

How-to guide

Add a digital Proof of Age to the Service Victoria app



Published by Department of Government Services September 2026.

Please note: due to ongoing app development, subtle design changes may take place over time. Updates to this guide will be published on the [Service Victoria website](#).

Before you start

- ☐ You **must** have a Service Victoria account to add a Proof of Age.
- ☐ To create a Service Victoria account you need an email address and password.
- ☐ When creating an account, you will receive a '**one-time security code**' (six-digits – sent to your mobile, to enter as part of the log-in/create an account process).
- ☐ You will need to create and a **six-digit password** for single sign-on to protect your account.

Add a digital Proof of Age

To add your digital Proof of Age:

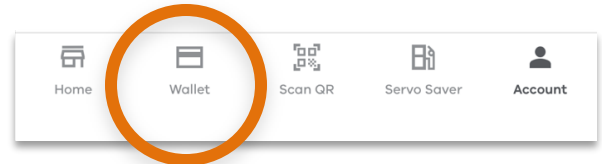
- Head to [Proof of Age](#) information on the Service Victoria website, or:
- Scan the "add your Proof of Age" QR code on posters displayed in businesses or venues, using your mobile device camera function.

How to add a digital Proof of Age

Step 1

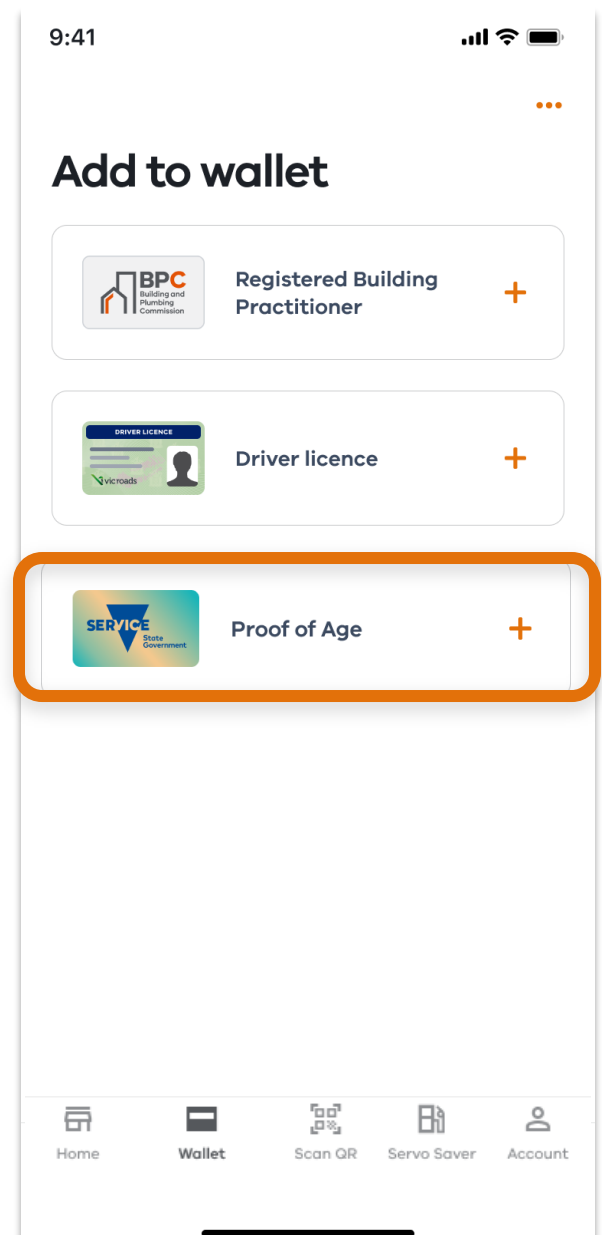
Navigate to the Service Victoria mobile app wallet OR the Service Victoria desktop (mobile app example):

- Open the mobile app (home screen)
- Navigate to the app home screen **bottom navigation menu**
- Tap **'Wallet'**



Step 2

Navigate to your wallet home screen. This displays the digital credentials available to add.



Step 3

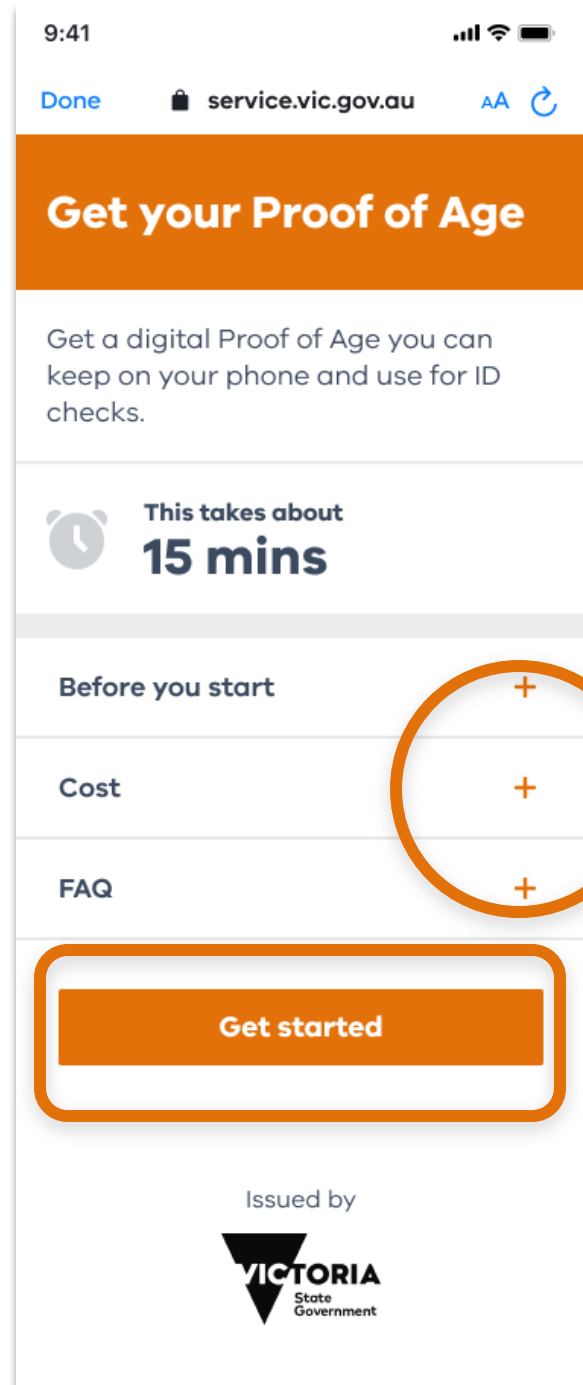
Tap on **'Proof of Age'**.

