

# Dealers

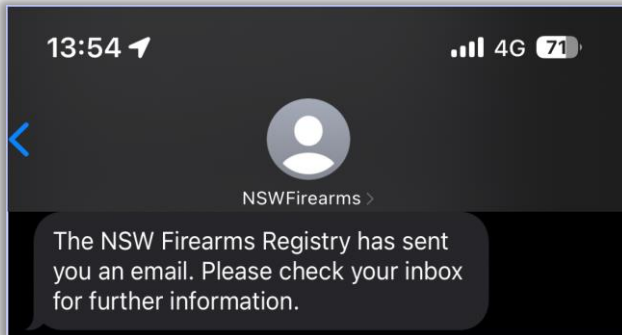
## Responding and Viewing Emails via Firearms Dealers Portal

### SMS NOTIFICATION

An SMS will be sent to the Licence Holder / Nominated Person of the Dealership when a response is sent by the Firearms Registry.

An SMS will only be received if a mobile number is recorded with the Firearms Registry.

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



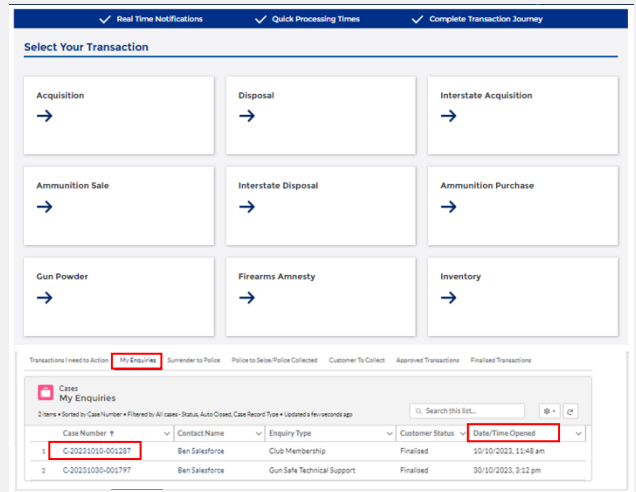
### VIEWING YOUR EMAIL INTERACTIONS

Responses from the Firearms Registry to emails can be viewed and actioned via email or through the Firearms Dealer Portals. This includes emails sent to:

- [dealers@police.nsw.gov.au](mailto:dealers@police.nsw.gov.au) regarding dealership inquiries

You can view all your email interactions with the Firearms Registry through your Firearms Dealer Portal

1. Log in to your Firearms Dealer Portal
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



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

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



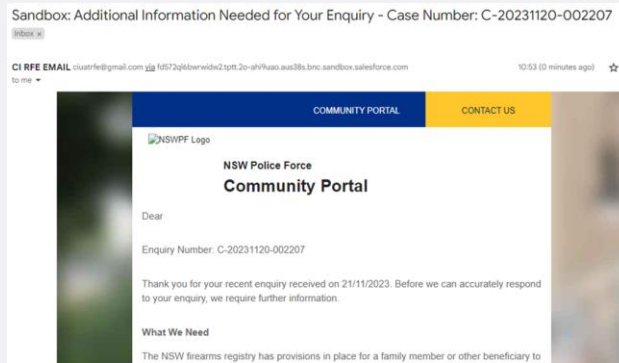
Note: Emails submitted in relation to a Dealership will be viewable to all Firearms Dealers Portal users within the Dealership.

# Dealers

## Responding and Viewing Emails via Firearms Dealers Portal

### RESPONDING BY EMAIL

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

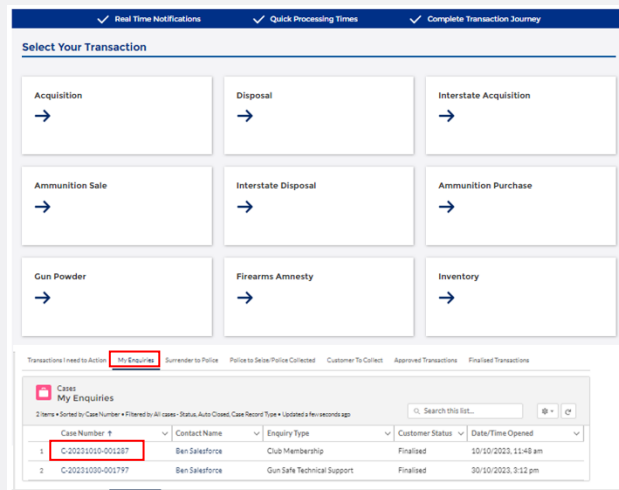


Note: Please do not change the subject line when responding

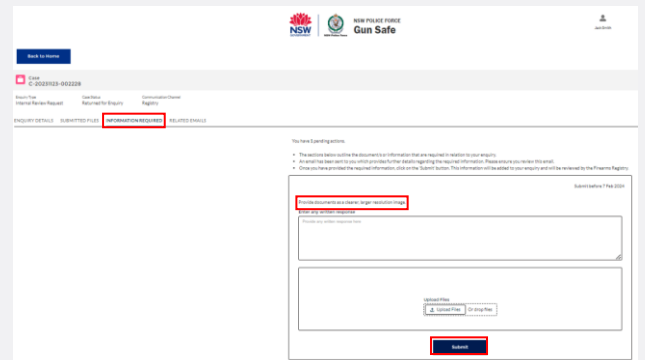
### RESPONDING TO EMAILS THROUGH FIREARMS DEALERS PORTAL

You can respond to emails through your Firearms Dealers Portal.

1. Log in to your Firearms Dealers portal
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.



Note: Documentation that is submitted via your Firearms Dealers Portal does not need to be forwarded by email to the Firearms Registry