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SYSTEM REQUIREMENTS

In order to access and most effectively process the online 77R-E applications, all you will need is a device – laptop, tablet, smart phone – that can run a current web browser. Current browsers include Internet Explorer, Google Chrome, Firefox, and Safari.

The operating system requirements for each of the listed web browsers is given here:

**Google**
- **Windows:**
  - Windows XP and up
- **Mac:**
  - Lion (10.7) and up
- **Linux:**
  - Google Drive isn't currently available using the Linux operating system.

**Internet Explorer 11**
- **Windows:**
  - Windows 10 (32-bit or 64-bit)
  - Windows 8.1 Update (32-bit or 64-bit)
  - Windows 7 with SP1 (32-bit or 64-bit)
  - Windows Server 2012 R2
  - Windows Server 2008 R2 with SP1 (64-bit only)

**Firefox**
- **Mac:**
  - Mac OS X 10.6
  - Mac OS X 10.7
  - Mac OS X 10.8

**Safari**
- **Mac:**
  - Mac running Mac OS X v10.7.4 or later
PURPOSE

The purpose of this Guide is to provide an overview of the Maryland State Police Licensing Portal for Maryland Firearms Dealers doing business in the State. Once the Portal is live, applicants will be required to use the online form in order to apply for the purchase of a regulated firearm, and Dealers will be required to use the Portal’s online processing in order to sell regulated firearms.

The Licensing Portal will also introduce electronic payment for the application fee collected by the State.

ACCESSING THE PORTAL

All Dealers will receive their Portal accounts from the Maryland State Police, Licensing Division. Each Dealer location will have one unique account to be used at that location. Account information will be emailed to each Dealer, so it is important that Dealers maintain current email address information with Licensing Division and within the Portal itself after it’s live.

An activation email like the one above will be sent to each Dealer once Licensing Division has created your account. When you receive your activation email, click on the Set Password link to setup a new password for your account.

If you do not receive an activation email by August 15, 2016, please contact the Maryland State Police at 410-653-4500, or via email at msp.automation@maryland.gov.
Once your account has been activated, you are ready to log in to the Licensing Portal to process customer applications. To log in, you will need your User Name (Remember, your User Name is in the activation email you received when your account was created.) and the password you set on the account when you activated it.

DEALER HOME SCREEN

After logging in, the first screen you will see is the Dealer ‘home screen,’ shown below.

From the Dealer home screen, you can – SEARCH for applications, locate applications you’ve SUBMITTED to the Maryland State Police, see when applications are assigned FINAL DISPOSITION, move applications from the various queues/tabs to your ARCHIVE, and review MESSAGES received from the Licensing Portal system as applications move through it.
The primary owner of the Portal account, typically the owner of the business, may also administer his/her account SETTINGS from the Dealer home screen. Account settings include things like the address and contact information for the store, email address on file for the store, and password resets.

On the home screen, the main feature is the Application Search box. To locate a customer application in the Portal system, you will need the applicant’s last name AND the applicant’s application number. The applicant receives a confirmation email when they submit their application into the Portal that includes their application number.

Enter these two pieces of information into their respective field and click the SEARCH button to find the application in the system.

If the application is not found, please confirm the format of the application number and the spelling of the applicant’s last name and try again. If the application is still not found in the system, it may be that (A) the applicant has already used the application for the purchase/transfer of a weapon, or (B) the application was cancelled or marked as void and may therefore no longer be used.
When the application is located, the Portal will display the following screen. Notice that, at the top of the screen, you see the application number and full name of the applicant.

Here, the salesperson facilitating the sale/transfer of the selected weapon enters his/her first and last name, and then clicks NEXT.

APPLICANT VERIFICATION

You’re now at the point of verifying that your customer’s identity matches the information entered in the application. Notice the highlighted tabs at the top of your screen – this lets you know where you are in the process.
To verify your customer’s identity, you will need to collect from them their Driver’s License or State Issued ID, and their HQL or HQL Exemption documentation.

**Applicant Verification**

Verify the applicant’s information from their driver’s license and HQL, if applicable.