Step 4

You will see the 'Get your Proof of Age' screen.

Tap '**Get started**'.

Tap the '+' icons for information on criteria to get a digital Proof of Age, cost, and frequently asked questions.



Step 5

Please note: You will need to accept the consent to continue.

If you have previously verified your identity online with Service Victoria (Level of Assurance 3) and saved your digital identity, Service Victoria will recognise this.

You will need to verify your identity to get a Proof of Age.

See step 6 if you haven't verified your identity on the Service Victoria app.

9:41

Done service.vic.gov.au AA

Get your Proof of Age

Your consent

When you continue, you agree to:

- enter accurate info
- let us check info on your ID documents with the issuer or official record holder
- let us use info from your ID documents to create your digital Proof of Age
- let us store your photo, and details from your ID docs
- let us collect, use, disclose and store your personal info for the purpose of providing the digital Proof of Age and its use

When you continue, you agree to the Service Victoria [terms of use](#).

Next

Exit

Step 6

Start your identity verification process. You'll need to provide information from 2 of the following documents:

- Australian Passport (current/ expired – less than 3 years)
- Australian driver licence or permit
- Medicare card
- Australian birth certificate
- ImmiCard
- Foreign passport with valid Australian visa
- Australian citizenship certificate.

The screenshot shows a mobile app interface for 'Get your Proof of Age'. At the top, the status bar shows 9:41, signal strength, Wi-Fi, and battery. The browser address bar shows 'Done', 'service.vic.gov.au', and a refresh icon. Below the title bar, a progress indicator shows five steps: 1 (active), 2, 3, 4, and 5. The main heading is 'Complete an identity check'. Below this, a paragraph explains that proving identity online is the easiest and fastest way, requiring a phone and a text link. A section titled 'How it works' lists four steps: 1. Take a photo of your first ID (Passport, birth certificate, or ImmiCard), 2. Scan your face (facial matching, no storage), 3. Take a photo of your second ID (driver licence or Medicare card), and 4. Take or upload a photo (for digital identity or 'digital card'). Below this, two paragraphs provide additional information: one about name mismatches requiring a change of name document, and another about obtaining a physical Proof of Age card if documents are missing. A video player shows a man holding a phone, with the text 'Step 2: Facial Check'. At the bottom, there is a large orange button labeled 'Start online ID check' and a smaller orange button labeled 'Back'.

9:41

Done service.vic.gov.au AA

Get your Proof of Age

1 2 3 4 5

Complete an identity check

Proving your identity online is the easiest and fastest way to complete your application. You'll need to do this using your phone. We'll text you a link to start when you give us your phone number.

How it works

- 1. Take a photo of your first ID**
You can use a Passport, birth certificate or ImmiCard.
- 2. Scan your face**
We'll match your face to your photo ID. We don't save this.
- 3. Take a photo of your second ID**
You can use a driver licence or Medicare card.
- 4. Take or upload a photo**
Use your phone to take or upload a photo if you want to store your digital identity or need one for a 'digital card'.

If the names on your documents don't match you'll need a change of name document or marriage certificate.

If you don't have the required documents, you can get a physical Proof of Age card.

Watch a short video about our online ID checking process

How to do a Service Victoria online ID check

Step 2: Facial Check

Watch on YouTube

Start online ID check

Back

Step 7

Choose your first ID to prove your identity. For this example, we will use a current Australian passport.

The screenshot shows a mobile application interface for the Victorian State Government. At the top, there is a blue header with the 'SERVICE' logo and 'State Government' text. Below the header is an orange bar with the text 'Prove your identity'. The main content area is white and titled 'Choose your first ID:'. It contains a list of seven identity options, each with a radio button. The first option, 'Australian passport — current or expired less than 3 years', is selected. Below the list are two buttons: an orange 'Next' button and a white button with an orange border labeled 'I don't have this'.

Prove your identity

Choose your first ID:

- ☒ Australian passport — current or expired less than 3 years
- ☐ Australian driver licence or learner permit
- ☐ Medicare card
- ☐ Australian birth certificate
- ☐ ImmiCard
- ☐ Foreign passport with valid Australian visa
- ☐ Australian citizenship certificate

Next

I don't have this

Australian Passport example

Step 8

Enter in the following details from your Australian passport:

- Passport number
- Given name (s)
- Family name
- Date of birth

Tap the consent checkbox and then tap **'Verify'**.

▼ You will receive the following in-form error messages if any fields are missing information:

Passport number

e.g PA1234567

We can't help you without this information

Given name(s)

Sorry, we need at least one of either your given name or family name to check your Australian passport.

Family name

Sorry, we need at least one of either your given name or family name to check your Australian passport.

Date of birth

DD / MM / YYYY

That doesn't look right. The day can only be a number between 1 and 31.



Prove your identity

Enter your details

Document type
Australian Passport
(current or expired less than 3 years ago)

Passport number

Given name(s)

Family name

Date of birth

☐ I consent to have my Australian passport checked with the issuer or official record holder

Verify

Back

Step 9

A tick will appear if your passport details have been checked successfully.

▼ If you submit your identity too many times you will receive the following error message:

⚠ Too many attempts

We've locked this document for your security. Try again in 20 minutes or use a different document.

