

# Welcome to FastTrack

Greyhound Racing Victoria's (GRV) information management system, FastTrack, has been developed to replace an ageing legacy system that has been in place for over 25 years.

FastTrack delivers all greyhound racing needs by providing online access to all the existing services for you as an industry participant.

This guide provides instructions for using the FastTrack system when you are logged in as a member.



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# Your FastTrack account



## How to set up your account

Log in to your FastTrack account from the GRV website:

**<http://www.grv.org.au>**

A log in section will be displayed on the right hand side of the GRV website.

You can access your FastTrack account by using your registered email address or your registration identification number (member number) and a password you set.

For assistance with activating your account, please contact Member Services on **(03) 8329 1100** or email **[memberservices@grv.org.au](mailto:memberservices@grv.org.au)**

# How to access your account

You will need an email address in order to interact with the FastTrack system.

If you don't have email, setting up a free email address is quick and easy.

Follow these steps to set up a new free email address:

1. Go to <http://www.google.com.au> to open a new Gmail account.
2. Select **Gmail**.
3. Select **Create an account**.
4. On the Create an Account page, start by filling in the following information:
  - Your first name.
  - Your last name.
  - Your desired login name (be sure to click on the **check availability** box to ensure you get the login name you want).
  - Select an 8 character minimum password. There is a password strength indicator that can let you know how strong your password is. This is an optional step that you can take, but it will ensure that your password would not be easy to "crack".



5. Complete the verification step by typing the two pieces of text.
6. Tick **Agree to the Google Terms of Service and Privacy Policy**.
7. Select **Next Step**.

*Please note: Gmail is one of many email account options. There are other options such as Yahoo.*

If you know of someone who does not have an email address and you can help them set one up, please take the time to help them out.

If you require assistance in setting up an email account, please contact Member Services on **(03) 8329 1100**.



## Forgotten password

If you forget your password, please follow these steps:

1. Click the **Forgotten your password?** link underneath the password field.
2. FastTrack will ask you to enter your member number or the email address that you have registered with GRV.
3. Click **Submit**.
4. FastTrack will send you an email with a link to reset your password. Check your email account for this email and click the link in the message.
5. The link takes you to a web page where you need to choose and confirm a new password.
6. After you have completed this step, you can log in to FastTrack immediately by using your member number or email and your new password.

## Payment options

Participants have the following payment options available to pay for transactions:



**Credit / debit card:** Visa and MasterCard are accepted.



**Post bill pay:** Australia Post outlets can process cash and cheque payments, plus EFTPOS transactions for credit and debit cards. Visa, MasterCard, Diners and American Express are also accepted.

For further information on your payment methods, please contact Member Services on **(03) 8329 1100**.

## Security

GRV is committed to protecting the security of your information within FastTrack. FastTrack conforms to the industry standards of online security through the use of Https, SSL and Verisign certificates. These technologies secure the transfer of sensitive data such as credit card or log in information. For further information on Verisign, refer to **<https://www.verisign.com.au>**.

GRV encourages participants to change your password on a regular basis to protect your private information from unauthorised access.



# Support contacts

## Online help:

Click the **FastTrack help** link on the GRV website for a summary of the help available to you.

On the help page, you can also register your feedback using the form provided, or let us know of any faults that you notice while using FastTrack.

Click the **FAQs** link on the GRV website to read common questions and answers about FastTrack – the answer to your enquiry might be there.

GRV staff are available to answer your questions about FastTrack at the following email address:  
**[fasttracksupport@grv.org.au](mailto:fasttracksupport@grv.org.au)**

## GRV Member Services:

The GRV Member Services Department can be contacted for general enquiries or assistance with setting up your FastTrack account and processing applications.

**Phone: (03) 8329 1100**

**Email: [memberservices@grv.org.au](mailto:memberservices@grv.org.au)**







# FastTrack Quick Guides

The following Quick Guides have been developed to assist participants with the transition from the existing online services to the FastTrack system:

- Nominations
- Scratchings
- Viewing Fields
- eDog Tracker
- Kennel Return
- Namings
- Retirements
- GOBIS
- Transfer of Ownership

## Nominate a greyhound

1. Log in to FastTrack.
2. On the blue menu, click the **My Dogs** tab.
3. Next to the dog you want to nominate, click the **Actions** link.
4. Click **Nominate**.
5. Select the Meeting. FastTrack displays the **Meeting Details**. Only the races that your greyhound is eligible for will appear.
6. Under **Nomination Options**, select one or more combinations of distance and grade.
7. If you wish, under **Conditions**, you can select **No Reserve**.
8. Click **Continue**.
9. To rearrange the nominations in order of preference, click the **Move Up**  or **Move Down**  icons.
10. To remove a nomination, click the **Remove** button next to it.
11. Click **Confirm**.
12. Click **Submit**.
13. Note your receipt number.
14. Click **Close**.

