PSNI FIREARMS & EXPLOSIVES BRANCH

GUIDELINES ON HOW TO USE THE NEW

'SAVE AND RETRIEVE' FEATURE ON THE ONLINE

APPLICATION SYSTEM

(Version – March 2019)

Using the 'Save and Retrieve' feature on the online application system:

The 'Save and Retrieve' feature on the online application system will provide users the facility to save the information they have already entered when filling out their application form, and close the application. They can then return to it at a later stage to finish completing it and then submit to the PSNI.

There are some key points to be aware of in this process:

➢ A partially completed page of an application form will not be saved – you must complete **all** fields on the current page you are on before choosing to save it. All information entered then up to that point will be saved.

➢ You will be asked to enter a password in order to save your application, and you will then be sent an email with a link to retrieve your application form. **The email will be sent to the email address you entered at the beginning of your application form – so it is <u>vital</u> that you take care to enter the correct address.**

➢ **<u>You will have 72 hours from the time you start to complete your application form</u>**. You can return to the application form as many times as you wish during that time. However, if you have not completed the application form within 72 hours the application will then be deleted and you will have to start again.
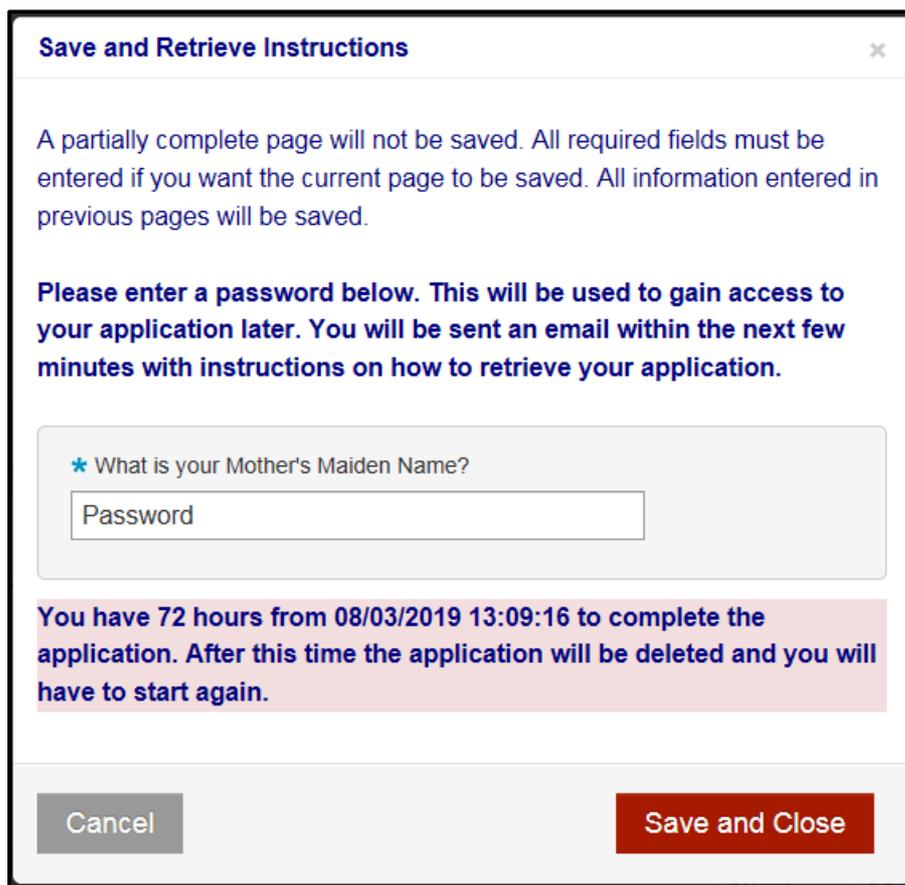
How to save your application form:

