Australian Government
Department of Home Affairs

Firearms Portal User Guide

Introduction

This guide explains how to use the Firearms Portal to complete key setup and management tasks. It covers how to:

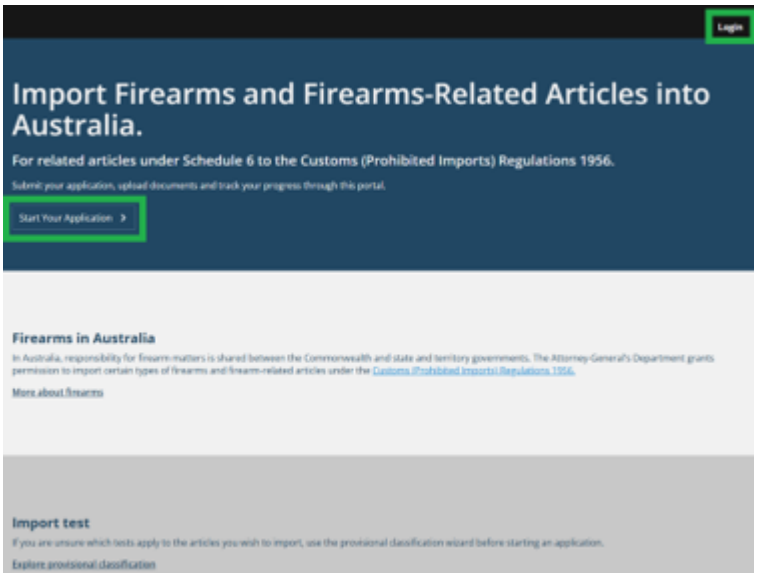
- Register a new account and set up multi-factor authentication (MFA)
- Create and manage your individual profile
- Create and manage your organisation profile
- Join an organisation profile
- Start and submit an application

Follow the steps in each section to ensure your account and organisation details are correctly established and your application process runs smoothly.

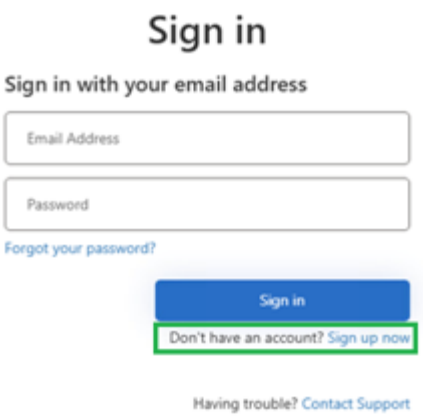
Screenshots in this guide include green boxes for illustrative purposes. These highlights are used to indicate buttons or links and do not appear in the actual Firearms Portal.

Account Registration, MFA Setup

1. Access the Firearms Portal at https://import.firearms.gov.au.
2. To create an account, either click ‘Login’ or ‘Start Your Application’

a. 

3. You will be brought to the ‘Sign in’ screen. Click on ‘Sign up now’ to begin the sign-up process.



a.

4. On the ‘Sign up’ page:
    a. Enter your email address and click **‘Send verification code’**.
    b. Enter the code you receive to verify your email.
    c. Create and confirm your password.
    d. Enter your given name and surname.
    e. Read the ‘Terms of Use’, check the box to agree, and click ‘Create’.

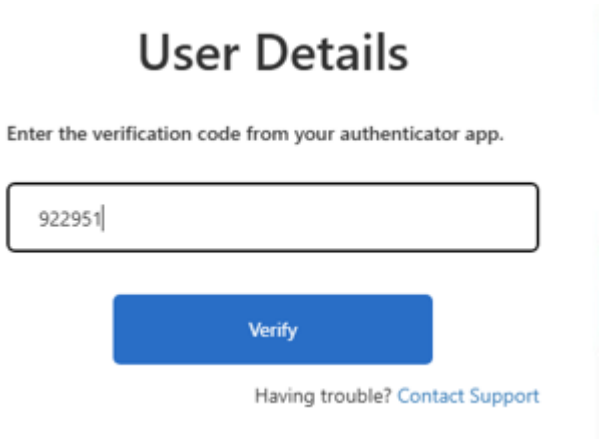
    f.

5. After clicking ‘Create’, you will be taken to the MFA (multi-factor authentication) screen. Select your preferred authentication method. It is recommended to use the ‘Authenticator App’, as it provides the highest level of security.

a.