▼ If details are missing, the following error message:

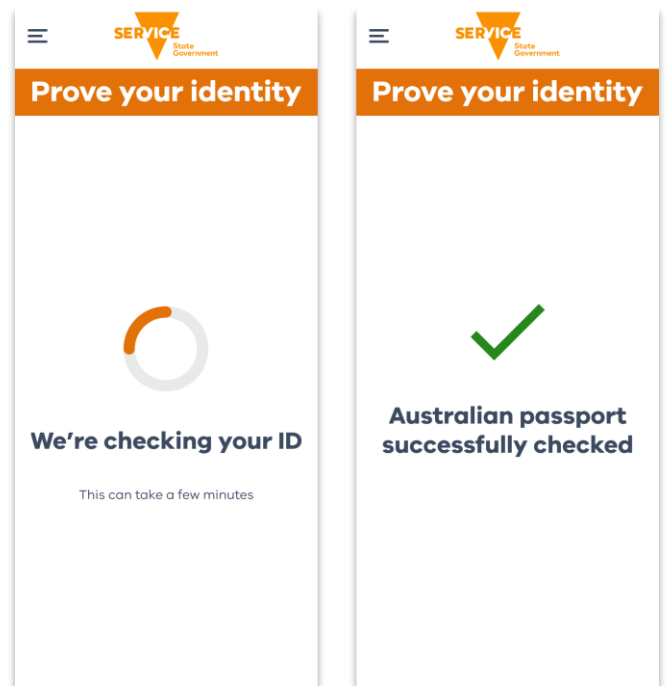
⚠ Something's wrong

Details are missing or don't match what's on file with the issuer. Please check all dates and try again.

▼ And if the names on the document do not match that of the document verification service, you will receive this error message:

⚠ Something's wrong

Please check all names are correct and try again.



Driver licence example

Step 10

A second identity document will need to be provided. For this example, we will use an Australian driver licence or permit.

Enter all the details on the driver licence or permit:

- State (e.g., Victoria)
- Licence number
- Care number (A/P1234567 – found on the rear of the driver licence)
- Given name
- Middle name or initial
- Family name
- Date of birth

Tap on the consent checkbox and **'Verify'**. Go **'back'** to change any details.

▼ If no information is entered into this form there will be in-line error messages.

If details are missing or don't match what is on file provided by the issuing agency, you will receive the following error:

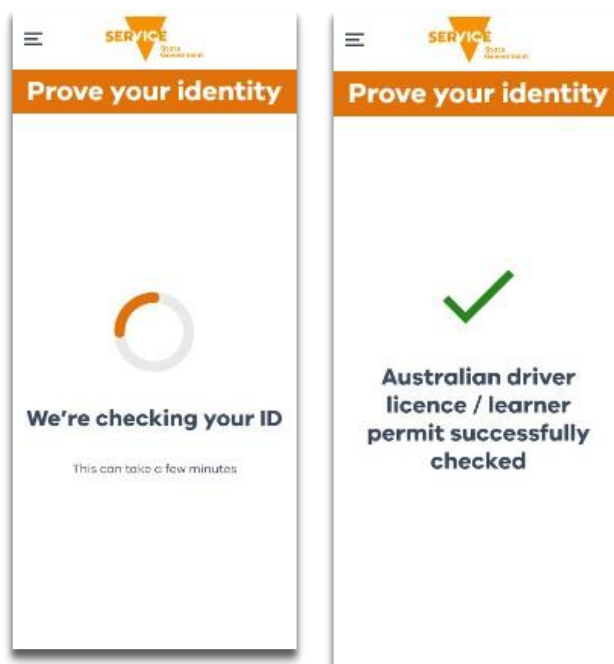
⚠ Something's wrong

Details are missing or don't match what's on file with the issuer. Please check all details and try again.

The screenshot shows a mobile app interface for 'SERVICE State Government'. The main heading is 'Prove your identity'. Below it is a section 'Enter your details'. A grey box with an information icon says 'Make sure your licence number and the state of issue are correct'. The form fields are: 'Document type' (Australian driver licence or learner permit), 'Registration state' (dropdown menu showing 'VIC'), 'Licence number' (text box with placeholder 'e.g 1234567890'), 'Card number' (text box with placeholder 'e.g A1234567'), and a note 'Found on rear of card. Either top right, or small text below driver's birth year.' Below this is a yellow box 'Unable to read card number?' with a minus sign and two bullet points: 'Take a photo of the rear of your licence.' and 'Zoom in on the photo to be able to read the number more clearly.' There is a link 'Help me find my card number.' with an external link icon. Then are text boxes for 'Given name', 'Middle name or initial', and 'Family name'. A 'Date of birth' field with a calendar icon is shown with the format 'DD / MM / YYYY'. At the bottom is a checkbox 'I consent to have my licence checked with the issuer or official record holder'. At the very bottom, two orange buttons are visible: 'Verify' and 'Back', both of which are highlighted with a thick orange border.

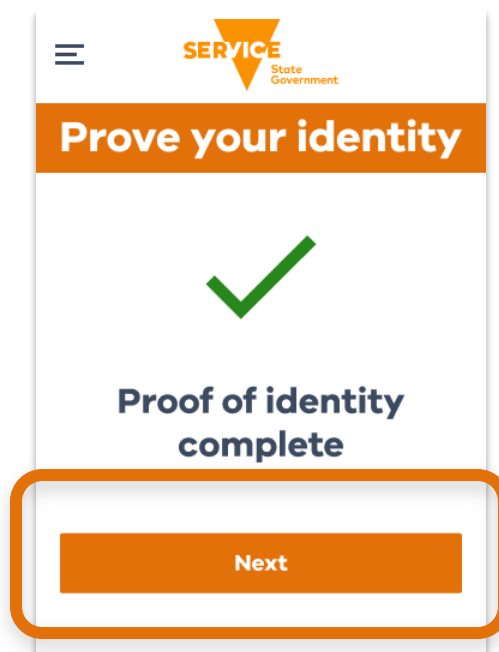
Step 11

A tick will appear if your driver licence details have been checked successfully.



Step 12

Proof of identity is now complete. Tap '**Next**'.



Step 13

Enter your Victorian address and tap **'Next'**.

Refer to Step 13.1 for steps to enter an address manually.

▼ An error message will display if the provided address is not in Victoria.

Enter a Victorian address

Home address

237 Wembley St Suburb NSW 2011

Digital Proof of Age is only available for Victorian residents.

9:41 Done service.vic.gov.au AA

Get your Proof of Age

1 2 3 4 5

Enter a Victorian address

Home address

[Enter address manually](#)

Next

Exit

Step 13.1

If the address cannot be found, you can tap on **'Enter address manually'** to manually enter a Victoria address. Tap **'Next'**.

9:41 service.vic.gov.au

Get your Proof of Age

1 2 3 4 5

Enter a Victorian address

Home address

[Enter address manually](#)

Next

Exit

9:41 service.vic.gov.au

Get your Proof of Age

1 2 3 4 5

Enter a Victorian address

[< Back to address search](#)

Street address

Enter unit/house/lot number if needed

Suburb or town

State/Territory

VIC

Postcode

Next

Exit

Step 14

Review your info

You have the option to review and edit information before submitting.

