DELIVERING
FOR QUEENSLAND

Queensland Digital Identity: New Customer

EASY

Queensland
Government

About this book

This book will help you create a

Queensland Digital Identity also

known as a **QDI**.

Your QDI helps us know that it is you when you are online with us.
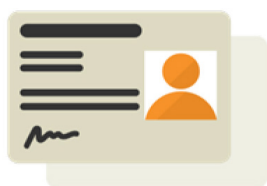
You can use your QDI to access

Queensland Government online

services.

Create your Queensland Digital Identity

You can create a QDI when you use a **Queensland Government** online service.
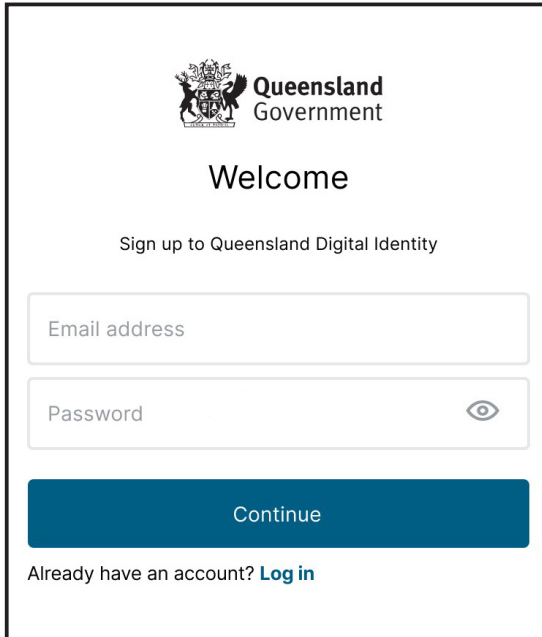
Example of online services are when you get a Seniors Card or lodge your bond.

You will need documents like birth certificate, passport and Driver Licence.

Step 1: Make your account

Welcome

Sign up to Queensland Digital Identity

Email address

Password

Continue

Already have an account? **Log in**

Add your email.

Create a password that is

8 characters long and has a mix of:

- small letters (a-z)

- BIG LETTERS (A-Z)

- Numbers (0-9)

- Symbols (!@#$%^&*).

Never share your password with anyone.

Step 2: Accept Terms and Privacy

Terms and Conditions

The safety and security of your private information are our top priority. Your private information is protected under the law – to find out more, you can read our privacy notice.

To continue you must agree to the Queensland Digital Identity Terms and Conditions.

☐ *I have read and agree to the Terms and Conditions

☐ *I have read and agree to the Privacy Policy, Privacy Notice, and the provision of my private information to be used for the Queensland Digital Identity

[Accept] [Decline]

Accept the **Terms and Conditions.**

These tell you how the QDI can be used.

Accept the **Privacy Notice.**

This tells you how we will keep your details safe and protected.

Welcome to QDI sign-up portal

Queensland Digital Identity - verify your email address

Your verification code is:**123456**

Please use this code to verify your email address for your Queensland Digital Identity.

The code will expire in 5 minutes. If yourcode has expired, please hit 'Resend code' on the Digital Identity webpage to be sent a new one.

This is a system-generated email, from a mailbox that is not monitored – please do not reply to this email.

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We will send a code to your email.

- Find the code in your emails.

- Enter the code.

It expires after 3 minutes but you

can ask for another code.

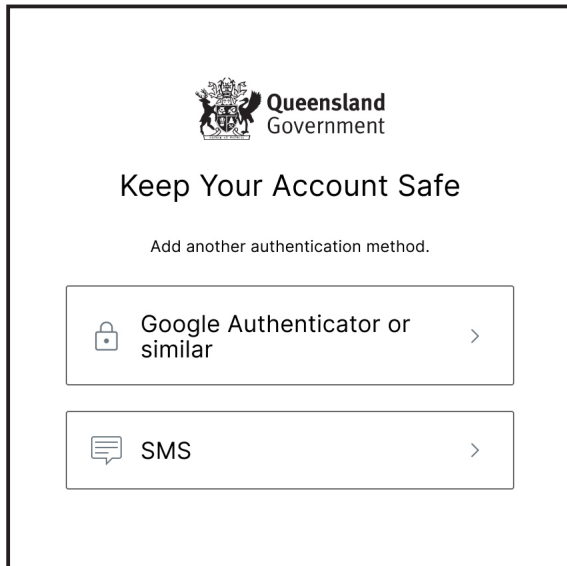If you do not get the email, check

Junk or Spam.

Enter your email validation code

We have sent a Digital Identity validation code to the email:

sample@gmail.com

* Digital Identity validation code

Step 4: Set up Multi-Factor Authentication

Keep Your Account Safe

Queensland Government

Add another authentication method.