6. Once you have scanned the QR code with your preferred authenticator app, enter the generated code and click ‘Verify’.

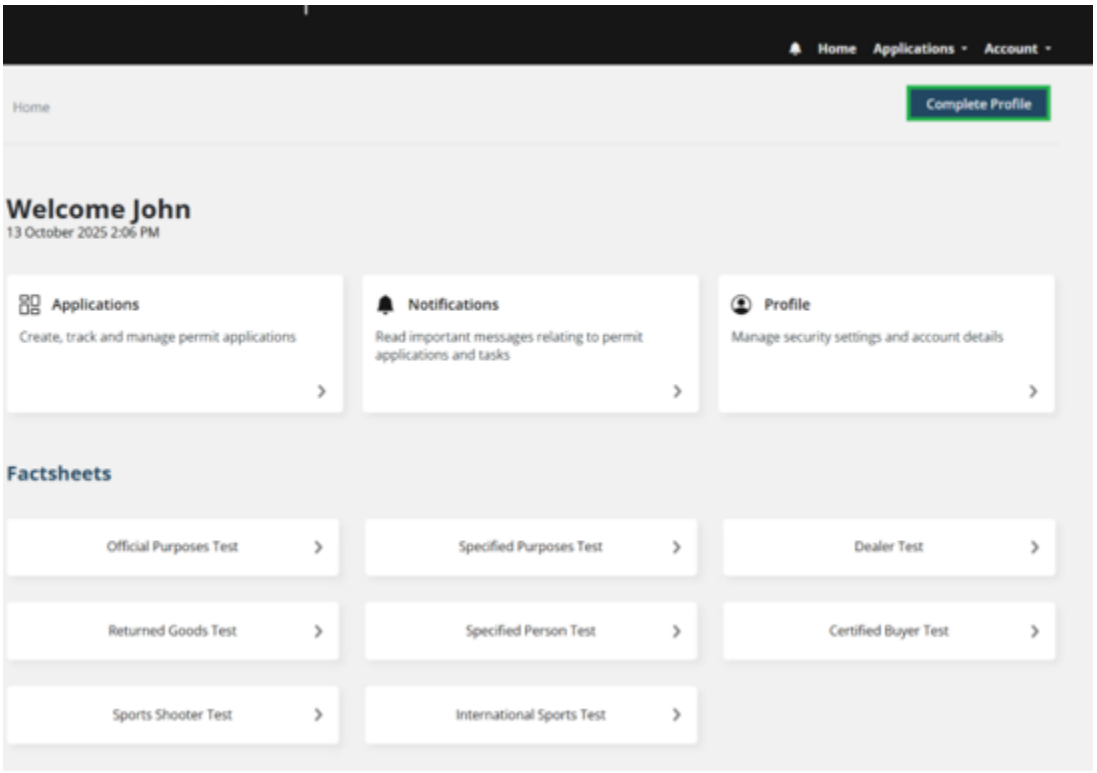
a.



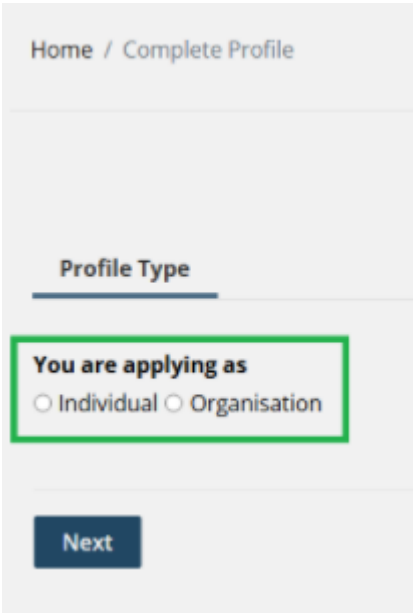
7. Your account has now been created, and you are signed in. The next time you log in, you will need to use the MFA method you configured.

