

FAQ's

Q: I am trying to log in with my pet's license number and my person ID, but it is saying Record Not Found.

A: Make sure to use only the 6-digit license number without the prefix, i.e. 453759. Your Person ID should start with P followed by a 6 digit number. If you do not know either the license number or Person ID, please call your local shelter. Santa Barbara (805) 681-5285, Lompoc (805) 737-7755, Santa Maria (805) 934-6119

Q: How do I get a replacement tag for my dog?

A: You may request a new tag for your pet(s) in the comment section before you check out.

Q: I would like to purchase a Designer Tag, but I don't see the option available online.

A: Unfortunately at this time, you cannot purchase a designer tag online. Please mail in your license renewal with the designer tag application and payment or visit any of the county shelters to place your order.

Q: My Pet received a new vaccination, but why am I only getting the 6-month license option?

A: You will need to update your vaccination online. Once you select the animal being renewed, select the change box Change? in the vaccination section. Once selected, another box will drop down allowing you to enter in the updated vaccination dates and veterinarian. You will still be required to upload the certificate(s). You may need to restart your session.

Q: I am a senior citizen renewing my dog license but it will not allow me to get the discounted senior license fees.

A: A senior citizen is 65 years or older. If you haven't renewed your license before as a senior, restart your session. Answer No to renewing a license and the page will take you to enter your information like a new license. Make sure to select the box indicating that you are a senior (65 years of age or older) and enter your date of birth.

Q: My pet has an appointment next week with my Veterinarian to get the rabies vaccination. Can I renew now?

A: No. The license is proof that the rabies vaccination is current. You must have proof the rabies vaccination before renewing the license.

Q: I don't have a scanner. Can my Veterinarian send you the documents for the licensing?

A: Yes! You may have your veterinarian fax your pet's vaccination and spay/neuter certificates to any shelter location or have them emailed to SBCAnimalWebLic@sbcphd.org. You can also take a photo of the certificate and email that to us.

Q: My dog is too old to be spayed or neutered. Do I have to pay full price?

A: Yes. We understand there are medical issues that make it impossible for some animals to undergo spay or neuter safely. Responsible pet owners know the law requires licensing and the unaltered animal license is a higher fee.

Q: My dog is not fixed and I don't want him to be. How do I get a license?

A: In addition to a current rabies vaccination, you are required to obtain the signed Veterinary Certificate from your full-service Veterinarian. While spay/neuter is not mandatory in Santa Barbara County, this process certifies that you have discussed with your veterinarian the benefits and risks of owning an unaltered animal. The veterinary certificate is valid for 1 year or the term of the license, whichever is longer.

Please Note: The City of Lompoc has a separate ordinance that requires all dogs be spayed or neutered unless they are registered with an accredited kennel association, or have a medical condition that prevents your dog from being altered. The Spay/Neuter Exemption form can be found with the licensing information on our website.

Q: I don't know when my dog's vaccination expires.

A: The vaccination expiration is listed on your renewal notice below your Pet's name in the top middle of the notice. If you do not have a renewal notice, please contact your veterinarian to see if your pet will need updated vaccinations.

Q: I recently moved to the City of Santa Barbara. Can I just renew my license with you?

A: No. The City of Santa Barbara has a separate licensing program. Please visit www.petdata.com or go to City Hall to purchase a City license. Make sure to update your address with SBCAS so you do not continue to receive notices from us!