Tap **'Edit'** if you need to change details and **'Next'** once you are ready.

▼ If you tap **'Edit'** under 'Personal info', this will prompt you to start a new ID check.

Tap **'Yes'** to proceed or **'No'** to return the 'Review your info' page.

If you start a new ID check, we'll delete your saved ID details.

Do you want to continue?

Yes

No

9:41 service.vic.gov.au AA

Get your Proof of Age

Progress: 1 (checked) 2 (checked) 3 4 5

Review your info

Personal info

Given names
Jane Citizen

Family name
Doe

Date of birth
20/20/1990

Edit

To edit your info you'll need to start a new identity check.

Address

Home address
Unit 18, 237 Irvington St Suburb VIC 3011

Edit

Next

Back

Step 15

You will need to accept the declaration to continue. Confirm you agree by checking the box, then tap '**I agree**'.

▼ An error message will display if the declaration is not checked.

☐ I acknowledge that there are legal penalties, including **fin**es **over \$47,000 or up to 2 years in prison** for creating or using false documents

You can't submit until you check the box to confirm you agree

The screenshot shows a mobile app interface for 'Get your Proof of Age'. At the top, the status bar shows 9:41 and signal strength. The app header includes a 'Done' button, the URL 'service.vic.gov.au', and a refresh icon. Below the header is an orange bar with the title 'Get your Proof of Age'. A progress indicator shows five steps: the first three are completed (checkmarks), and the fourth and fifth are active (circles with numbers 4 and 5). The main section is titled 'Declaration' and contains the text 'I confirm and understand that:'. Below this is a list of five bullet points: 'the information I've given to Service Victoria is true, complete and for the purpose of getting a digital Proof of Age', 'the digital Proof of Age is a non-refundable purchase', 'my digital Proof of Age will be uploaded to my Service Victoria wallet', 'when I let someone scan the QR code on my digital Proof of Age, they can view and store my personal info. See our [Privacy and Security Policy](#)', and 'it's illegal to get a digital Proof of Age using false or misleading info'. Below the list is a checkbox with the text 'I acknowledge that there are legal penalties, including **fin**es **over \$47,000 or up to 2 years in prison** for creating or using false documents'. At the bottom are two buttons: 'I agree' and 'Back'.

9:41

Done service.vic.gov.au AA ↺

Get your Proof of Age

✓ ✓ ✓ 4 5

Declaration

I confirm and understand that:

- the information I've given to Service Victoria is true, complete and for the purpose of getting a digital Proof of Age
- the digital Proof of Age is a non-refundable purchase
- my digital Proof of Age will be uploaded to my Service Victoria wallet
- when I let someone scan the QR code on my digital Proof of Age, they can view and store my personal info. See our [Privacy and Security Policy](#)
- it's illegal to get a digital Proof of Age using false or misleading info

☐ I acknowledge that there are legal penalties, including **fin**es **over \$47,000 or up to 2 years in prison** for creating or using false documents

I agree

Back

Step 16

Make a payment

The last step is to pay for the digital Proof of Age.

It costs \$10 and lasts for 5 years.

Only credit card is accepted. Enter your credit card details and tap **'Pay'**.

▼ You'll have 3 attempts to complete the payment. If you fail all 3 attempts, the following screen will be displayed.

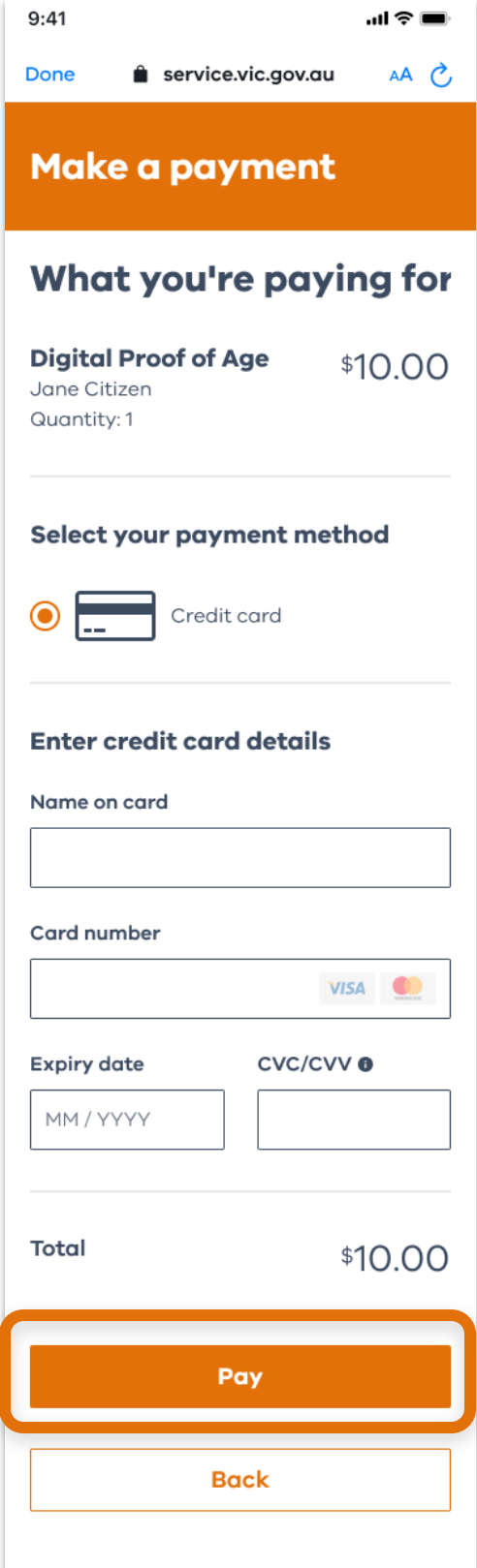
Tap **'Exit'** and you will be redirected back to the first page of the transaction.

Something went wrong

We're unable to process your payment and issue your Proof of Age.

Try again later, and if the problem continues [contact support](#).