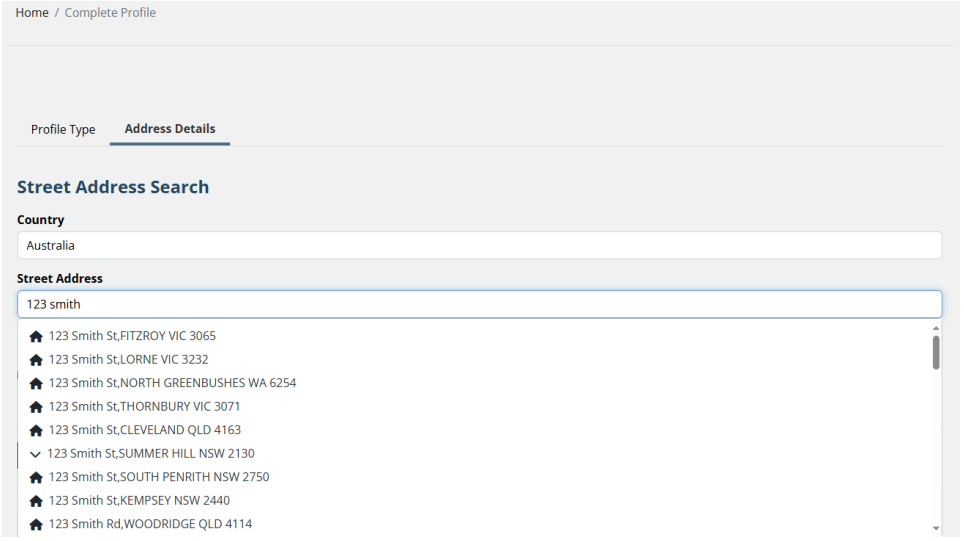
Create and manage your profile - Individual

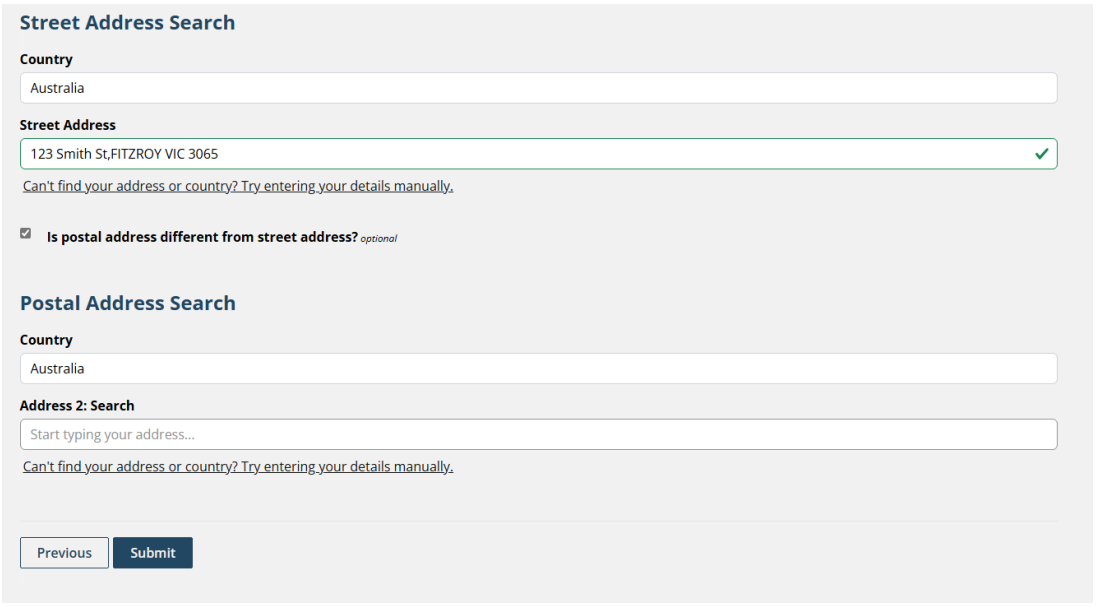
1. After you have registered your account and signed in, you will be brought to the home page of the portal. Click on “Complete Profile” to create your profile.

a. 

2. On this page, select ‘Individual’ and click next. If you are applying as an organisation, go to “**Create and manage your profile – Organisation**”.

a. 