## Nominate multiple greyhounds

1. Log in to FastTrack.
2. On the blue menu, click the **My Dogs** tab.
3. Next to one of the dogs you want to nominate, click the **Actions** link.
4. Click **Nominate**.
5. Select the Meeting. FastTrack displays the **Meeting Details**.
6. Click **Show Dogs**.
7. Select the dogs you want to nominate.
8. Scroll to the bottom and click **Confirm**.
9. Under **Nomination Options**, select one distance.
10. If you wish, under **Conditions**, you can select **No Reserve**.
11. Click **Continue**.
12. Click **Confirm**.
13. Click **Submit**.
14. Note your receipt number.
15. Click **Close**.



## Withdraw nomination

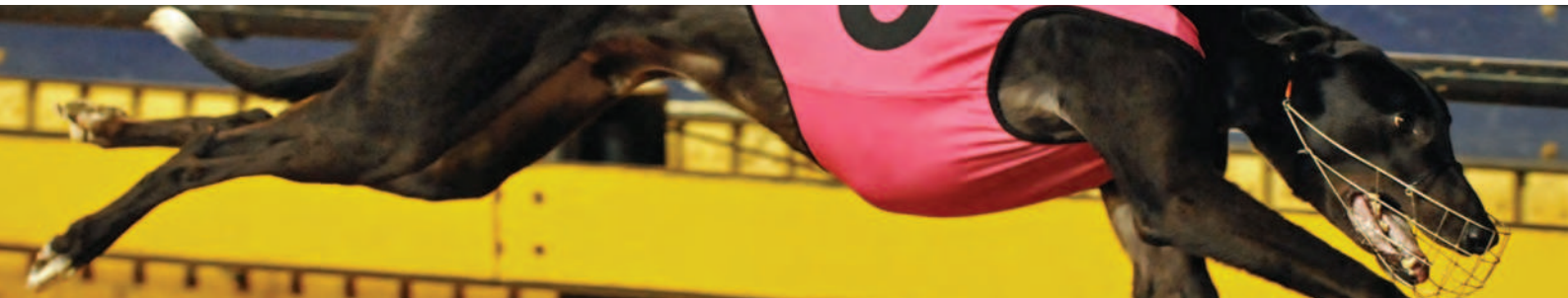
You can withdraw a nomination, without penalty, any time up to the Close of Nominations. To withdraw a nomination:

1. Log in to FastTrack.
2. On the blue menu, click the **My Dogs** tab.
3. Find the greyhound you wish to withdraw from your list of dogs, and click the **Actions** menu.
4. Click **Withdraw Nomination**.
5. Tick the meeting for which you want to withdraw the nomination.
6. Click **Submit**.
7. FastTrack will ask you “**Are you sure you want to withdraw the specified nominations for [dog’s name]?**”
8. Click **OK** or **Cancel**.

## Scratch a greyhound

You can scratch a greyhound any time up to the Close of Scratchings. Scratchings attract a penalty. If you scratch a greyhound after the Close of Scratchings, you must provide a Vet Certificate before the greyhound can be nominated for any further meetings. To scratch a greyhound:

1. Log in to FastTrack.
2. On the blue menu, click the **My Dogs** tab.
3. Find the greyhound you want to scratch from your list of dogs, and click the **Actions** menu.
4. Click **Scratch**.
5. Select a **Reason**.
6. Select **Details**.
7. Click **Submit**.



# Viewing Fields

## Viewing a box draw

*Note: You do not need to be logged in to FastTrack to view a box draw.*

1. Click on **Calendar** (this can be found in the GRV corporate menu at the top of the website).
2. Select the Meeting to be box drawn.
3. On the blue menu, click on the **Races** tab.
4. A countdown box will appear, counting down to when the meeting will be box drawn. The box draw will commence at a scheduled time.

Once the meeting has been box drawn, the **Races** tab will display the dogs in each race. The trainer of the dog will also receive an SMS text message.

## Order of entry

Once the meeting has been graded, the order of entry can be viewed.

