Digital
Licence App

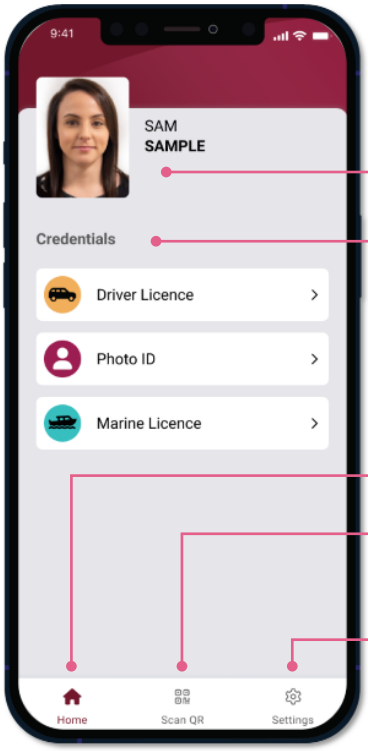
BUSINESS HOW-TO GUIDE

Queensland Government

Digital Licence app

How to check a Digital Licence

The Digital Licence contains visual features to help you identify that it is current and genuine. The below items should all appear on the user's Digital Licence. (This does not include all the credentials - some users may only have one or two).



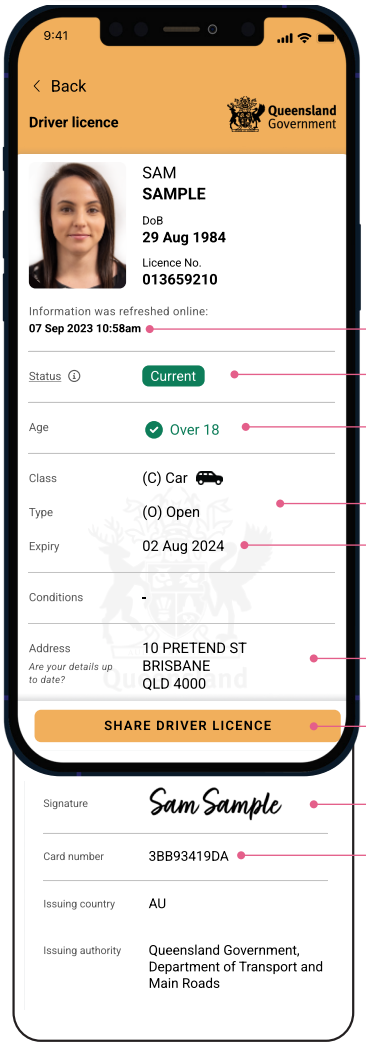
User photo

Credentials listed below

Home

Scan or verify another DLA
(Once selected, Camera will open to scan QR code)

Settings
(Change PIN, reset device, T&C's, access website support)



Information was refreshed online

Driver licence status
(Current, Suspended, Expired or Cancelled)

Over 18 confirmation

Pulsating Coat of Arms

Licence expiry date

Address details

Share Licence Button

Signature

Card number

Credential screen

Security

The Digital Licence app includes security features to ensure a user's data is protected against cybercrimes and theft.

Their information is encrypted on their device, and protected by both their phone's security features, and a PIN and password which they set when they are onboarding.

Privacy

Every time a user shares their information, using the Share button at the bottom of a credential, they must confirm what information they are sharing

You can ask a user to present their Digital Licence, so you can sight it, or scan it with your own Digital Licence, Verifier app or other device.

However, you should not ask the user to hand their device to you. Their device should stay in their posession at all times.

Verifying visually

There are a number of different elements that you can look for when visually verifying a Digital Licence.

No feature is more important than the others - you should look for at least a couple of the items to ensure you are looking at a legitimate Digital Licence.