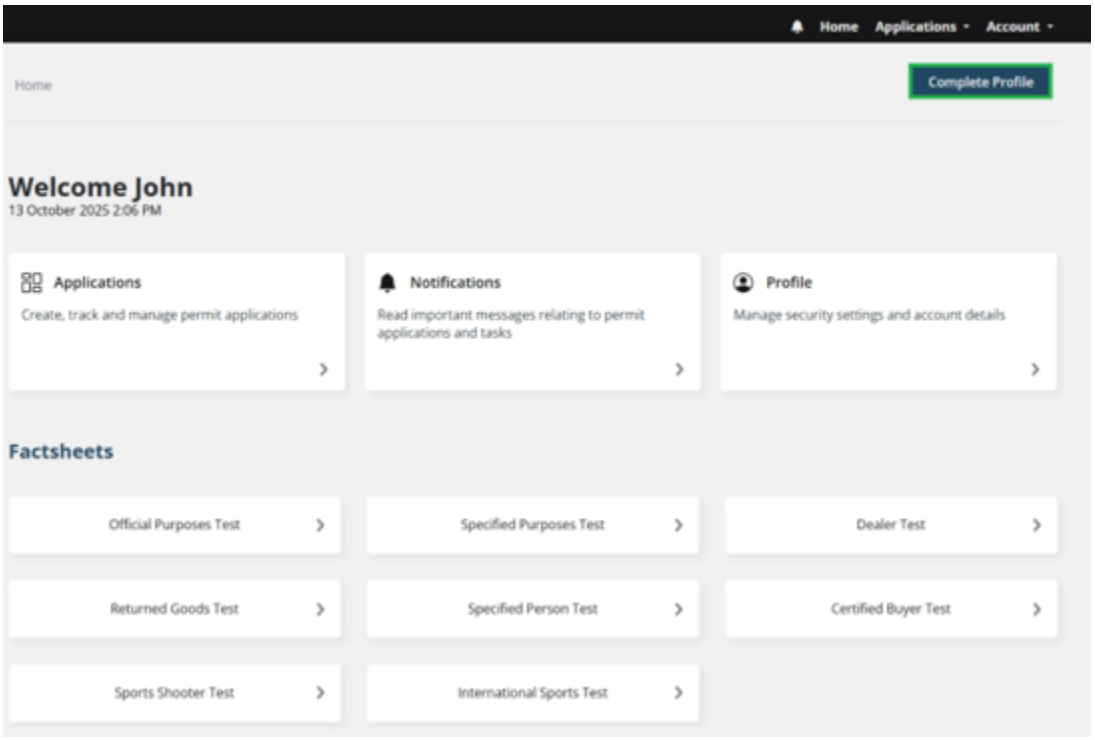
3. After clicking next, enter your address. The address bar will try to match with your address as you type.
   a. 

4. If you have a different postal address, click the checkbox and enter your postal address. Click Submit when this is finished.
   a. 

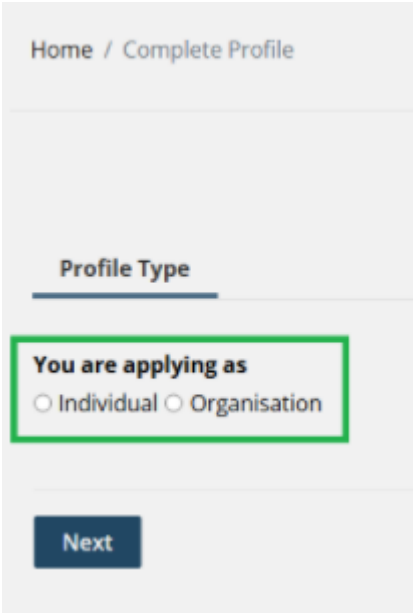
5. This system will take a few minutes to verify and create your profile. Once it has completed, you will receive a portal and email notification.

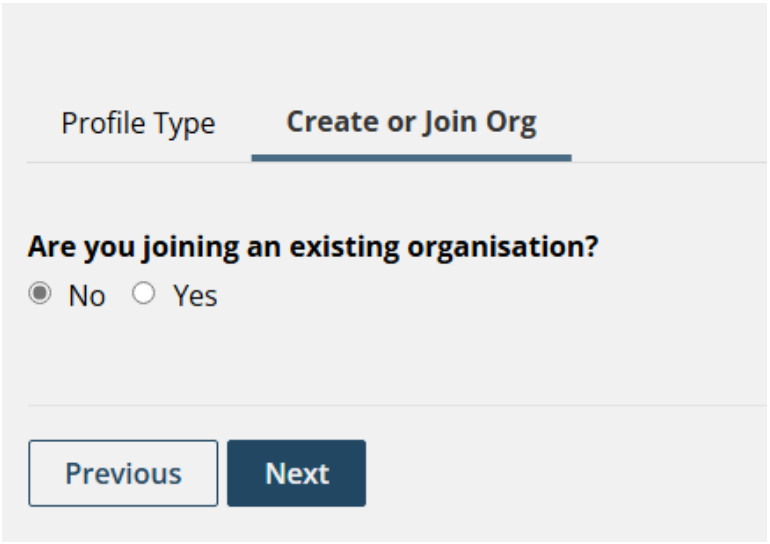
Create and manage your profile – Organisation

