

Frequently Asked Questions

What is this initiative about?

This initiative allows firearm licensees to add their valid firearm licence using the mySA GOV app on their smartphone. Licensees can add their Individual, Collector, and Dealer firearm licences.

How do I get started?

In order to use this feature, you must have the mySA GOV app on your smartphone along with an active account.

You can download the mySA GOV app on your Apple or Android device by visiting your app store. To log into the app, you must have a mySA GOV account. You can [create a new mySA GOV account online](#).

To confirm your identity online you will be asked to provide information that is unique to you, such as your driver's licence identification number (listed on the back of your card) and your vehicle registration payment number (located on your registration renewal form).

If you do not have the required documents or for help setting up your mySA GOV account please contact Service SA on myaccountassistance@sa.gov.au or call on 1300 450 422 (Monday to Friday) during business hours.

The first time you access the app you will be asked to enter a four-digit PIN. You can then use this PIN to access your digital passes and licences through the app.

Your current passes, licences and vehicle registrations will automatically be added to the app when you first log in. You can add your passes and licences by pressing the '+' button in the top right corner. Enter your pass details, if prompted, and then you're ready to go digital. You will only be able to add passes and licences that you already own.

Can I use this feature if I don't have a smartphone?

You will need an Apple or Android device in order to use the App.

The mySA GOV app is available for download from the [App Store](#) or [Google Play](#).

A key feature of the app is the ability to securely store selected passes and licences on your smartphone or tablet.



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I have lost my licence. Can I not apply for a duplicate licence and use the digital licence instead?

The Firearms Act 2015 requires that you have a physical copy of your firearms licence, so you will need to apply for a duplicate. However, your digital licence can be provided as proof of your firearms licence status at any time. You can access form for a duplicate licence [here](#).

Can I show my digital firearm licence using the App to a Police Officer instead of a physical licence?

Yes, a digital firearm licence that is verified within the App will be accepted as evidence of your firearms licence status.

How do I add my firearms licence credential to my mySA GOV app?

The user guide can be accessed [here](#)

Are there any security features that can be of benefit to firearm licensees?

There are security features that the App offers. For example, the 'shake' feature is beneficial to confirm validity of a licence in real time. This feature has been described in more detail in the user guide. The user guide also provides validation features offered by the App.

I am a firearm dealer. Can I verify validity of a licence using the App?

There are couple of ways in which validity of a licence can be confirmed. For example, you can ask the customer to use the 'shake' feature and confirm validity of the licence in real time. You can also scan the barcode on customer's licence using your App which will not only confirm validity of the licence but also allow you to view the details of the licence.

My licence number has less than 6 digits. How do I add it on the App?

If your licence number is less than 6 digits, you should add preceding 0 (zero) at the beginning until it is 6 digits long (e.g. 123Z becomes 000123Z).

I get an error when I try to access my firearm licence using the App.

Please check that you have selected the correct licence type under the 'Add Credential' list e.g. Firearm Licence – Collector to add a Collector licence. Also, make sure that you are entering the correct licence number in the correct format. The status of your licence must be either Active or Expired. If your firearm licence is a recently approved new licence, you cannot add the licence credential until you receive the physical photographic firearm licence by mail.



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[Can I renew my firearm licence using the App?](#)

Firearm licence renewal feature is not currently available via the App. Current process will remain in place where SAPOL Firearms branch will continue to send licence renewal notice for licensees to follow the existing licence renewal process.

[Will I see my firearms against my licence on the App?](#)

This feature is not yet available via the App.

[Who can I call if I am still experiencing issues with viewing my firearms licence/s on the app?](#)

You must ensure that you have the latest version of the app installed on your smartphone. Alternatively you can Service SA on 1300 450 422 for further assistance in setting up the app.

[My licence is not valid anymore. How do I go about adding it on the App?](#)

Please contact SAPOL Firearms branch on 7322-3346



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