To view the order of entry, follow these steps:

1. Click on **Calendar**.
2. Select the relevant Meeting.
3. Click on the **Grading** tab.
4. Click on the shaded area to view a list of dogs for each grade and distance. The order of entry will be displayed here.

## Tracking a greyhound

The eDog tracking service will allow you to track a greyhound once a meeting has been box drawn. You can start tracking a dog from your My Dogs page or by searching for the greyhound.

### To search for a greyhound, then track it:

1. Log in to FastTrack and locate the **Greyhounds** panel on the right.
2. Enter a greyhound name and click **Search**.
3. You will see a list of greyhounds with the one you want near the top.
4. Click the **Tracking Options** link.
5. Click **Email notification**.
6. Enter a **Comment**, then click **Submit**.
7. To see the dog, click your **My Dogs** tab, then the **Tracking** tab.

### To track a greyhound from your My Dogs page:

1. Log in to FastTrack.
2. On the blue menu, click the **My Dogs** tab.
3. Next to the dog you want, click **Actions**.
4. Click the **Tracking Options** link.
5. Click **Email notification**.
6. Enter a **Comment**, then click **Submit**.
7. To see the dog, click your **My Dogs** tab, then the **Tracking** tab.

### For a list of dogs you are currently tracking:

1. On the blue menu, click the **My Dogs** tab.
2. Click **Tracking**.

### To stop tracking a dog:

1. On the blue menu, click the **My Dogs** tab, then the **Tracking** tab.
2. Click the **Tracking Options** link.
3. Click **Do not track this dog**, then click **Submit**.



## Add dog to kennel

1. Log in to FastTrack.
2. On the blue menu, click the **My Dogs** tab.
3. At the top of the page, click the **Add dog to kennel** link.
4. Enter the greyhound's name, ear-brand number, and the last four digits of the greyhound's microchip number in the fields provided.
5. Select the stake money split for this greyhound by selecting the button for either:
  - 50% to trainer, 50% to owner, or
  - 100% to trainer.
6. Click the **"I agree"** checkbox.
7. Click **Submit**.



# Namings

## Naming a greyhound

Before a greyhound can be named it must be at least 12 months old, and you must notify GRV that the greyhound has been vaccinated after 12 months of age.

Forward the vaccine notification by email to **admin@grv.org.au** or by fax to **(03) 8329 1000**.

To apply for a greyhound name:

1. Log in to FastTrack.
2. On the blue menu, click the **My Dogs** tab.
3. At the top of the page, click the **Apply for Dog Names** link.
4. Select the greyhound from the drop-down list of available pups.
5. You must enter a name in the first of the name fields. You can enter up to 9 other names. If the first name is unacceptable, the next name is tried. If none of the names can be used, GRV may name the greyhound.
6. Click **Add Name Request**.
7. Enter payment details.
8. Click **Submit**.

## Tips for choosing greyhound names

The name must not:

- Contain more than 16 characters including spaces and punctuation.
- Contain more than three words.
- Be difficult to pronounce.
- Imitate common racing phrases such as “vacant box” or “box one.”
- Be the name of a prominent person.
- Be the name of a well recognised thoroughbred or standard bred race horse.
- Have a religious or political connotation.
- Be offensive or discriminatory in any way.







## Retire a greyhound

1. Log in to FastTrack.
2. On the blue menu, click the **My Dogs** tab.
3. Click the **Actions** link for the greyhound you want to retire.
4. In the pop-up menu, click **Retire**.

### If you are retiring your greyhound as a pet:

- i. For the **Retirement status**, select **Pet**.
- ii. Click **Submit**.
- iii. From the **Dog will be retired to** list, select **Owner** or **A Third Party**.
- iv. If the dog is being retired to a third party, enter the new owner's details.

### If you are retiring your greyhound as a breeding animal:

- i. For the **Retirement status**, select **Breeding Animal**.
- ii. Click **Submit**.
- iii. Select **Who will be breeding with this dog**.

### If your greyhound is being exported:

- i. For the **Retirement status**, select **Exported**.
- ii. Click **Submit**.
- iii. Enter the country to which the greyhound will be exported.

### If you are retiring a greyhound for another reason:

- i. For the **Retirement status**, select **Other**.
- ii. Click **Submit**.
- iii. Fill in the field explaining the reason for the greyhound's retirement.
- iv. Click **Submit**, and then **Submit** again.

