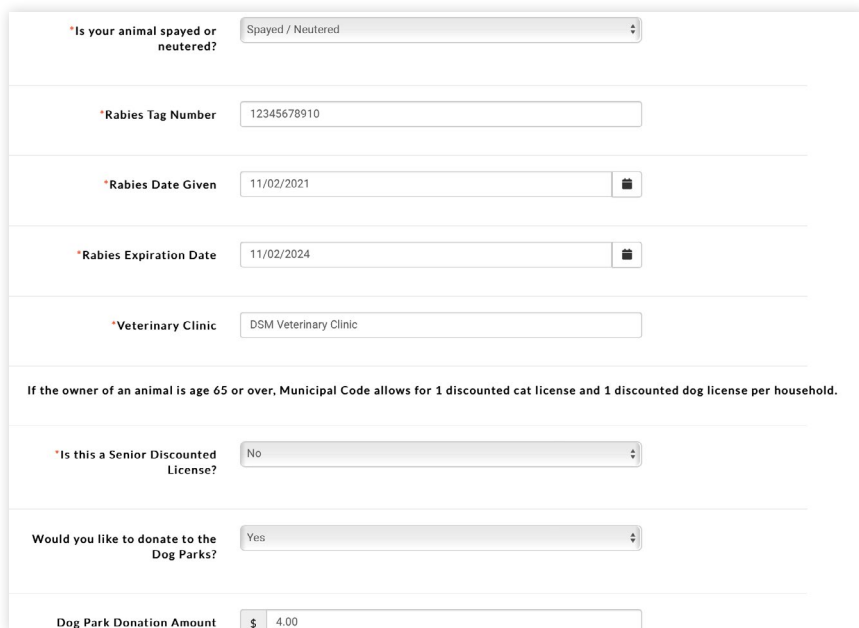
*Animal Name Frankie

*Species Dog

Other Species

*Color Black

*Breed Lab



*Is your animal spayed or neutered? Spayed / Neutered

*Rabies Tag Number 12345678910

*Rabies Date Given 11/02/2021

*Rabies Expiration Date 11/02/2024

*Veterinary Clinic DSM Veterinary Clinic

If the owner of an animal is age 65 or over, Municipal Code allows for 1 discounted cat license and 1 discounted dog license per household.

*Is this a Senior Discounted License? No

Would you like to donate to the Dog Parks? Yes

Dog Park Donation Amount \$ 4.00

If the animal you're registering isn't a service dog, a high risk dog, or the fourth dog in your home, you can specify "No" for the first question in Sections 2, 3, and 4, and then click "Next" to continue. Skip to page 9 of this guide.

If this license is for a certified service dog, you must complete **Section 2. Service Animal** before continuing. Page 6 of this guide explains the necessary documentation and how to complete this process.

If this license is for a high risk dog as defined by municipal code, you must complete **Section 3. High Risk Dog** before continuing. Page 7 of this guide explains the necessary documentation and how to complete this process.

If you are applying for a waiver of the three (3) dog limit as set out by Municipal Code Section 18-136(7), you must complete **Section 4. 4th Dog Waiver** before continuing. Page 8 of this guide explains the necessary documentation and how to complete this process.

Section 2: Service Animal

There is no fee for animal licenses for service animals, given that proper certification is provided. You can provide a certificate of completion from a service animal program, an accreditation form, or a doctor's written approval to provide proof that your pet is an official service animal.

A service animal is defined under federal law 28 CFR 35.104 as: "any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability." The work or task performed must be directly related to the person's disability. Examples include helping with low vision, alerting persons who are hard of hearing, assisting during a seizure, alerting to the presence of allergens, helping with balance and retrieving items. Service animals do not include "companion animals" - those that provide emotional support, well-being, comfort or companionship - or those that provide a crime deterrent effect.

For this section of the application, specify if your dog is certified as a service animal. You will upload your certification documentation in a later step of this guide.

Specify whether the animal is required because of a disability.

Provide how many years old your dog is (in human years).

Finally, briefly describe the tasks your certified service dog performs.

