

# Frequently Asked Questions

## Question #1.

Can I renew my Brand or Earmark Registration at any time?

Brand owners can renew their registrations **only during the renewal year**, which is years ending with 0 or 5. Example: 2010, 2015, 2020, 2025.

## Question #2.

How I can get my PIN?

If you forget your PIN, then you can fill out the online "PIN Request" form and submit it. The Brand Recorder will send your PIN through the U.S. mail or email.

Note: To open the online "PIN Request" form, click link "Click Here if you forgot your PIN" on the "Brand Owner" Login Screen.

## Question #3.

What I need to do if my address is changed?

Click "Address Change" menu item. Correct your address and click the "Submit" button. Your request will be processed by the Utah Brand Recorder.

## Question #4.

Can I apply for a new brand/earmark online?

Only new Brands may be registered online. New Earmarks cannot be registered online and must be applied for manually. Contact the Utah Brand Recorder.

## Question #5.

When applying for a new brand and I am ready to select an image, the web application asks for an "Image Letter," what is that?

Images are indexed by the letter and symbols they contain.

These characters are used to do image searches.

For example, you can search for letters (ABC), numeric digits (123) or other characters in an image:

- "\$" to find a dollar sign
- "-" to find a Bar
- "/" to find a Slash
- "O" (letter oh) to find a Circle, Zero, or letter O
- "(" to find a Quarter Circle
- "+" to find a Cross
- To find the "Rocking AB" image you would type in "AB("
- Also images can be searched for by typing in the word, like "hat", "heart", "star", or "tree."

To simplify input some characters are automatically changed to the character that is used in the image index (see list below).

- Character ")" is replaced by "("
- Character "\_" is replaced by "-"
- Character "0" is replaced by "O" (zero is replaced by upper letter "O")

**Question #6.**

What is a premise (physical) address?

*The premise address is a primary physical address (not a PO Box) where an applicant's animals will be located. This is used for Premises ID/NAIS purposes only.*

**Question #7.**

What is a registration county?

*This is the primary county (in Utah) where your animals are located.*

**Question #8.**

What is a difference between “Brand/Earmark Owner - 1<sup>st</sup>” and “Brand/Earmark Owner - other Brand” in the menu?

*In case a user has more than one brand, he can login as a “Brand/Earmark Owner - 1<sup>st</sup> Brand” to look up or renew his first brand. To lookup or renew his other brands, he needs to use the “Brand/Earmark Owner – other Brand” menu item to log in. When this second menu item is used, the program will ask for a Brand Number each time.*

*If user has only one brand, he can use either “Brand/Earmark Owner - 1<sup>st</sup>” or “Brand/Earmark Owner - other Brand” menu option to lookup or renew his brand.*

**Question #9.**

What Brand/Earmark information is kept private and not shown to the public?

*The program does not display the following information to the Public:*

- *Premise ID*
- *Premise Address*
- *Payment Info*
- *Phone if it is unlisted*
- *Internal Department Notes (Comments)*

**Question #10.**

Who can see a brand registration's private information online?

*Only the brand owners and authorized Brand Bureau employees have full access to the data.*

**Question #11.**

What I need to do to be sure the next person using my computer will have NO access to my Brand Registration data?

*Click the “Logout” menu item. The program will reset the all entered data to default values, close the Brand application and will display the Online Services page of the UDAF website.*

**Question #12.**

How I can get the Utah Brand Recorder's contact information?

*Go to “Help” on the menu, under the “Contact As” submenu item click “Brand Recorder.”*

*The Utah Brand Recorder's contact information will be displayed.*

**Question #13.**

How I can get the Brand Inspectors' contact information?

*Go to "Help" on the menu, under "Contact As" submenu item click "Brand Inspectors."  
The list of Brand Inspectors and their contact information will be displayed.*

**Question #14.**

How I can get blank Brand forms?

*Click "Forms" on the menu. Click on the desired form. The form will be displayed.  
Then under "File", click the "Print" menu option to print out the form.*

**Question #15.**

What does "Home" menu item do?

*This menu item opens the main application page. It allows a user to drop everything he is doing and return to the main application page.*