

Online marriage registration portal

Sign-up guide for service providers (authorised marriage celebrants)

Purpose

The Registry of Births, Deaths and Marriages Queensland (RBDM) has an online service provider portal (the portal) to assist authorised marriage celebrant in completing and submitting for registration notices of intended marriage and official certificates of marriage electronically. The purpose of this document is to provide a step-by-step guide which authorised marriage celebrants can refer to when they wish to sign up to use the portal.

Background

The online service provider portal has two (2) key functions:

1. Register as an online service provider with RBDM.
2. Complete the marriage information in readiness for the performing of the marriage ceremony and electronic submission of the marriage information to RBDM.

Providing 100 points of identification

You must provide a total of 100 points of **Australian or state-issued** documents to prove your digital identity—this is for first time users only.

Different types of identity documents are worth different points. You can use different combinations of documents to make up your 100 points, but you must include **at least one primary document** as part of your 100 points.


Primary documents	Points
Australian visa	40
Birth certificate	50
Certificate of Australian citizenship	50
Driver licence	60
Passport	50
Secondary documents	Points
Change of name certificate	40
Marriage certificate	40
Medicare card	40

Sign-up procedure

1. Before starting, we strongly recommend that you open the sign-up link in a Chrome browser (or [download Chrome](#) if you don't already have it installed on your device).
2. Visit www.qld.gov.au/RBDMserviceproviders. You may wish to save/bookmark/favourite this link in your browser for easy access.
3. Select **Learn more about access for marriage celebrants**.

Service provider access to online birth, death and marriage services


[Log in](#) Existing users can log straight in to the service provider system.



Authorised marriage celebrants

Create and submit official documents and order certificates.

[Learn more about access for marriage celebrants](#)



Funeral directors

Submit invoice claims for conveyancing, burial, and cremation services to the Coroners Court of Queensland.

[Learn more about access for funeral directors](#)

4. Select **Sign up**.

How to become an online service provider

To sign up as an online service provider, you need to prove your identity. You will only need to do this once.

To apply for access to the system, you need to:

1. Read the [roles and responsibilities agreement](#).
2. Have your proof of ID, email and mobile phone nearby.
3. Complete the [online service provider sign up](#) process
 - a. Create a QGov account
 - b. Enter the confirmation code we send to your email account
 - c. [Complete your online service provider details](#).
4. Wait for us to confirm your access to the system.

[Sign up](#)

5. Select **Sign-up / Login**.

Service provider portal

i You are eligible if you are a/an:

- Authorised marriage celebrant
- Commissioner for Declarations
- Government contracted undertaker
- QIS Intermediary
- Justice of the Peace
- Maternity staff
- Medical Practitioner

To sign-up as a user you will need to prove your identity. This is required for first time users only.



Sign-up / Login

6. Select **Register**.


You can use the Google or Microsoft options, as long as you use the same email address each time.

Login or register

Please login or register using one of the options below.

 Google  Microsoft

or

 **Login with QGov**

* Username

* Password

Log in **Register**

- Complete all **fields** on the next screen (following the prompts), review the **Terms and conditions**, and check the tick box before selecting **Continue** to go to the next screen.

Create your QGov account

Your QGov account is a key to your QGov identity.

* Choose your username
Your email address

* Create a password
Password must be at least 10 characters, and consist of at least 3 of the following: upper case, lower case, numeric, special characters

* Confirm your password

Mobile phone
04

I agree to the [Terms and conditions](#)

Continue [Cancel](#)

- You should immediately receive an email containing a **Confirmation code**.

Note: If you do not receive a code within a few minutes, it's possible that you have entered your email address incorrectly – please check it, and contact RBDM for assistance if required.

- Return to your browser window (should still be open, otherwise you can click the link provided in the email), and enter the **Confirmation code** in the field below:

Finalise registration

A confirmation code has been sent to your email account. Please enter this code below to create your QGov account.

* Confirmation code

Continue [Cancel](#)

- If you entered your Confirmation code correctly, you have successfully created a login with your email address, and this screen should now be displayed.

Click **Continue** to verify your identity and access the online service portal in the next steps.

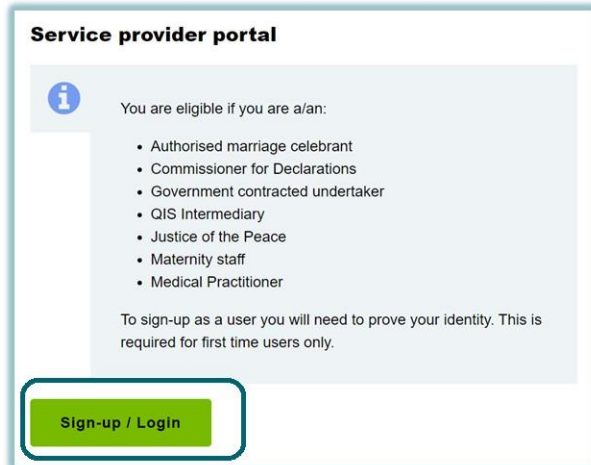
Create QGov identity

✓ Your account (QGov) has been successfully verified.

