

# QUICK REFERENCE GUIDE

## New Customer Enquiry



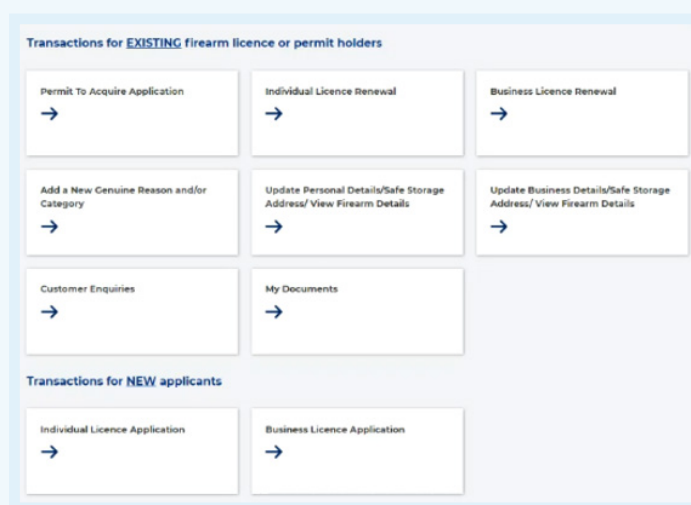
If you have a Gun Safe account or wish to create one, you can submit an enquiry through your Gun Safe account.

You will need the following:

- A MyServiceNSW Account  
(note: you must use your own MyServiceNSW account. You cannot submit an enquiry using another person's account.)
- Your firearms licence/permit number, if applicable.
- Any supporting documentation that you would like to include with your enquiry.

### Step 1

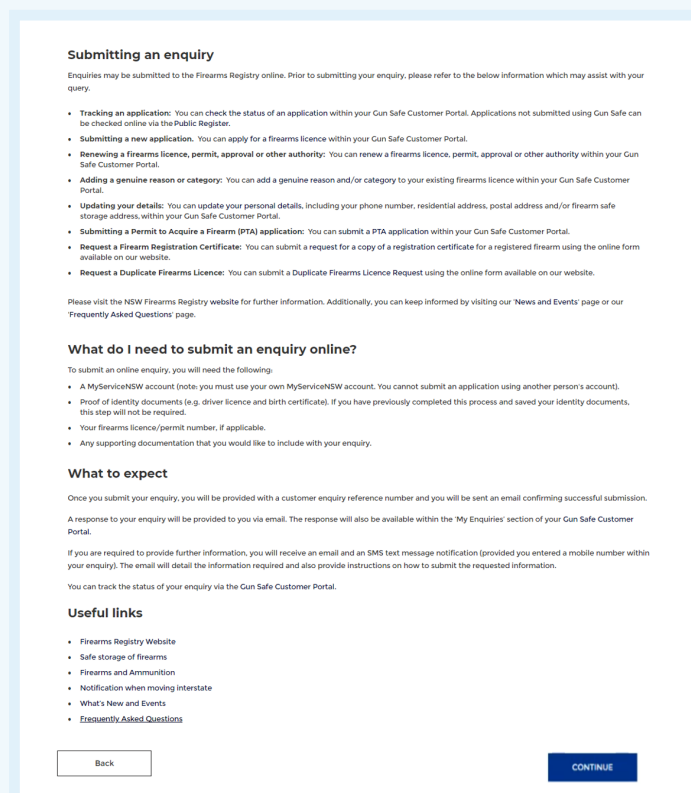
1. Log in to your Gun Safe account.
2. Click on 'Customer Enquiries'



### Step 2

Customer Enquiries will display relevant information regarding the transaction. Please read the information contained on this page.

1. Click 'Continue' to proceed.



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### Step 3

The customer details are based on your Gun Safe credentials.

The following sections are automatically pre-filled based on your Gun Safe Credentials

1. First Name
2. Middle
3. Last Name
4. Email
5. Date of Birth

NSW POLICE FORCE  
Gun Safe

1 First Name Janet 2 Middle Name 3 Last Name Citizen

4 Email janetcitizen9@gmail.com 5 Date Of Birth 21 Feb 1970

\* Enquiry Type  
Select Enquiry Type

NSW Licence/Permit Number

Please enter the mobile phone number where you would like to receive SMS notifications for this enquiry. This mobile number will be solely used for this enquiry and does not replace any contact details held by the Firearms Registry. If you wish to update your contact details, please use the [Update Details](#) transaction.