- ➢ At the bottom of each page of the application form for Initial Grants, ReGrants, ReGrants with Variation, and Variations you will see a button called **'Save and continue later'**. If you wish to save your application at this point and continue it later, then click this button.
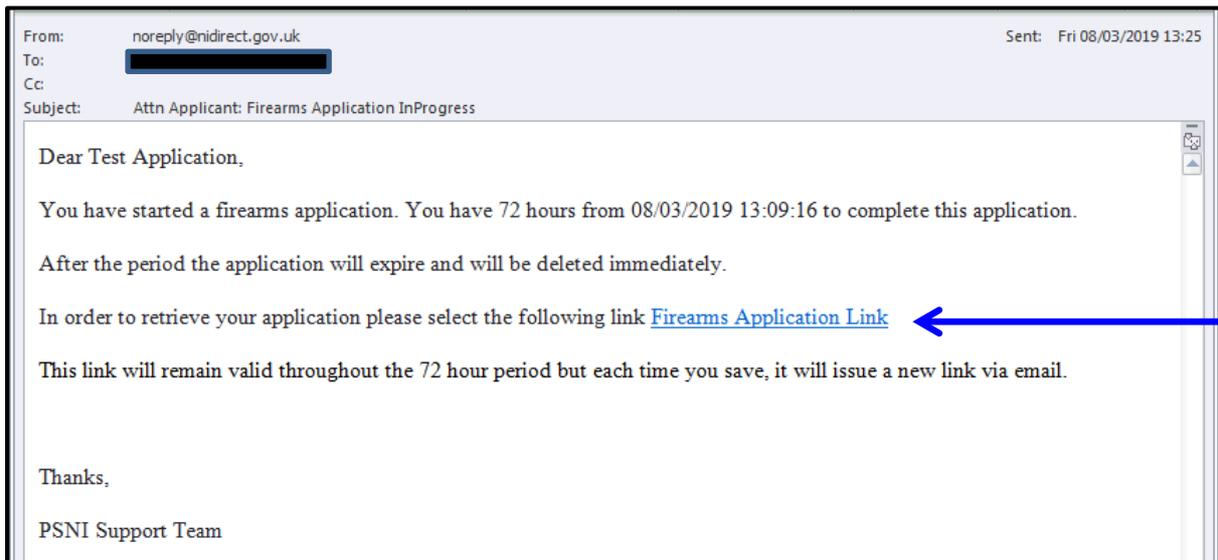

- ➢ You will then see a box pop up on your screen asking you to enter a password. Please see the picture below for an example. You will need to enter a password and then click the **'Save and Close'** button.
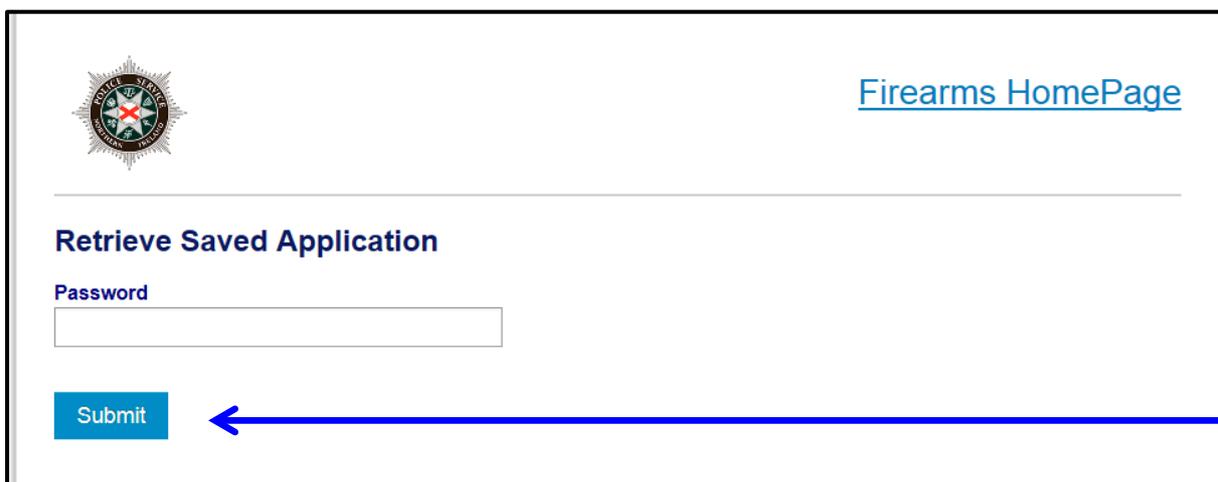

- ➢ Your form will then save and you will be closed out of the application screen. You will receive an email then with instructions on how to retrieve your application form.

> The email will be sent to the email address you entered at the beginning of your application form. This should arrive within 10 minutes of you saving the application form. If you do not see the email in your inbox, please check your junk / spam folders in case it is there.

> An example email is included below. You will see that the email confirms again the date and time from which point the 72 hour window starts, and also includes the link that you simply click to retrieve your application form.