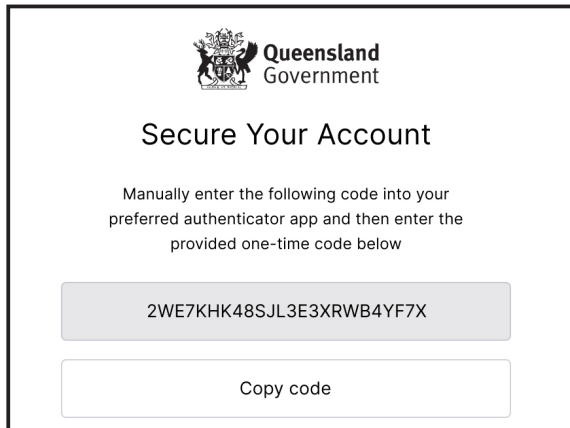🔒 Google Authenticator or similar ›

💬 SMS ›

Choose an **authentication option**

to get a code.

This keeps your account safe.

Option 1: Choose Google Authenticator, or a similar app on your phone to get a code.

Option 2: Choose SMS to get a code sent by text to your phone.

Option 1: Google Authenticator or similar app

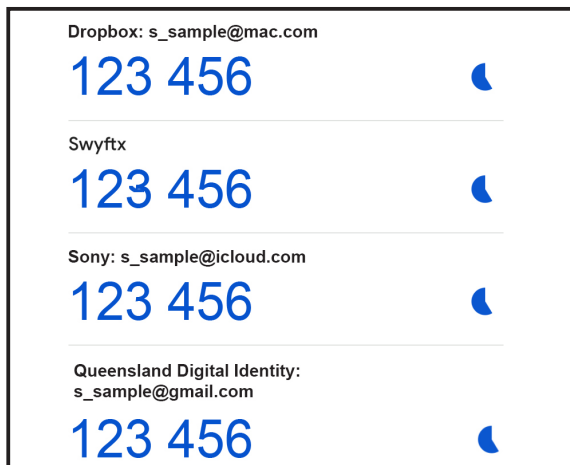**Queensland Government**

Secure Your Account

Manually enter the following code into your preferred authenticator app and then enter the provided one-time code below

2WE7KHK48SJL3E3XRWB4YF7X

Copy code

Click the 'Copy code' button.

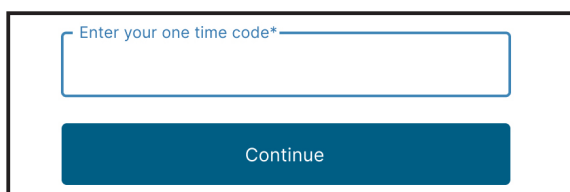Dropbox: s_sample@mac.com
123 456

Swyftx
123 456

Sony: s_sample@icloud.com
123 456

Queensland Digital Identity:
s_sample@gmail.com
123 456

Open the authenticator app.

Paste the code into the app.
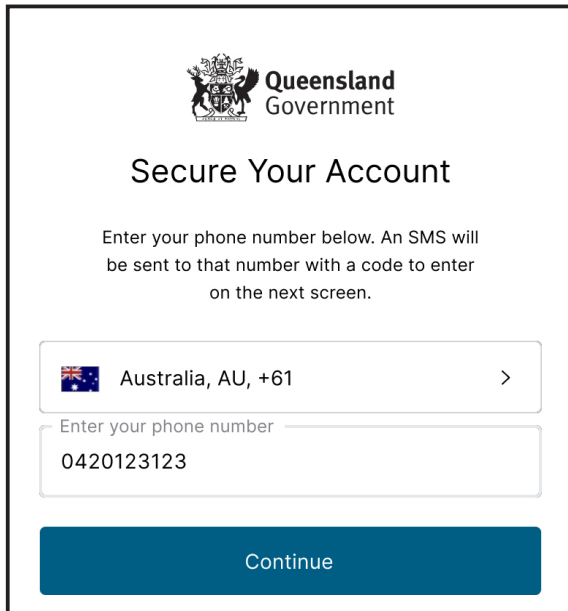
It will make a new code.

Enter your one time code*

Continue

Enter the new code into the QDI

log in.
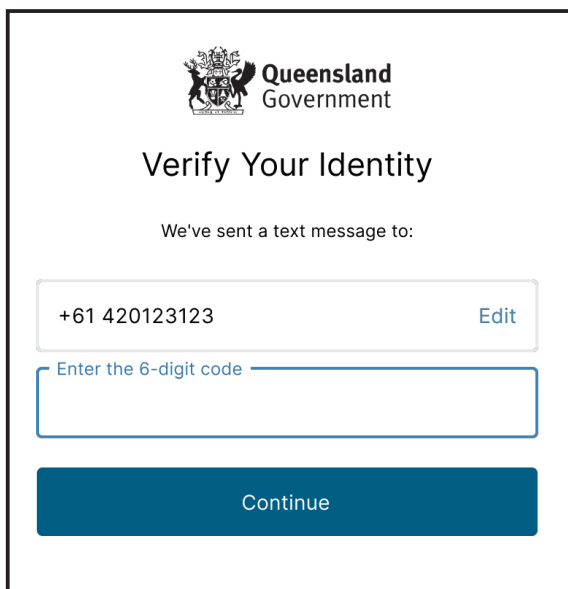
You will do this every time you log in to keep your account safe.