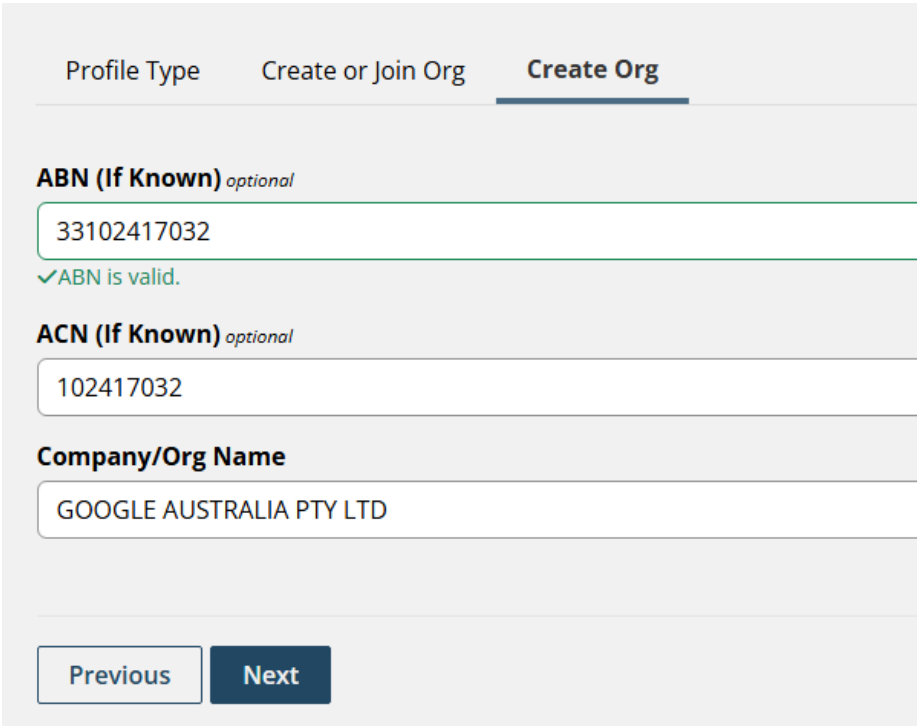
1. After you have registered your account and signed in, you will be brought to the home page of the portal. Click on “Complete Profile” to create your profile.

a. 

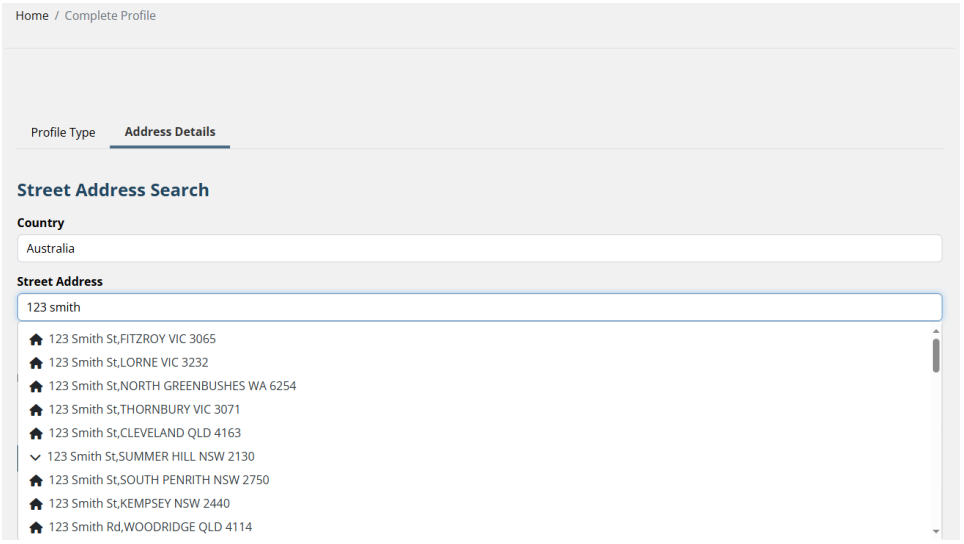
2. On this page, select ‘Organisation’ and click next. If you are applying as an individual, go to “**Create and manage your profile – Individual**”.

a. 