*Do you have a dog that serves as a Service Animal?	Yes
In order for us to determine if your dog qualifies under the federal definition, please answer the following questions:	
Is the animal required because of a disability?	Yes
How old is your dog (years)?	7
List specific tasks the dog is trained to perform	Fetch medication, alert others during crisis

Visit DSM.city/animals to find, download, complete, and scan the "Service Animal Application Form." You will upload this form in the Attachments step of this guide.

If your animal isn't a high risk breed of dog or the fourth dog in your household, you can specify "No" for the first question in Sections 3 and 4, and then click "Next" to continue. Skip to page 9 of this guide.

Section 3: High Risk Dog

City of Des Moines municipal code defines the Stafford Terrier, American pit bull, and American Staffordshire breed of dogs as “high risk dogs” and requires specific insurance coverage and practices meant to keep the dog protected and secure. Failure to comply with municipal code could result in your animal license being suspended and your animal being impounded.

If your dog is one of these breeds or a mix of these breeds, you must specify that this license is for a high risk animal. In a later step of this guide, you will upload your proof of insurance and a letter from your insurance agent naming that the animal is covered by a personal liability policy with at least \$100,000 of liability coverage.

For this section of the application, specify if your dog is a high risk animal.

Review each of the provisions of municipal code listed and specify if you agree to follow the terms explained.

Finally, provide the name of your insurance agency, the name of your insurance agent, and your insurance agent’s phone number.

Visit DSM.city/animals to find, download, complete, and scan the “High Risk Dog Compliance Form.” You will upload this form in the Attachments step of this guide.

If your animal isn’t the fourth dog in your household, you can specify “No” for the first question in Section 4, and then click “Next” to continue. Skip to page 9 of this guide.

3. High Risk Dog
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If you own a dog meeting the high risk criteria show below, you must complete this section. The City of Des Moines Municipal Code defines a high risk dog as the following breeds, including mixes of them:

- Stafford Terrier breed
- American pit bull terrier breed
- American Staffordshire terrier breed

Owners must provide a certificate of insurance, policy declaration, or homeowner’s/renter’s policy page providing personal liability insurance coverage with a minimum liability amount of \$100,000.00.

Owners must also provide a letter from the applicant’s insurance agent, on the agency’s letterhead stationery, stating that the insured’s high risk dog, by name, is specifically covered by the policy in force.

*Is this license for a High Risk Animal?

In complying with the Ordinance I agree to:

Keep my dog in the house at all times unless the dog is securely leashed with a leash no longer than six (6) feet in length and under the actual physical control of a person eighteen (18) years of age or older.

Keep my dog securely enclosed and locked in a pen or kennel having secure sides and a secure top attached to the sides, or in lieu of a top, walls at least six feet in height and at least six feet taller than any internal structure. All pens or kennels must have a secure bottom, floor or foundation attached to the sides of the pen or the sides of the pen must be embedded in the ground no less than two feet.

Keep \$100,000 liability coverage protecting against animal bites in effect at all times, and I understand that failure to do so will result in the license being suspended and the animal being impounded.

Display the current City license and rabies tag on the dog at all times.

Keep Tags on Dog

Insurance Agency

Insurance Agent

Insurance Agent’s Phone

Section 4: 4th Dog Waiver

City of Des Moines municipal code limits a household to three dogs in normal circumstances. However, the City Clerk is able to grant an exception for one additional dog as long as the following conditions are met:

- The dog's full grown weight is no more than 20 pounds as certified by a veterinarian;
- The owner provides a current rabies vaccination certificate for the dog;
- The owner provides proof the dog has been spayed or neutered; and
- No more than two cats are owned on the property subject to the waiver.

Falling out of compliance with the exception conditions set in municipal code could result in your animal license being suspended and your animal being impounded.

For this section of the application, specify if there are four dogs in your household.

If there are, review each of the conditions and the statement for exception. If you agree, enter your name as a digital signature and specify today's date as the signature date.

Finally, use the table at the bottom of the section to indicate the other animals that reside in your household (not including the animal you're currently registering a license for).

4. 4th Dog Waiver

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*Are there 4 dogs in the household?