Enter your mobile phone number.

You will be sent a code by text to

your phone.

Enter the code.

You will do this every time you log in to keep your account safe.

Step 5: Prove your identity

Verify your first credential

Enter your information exactly as it appears on your Queensland Driver Licence.

Queensland
Driver Licence

* Queensland Driver Licence / Customer Reference Number

Where is it? ⬀

First name

First name must be entered if it appears on your document.

Middle name/s

Middle name/s must be entered if they appear on your document. Separate middle names with a space

* Last name

* Date of birth

Day		Month		Year
dd	/	mm	/	yyyy

Continue   Back

Enter information from

two government documents.

These include:

• Passport

• Driver Licence

• Immigration Card

• Birth Certificate.

A full list is at

www.qld.gov.au/digital-identity

Make sure you enter your name

and details exactly how it's shown

on the document.

Queensland Driver Licence

Last name ▶ CITIZEN

First name ▶ JAY

Date of birth ▶ 01/01/2000

123 456 789 ◀ Licence number/ Customer Reference Number

Queensland

ImmiCard

Permanent Resident Evidence

Citizen ◀ Family name

Jay Rob ◀ Given name/s

01/01/2000 ◀ Date of birth

PRE12345 ◀ ImmiCard number

ImmiCard

Australian passport

Passport   Australia

PA1234567 ◀ Document number

Family name ▶ Citizen

Given name ▶ Jay

01/01/2000 ◀ Date of birth
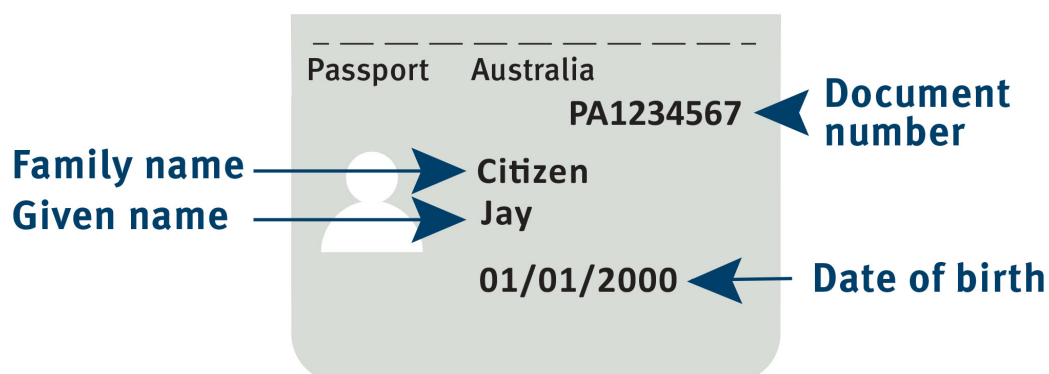
Verify your name change

Enter your information exactly as it appears on your Australian Marriage Certificate.

Australian Marriage
Certificate

* Australian Marriage Certificate registration state

QLD ⌄

ℹ If you experience any trouble locating the information on your document, visit the myGovID website ⧉ for assistance.

Participant 1

* Family name

* Given name/s

Only do this if the names on your documents are **not** the same.

Enter information from your **name change document.**

These include:

- **Australian Marriage Certificate**
- **Australian Change of Name Certificate**

Confirm your legal name

✓ You have successfully verified your credentials. You will now need to confirm your legal name.

We need to confirm your current legal name, as it will be provided to the agency or service you are accessing.

Because the names on your documents are different we need to confirm which is your current legal name.

* What is your current legal name?

○ SAMMY JOHN SAMPLE

○ SAMUEL JOHN SAMPLE

[Continue] [Skip]

To confirm your current legal name pick your first, middle and family name from the list.

You can also do this next time you log in.

You are now set up with a QDI.

Call us on

13QGOV (13 74 68)

Our website

www.qld.gov.au/contact-us

Go to a Customer Service Centre

This website shows where to fine one

www.tmr.qld.gov.au/locations

LanguageLoop can help you talk to someone in your language.

Call **1800 512 451**

The **National Relay Service** can help you if you are hard of hearing or deaf.

Voice Relay number **1300 555 727**

TTY number **133 677**

SMS relay number **0423 677 767**

Then ask them to call us **13 74 68**