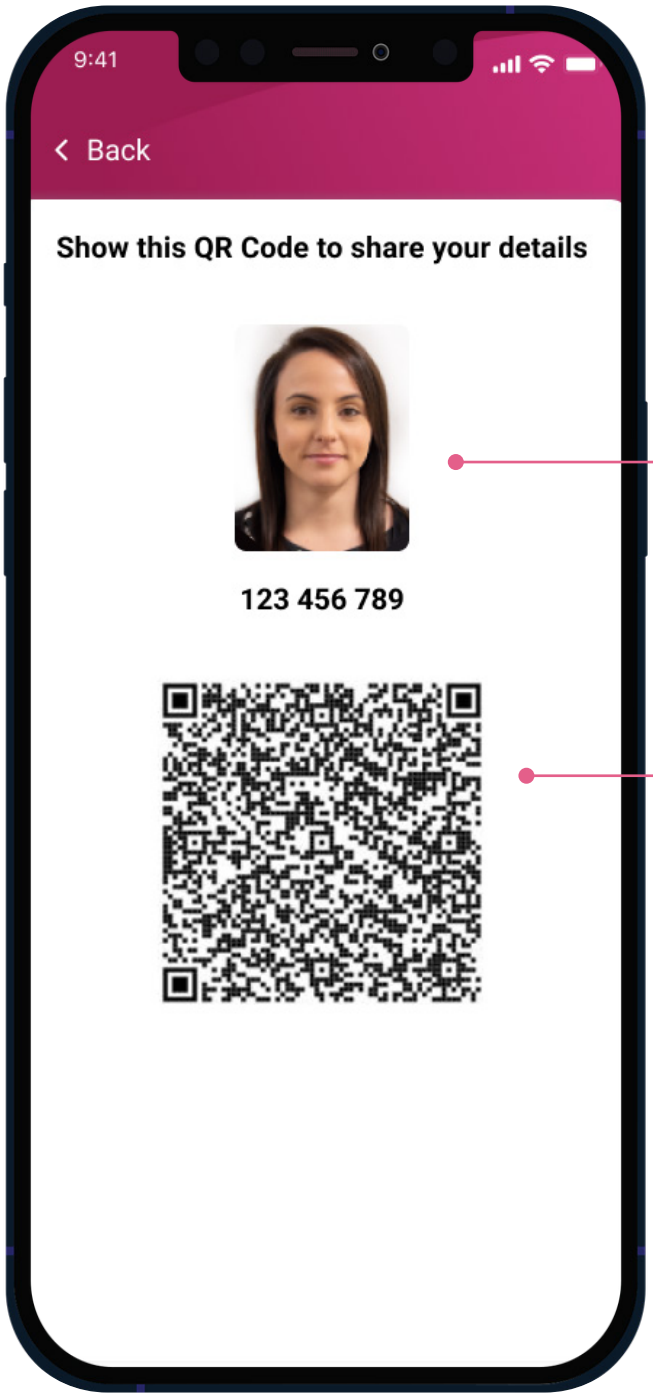
Refreshing the screen

If you have any concerns or suspicions about the user's Digital Licence, you can ask them to return to the app's Home Screen, and pull down on the screen, which will refresh their information.

Digital Licence app

How to scan a Digital Licence

When a user shares their Digital Licence with you, they will select a bundle of information to share. The Digital Licence then provides a QR code, which you can scan with your Digital Licence, Verifier app, or other device.



User photo

QR code

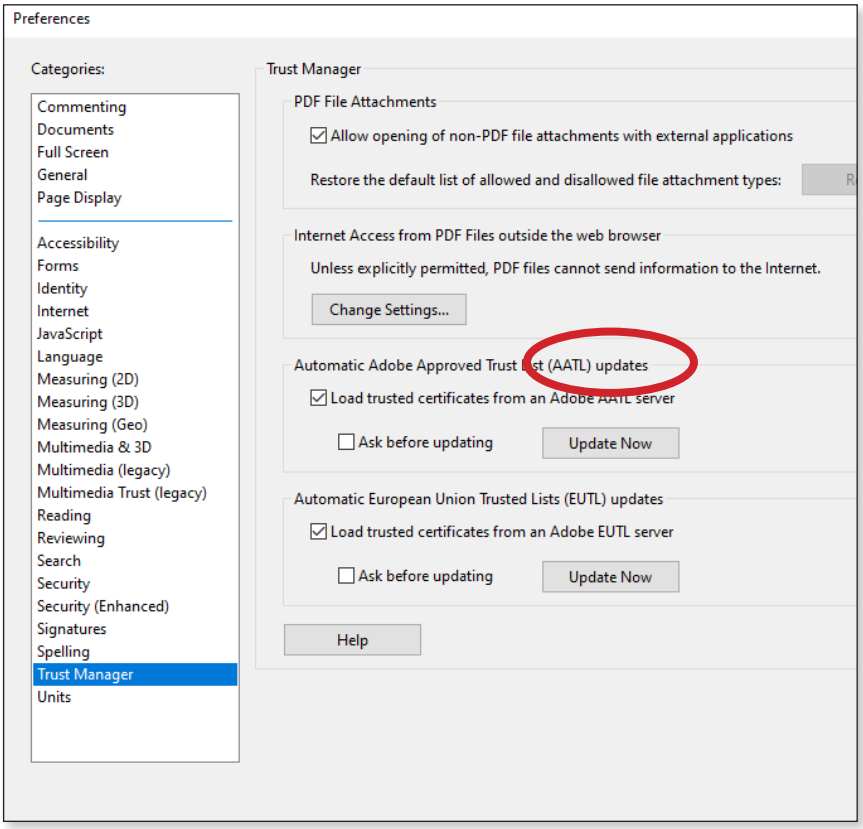
You should scan this QR code with your Digital Licence, Verifier app or other app/device