City of Des Moines Municipal Code Section 18-136(7) states:

(7) A waiver of the three dog limit set in subsection (1) of this section may be granted by the City Clerk, or his/her designee, to allow for one additional dog under the following conditions:

a. The dog's full grown weight is no more than 20 pounds as certified to by a veterinarian;

b. The owner provides a current rabies vaccination certificate for the dog;

c. The owner provides proof the dog has been spayed or neutered; and

d. No more than two (2) cats are owned on the property subject to the waiver.

I agree to license my dog in accordance with City of Des Moines Municipal Section 18-136(g), and understand that deviation from any of the above criteria will render my license invalid and I will be subject to enforcement procedures.

Signature (Enter Owner Name)

Signature Date

Other Animals at this Property Details

[+ Add Row](#)

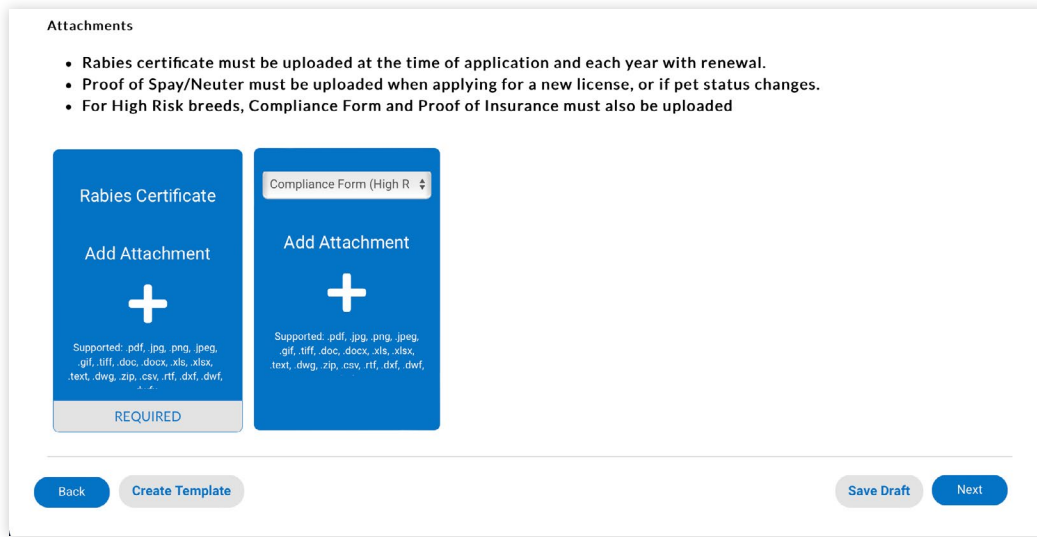
	Species	Name	Breed
Edit Delete	Cat	Peaches	Tabby
Edit Delete	Dog	Norman	Lab
Edit Delete	Dog	Mickey	Corgie
Edit Delete	Dog	Douglas	Golden Retriever

Visit DSM.city/animals to find, download, complete, and scan the "4th Dog Waiver Form." You will upload this form in the Attachments step of this guide.

Click "Next" to continue to the next step.

Attachments

Before completing your online application, you'll need to upload supplementary documentation.



Attachments

- Rabies certificate must be uploaded at the time of application and each year with renewal.
- Proof of Spay/Neuter must be uploaded when applying for a new license, or if pet status changes.
- For High Risk breeds, Compliance Form and Proof of Insurance must also be uploaded

Rabies Certificate

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf

REQUIRED

Compliance Form (High R)

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf

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- All pet licenses must include a rabies certificate from your veterinarian, and applicable proof of spay or neuter.
- To license high risk animals, you must also include the compliance form from DSM.city/animals and proof of insurance.
- To apply for a service animal, you must also include the service animal application form from DSM.city/animals.
- To apply for a 4th dog waiver, you must also include the 4th dog waiver form from DSM.city/animals.

To upload a document, click the + sign and locate the file on your device.

Once all your documentation has been uploaded, click "Next" to continue to the final step of your online application.

