

# Victorian Digital Firearms Licence

## How-to guide for checkers

### Secure and trusted

A digital firearms licence displays a customer's firearms licence details on their mobile device.

It connects directly to the Victoria Police Licensing and Registration System so you know it's from a trusted source.

There are several security features to help confirm that the licence is legitimate, including a hologram and a QR code you can scan to verify the details.

The licence also shows the date it last pulled info from Victoria Police. If the date isn't current, ask the customer to refresh, so you know you're always looking at up-to-date details.

### More information

The digital firearms licence is available through the Service Victoria app.

For more info visit [service.vic.gov.au/firearms](https://service.vic.gov.au/firearms)

### Easy to verify

You can easily verify a digital firearms licence by scanning its QR code. It connects directly to a person's record with Victoria Police.

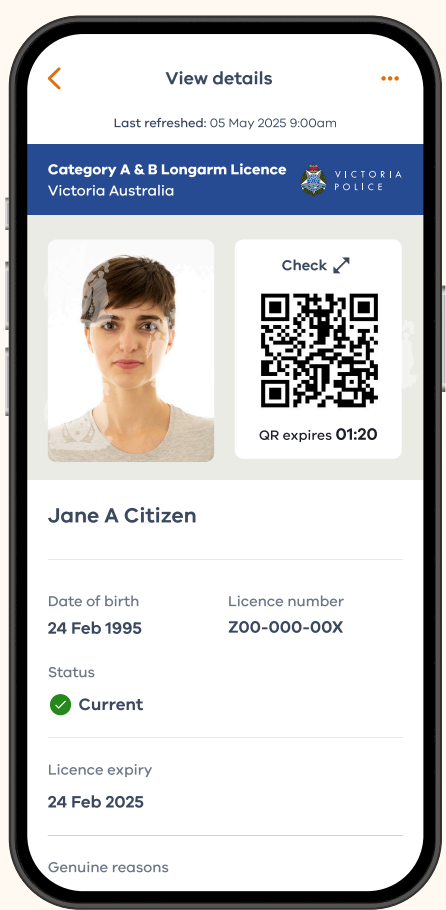
Each code is unique and lasts 2 minutes. After that, the person must refresh the code. This helps prevent fraud, so you know the info is valid.

When you scan the QR code using the Service Victoria app, you'll see a tick to show you the details are verified.

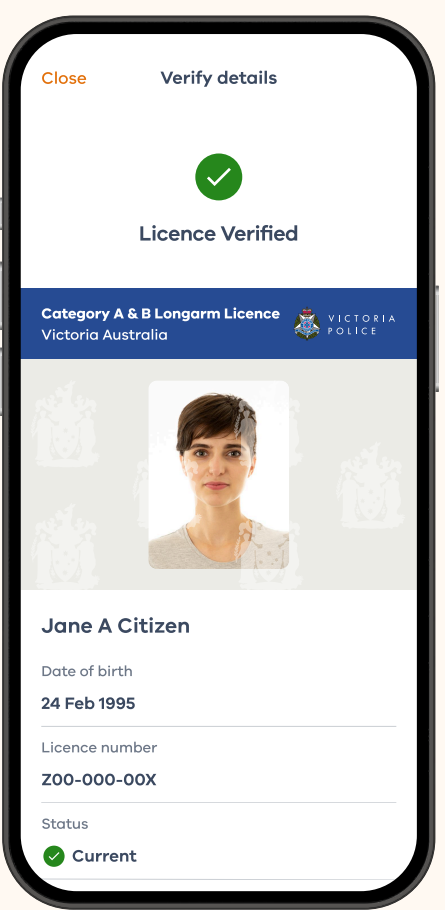
You'll also be able to view a person's info, including their:

- licence category
- photo
- full name
- date of birth
- licence number
- licence expiry
- genuine reasons
- licence conditions

### The digital licence looks like this ↓



### A verified digital licence looks like this ↓



### Images provided in this guide

Please note: due to ongoing app development, subtle design changes may take place over time.

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## How do I check a digital licence?

Licence checkers must not touch a customer's phone – just ask them to tilt their screen and show it to you.

When a customer shows you their digital licence, the screen on their smartphone or tablet will look like the picture to the right.

There are several security features to help confirm that the licence is legitimate.

### Ask the customer to swipe down to refresh the digital firearms licence

This automatically updates the display. Check the 'last refreshed' time stamp at the top of the page to confirm when the app last pulled information from Victoria Police and to check the details are accurate and up to date.

### Check the licence holder's photo

Visually check that the licence photo matches the person in front of you.

### Check the hologram

The same Victorian Coat of Arms hologram that features on the physical licence is also displayed on the digital licence. Check to see if there's a hologram layered over the licence holder photo and licence background at the top of the screen.