Exit



9:41 Done service.vic.gov.au AA 🔄

Make a payment

What you're paying for

Digital Proof of Age \$10.00
Jane Citizen
Quantity: 1

Select your payment method

☒  Credit card

Enter credit card details

Name on card

Card number
  

Expiry date CVC/CVV ⓘ

Total \$10.00

Pay

Back

Step 17

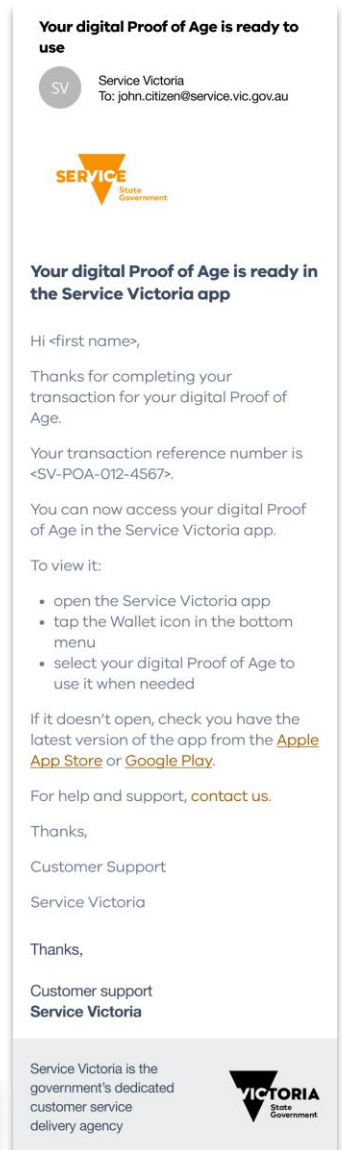
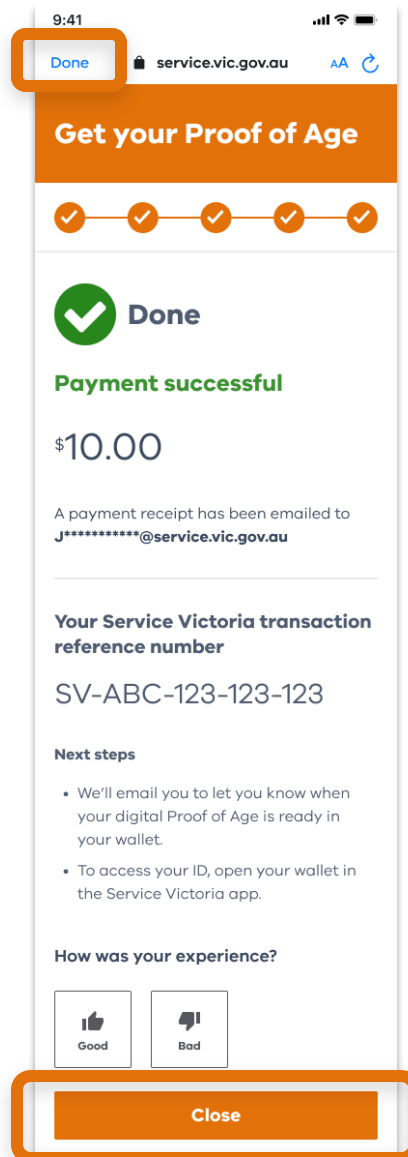
Confirmation

You will receive a confirmation message on screen with a transaction reference number (see example). Your digital Proof of Age has been created.

This will also be sent to the e-mail address provided, for your records.

You can now access the digital Proof of Age in the Service Victoria mobile wallet.

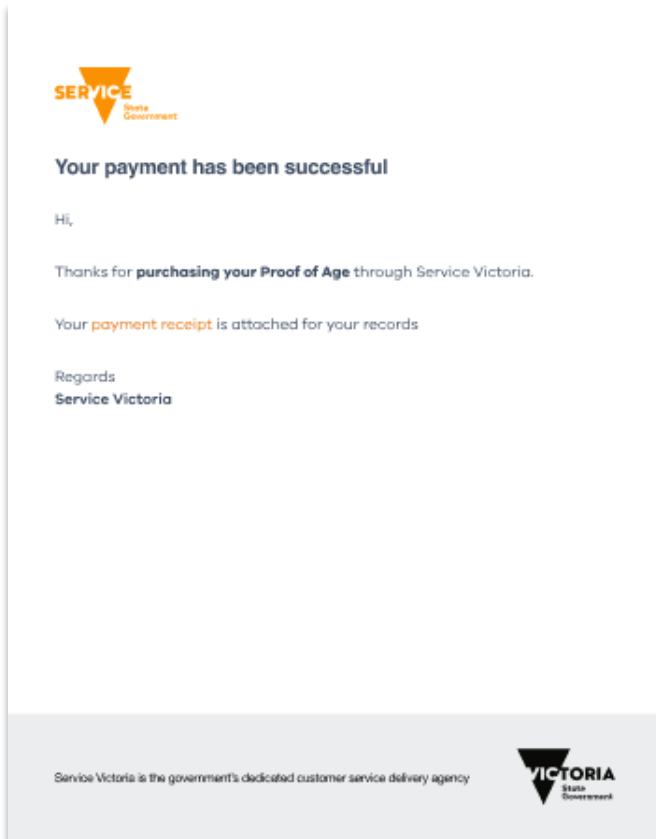
To close the screen, tap '**Close**'. You can also tap '**Done**' or '**X**' on the top left.



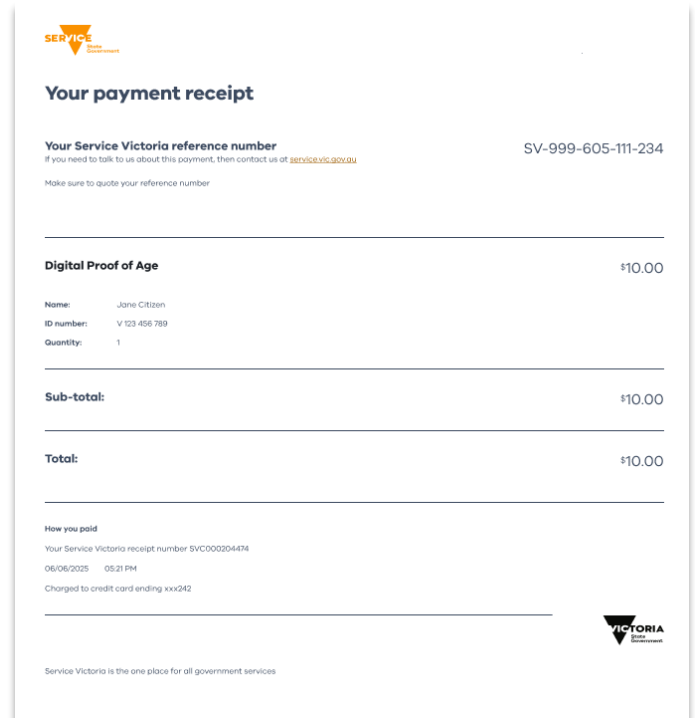
Step 18

Payment receipt

In addition to the confirmation email, you will also receive a payment receipt.