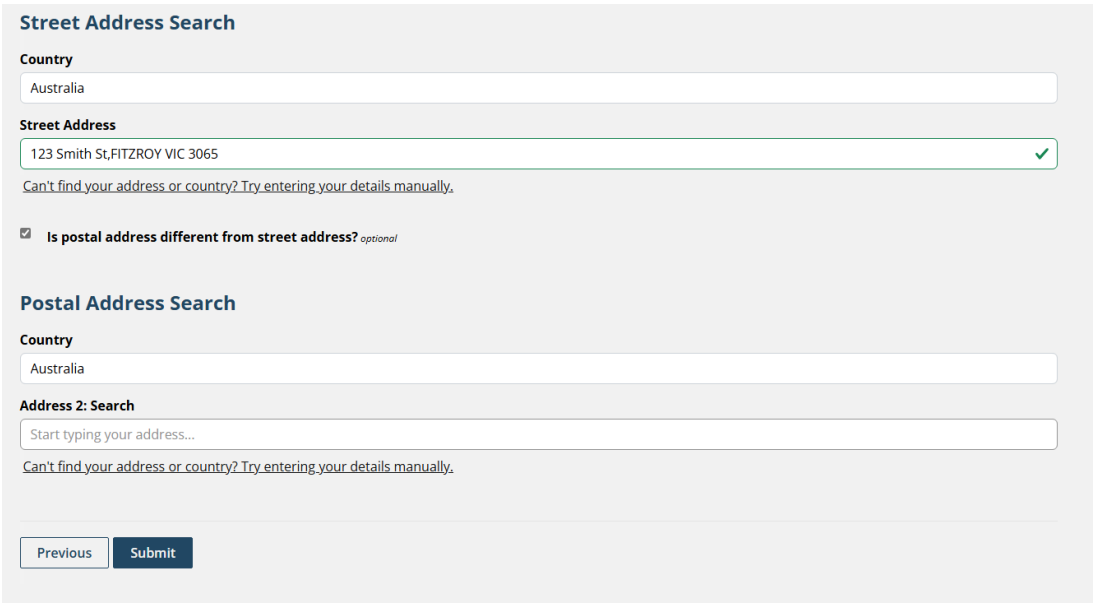
3. After clicking next, select ‘No’ to joining an existing organisation, and click next. If you would like to join an existing organisation, go to “**Join an organisation profile**”.
    a. 

4. On this page, you are prompted to enter an ABN, ACN and Company/Org Name. For this example, we used the organisation ‘GOOGLE AUSTRALIA PTY LTD’
    a. ABN field is optional. If your organisation has an ABN, enter it here without any spaces between numbers. It will validate the ABN exists, auto populate the ACN (if applicable) and auto-populate the Company/Org Name.
    b. ACN field is optional. If your company has an ACN and it was not auto populated, enter it here.
    c. Company/Org Name is required. If your Company/Org name was not auto populated, enter it here.
    d. Click ‘Next’ when these details are filled in and correct.
    e. 

5. After clicking next, enter your organisation's address. The address bar will try to match with your address as you type.

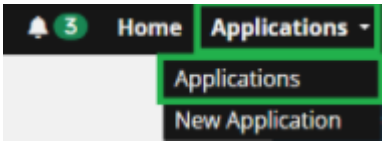
a. 

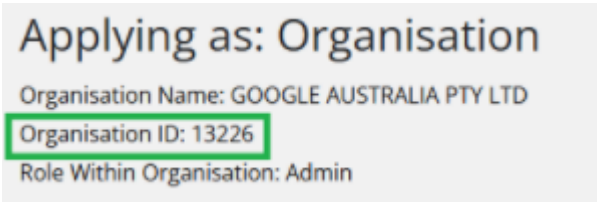
6. If your organisation has a different postal address, click the checkbox and enter the postal address. Click Submit when this is finished.

a. 

7. This system will generate a request to create your organisation, that will be processed by the Firearms Team. Once they have processed your request, you will receive a portal and email notification with the outcome.

8. If your organisation has been approved, you will be able to manage the organisation by clicking ‘Applications’, and then ’Applications’. On this page, you can view your organisation ID, which is used by other users to join your organisation, and manage organisation users.

a. 

b. 

9. If someone requests to join your organisation, you will be notified with a portal and email notification. You can choose to approve or reject their join request on the ‘Applications’ page, under the ‘Organisation Join Requests’ heading.

a. 