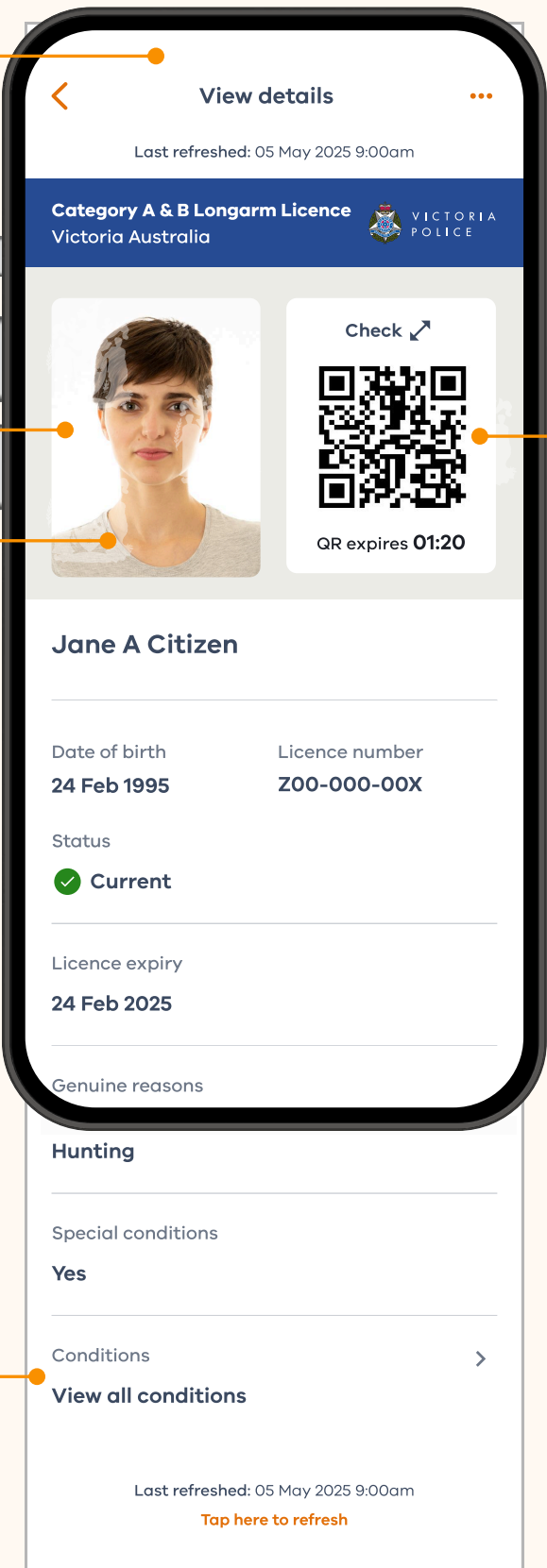
Ask the customer to tilt their phone back and forth, and you'll see the image move and shimmer.

### Ask the customer to reveal the licence conditions

Tapping on the arrow icon next to Conditions will open a new page showing the conditions for that licence.

After you verify the licence you can also access the licence conditions on your own device.

## The customer's licence looks like this ↓



## What if I need further verification?

If you have access to a smartphone or other device, the most secure way to check a digital firearms licence is to scan the QR code.

You'll need the Service Victoria app on your device to verify the licence.

If you use an ID scanner, ask your scanning vendor if their machines can read Victorian digital licences.

### Scan the QR code

You can scan the QR code using:

- the camera in your mobile device
- the Service Victoria app

You can ask the customer to enlarge the QR code by tapping on it if you need to.

Open your camera or the app and line up your device to scan the code.

Wait for validation.

**If the licence is valid, this will be confirmed through a message directly on your screen.**

The QR code connects to a customer's record every time the code is refreshed. Each code is unique and lasts for two minutes. After that, a person needs to refresh the QR code to update their information.

Always be sure to **download the official versions** of these apps.

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## How does the QR code work?

The QR code connects to a person's records every time the code gets refreshed. Each code is unique and lasts for 2 minutes. After that, a person needs to refresh it. This helps protect against fraud, so you know the info is valid.

## What if there is no internet connection?

You can always ask someone to see their physical firearms licence.

## I scanned the QR code and got an error screen. What do I do?

Sometimes you'll get an error if the app can't connect to a network or to a person's information. If you try to scan again it should work. Other messages will inform you if a licence isn't valid.

## What if I'm still not sure a digital licence is valid?

You can always ask someone to see their physical firearms licence.

## How can I update my ID scanner to read digital licences?

Talk to your scanning vendor to see if their machines can read Victorian digital licences.

## Is a digital firearms licence secure? How do I know it's real?

When a customer refreshes their digital licence, it updates straight from their Victoria Police record. This means when you scan a licence, you know the information is coming from a trusted source.

## How does the hologram work?

The hologram on a digital firearms licence is like the one on the physical card. If a person tilts their phone back and forth, you'll see the image move and shimmer.

Holograms add extra security, but you shouldn't rely on the hologram alone. If you want to do a quick check, using the hologram is fast and easy.

## What does the licence status mean?

A digital licence will usually have the status 'current'. When the licence is being renewed you may also see 'current - pending renewal' or 'awaiting payment'.

All of these are valid and allow the person to continue their licensed activities, even if the licence has expired.

## What if I need a copy of the licence?

Right now, there's no way for someone to share a copy of their digital firearms licence. You'll need to process their physical licence as you would normally. You shouldn't hold onto copies of customer details unless you really need to. Keeping copies of this information is a fraud risk.

We don't recommend that anyone shares or accepts screen shots of digital firearms licences.

## Protecting your customer's privacy

Licence checkers must not touch a customer's phone to check their licence or scan a QR code – just ask them to tilt their screen towards you. You can also ask them to refresh their screen or enlarge the QR code by tapping on it if you need to.

As a business operator, you're responsible for protecting your customers' personal information. Find out what type of customer information is personal and how to protect it at [business.gov.au](https://business.gov.au).

## How can I provide feedback on my experience checking a digital licence?

You can share your thoughts by completing the contact us form on the Service Victoria website or the Victoria Police website.