From: noreply@nidirect.gov.uk   Sent: Fri 08/03/2019 13:25
To:
Cc:
Subject: Attn Applicant: Firearms Application InProgress

Dear Test Application,

You have started a firearms application. You have 72 hours from 08/03/2019 13:09:16 to complete this application.

After the period the application will expire and will be deleted immediately.

In order to retrieve your application please select the following link Firearms Application Link

This link will remain valid throughout the 72 hour period but each time you save, it will issue a new link via email.

Thanks,

PSNI Support Team

> You will then be prompted to enter your password, and then you should click **'Submit'**.

Firearms HomePage

Retrieve Saved Application

Password

Submit

➢ You will then see the screen below, where you will be asked to click the **'Proceed'** button if you wish to continue with your saved application.
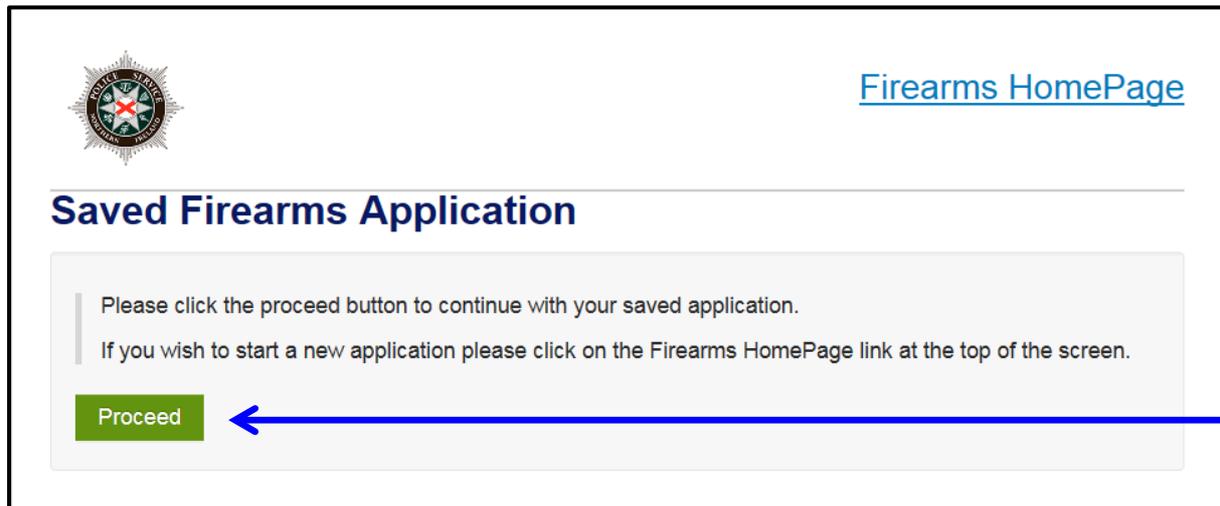
➢ Once you hit 'Proceed' it will then bring you to the start of the application form. You simply navigate through using the 'Next' button to the point where you stopped before, and then continue entering data.

➢ **Please note**: If you are retrieving a ReGrant, ReGrant with Variation, or Variation application form, you will be asked to re-enter your PID and FAC details for validation purposes, before you can proceed to the point where you stopped before.

➢ If you wish to save your application form again before submitting, then simply repeat the process over again, **but remember you only have 72 hours from when you first started the application.**

General advice and information:

If you require advice and guidance with completing your online form then you can contact Firearms & Explosives Branch at:

- Email: firearms@psni.pnn.police.uk
- Firearms and Explosives Branch (FEB): 0800 7839899 **Monday – Friday 10am – 12pm and 2pm – 4pm**.

For all other queries please telephone the non-emergency number 101 between **Monday – Friday 2pm – 4pm** and ask for Firearms and Explosives Branch.

Facilities for completing online applications are also available at a number of locations – please see our website for details of these at: https://www.psni.police.uk/advice_information/firearms/online-application-information/ and click on the 'General Online Application Information' button.

Further information on firearms law may be obtained from the PSNI website at www.psni.police.uk/firearms

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To make your application online:

- Before you make your application, we recommend that you ensure that the operating system and browser is up to date on your device. If your operating system or browser is not up to date, then further advice on how to do this can be found on the Online Application Information page of the PSNI website https://www.psni.police.uk/advice_information/firearms/online-application-information/ , click on the button 'General Online Application Information' and there is guidance on how to update your browser on the right hand side of the screen.

- **To complete, your application please go to the following link and click on the appropriate button for the type of application you wish to complete.**
  https://www.psni.police.uk/advice_information/firearms/online-application-information/