10. Once you approve the join request and the system validates the user, your user will appear under the ‘Organisation Users’ header. Here you can remove them from the organisation, promote them to approver, or transfer them administrator access.

a. Organisation User –
Submit applications on behalf of an organisation

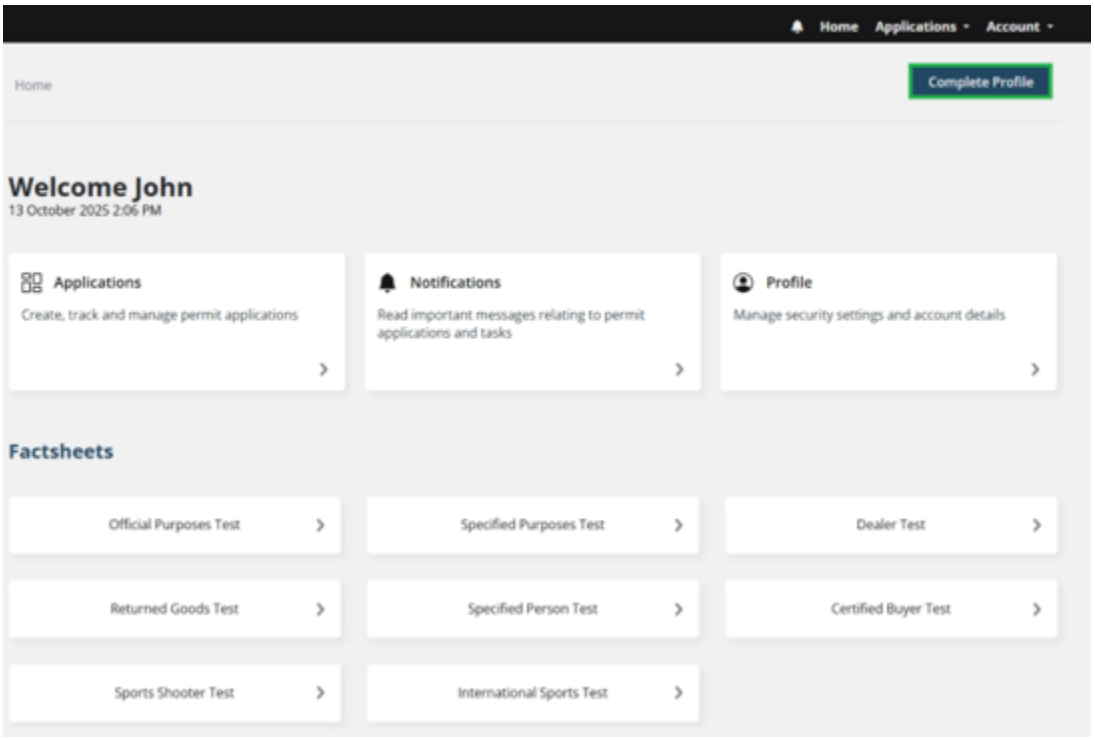
b. Organisation Approver –
Submit applications on behalf of an organisation
Approve users that request to join the organisation

c. Organisation Admin -
Submit applications on behalf of an organisation
Approve users that request to join the organisation
Remove users from the organisation
Edit organisation details
Maximum one admin

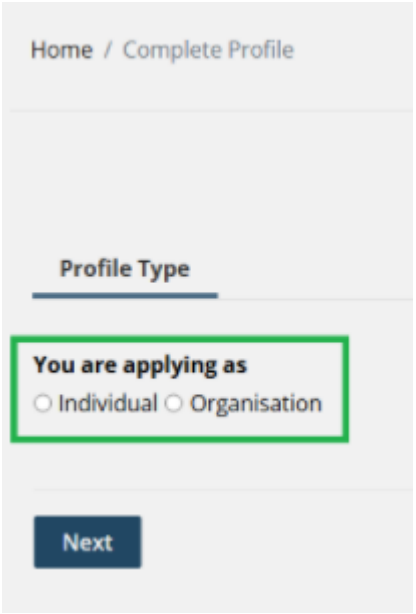
d. 

