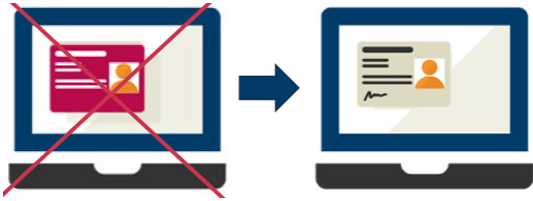




Queensland Digital Identity: QGov Customer



About this book



The QGov digital identity system has been replaced by the **Queensland Digital Identity**, also known as **QDI**.



This book will help you create a **QDI** if you have used QGov in the past.



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

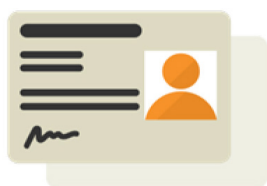


You can use your QDI to access Queensland Government online services.

Create your Queensland Digital Identity



You can create a QDI when you use a **Queensland Government** online service.

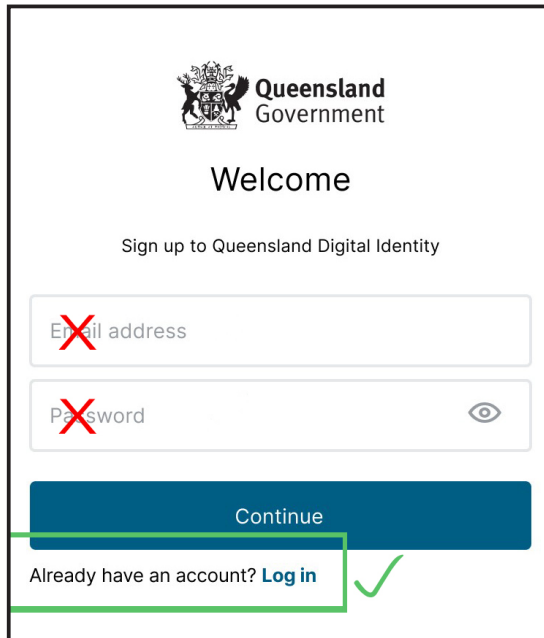


Example of online services are when you get a Seniors Card or lodge your bond.



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

Step 1: Log in to an online service



Queensland Government

Welcome

Sign up to Queensland Digital Identity

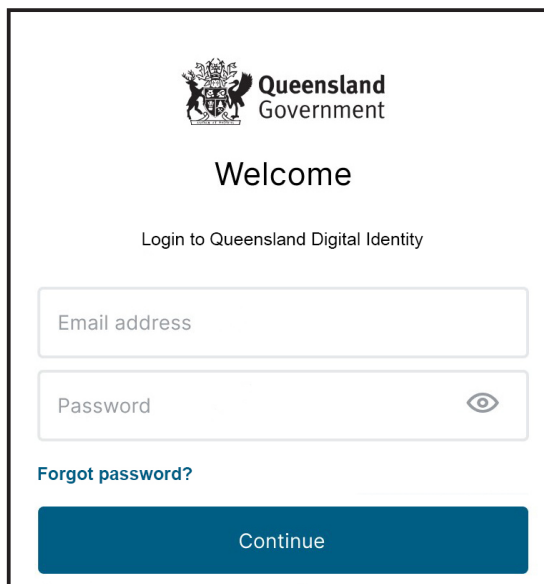
Email address

Password

Continue

Already have an account? [Log in](#)

Select **Log in** — because your QGov account is now a QDI.



Queensland Government

Welcome

Login to Queensland Digital Identity

Email address

Password

[Forgot password?](#)

Continue

Enter the same email address and password you used for your QGov account.

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**.

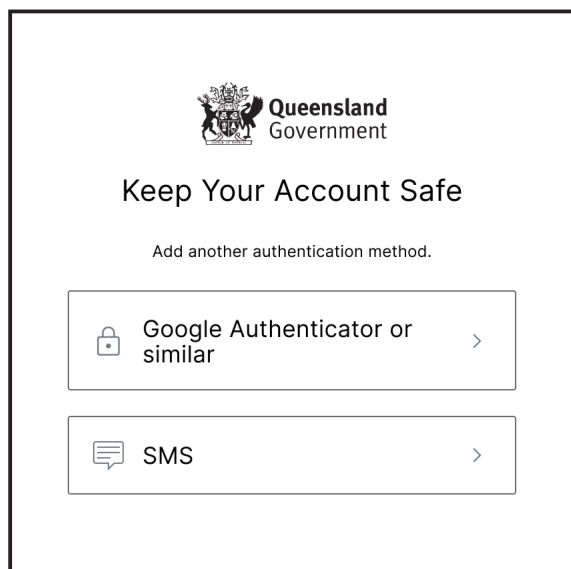
These tell you how the QDI can be used.