▲ 'Payment successful' email

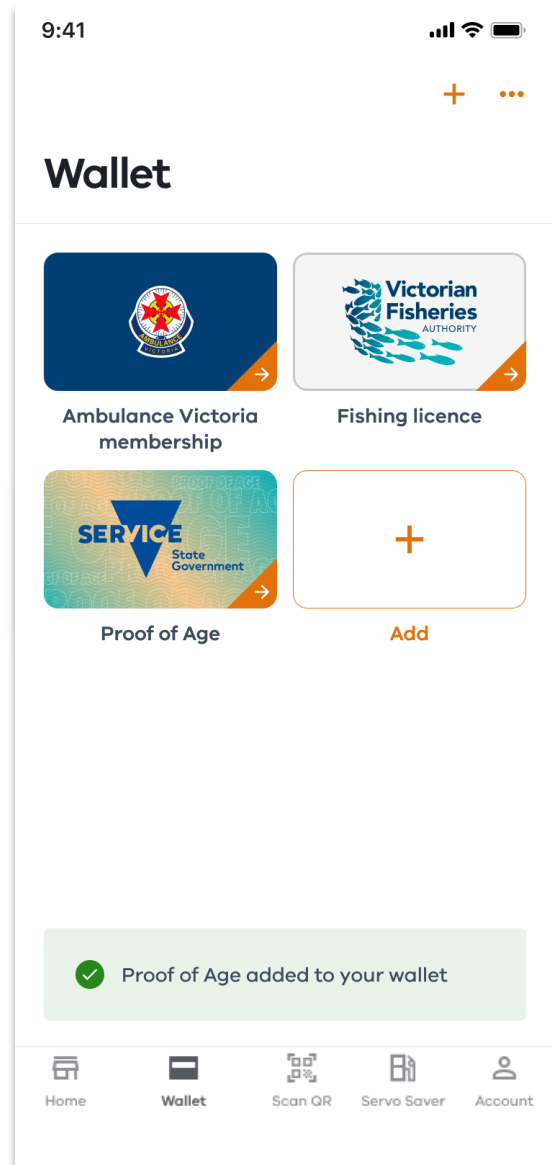


▲ 'Payment receipt' attached to email with cost breakdown

Step 19

Accessing the Proof of Age

Navigate to the Service Victoria mobile wallet and tap '**Proof of Age**' to open it.

