



Queensland Digital Identity: New Customer

Department of Transport and Main Roads



About this book



This book will help you create a **Queensland Digital Identity** also known as a **QDI**.

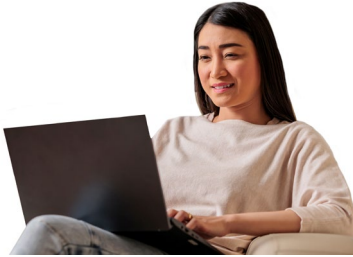


**Your QDI helps us know
that it is you when you
are online with us.**



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**.

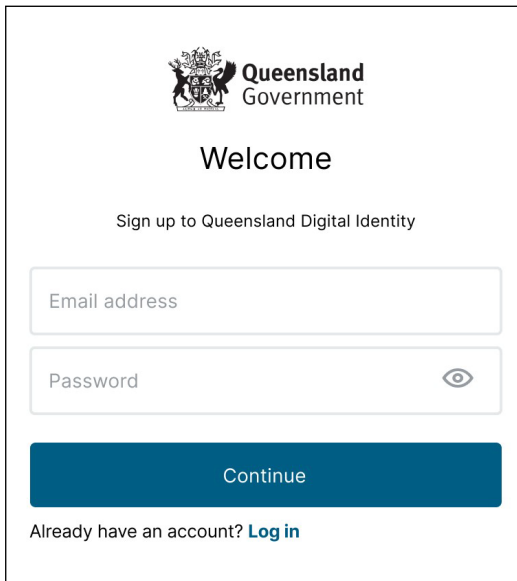


Examples of online services are when you get a Seniors Card or lodge your bond.



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

Step 1: Make your account



The screenshot shows the Queensland Government digital identity sign-up page. At the top is the Queensland Government crest and logo. Below it is the word "Welcome" and the text "Sign up to Queensland Digital Identity". There are two input fields: "Email address" and "Password". The "Password" field has a toggle icon (an eye) to the right. Below the fields is a blue "Continue" button. At the bottom, there is a link: "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.

Step 3: Confirm your email address

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 your code 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.



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.

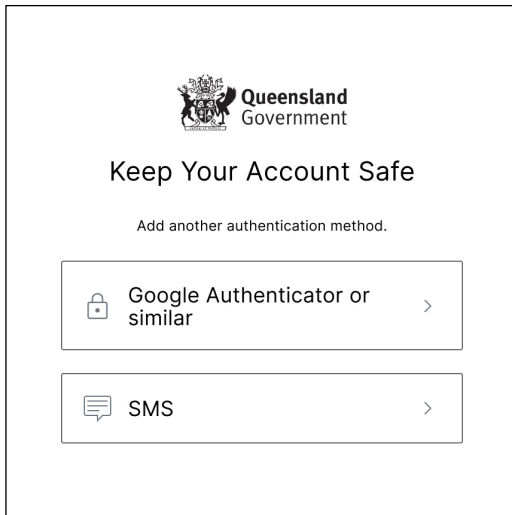
Enter your email validation code

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



The screenshot shows the Queensland Government logo at the top, followed by the heading "Keep Your Account Safe" and the instruction "Add another authentication method." Below this, there are two selectable options: "Google Authenticator or similar" (with a lock icon) and "SMS" (with a speech bubble icon). Each option has a right-pointing chevron indicating it is clickable.

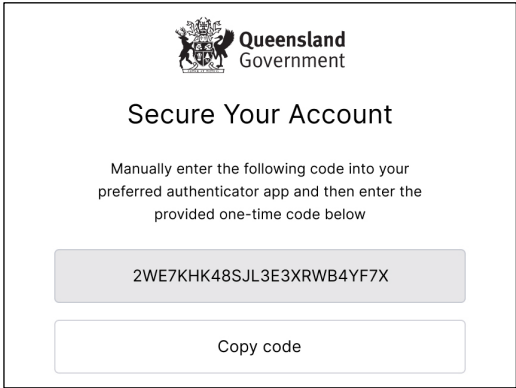
Choose an **authentication option** to get a code.

This keeps your account safe.

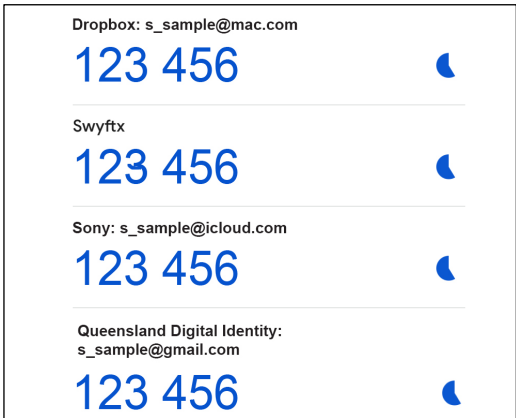
Option 1: Choose Google Authenticator, or a similar app on your phone to get a code.

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

Option 1: Google Authenticator or similar app



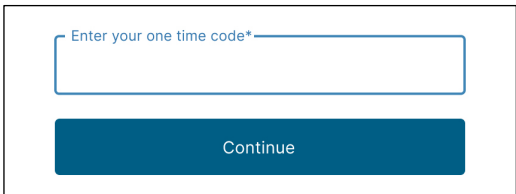
Click the 'Copy code' button.