<table>
<thead>
<tr>
<th>Required Item</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name*</td>
<td>Christine Weimer</td>
</tr>
<tr>
<td>HQL*</td>
<td>2014-123456</td>
</tr>
<tr>
<td>Driver’s License*</td>
<td>Maryland, W123456789011</td>
</tr>
<tr>
<td>Date Of Birth*</td>
<td>09/05/1969</td>
</tr>
<tr>
<td>Address*</td>
<td>1234 Main Street, Bowie, Maryland, 20715</td>
</tr>
</tbody>
</table>

To confirm that you have verified the customer’s credentials, place a check mark in each box next to the required item. Notice that each check box has a red asterisk next to it, indicating that confirmation of the associated data shown to the right of the box is required.

If there are inconsistencies between the information shown on the screen and what you see on the Driver’s License/ID and HQL/Exemption, you have the ability to **EDIT** the information by clicking the EDIT link on the far right. Each piece of information has its own **EDIT** button, so be sure you’re clicking the correct line.
USE YOUR DISCRETION when editing an applicant’s information. If the error is, in your judgment, a simple typo, you may correct it in the Portal system. If, however, you aren’t sure the error is an innocent one, you do not have to proceed any further with the application in front of you, and may opt to CANCEL the application due to serious inconsistencies in the application data and the information provided to you by the customer at your counter.

NOTE: If you CANCEL the application, it may no longer be used by the applicant at any firearms dealer.

APPLICATION VERIFICATION

When applicants create their application in the Portal, they are asked to select an application type. Applicants are offered a subset of the application types – DEALER, SECONDARY, GIFT, VOLUNTARY, INHERITANCE, and OTHER – from which to choose.

Application Verification

<table>
<thead>
<tr>
<th>QUESTIONS</th>
<th>BASIC INFORMATION</th>
<th>INFORMATION RELEASE</th>
<th>HQL INFORMATION</th>
</tr>
</thead>
</table>

Application Type*

- Dealer Sale
- Business/Similar Purpose
- Secondary Sale
- Law Enforcement
- Gift
- Estate Sale
- Voluntary Registration
- Dealer Discount
- Inheritance
- Collector Series

Typically, if a customer is standing at your counter, they are there to make a retail purchase and the application type will be Dealer Sale. But suppose the customer is trying to decide between two handguns, and you’re going to offer them a discount if they buy both? Or suppose the customer is considering that special edition boxed set of handguns you have in your case?
You have the ability to change the application type to the appropriate sale type, using the screen above. Just select the correct type to match the sale you’re going to make and let your customer know you’ve made the update to their application.

**RE-ATTESTATION**

In the paper 77R process, the applicant attested to the details of their non/criminal history on the same day the application was submitted to the MSP. In the automated Portal process, the applicant may complete their application and criminal history questions days, even months, before arriving at your counter to make a purchase. Because this is the case, the applicant will be asked to ‘re-attest’ to the answers they provided when they completed the application.

All of the attestation questions are listed out, including the original answers provided by the applicant. The applicant is required to review the attestation questions on the date of purchase and attest again that the answer to each question remains a NO. If the answer to any of the questions has changed from NO to YES, you or the customer must click the **ANSWER HAS CHANGED TO YES** button for the applicable question.

If an answer has changed to YES, the applicant is prohibited from the purchase of a regulated firearm. A popup message will notify you of this, and when you click **CONFIRM** on the message, the application is automatically canceled.

### Attestation Questions

1. Are you UNDER 21 years of age?*  
   - Yes  
   - No  
   
   **Answer Has Changed to Yes**

2. Are you participating in a **straw purchase** of a regulated firearm?*  
   - Yes  
   - No  
   
   **Answer Has Changed to Yes**

   *Straw purchase* means a transaction in which an individual does another person, known as the straw purchaser, to complete the application to purchase a regulated firearm, take initial possession of that firearm and subsequently transfer that firearm to the first individual.