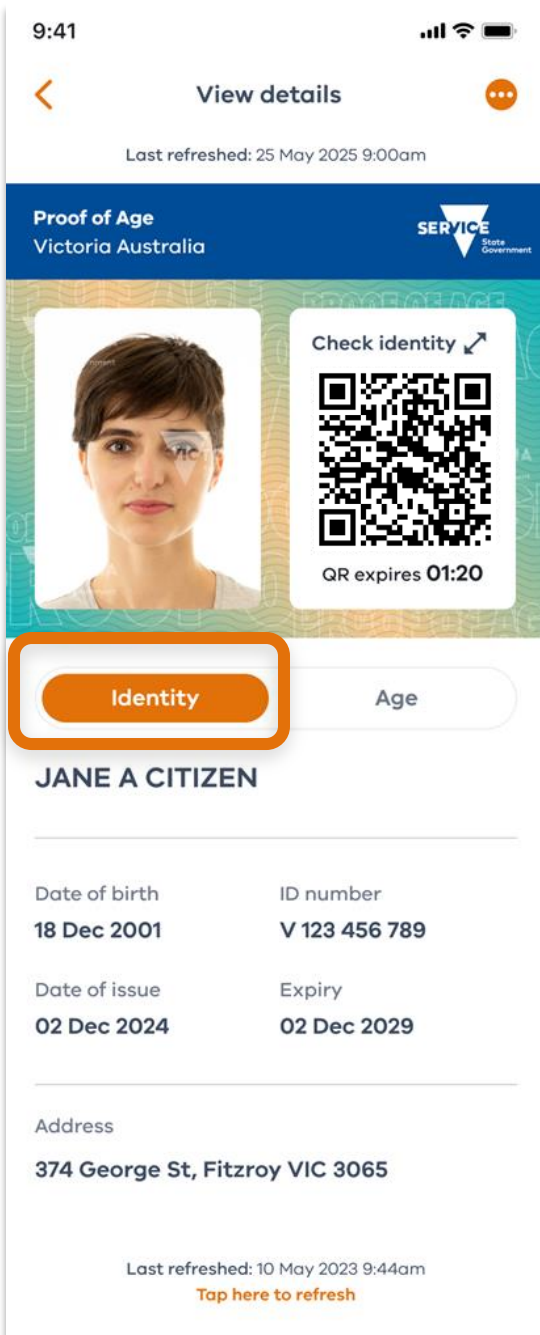


Step 20

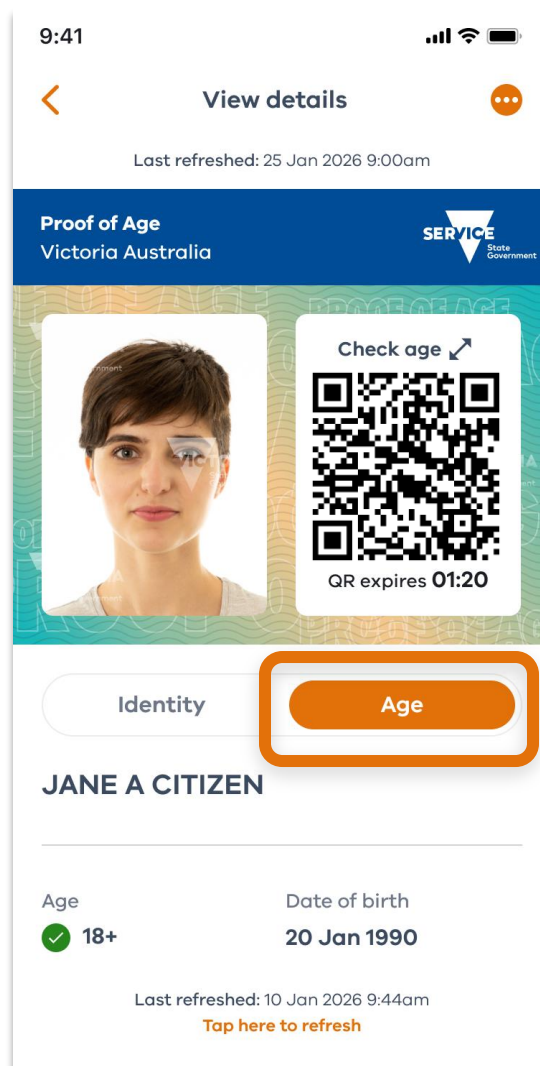
Proof of Age – Identity tab

By default, the **'Identity'** tab is selected and displayed.

Alternatively, you can tap on **'Age'** to switch to the age tab.



▲ 'Identity' screen



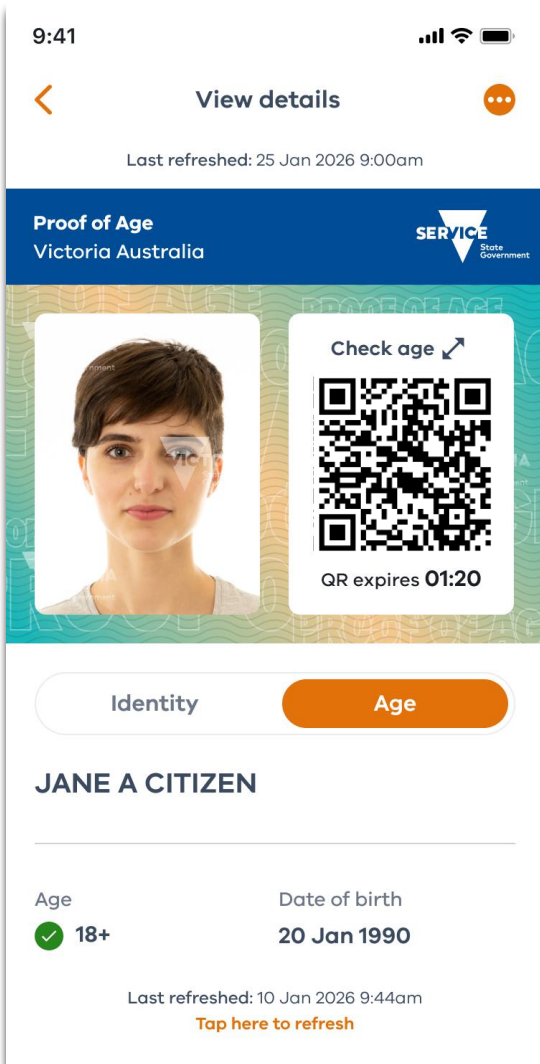
▲ 'Age' screen

Step 21

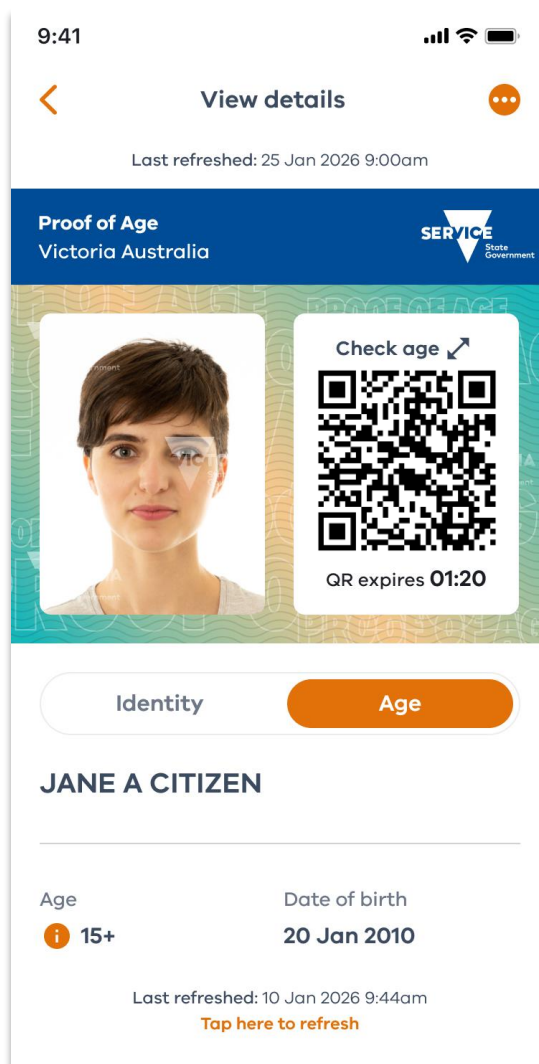
Proof of Age – Age tab

In the '**Age**' tab, if you are 18 and above, '**18+**' will be displayed.

If you age between 15 and 17, '**15+**' will be displayed.



▲ 'Age' screen – 18+



▲ 'Age' screen – 15+

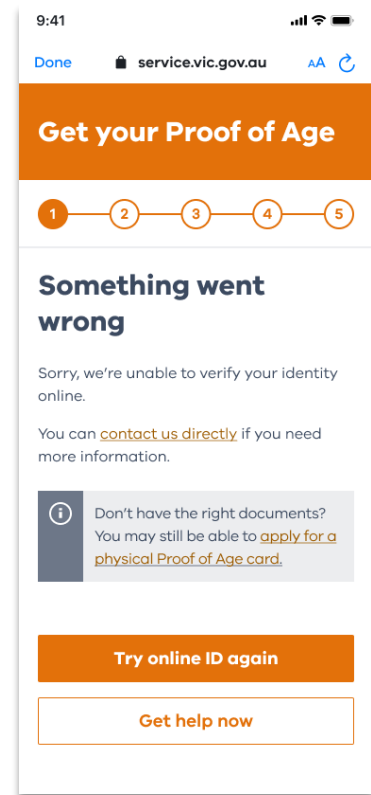
Error messages

If you receive an error message, the following information will help you understand what they mean.