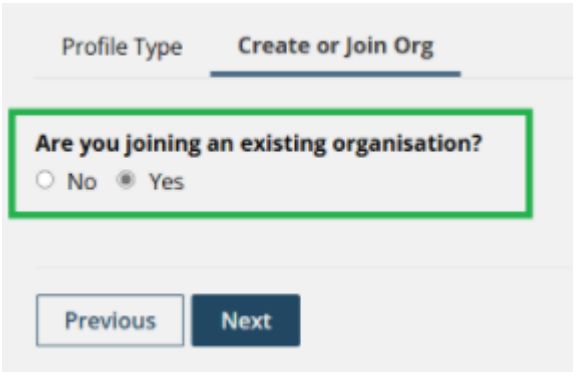
Join an organisation profile

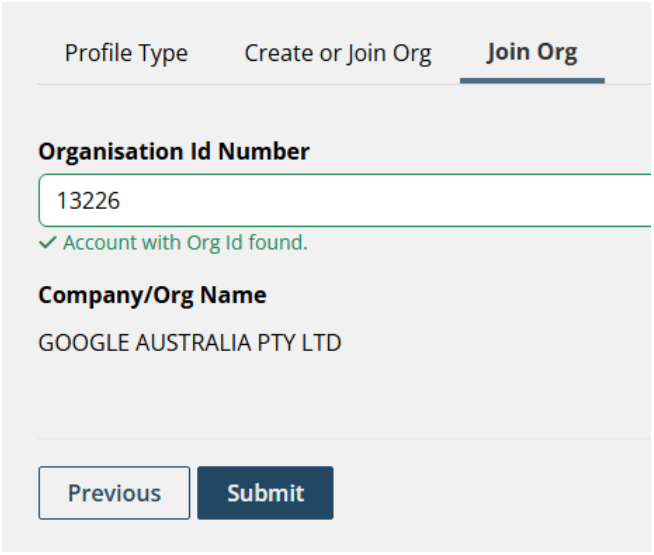
1. After you have registered your account and signed in, you will be brought to the home page of the portal. Click on “Complete Profile” to create your profile.

a. 

2. On this page, select ‘Organisation’ and click next. If you are applying as an individual, go to “**Create and manage your profile – Individual**”

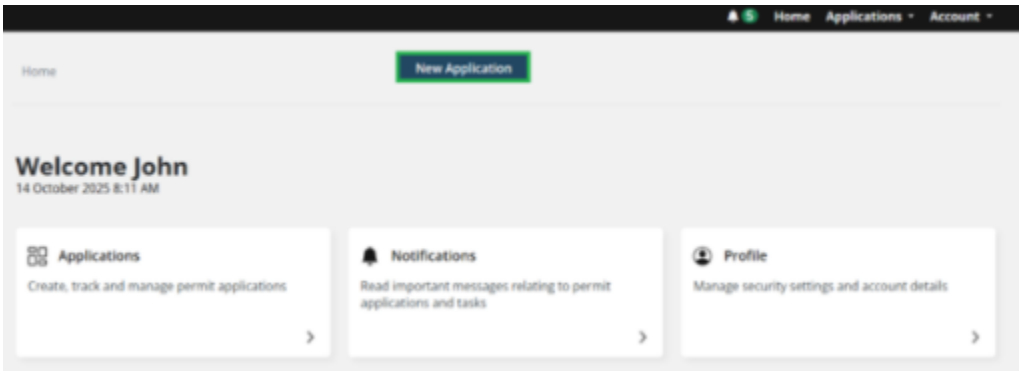
a. 

3. After clicking next, select ‘Yes’ to joining an existing organisation, and click next. If you would like to create a new organisation, go to “**Create and manage your profile – Organisation**”.
    a. 

4. Enter the organisation ID number of the organisation you would like to join. You can get this number from someone in the organisation. Click submit when this has matched an existing organisation.
    a. 

5. Your request to join an organisation has been submitted to the organisation admin and approvers. Once they respond to your join request, you will receive a portal and email notification.

Creating and submitting a new application

1. After successfully creating or joining a profile, you will have access to the ‘New Application’ button on the home page. Click this button to begin a new application.
   a. 

2. You have now created a new draft application. You must complete each of the pages, before submitting the application. Draft applications will save to your profile and be deleted if not submitted within 90 days of their creation date. You will receive email and portal notifications before a draft application is deleted.
   a. Applicant details – Automatically filled by your account and profile details
   b. Licence and authorisation – You must provide details about the licence, authorisation, or exemption, related to the article(s) you wish to import.
   c. Reason for import or certification – You must provide the ‘Import test type’ and ‘Import limb’ you fall under and provide the relevant documents for each category.
   d. Article description – You must provide details about the articles you wish to import.
   e. Arrival details – You must provide arrival details about the articles you wish to import.
   f. Declaration – You must read, and agree to, the declarations relevant to this application.
   g. Application summary – This is a summary of your application. Carefully review your application details and amend anything that is not correct.
3. After you submit your application, on the application summary page, your application will be sent to the Firearms Team for their processing.