Accept the **Privacy Notice**.

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

Step 3: Set up Multi-Factor Authentication



The screenshot shows the Queensland Government logo at the top. Below it, the text 'Keep Your Account Safe' is displayed. Underneath, there is a link that says 'Add another authentication method.' Two options are listed in a list box: 'Google Authenticator or similar' with a lock icon and a right arrow, and 'SMS' with a speech bubble icon and a right arrow.

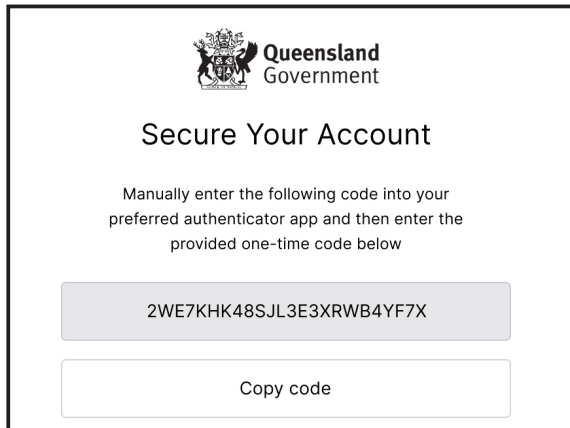
Choose an **authentication option** to get a code.

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

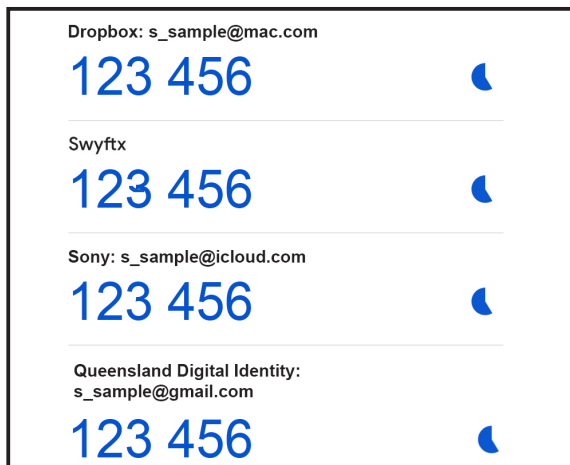
Secure Your Account

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

2WE7KHK48SJL3E3XRB4YF7X

Copy code

Click the 'Copy code' button.



Dropbox: s_sample@mac.com

123 456

Swyftx

123 456

Sony: s_sample@icloud.com

123 456

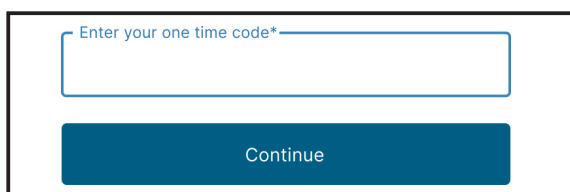
Queensland Digital Identity:
s_sample@gmail.com

123 456

Open the authenticator app.

Paste the code into the app.

It will make a new code.



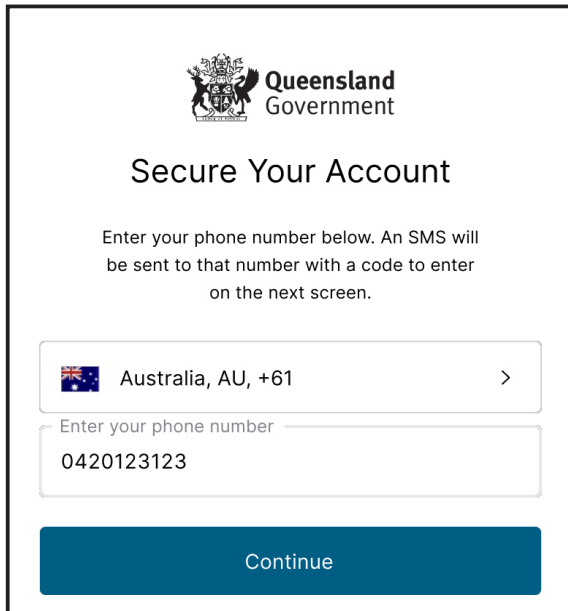
Enter your one time code*


Continue

Enter the new code into the QDI log in.