During identity verification

'Something went wrong'

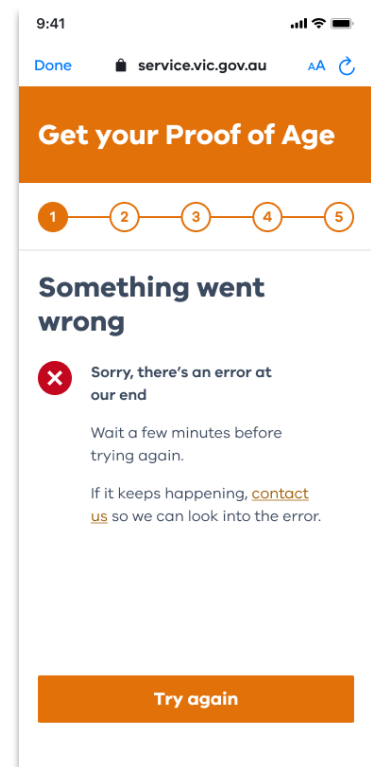
We are unable to verify your identity. You can try identity verification again or [contact Service Victoria via chat or message](#) for more information.



Something went wrong

A network or API connection error – meaning identity verification cannot be completed.

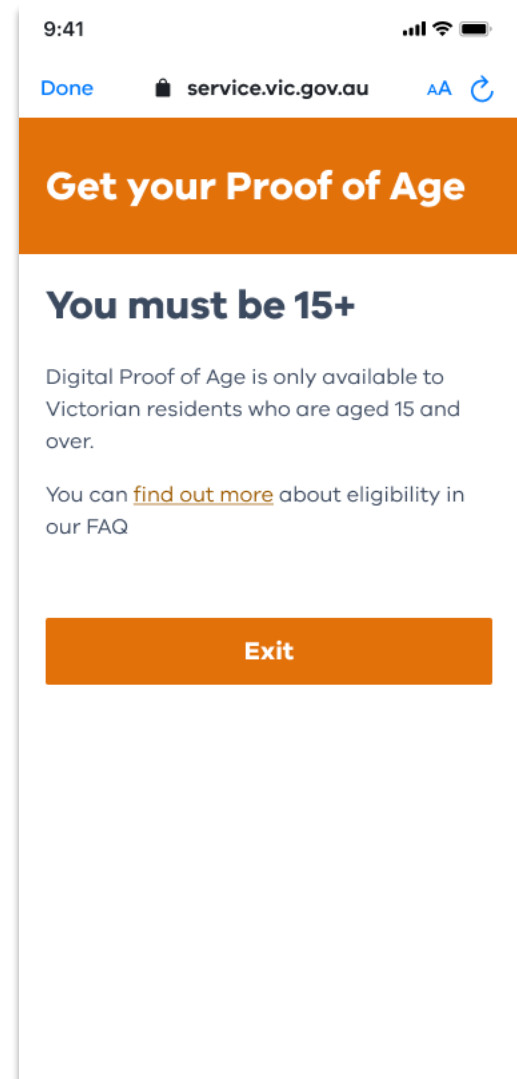
If this occurs, [contact Service Victoria via chat or message](#).



After completing identity verification

You must be 15+

According to the identity verification result, you are under 15 and ineligible for the Proof of Age.

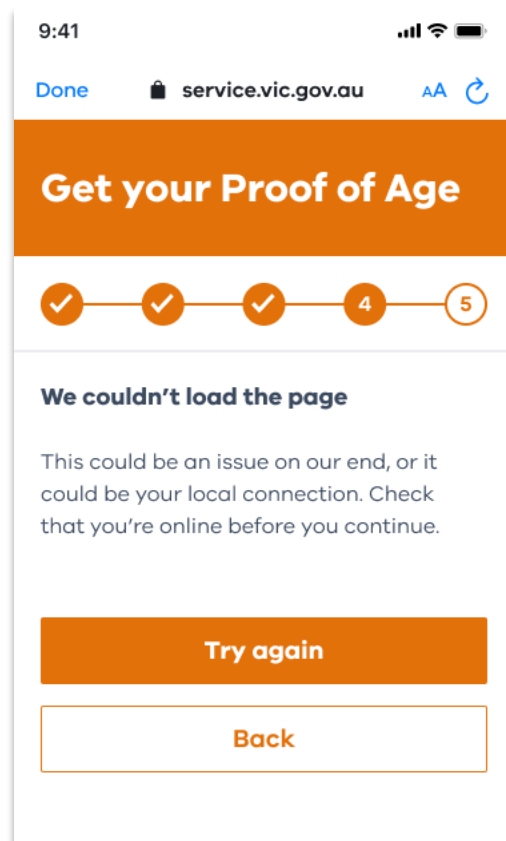


After reviewing your information

We couldn't load the page

There is an issue loading the 'Declaration' page.

Tap '**Try again**' to load the page again, or '**Back**' to return to the 'Review your info' page.



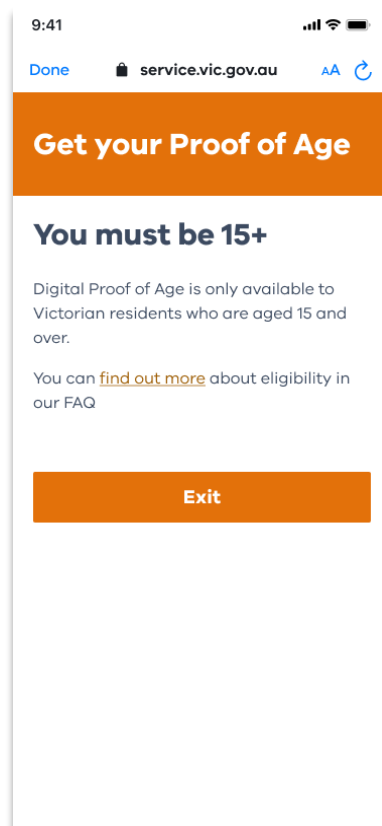
If you receive an error message

If you have completed the identity verification and received this error messages:

You must be 15+

This can mean:

- According to the identity verification result, you are under 15 and ineligible for the Proof of Age.



If you receive an error message

If reviewed your info and received this error messages:

We couldn't load the page

This can mean:

- There is an issue to load the Declaration page, you can:
 - Try again – to load the Declaration page again
 - Back – Return to the Review your info page

