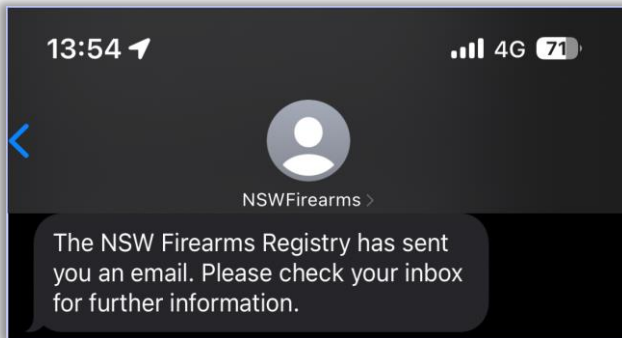


**SMS NOTIFICATION**

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

Real Time Notifications    Quick Processing Times    Complete Application Journey

Select Your Application

Transactions for **EXISTING** firearm licence or permit holders

[Permit To Acquire Application](#)    [Individual Licence Renewal](#)    [Business Licence Renewal](#)  
[Add a New Genuine Reason and/or Category](#)    [Update Personal Details/Safe Storage Address/ View Firearm Details](#)    [Update Business Details/Safe Storage Address/ View Firearm Details](#)  
[My Documents](#)

Transactions for **NEW** applicants

[Individual Licence Application](#)    [Business Licence Application](#)

My Pending Actions    My Applications    **My Enquiries**

Cases My Enquiries  
5x Items • Sorted by Date/Time Opened • Filtered by All cases • Status: Auto Closed, Case Record Type • Updated 4 seconds ago

Case Number	Contact Name	Enquiry Type	Customer Status	Date/Time Opened
<a href="#">C-20231206-002246</a>	Jack Smith	Application Status	Finalised	7/12/2023, 8:44 am
C-20231130-002238	Jack Smith	Club Membership	In Progress	30/11/2023, 2:09 pm
C-20231123-002228	Jack Smith	Internal Review Request	Returned for Enquiry	23/11/2023, 1:52 pm
C-20231122-002223	Jack Smith	Club Membership	In Progress	23/11/2023, 8:43 am
C-20231120-002208	Jack Smith	Licence Enquiry (General)	Finalised	21/11/2023, 9:12 am

Load More

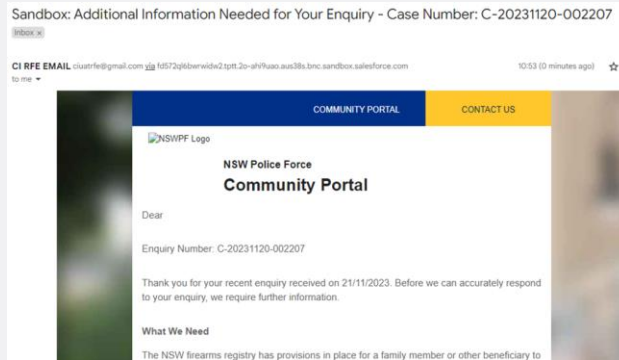
5. Once in the case, you will be able to navigate to:

- Enquiry Details
- Submitted Files
- Information Required
- Related Emails



## RESPONDING BY EMAIL

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

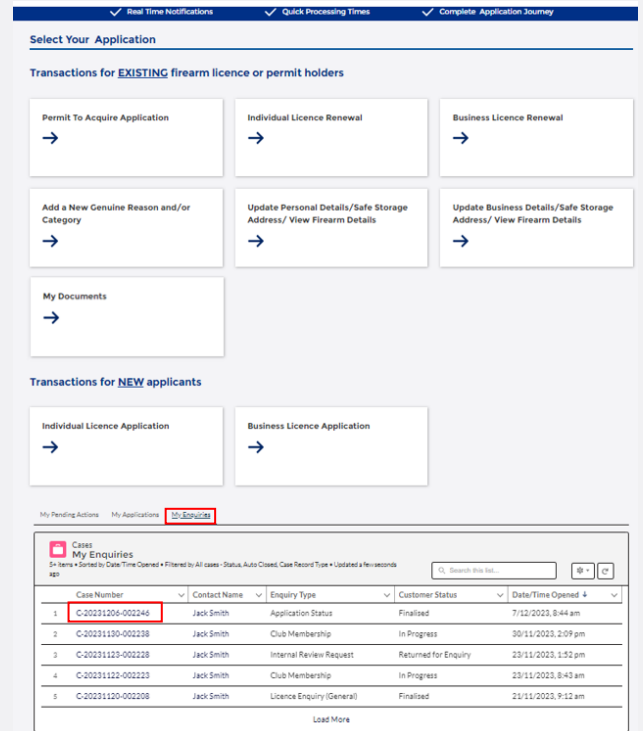


**Note:** Please do not change the subject line when responding

## RESPONDING TO EMAILS THROUGH GUN SAFE

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.



4. 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.

