

# Frequently Asked Questions about Buying Your Dog's License Online

Is there an extra service fee to buy a dog license online?

No, there is no extra fee to purchase your dog license online.

How long will it take to get my tag delivered?

Approximately 10 days. There may be a delay at the beginning of the year as more people are renewing their licenses.

Will I have a receipt in case I'm asked to show proof of a dog license until my tag arrives?

If you provide an email address, you will receive a receipt via email. If not, you can access your account online and print your receipt.

Where is the dog licensing option under eConnect?

Dog license options are listed on the Activities Tab under "For Everyone".

How do I register more than one dog online?

Each dog will need to be registered in a separate "class". On the Activities Tab under "For Everyone", you will see the options "Dog License—First Dog", the "Dog License—Second Dog", and so forth.

Why do I have to have an [eConnect](#) account?

[eConnect](#) is the program used by the City of Eagan to accept online registrations and credit card payments for various programs and services. An account is required to utilize the program.

How do I register for an [eConnect](#) account?

You can register online for an [eConnect](#) account by clicking [here](#). Otherwise, you may call 651-675-5700 Monday through Friday, 8am to 6pm to register by phone.

What if I'm not sure if I have an account, or if I've forgotten my account information?

If you are not sure if you already have an account, please go to [eConnect](#), select "My Account" and then "Forgot My Account Pin and Login ID".

Why do I have to agree to the waiver?

City of Eagan Ordinance requires that dog owners agree to the waiver as part of the dog license application process. The waiver allows the city to verify your dog's rabies vaccination information. Dog owners that provide incomplete or false information may be subject to citation.

How do I provide proof of my dog's rabies vaccination?

Please have the certificate available at the time you are completing your application. You will be required to provide detailed information from your dog's rabies vaccination certificate, including: the rabies tag number, name and phone number of your veterinary clinic, the date the vaccination was given, and the date it expires.

How is the information I provide protected?

Your name and address are classified as public government data by state statute. However, this information is not published, and is only released upon official written request. Identifying information such as phone numbers, email addresses, and dates of birth are never released to the public.

Why does it ask for my date of birth?

The City of Eagan Dog License Database is a part of the Police Department's records management system. Providing a date of birth helps prevent duplicate records. If you decline to give your date of birth, your application cannot be processed.