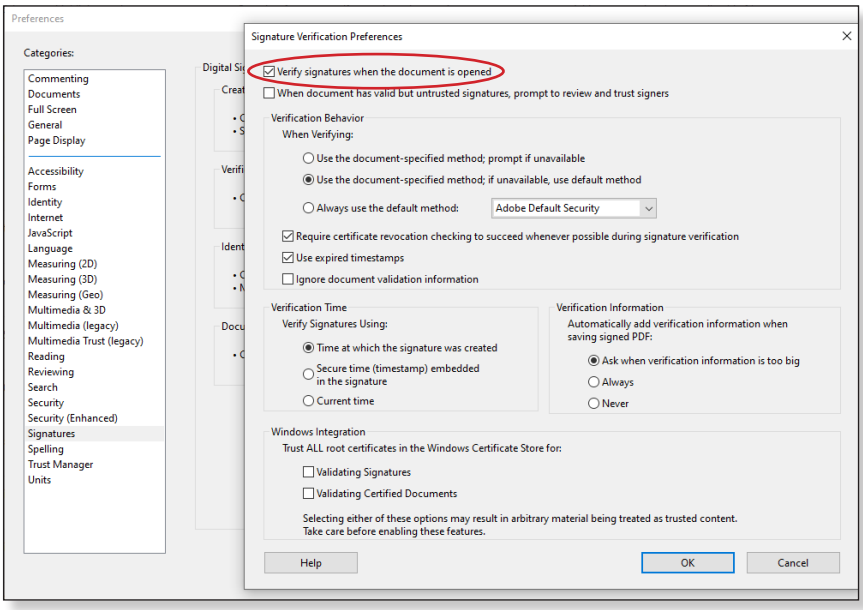
Digital Licence app

How to verify a PDF copy of a Digital Licence

You have the ability to check the PDF version you have received is legitimate and hasn't been altered in any way. There are a few steps to take to ensure the Digital Licence PDF is a trusted certificate. Follow the instructions provided to visually check the PDF is digitally signed.

Please note: At the top of the PDF, there is a line stating when the document was generated and digitally signed, with a date and time. This is the date and time that the user onboarded, securely reset, or last had their information change within the app. It does not get updated when the user selects the printable copy sharing bundle, which means it could be a date/time that is not recent. If you have any concerns, please visually check the information in the PDF against their Digital Licence app screen.





How to validate the PDF

You will only need to go through steps 1-9 once, and you will then be able to validate all Digital Licence PDFs.

Before you open the PDF:

1. Open Adobe Acrobat Reader.

2. Click Edit, and then Preferences.

3. In the window that appears, select Trust Manager.

4. In the main window, the third option will be 'Automatic Adobe Approved Trust List (AATL updates)'. In this box, ensure 'Load trusted certificates from an Adobe AATL server' is ticked, and click 'Update Now'.

5. In a few moments, a window will come up saying 'Security settings have been successfully updated.' Click OK in the bottom right corner.

6. In the left column, select Signatures.

7. In the main window, you will see a box titled Verification. Click the 'More...' button in that box.

8. At the top, tick the box next to 'Verify signatures when the document is opened'.

9. Click OK, and then OK again.

Open the PDF

When the PDF is open, after a few moments, you should see a blue bar at the top that says 'Signed and all signatures are valid.'

In the blue bar, click 'Signature Panel'.

In the Signatures panel that appears, you should see, 'Rev. 1: Signed by Department of Transport and Main Roads ‹dlpki@qld.gov.au›'.

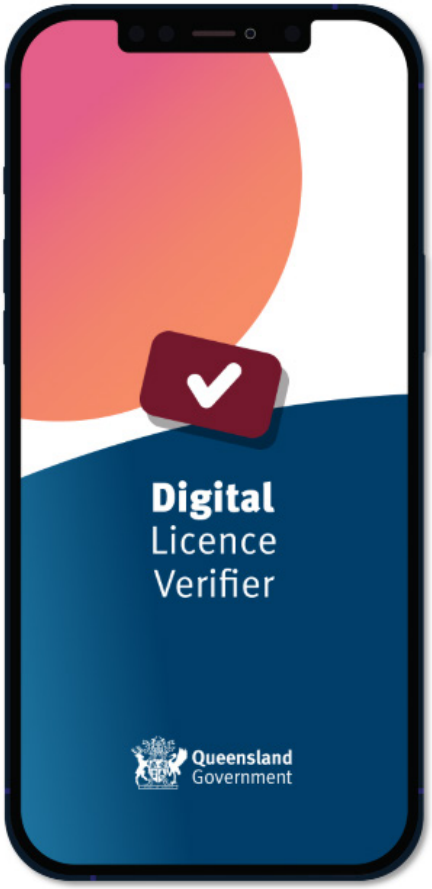
This means the PDF is a valid export of a customer's driver licence, marine licence or photo identification card.

