

# Digital Licence app

## Frequently Asked Questions

### How can I verify a person's Digital Licence?

The best way to verify someone's Digital Licence is to scan their Digital Licence, using your Digital Licence or Digital Licence Verifier app.

They will share their required information via a QR Code on their Digital Licence app. The QR code can then be scanned by a Digital Licence Verifier or another Digital Licence to create a secure connection for the transfer of data to verify and validate the details presented. The QR code presented on the Digital Licence app does not contain any personal data.

You can also do a visual verification, though this is only recommended for low risk situations/verifications.

If you need to keep a copy of the person's information, you can ask them to share a PDF copy of their digital ID document with you.

### How does the DLA share information?

The Digital Licence app uses Bluetooth technology to share encrypted information between devices.

When your customer wants to share their information with you, they select one of the sharing bundles that contains the information you need. For example, "Prove I'm over 18" will only share the customer's photo, and confirmation that they are over 18.

The Digital Licence app then generates a QR code which you scan with either your Digital Licence app, or the Digital Licence Verifier app. This sets up a secure connection between devices for the agreed data to be shared to the verifier using Bluetooth low energy data transfer. This quick and simple process ensures you can trust the information on the Digital Licence app.

### How do I tell if a Digital Licence app is real?

The best, most secure way to confirm the validity of the Digital Licence is to scan it, using another phone with the Digital Licence app, or the Digital Licence Verifier app. The verification process checks the digital signature to ensure the app data has not been altered or tampered with.

Validation using the QR code and Bluetooth data transfer is best practice to ensure authenticity. This process provides confidence that the information is valid and can be trusted. You should always use this method to verify transactions when there is a high level of confidence required in the ID data, such as when you need a high level of assurance that the person can drive a vehicle or is who they say they are. Digital verification reduces the risk of fraudulent information, as the digital scanning will not work if the digital licence has been hacked or tampered with.

If you are doing a visual inspection, there are a number of items to look for on the credential screen:

- the pulsating Coat of Arms
- 'Information was refreshed on' date – this will show the last time the app connected to the Internet and refreshed the customer information. If this does not display today's date, and you know that internet access is available, you can ask the customer to return to the app home screen, and refresh the data by dragging the screen downwards
- Ask the user to scroll up and down on the screen, or return to the home screen and go back into the credential again.

### Do I need to purchase specific equipment to verify a Digital Licence?

No, you do not need to purchase specific equipment to verify the Digital Licence app.

You can verify a Digital Licence by downloading the Digital Licence Verifier onto a smart device. You will be able to download the Digital Licence Verifier via the Apple and Google app stores.

### Are customers required to hand over their phone for verification of their Digital Licence app?

No, individuals are not required to hand over their phone, for the purposes of verifying the Digital Licence app. You can request a PDF copy, sight or scan the Digital Licence without touching their phone.

### What do I do if there is an issue verifying the Digital Licence app or I suspect it is fraudulent?

If you are unsure if the Digital Licence is authentic, you can ask the user to log out of the app, and log back in in front of you, and then ask them to present their QR code for you to scan and verify.

If you have visually checked someone's Digital Licence, and you suspect it is fraudulent, you should scan the Digital Licence with a verifier device/app. Any QR code on a fraudulent licence will not scan and decode, and this will be a good indication that the Digital Licence is not authentic.

If you can, take a photo of the suspected fraudulent licence and the offender, and provide that information to enforcement personnel (police or liquor licensing officers) at your earliest convenience.

You should not take possession of the customer's phone, unless you are otherwise legally allowed/obligated to do so.

### For support please contact us:

- 1800 317 389
- [www.qld.gov.au/digitallicence](http://www.qld.gov.au/digitallicence)
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