Mobile Number

Next

### Step 4

6. Select the 'Enquiry Type' most relevant to your enquiry.

**Note:** Some 'Enquiry Types' require a mandatory NSW License/ Permit Number to be submitted.

NSW POLICE FORCE  
Gun Safe

First Name Janet Middle Name Last Name Citizen

Email janetcitizen9@gmail.com Date Of Birth 21 Feb 1970

6 \* Enquiry Type  
Select Enquiry Type

NSW Licence/Permit Number

Please enter the mobile phone number where you would like to receive SMS notifications for this enquiry. This mobile number will be solely used for this enquiry and does not replace any contact details held by the Firearms Registry. If you wish to update your contact details, please use the [Update Details](#) transaction.

Mobile Number

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### Step 5

1. Enter your NSW Licence/Permit Number (if applicable).
2. If your NSW Licence/Permit Number is valid, further information will automatically be displayed such as:
  - Licence Category
  - Genuine Reason
  - Application Date
  - Issue Date
  - Expiry Date
  - Status
  - Mobile Number – If you have a valid mobile number recorded with the Firearms Registry
3. A message will be provided if your NSW Licence/Permit Number is not valid.

**Note:** If the mobile number recorded with the Firearms Registry is incorrect, click on the link displayed to update your mobile number via the 'Update Details Transaction'

NSW POLICE FORCE  
Gun Safe

First Name: Janet Middle Name: Last Name: Citizen

Email: janetcitizen9@gmail.com Date of Birth: 21 Feb 1970

\* Enquiry Type: Cancel a Licence/Permit

\* NSW Licence/Permit Number: 40300000

Please enter the mobile phone number where you would like to receive SMS notifications for this enquiry. This mobile number will be solely used for this enquiry and does not replace any contact details held by the Firearms Registry. If you wish to update your contact details, please use the [Update Details](#) transaction.

Mobile Number: 0400000000

The mobile number you have recorded with the Firearms Registry has been added to this enquiry. If this mobile number is not correct, please update your details via the [Update Details](#) transaction. - [Click Here](#)

Firearm Licence Details					
Licence Type	Genuine Reason	Application Date	Issue Date	Expiry Date	Status
H	TARGET SHOOTING	02-11-2023	01-01-2021	11-11-2023	VALID
A	TARGET SHOOTING	02-11-2023	01-03-2019	15-11-2023	VALID
B	REC HUNT - HUNTING CLUB	15-11-2023			NEW APPLICATION IN PROGRESS - NOT AUTHORISED FOR FIREARMS

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### Step 6

**Mobile Number - The mobile number will be used to send SMS notifications for your enquiry**

1. If you have a valid mobile phone number recorded with the Firearms Registry and entered a valid NSW Licence/Permit Number, the mobile number will pre-populate into the 'Mobile Number' field.
2. If you would like to enter a different mobile phone number that is not recorded with the Firearms Registry, enter the mobile number in the field. To update your mobile number recorded with the Firearms Registry, click on the 'Update Details Transaction' link. If you have no mobile phone number recorded with the Firearms Registry, you can enter a mobile phone number in this field.
3. If you did not enter a NSW Licence/Permit number, you can enter a mobile phone number in this field.

### Step 7

1. After selecting the enquiry type and completing the licence/permit validation (if applicable), click 'Next'.

**Note:** Each enquiry type will present various questions that must be answered to progress with the enquiry.

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### Step 8

1. You can add any **'Final Comments'** in this section. This section is not mandatory.
2. Click **'Next'**.

### Upload Supporting Documents

1. Click **'Upload Files'** or **'Drag and Drop Files'** in this section.
2. A maximum of 8 files can be uploaded.
3. Click **'Submit'**.

Once you have submitted the enquiry, you will receive a reference number. An acknowledgment email will also be sent shortly after submission.

### SMS Notification

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

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

You can view your email via your inbox or by logging into Gun Safe and viewing the case.