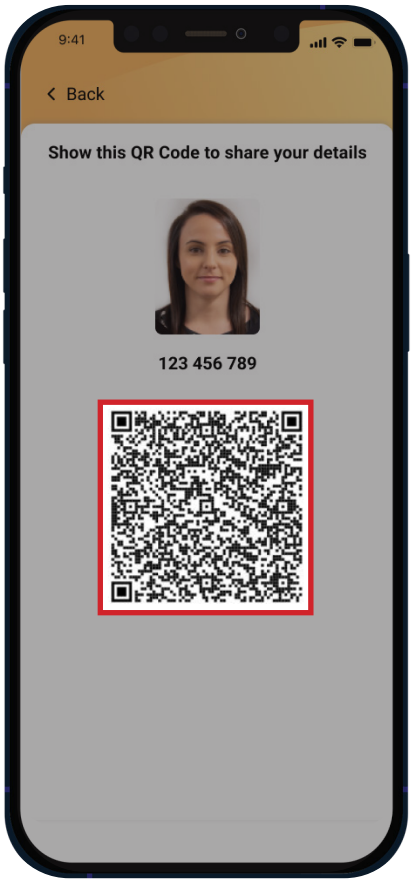
If you see anything else in the blue bar, or in the Signatures panel, this means the PDF was not created by the Digital Licence, and is not valid.

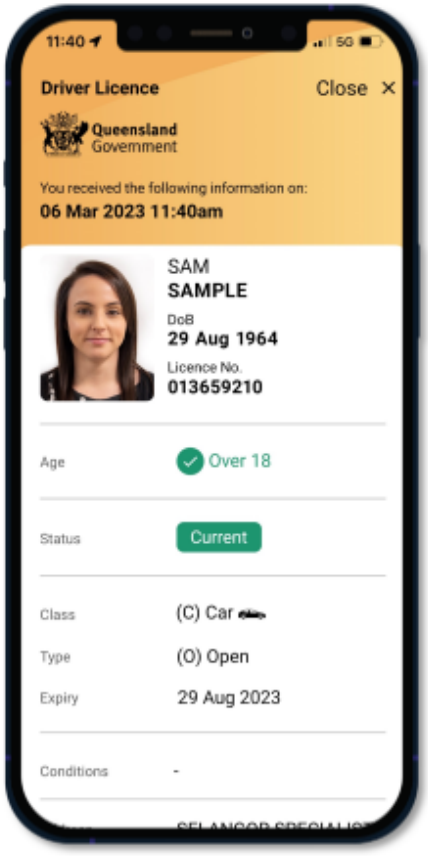
Digital Licence app

Digital Licence Verifier

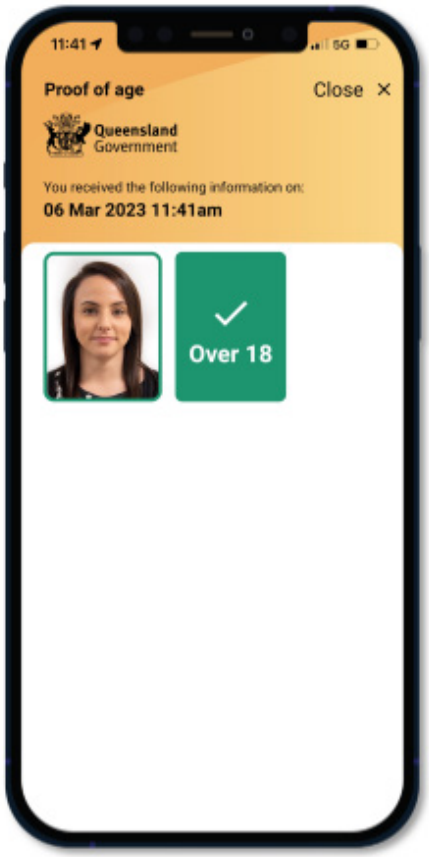
The Queensland Digital Licence Verifier app (DLV) verifies the Queensland Digital Licence App (DLA). The DLV app allows you to quickly check the validity of the credential by performing a secure check of TMR credentials.







If a customer shares their full driver licence



If a customer shares that they are over 18

Verify a Digital Licence

Open the Verifier app and select Scan QR Code to access the camera.

Scan the user's QR code when they present it to you. The Verifier app will provide you with the information to determine the validity of the credential. Other information which the user has selected to share will also be included.

The driver licence status will be shown through colours - green represents Current, while red represents Cancelled or Suspended. A cancelled or suspended licence may still be used as a form of identification, however the user no longer has authority to drive.

Note: Once the DLA has been verified, the information is only displayed for a limited time and can not be saved.

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