This account is the key to your identity.

Continue [Cancel](#)

11. You will be returned to the login screen – select **Sign-up / Login** to continue again



Please have your proof of identity documents ready for easy reference before completing the next sections.

12. Fill in **Your details** as below:

13. You will need to enter different details for different types of documents, depending on which tick boxes you select (e.g. if you select the driver licence and Medicare card tick boxes, dedicated fields will appear for you to enter their corresponding details).

The screenshot shows a form titled 'We need you to prove who you are'. Under the heading 'Your details', there are four input fields, each with a red asterisk indicating it is required. The fields are: 'Given name', 'Middle name/s', 'Family name', and 'Date of birth' (with a sub-label 'dd/mm/yyyy'). Each field is currently empty and has a dark teal background.

You will **not** be required to upload/attach a copy of your documents in the form.

The screenshot shows a section titled 'Your documents'. It contains a bulleted list of instructions: 'To prove who you are online, you need to provide a total of 100 points of ID.', 'You can use different combinations of documents to make up your 100 points, but you must include at least one primary document as part of your 100 points.', and 'If you are unable to prove who you are online, you may be able to do so in person by visiting one of the Customer Service Centres'.

14. Select your **Primary** document/s (at least one Primary document must be provided) and enter details in the fields that appear.

Primary documents

You must provide one or more primary documents.

- Australian passport (50 points)
- Australian visa (40 points)
- Birth certificate (50 points)
- Certificate of Australian citizenship (50 points)
- Driver licence (60 points)

15. Select your **Secondary** document/s (if required) and enter details in the fields that appear.

Secondary documents

- Change of name certificate (40 points)
- Marriage certificate (40 points)
- Medicare card (40 points)

16. Once all details have been entered, please check the **Declaration** and select **Continue**.

Declaration

To verify and protect my identity, I agree that:

- my identifying information I have provided will be checked with the issuer or official record holder.
- my name and date of birth will be stored securely.

(If you have any concerns, please read our [privacy statement](#).)

Note: The details you enter here are automatically verified – if the following message appears after you select Continue, please correct any errors in your document details and try again.

We need you to prove who you are

 **Please check your answers**

1. [Your passport failed. Please check your details and try again.](#)

17. If you have successfully entered your details, the following screen should appear (you will also receive a confirmation email).

Select **Continue** to set-up your access to create and submit online marriage records with RBDM.

Identity details stored

You have verified the details below:

Your verified details

Given name

Middle name

Family name

Date of birth

Continue

18. Select **Continue** to consent to share your details, as shown below.

You can change your details at any time through your account settings.

Consent to share your details

To continue to use the DJAG Service Provider Portal service we need your consent to share the following details.

Personal details

Date of birth

Family name

Given name

Middle name/s

Contact details

Email address

I consent to sharing these details:

Always with DJAG Service Provider Portal service

Read our [frequently asked questions](#) about recent changes we've made to help you manage your data sharing preferences with Queensland Government online services

By giving consent you agree to our [Terms of use](#) and [Privacy statement](#).

Cancel **Continue**

19. The name and email address you used to sign-up should automatically be populated in your sign-up details.

Queensland Government home > Births, deaths, marriages and divorces > Service Provider - RBDM

Service Provider - RBDM

- > Sign-up as a service provider
- > Log out

Sign-up as a service provider

QQGov
Logged into QQGov
Log out

Information: You are now required to include current information which will form your registration details as a user of the RBDM Service Provider Portal.
It is the user's responsibility to notify RBDM if any of these details change.

Authorised service provider identity information
You must act under the name that you have just verified by QQGov

Given name: John Middle name(s): Douglas Surname: Green

Celebrant contact details

- Preferred contact email address**
Provided by your QQGov verification. You can change it for your RBDM correspondence
99celebrant@example.com
- Do you agree for the above email address to be used to distribute stakeholder newsletters and/or other material related to the Registry of Births, Deaths and Marriages?
 Yes No
- Preferred contact mobile phone number (SMS)**
- Residential address**
- Address line 1**
Enter a location
- City, town or suburb: State: Postcode:
- Country**

Service provider role

- What type of service provider are you?**
- please select -
- Do you accept the above agreement?**
 Yes No

Save for later Submit access request

20. If you do not have all the information, select **Save for later** to come back and enter details later.

21. Select **Submit access request**.

This will send an electronic message to RBDM to approve your access as a service provider with access to the portal. You will receive a SMS and email to confirm access.

22. The Summary of services screen should be displayed for you. Select **Log out** until you receive confirmation of access.