3. Have you ever been convicted of a crime of violence?*  
   - Yes  
   - No  
   
   **Answer Has Changed to Yes**

   The term crime of violence means: abduction; arson in the first degree; assault in the first or second degree; burglary in the first, second, or third degree;chemical kidnaping; crime of violence; escape in the first degree; kidnaping; voluntary manslaughter, meaning as previously prescribed under former Article 27, §306 of the Code; mayhem as previously prescribed under former Article 27, §304 of the Code; murder in the first or second degree; rape in the first or second degree; robbery; robbery with a dangerous weapon; sexual offense in the first, second, or third degree; an attempt to commit any of the crimes listed above; or assault with intent to commit any of the crimes listed above or assault with intent to commit a crime punishable by imprisonment for more than 1 year.
If all the answers remain NO, the applicant will sign again by providing their unique PIN associated with this specific application. The applicant must provide their PIN in the field shown below, and click the box next to: **All Answers Are Unchanged**.

**APPLICANT PIN**

The PIN is sent to the applicant via email at the time they filled out the application initially and submitted it to the Application Pool.

If your customer has forgotten their PIN, and cannot locate the email containing it, you can resend it to them by clicking the **RESEND APPLICANT PIN** link at the top right of your screen.

Once the PIN is entered and the **ALL ANSWERS ARE UNCHANGED** box is checked, you move on to adding the selected firearm to the application.
ADD FIREARM

The image below is the Add Firearm screen. Click the + ADD FIREARM link the blue bar to add the first/weapon to the application.

Here, you’re presented with a series of data entry fields and drop-down selection menus to complete the data entry of the handgun your customer has chosen.
Begin by selecting whether the firearm is **New** or **Used**.

Select the **Type** of firearm by clicking in the **Type** field and accessing the drop-down menu.

![Drop-down menus for firearm information](image)

Do the same for the rest of the drop-down menus, **Make**, **Model**, **Caliber**, **Finish**, and **Country of Origin**. Enter the appropriate information into the **Barrel Length** field, using a decimal point to indicate fractions of an inch, e.g., 4.25 or 6.5.

**WEAPON NOT LISTED**

Notice that for Make, Model and Caliber, there is a checkbox below the field that says **Not Listed**. If the firearm your customer is purchasing is not included in the Make and/or Model listing, or the Caliber of the weapon is not in the Caliber listing, you can check the Not Listed box and then type the desired information into any/all of those three fields.

The Serial Number must be entered twice, once in the Serial Number fields, and again in the Confirm Serial Number field, in order to help prevent typos in the data entered here. The two fields validate against each other and the numbers must match in order to move forward.
Answer the questions related to the Handgun Roster appropriately, for the weapon being purchased.

At the bottom of the weapon entry screen, you will need to click on a button to move forward. In the example shown above, the Application Type is a Dealer Sale (typically a single weapon), but in this case, the applicant is a Designated Collector (able to purchase multiple weapons).

The Portal knows the applicant in this example is a Designated Collector, so the weapon entry screen offers the ability for the Dealer to save the current weapon information and add another via the SAVE & ADD ANOTHER button. If your customer is not a Designated Collector, and the Application Type is Dealer Sale, you would see only the SAVE button.

The SAVE & ADD ANOTHER button would also be available for non-Designated Collectors making a Dealer Discount purchase, a Collector Series purchase, an Estate Sale purchase, or a Business/Similar Purpose purchase.
After weapon entry is complete, whether that consists of single or multiple handguns, and you’ve clicked **SAVE**, you will see a listing of the weapons entered on the application.

### Firearm Information

<table>
<thead>
<tr>
<th>New / Used</th>
<th>Make / Model</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Smith &amp; Wesson M&amp;P</td>
<td>1</td>
</tr>
</tbody>
</table>

Click **NEXT** to move on.

**ATTACHING DOCUMENTS**

If you want to add any documentation to the application before it is submitted to the MSP, the Documents screen offers you that option.

To attach a copy of the applicant’s HQL, click the **SELECT FILE** link to the right of it and browse to the document’s location on your computer/tablet.

If your applicant is a law enforcement officer purchasing a weapon for On Duty use and they have the required letter from the head of their Agency, click the **SELECT FILE** to the right of that and browse to the document’s location on your computer/tablet.

Once the desired files are attached, click **NEXT**.
SIGNATURE

The applicant must provide their unique PIN for the application in order to sign. If they’ve forgotten their PIN, you can resend it to the email address they have on file (used when they registered for their Portal account) by clicking the RESEND APPLICANT PIN link at the top of your screen.

