

How-to guide

How to verify a digital Proof of Age using the Service Victoria app



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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](#).

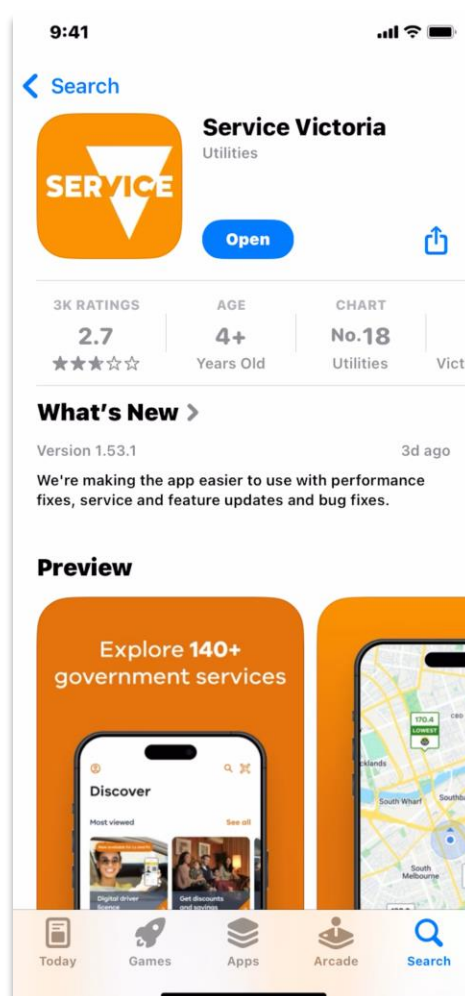
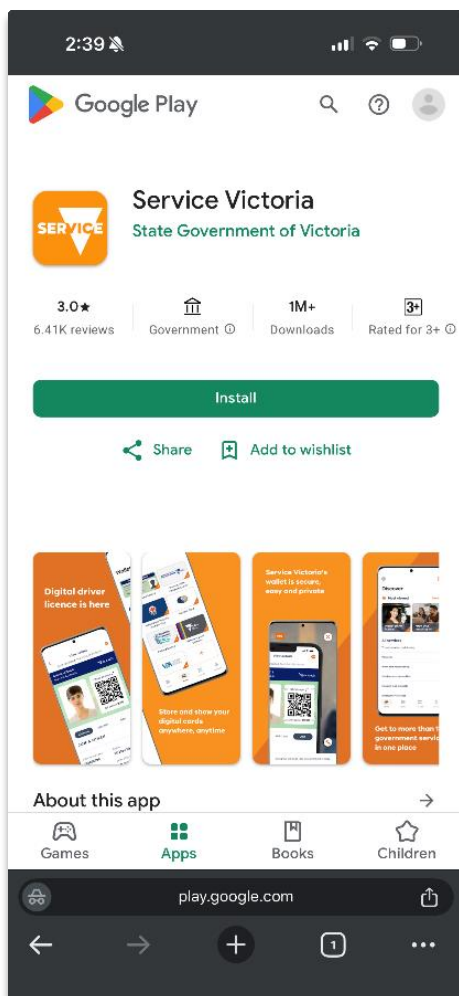
The digital Proof of Age can be verified by scanning it using the Service Victoria app.

To confirm the digital Proof of Age is valid and hasn't been tampered with, scan it directly from the person's mobile device at the time you need to verify their age or identity.

Step 1

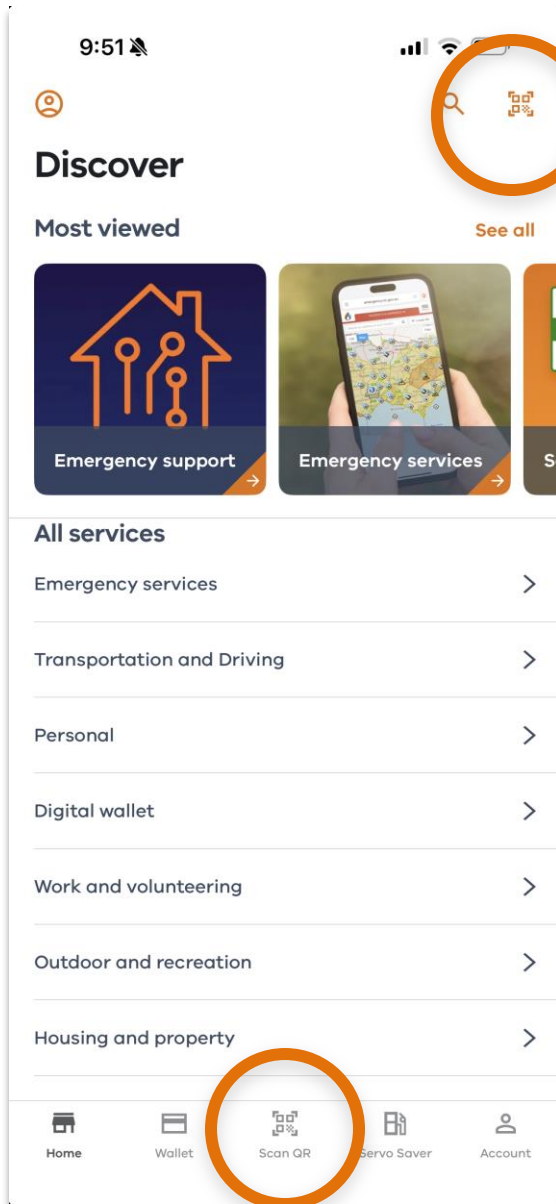
Install and open the Service Victoria mobile app, from either:

- [Google Play](#) (Android)
- [Apple App Store](#) (Apple)

