



## SMS NOTIFICATION

If you have a mobile number recorded with the Firearms Registry, you will receive a SMS notification when a response is sent.

The sender details of the SMS will be: 'NSWFirearms'



## VIEWING YOUR EMAIL INTERACTIONS

If you have a Gun Safe account or wish to create one, you can view all your email interactions with the Firearms Registry through your Gun Safe account.

- 1. Log in to your Gun Safe account
- 2. Click on 'My Enquiries'
- 3. Click on 'Date/Time Open' to bring the most recent enquiry to the top.
- 4. Click in the case number to access the case details

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- 5. Once in the case, you will be able to navigate to:
  - Enquiry Details
  - Submitted Files
  - Information Required
  - Related Emails

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## **RESPONDING BY EMAIL**

You can reply directly to Firearms Registry emails where additional information has been requested and attach any necessary files.

Sandbox: Additional Information Needed for Your Enquiry - Case Number: C-20231120-002207





Note: Please do not change the subject line when responding

## RESPONDING TO EMAILS THROUGH GUN

If you have a Gun Safe account or wish to create one, you can respond to emails through your Gun Safe account.

- 1. Log in to your Gun Safe account
- 2. Click on 'My Enquiries'
- 3. Click on the case number to access the case details.

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- Once in the case, navigate to the 'Information Required' tab to view the 'Call to Action'.
- 5. Provide the necessary information (either by written response and/or file upload)
- 6. Click 'Submit' to provide the response to the request for further information.

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