5. Read the **Confirmation Retirement** pop-up, then click **Submit**.

## Retire a greyhound into GAP

1. Log in to FastTrack
2. On the blue menu, click the **My Dogs** tab.
3. Find the greyhound you want to retire in the list and click the **Actions** link.
4. In the pop-up menu, click **Retire**.
5. Click the **Enter my dog in GAP** link, which redirects you to the GAP web page to fill in the GAP online entry form.
6. Fill in the GAP form.
7. Click **I agree**.
8. Click **Submit**.
9. Read the **Thank you** page and click **Continue**.

## Retire a greyhound - euthanised

1. Log in to FastTrack.
2. On the blue menu, click the **My Dogs** tab.
3. Find the greyhound you want to retire in the list and click the **Actions** link.
4. In the pop-up menu, click **Retire**.
5. For the **Retirement status**, select **Euthanised**.
6. Click **Submit**.
7. Select the reason the greyhound is being euthanised.
8. Click **Submit**.
9. Read the information displayed and click **Submit** to complete the first part of the process.

If a greyhound has been euthanised, you need to send GRV a Vet Certificate before retirement can be finalised. The certificate must show the greyhound's name, ear-brand or microchip number. To complete the process, you must send the Vet Certificate to:

**Animal Welfare Manager  
Greyhound Racing Victoria  
46 - 50 Chetwynd Street  
West Melbourne 3003 Victoria**



## Registering a greyhound for GOBIS

If you are an owner or breeder, you can choose to register a greyhound for GOBIS from your **Dog Details** tab in FastTrack.

The registration cannot be performed unless both the owner and the breeder have provided bank account details.

1. Log in to FastTrack.
2. On the blue menu, click the **My Dogs** tab and find the greyhound you want to register for GOBIS.
3. Click the **GOBIS registration** link.
4. Select the button next to the **Payment Method** you wish to use, and enter the payment details.
5. Click **Submit**.

From here, you may click **View Invoice** to see and print the invoice for the registration, or click **Continue** to be returned to the dog search page.

*Please refer to the GRV website for GOBIS rules.*



# Transfer of ownership

## Transferring ownership of your dogs

1. Log in to FastTrack.
2. On the blue menu, click the **My Dogs** tab.
3. Click **Actions** for the greyhound whose ownership you are transferring.
4. In the pop-up menu, click **Transfer Ownership**.
5. Read the condition of the transfer.
6. Tick the checkbox “**I agree.**” You will see more fields.
7. Enter the **First Name** and **Surname** of the new owner. These are compulsory fields.
8. If the new owner lives in another state/territory, tick the checkbox “**Interstate Transfer**” and enter the new owner’s address.
9. Click **Submit** to initiate the transfer.
10. Note down the **Transfer Key/Number**. You must give this number to the new owner.
11. You will now see that the greyhound you had registered has **(TFR)** next to its name. *Please note, this process can take five to ten minutes to complete.*

To accept the transfer, the new owner must have received the Transfer Key and the greyhound’s ear brand from you. You may retrieve the Transfer Key by placing your mouse cursor over the greyhound’s name in your **My Dogs** list.









# FastTrack

## - a new system

In 2010, Greyhound Racing Victoria (GRV) identified that the existing IT system, built on PICK, was in need of rebuilding in order to meet the service expectations of the industry. Subsequently, in 2011, GRV made a commitment to replace the core IT system and took the opportunity to revisit the way greyhound racing is run.

FastTrack acts as a catalyst to automate business processes that are currently dominated by paper forms and manual tasks. GRV has built the FastTrack system from scratch with the intention to meet the following objectives:

1. To deliver a more efficient level of service to the greyhound industry.
2. To allow GRV administrators, industry participants, punters, race clubs and the general public to manage all their greyhound activities from a uniformed portal.
3. To enable operations to become service-oriented for all industry participants.
4. To establish a technology foundation for growth.
5. To develop a highly reliable, modern and expandable IT solution.

FastTrack has been built to service all aspects of the greyhound industry where participants can find and use information about their dogs.

Participants can access their account 24 hours a day, 7 days a week or during operating hours at their local club's Internet kiosk.

The FastTrack system has been released in stages, with earlier release stages covering:

- Club Trial Booking System
- Race Results, Form guides, Dog Form
- eDog Tracker
- Kennelling.

For information on these earlier releases, visit the GRV website, email [memberservices@grv.org.au](mailto:memberservices@grv.org.au) or phone **(03) 8329 1100**.

# Your notes

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If undelivered please return to Greyhound Racing Victoria  
46-50 Chetwynd Street, West Melbourne, Vic 3003

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# FAST TRACK

QUICKGUIDE