The Dealer must also sign here. It is recommended that the salesperson enter his/her full name, followed by the name of the store facilitating the weapon purchase.

Signatures / Certification of Buyer / Transferee and Seller / Dealer

I certify under the penalty of perjury that the information contained in this form is true and accurate to the best of my knowledge and belief.

Sign Upon Application Completion

Applicant Unique PIN#*

Dealer / Transferor*

After signing the application, the PAY & SUBMIT TO MARYLAND STATE POLICE button will become available at the bottom of your screen.
ELECTRONIC FEE PAYMENT

The State of Maryland utilizes a, eGov payment processor by the name of NIC. When you click the PAY & SUBMIT button, you will be taken temporarily to the NIC site to complete data entry of the applicant’s credit card information.

On the NIC site, you will be prompted to enter the standard credit card information for payment of the $10 fee to the State.

The NIC site will provide a summary of the information entered – before you submit payment – for your review. If the information is correct, click the green button to PAY the fee. Once payment is submitted, NIC will drop you back on the Dealer home screen and will send an email to the applicant with confirmation of the payment.

It isn’t until the fee is paid that the application is officially submitted to the Maryland State Police Licensing Division for the background checks to be performed. Payment of the fee, and subsequent submission of the application to MSP, is also the start of the 7-day waiting period for the applicant.
TRANSFERRING THE WEAPON

Completing the Final Transfer of a weapon no longer involves sending paper copies back to the Maryland State Police. Everything happens online, in the Licensing Portal.

On the 8th day after an application is submitted to the MSP Licensing Division for background check and final disposition, the applicant receives an email that notifies them of the final disposition assigned to the application. More often than not, this will be a Not Disapproved disposition and the applicant will return to your store to accept transfer of the weapon.

To begin the Final Transfer process, you will need to log in to the Portal using your User Name and Password.

Remember, your User Name was sent to you in the original email from the Licensing Portal (Licensing Division) when your account was created.
When the applicant/customer arrives, they must again provide you with their application number and last name for you to SEARCH for and locate the application. If they’ve forgotten the application number, it is available to them in multiple locations via multiple emails sent to their email address on file as well as in their Message Center in the Portal dashboard. It is also available to you under your Final Disposition tab on the Dealer home screen.

When the application is located, you will be prompted to enter the Salesperson’s name.

If the NICS Number has expired, as it does every 30 days, the Portal will alert you to its being expired and provide the Dealer with a **NICS RECHECK** button to send the application back to MSP. The application goes into a NICS RECHECK queue at Licensing Division; it does not go into the regular background check queue.

Click **NEXT** to move on.
APPLICANT VERIFICATION

The next step is verifying again that the person standing in front of you at your counter is the same person that completed the application in question. This step is a modified version of the Applicant Verification that occurred earlier in the process where you verified the applicant’s information.

To verify the applicant’s identity here, all you’ll need to collect from your customer is their Driver’s License or State Issued ID.

If everything matches up, check each box next to the required item. If there are any inconsistencies in the information provided on the day of weapon transfer, you have the ability to send the application back to the Maryland State Police via the LICENSING RECHECK button in the upper right of your screen.

Once the demographic information has been verified, click NEXT to move forward.
FIREARM VERIFICATION

The Firearm Verification screen is where you verify the weapon information on the application with the physical weapon you are about to transfer to the customer.

Once the firearm information is verified, check the box marked – **I have verified this firearm**.

To confirm you’ve provided your customer with an external lock, check the box marked – **I have given the customer an external locking mechanism for this firearm**.
Click **NEXT** to move on.

**SIGNATURE**

If you need to, or want to, attach any documents to the application at this point, you have the option to do so now. Please be aware that these documents WILL NOT factor into the applicant’s background check process.

Then the applicant and you sign the application again. The applicant signs via the unique PIN provided for this specific application. The Dealer signs by entering their first and last name.

This signature confirms the weapon transfer from your retail inventory to ownership by the applicant/customer.

To complete the Final Transfer process, click the **COMPLETE TRANSFER** button at the bottom of your screen.

The application will move automatically from the Final Disposition tab of the Dealer home screen to the Archived Applications tab.

This weapon transfer is now complete and the application may no longer be edited nor used for the transfer of any additional/other weapons.