Review and Submit

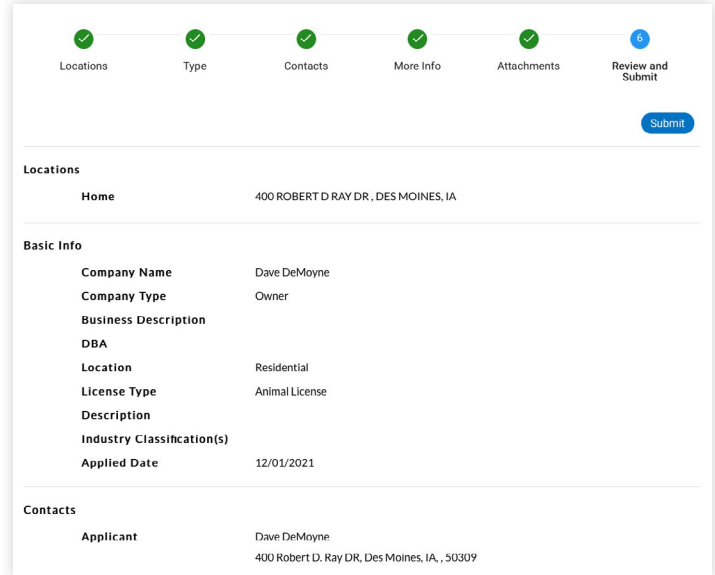
After your attachments have been uploaded, you're almost ready to submit your online application.

Carefully review each section of the application you have completed.

If any information appears incorrect or incomplete, click the "Back" button at the bottom of the page to move backward in your application.

Once you've verified all of the information, click "Submit" to submit your application and generate an invoice for the fees related to your application. You can't change your application after clicking the "Submit" button.

If your license application was received, a green notice will appear at the top of the webpage letting you know.



Locations

Home 400 ROBERT D RAY DR., DES MOINES, IA

Basic Info

Company Name Dave DeMoine
Company Type Owner
Business Description
DBA
Location Residential
License Type Animal License
Description
Industry Classification(s)
Applied Date 12/01/2021

Contacts

Applicant Dave DeMoine
400 Robert D. Ray DR, Des Moines, IA, 50309

Add to Cart and Pay Fees

✓ Your license application was submitted successfully. Please click the Add to Cart button to pay for the invoiced fees to complete the process.

License Number: ANML-2021-009694 [Add to Cart](#)

- License cannot be printed at this time. License has unpaid fees.
- License cannot be printed at this time. License has not been issued.

[License Details](#) | [Tab Elements](#) | [Main Menu](#)

License Details

License Type: Animal License District: Des Moines Applied Date: 12/01/2021
Account Number: Issued By: Administrator, System Period Start Date:
Status: Submitted - Online Expiration Date:
Description:

Review your shopping cart and click the "Check Out" button to move forward to the secure "MyGovPay" payment portal.

Before your license is issued and available for you to print, you'll need to pay the invoice that was generated from your online application.

Click the "Add to Cart" button to begin the fee payment process.

Your invoice will be added to your CSS portal shopping cart.

Shopping Cart

Total \$15.00 [Check Out](#)

Invoice: INV-00012151 Description: ANML-2021-009694
Due Date: 12/01/2021

Case Number	Project	Case Address	Amount Due
ANML-2021-009694		400 ROBERT D RAY DR DES MOINES IA	\$15.00

\$15.00 [Remove](#)

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Your invoice number from your CSS shopping cart should be displayed.

Enter your payment details and click the "Pay Now" button to complete your transaction.

After paying your invoice, City Clerk staff will review your application in the order it was received. Once approved, the new license and appropriate tags will be mailed to you, at the address you specified when registering your Customer Self Service account.

****For licenses requesting the Senior discount, fees will be added by City staff and an invoice will be emailed to you. Once your invoice has been paid, your application will then be processed.**

For assistance, contact the City Clerk's Office at (515) 283-4209.

MyGovPay
Des Moines, IA
Order Number: 6994
Wednesday, December 1, 2021

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00012151	ANML-2021-009694	1	\$15.00	\$15.00
Item Total:				\$15.00
Order Total:				\$15.00

Payment Details

*all fields are required

Cardholder Name Billing Street Billing Zip Code

Card Type Card Number Expiration Date

CVV Code

[Pay Now - \\$15.00](#)