Open authenticator app.

Paste the code into the app.

It will make a new code.



Enter the new code into the QDI
log in.

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

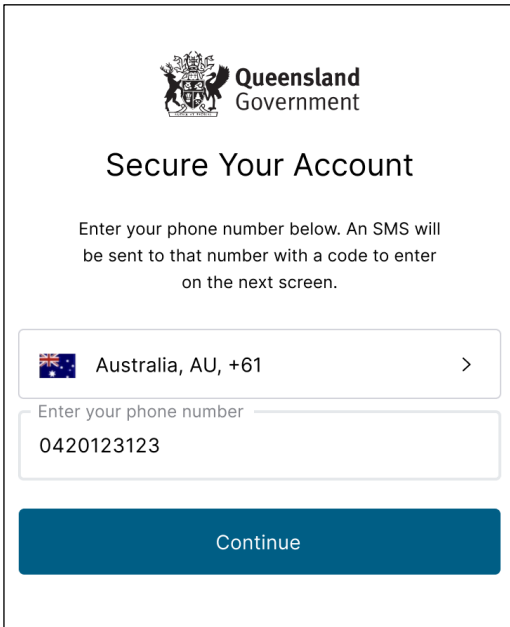
Option 2: SMS


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.



 **Queensland Government**

Secure Your Account

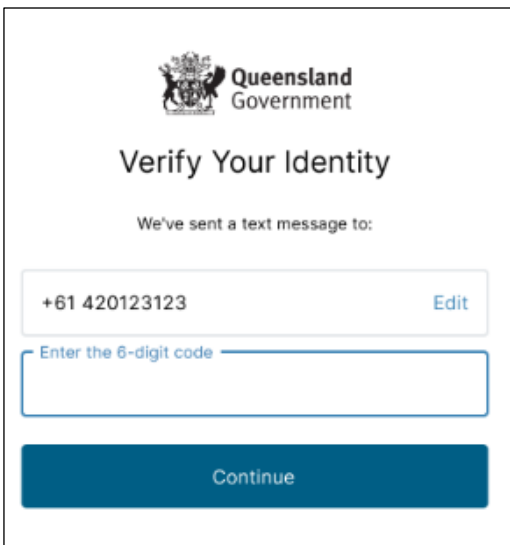
Enter your phone number below. An SMS will be sent to that number with a code to enter on the next screen.


 Australia, AU, +61 >

Enter your phone number

0420123123

Continue



 **Queensland Government**

Verify Your Identity

We've sent a text message to:

+61 420123123 [Edit](#)

Enter the 6-digit code


Continue

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

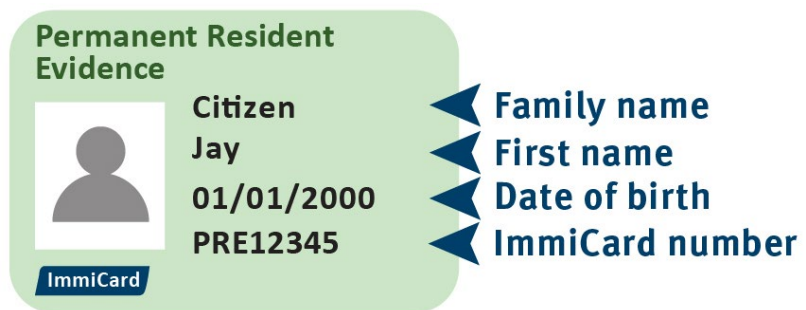
Make sure you enter your name
and details exactly how it's shown
on the document.

Information on government documents

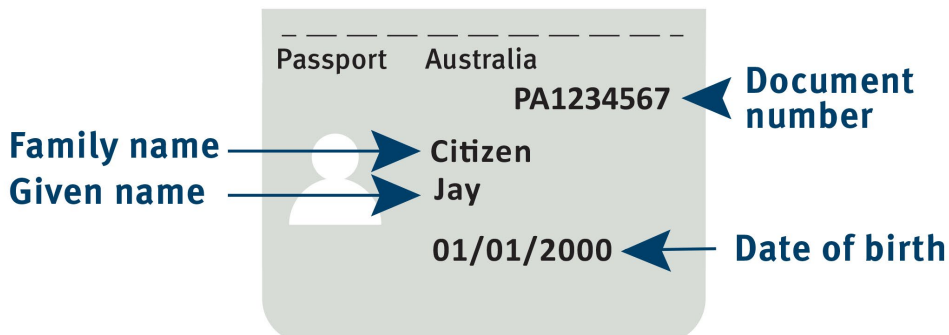
Queensland Driver Licence



ImmiCard



Australian passport




Step 6: Name change

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**

Step 7: Confirm your legal name

Confirm your legal name

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

You have successfully verified your name using multiple documents and name change document.

Because you have provided multiple last names we need to confirm which is the correct last name to use.

The names that your provided are below.

* What is your full name?

☐ BRENTON TREVOR GAW

☐ JOHN TREVOR GAW

i If you want to use another name, other than the ones listed above, you will need to [provide another document](#) that includes your preferred name.

Continue

Cancel

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.



How you can contact us



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 find one

www.tmr.qld.gov.au/locations

If you need an interpreter



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**