

## Client Residency Validation

Description	All clients in the system will be required to renew their residency status every 3 years on their birthday or when they turn 18 years of age
How to	<ol style="list-style-type: none"> <li>1. <i>Search</i> for customer (see <a href="#">Search For Client</a>)</li> <li>2. Confirm client's identity by validating the information displayed on the <i>Client Search Result</i> screen (see <a href="#">Additional Information</a>)</li> <li>3. If the client's residency has expired, a "Warning" message will appear at the top of the <i>Client Search Result</i> screen (see <a href="#">Example 45</a>)</li> <li>4. Click the "<i>Here</i>" link in the warning message <b>or</b> click the "<i>Edit Profile</i>" button at the bottom of the <i>Client Search Result</i> screen. The <i>Profile – Identification and Preferences</i> page will open (see <a href="#">Example 46</a>)</li> <li>5. Enter the client's NB Driver's Licence/NB Identification Card Number</li> <li>6. Click "<i>Update</i>"</li> <li>7. If successful, the message: "Profile successfully updated" will appear at the top of the "Profile – Identification and Preferences" page (see <a href="#">Example 47</a>)</li> <li>8. If unsuccessful, an error message will appear at the top of the "Profile – Identification and Preferences" page (see <a href="#">Example 48</a>). Try entering the DL/NB Identification card # again or direct the customer to Service New Brunswick</li> </ol>
Additional Information	<ul style="list-style-type: none"> <li>• A warning message will appear on the Client Search Result Screen 6 months prior to the expiration of the residency status</li> <li>• The residency status must be updated every 3 years in order for the client to purchase licences or apply for draws</li> <li>• It is very important that you <b>do not disclose information</b> on the screen to the client. Always ask the client to give you the information and validate the information on the screen to confirm the correct client profile has been found</li> </ul>

### Example 45:

New Brunswick Canada

User: Ed Organization: JOES'S CONVENIENCE Logout My Cart(0) Help

**Client Search**

Client Registration

Outdoors #:318445533  
MARC TESTER  
99 PARKHURST DR  
FREDERICTON, NB E3B 2K2  
Canada

Registered NB Resident

Purchase a Licence  
Apply for a Draw  
View Active Licences  
View Draw Applications  
Link Moose Draw History  
Update Profile  
-Client Details  
-Identification and Preferences  
-Training Qualifications

**Client Search Result**

**WARNING:** The client's NB Driver's Licence number or NB Identification Card number must be re-entered to purchase resident licences and apply for draws. Please click [here](#) to validate the client's NB residency status. Any other proof of residency will have to be shown at a Service New Brunswick centre.

**IMPORTANT - Do not disclose information on the screen. Validate information on the screen with client to confirm correct profile found.**

Name: MARC TESTER  
Date of Birth (YYYY-MM-DD): 1955-10-30  
Address: 99 PARKHURST DR  
FREDERICTON, NB E3B 2K2  
Canada

Email: testy@tasty.ca  
Daytime Phone: 5065555555  
Evening Phone:  
Mobile Phone:

Back Edit Profile

Warning message appears at the top of the *Client Search Result* screen. Click "Here" link or "Edit Profile" button to validate residency. The *Profile – Identification and Preferences* page will open.

### Example 46:

New Brunswick Canada

User: Ed Organization: JOES'S CONVENIENCE Logout My Cart(0) Help Français

**Client Search**

Client Registration

Outdoors #:318445533  
MARC TESTER  
99 PARKHURST DR  
FREDERICTON, NB E3B 2K2  
Canada

Registered NB Resident

Purchase a Licence  
Apply for a Draw  
View Active Licences  
View Draw Applications  
Link Moose Draw History  
Update Profile  
-Client Details  
-Identification and Preferences  
-Training Qualifications

**Profile - Identification and Preferences**

**WARNING:** The client's NB Driver's Licence number or NB Identification Card number must be re-entered to purchase resident licences and apply for draws. Any other proof of residency will have to be shown at a Service New Brunswick centre.

**\*Mandatory field**

If the client has a New Brunswick Conservation Education Card number, enter it below in order to link his / her hunter and trapper education qualifications to his / her profile; or, enter his / her DNR Client number to link his / her existing records.

DNR may wish to communicate to the client important information such as Fish and Wildlife surveys.

**Identification and proof of residency**

NB Driver's Licence/NB Identification Card Number: (\*)

**Other Information**

NB Conservation Education #/ DNR Client #: (2)

Preferred Language of Communication? (\*) English

Preferred Method of Communication? (\*) Mail

Receive DNR notifications via email? (\*) ☐ Yes ☒ No

Update

Enter the client's NB Driver's Licence or NB Identification Card Number, then click the "Update" button.

### Example 47:

The screenshot shows the New Brunswick Canada website interface. At the top, the logo and navigation links are visible. The user is logged in as 'Ed' for 'JOES'S CONVENIENCE'. The left sidebar contains links for 'Client Search' and 'Client Registration', along with contact information for 'Outdoors' and 'MARC TESTER'. The main content area displays a message: 'Profile successfully updated.' followed by the section title 'Profile - Identification and Preferences'. Below this, a red asterisk indicates a 'Mandatory field'. A blue arrow points from the text box on the right to the 'Profile successfully updated.' message.

If the residency status is successfully updated, a “Profile successfully updated” message appears at the top of the “Profile – Identification and Preferences” page.

### Example 48:

The screenshot shows the New Brunswick Canada website interface. At the top, the logo and navigation links are visible. The user is logged in as 'Ed' for 'JOES'S CONVENIENCE'. The left sidebar contains links for 'Client Search' and 'Client Registration', along with contact information for 'Outdoors' and 'MARC TESTER'. The main content area displays a warning message: 'WARNING: Records show that the number entered does not match the number on file. Please try again or direct the client to visit a Service New Brunswick centre to validate their NB residency status.' followed by the section title 'Profile - Identification and Preferences'. Below this, another warning message states: 'WARNING: The client's NB Driver's Licence number or NB Identification Card number must be re-entered to purchase resident licences and apply for draws. Any other proof of residency will have to be shown at a Service New Brunswick centre.' A blue arrow points from the text box on the right to the first warning message.

If there is a discrepancy, a warning message will appear at the top of the “Profile – Identification and Preferences” page. Try entering the DL/NB Identification card # again or direct the customer to SNB.