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


Option 2: SMS



 **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 >

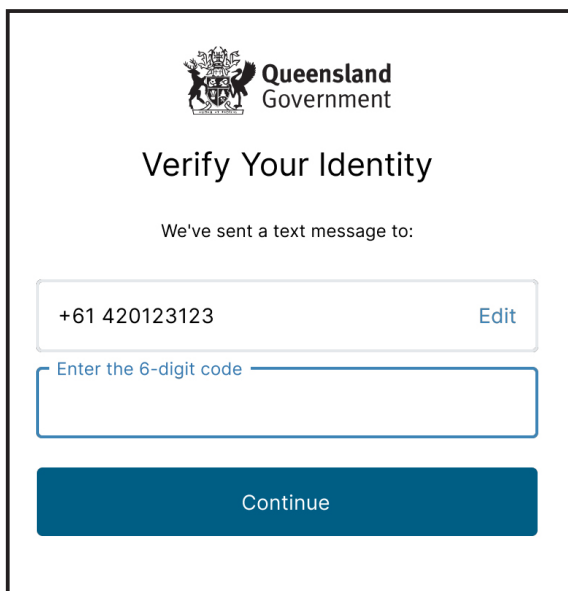
Enter your phone number


0420123123

Continue

Enter your mobile phone number.

You will be sent a code by text to your phone.



 **Queensland**
Government

Verify Your Identity

We've sent a text message to:

+61 420123123 [Edit](#)

Enter the 6-digit code

Continue

Enter the code.

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

Step 4: 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
<input type="text" value="dd"/>	<input type="text" value="mm"/>	<input type="text" value="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

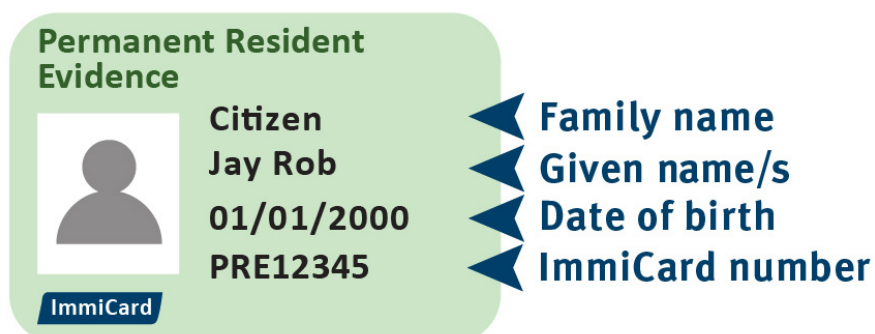
Make sure you enter your name
and details exactly how it's shown
on the document.

Information on government documents

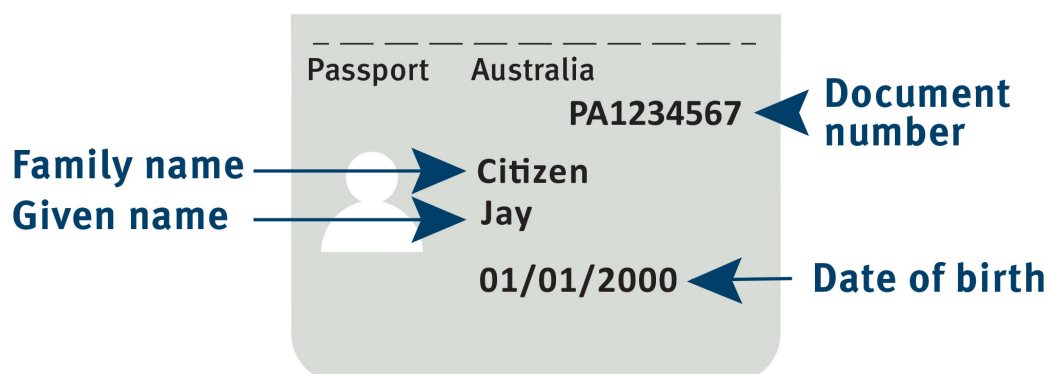
Queensland Driver Licence



ImmiCard



Australian passport



Step 5: 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 6: Confirm your legal name

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.

How you can contact us



Call us on

1800 000 658



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**