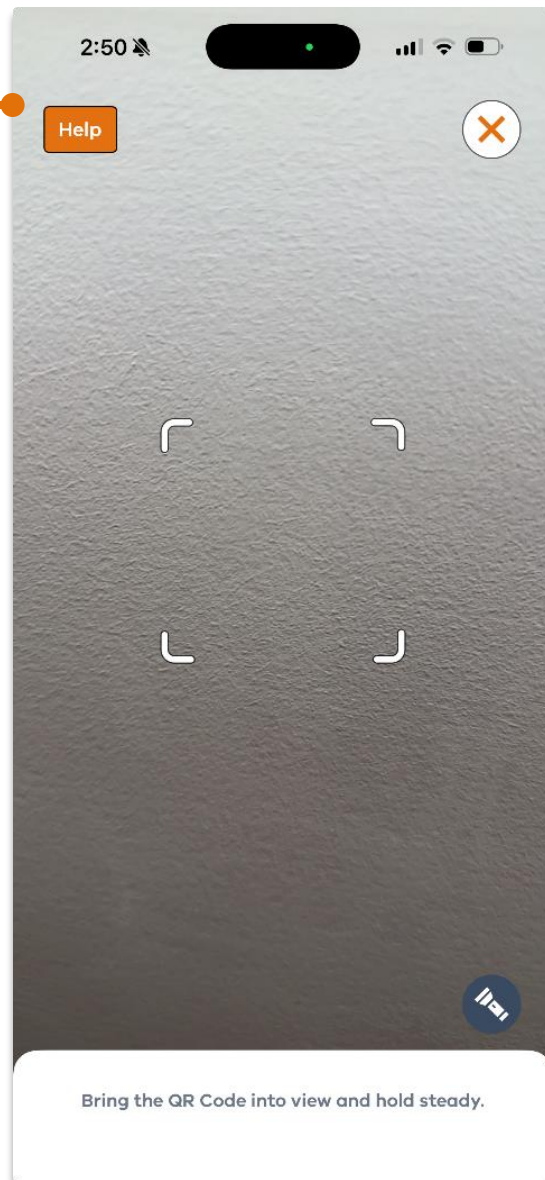


Step 2

Select the Service Victoria app camera, found top right of the app homepage **or** in the bottom navigation menu.



▲ Service Victoria homepage:
QR code camera locations



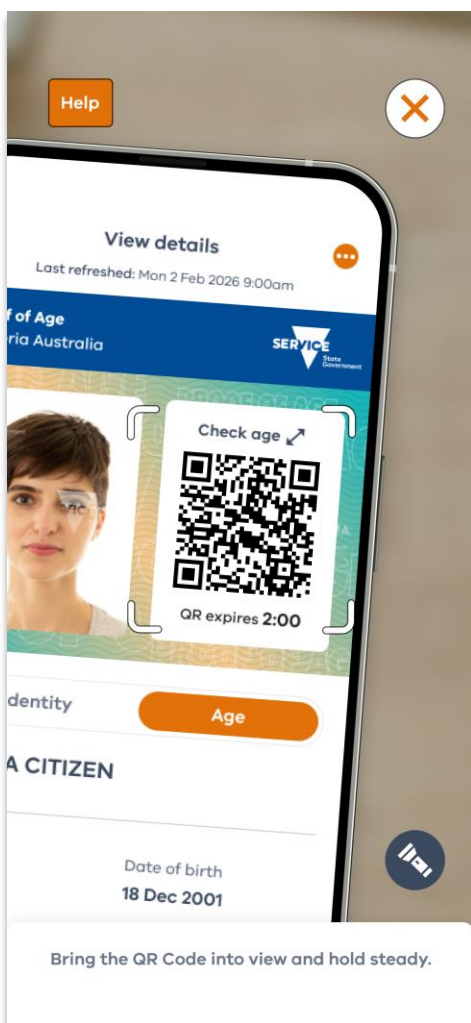
▲ Service Victoria QR code camera

Step 3

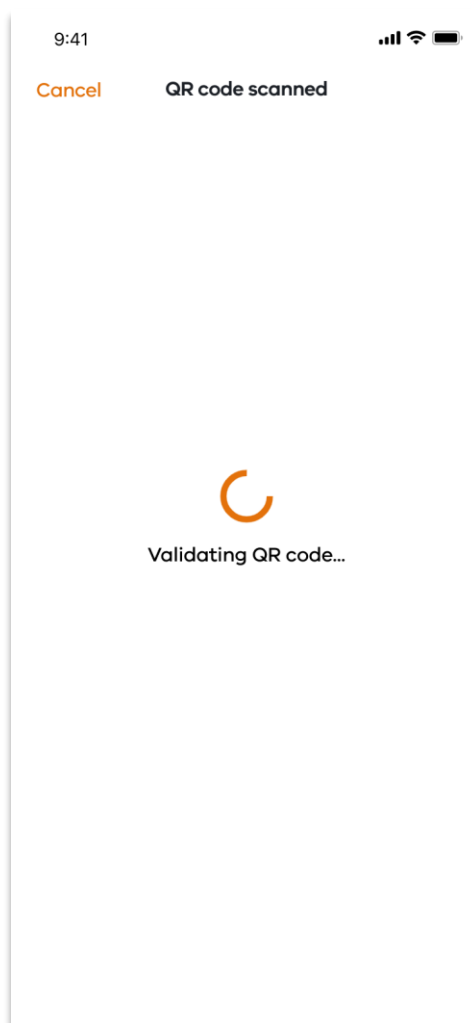
Scan the QR code found on the customer's Proof of Age.

To do this, ask the customer to:

- Open their mobile wallet in the Service Victoria app.
- Tap and open the Proof of Age token – with '**Age**' or '**Identity**' selected.
- Scan the QR code appears on the token.

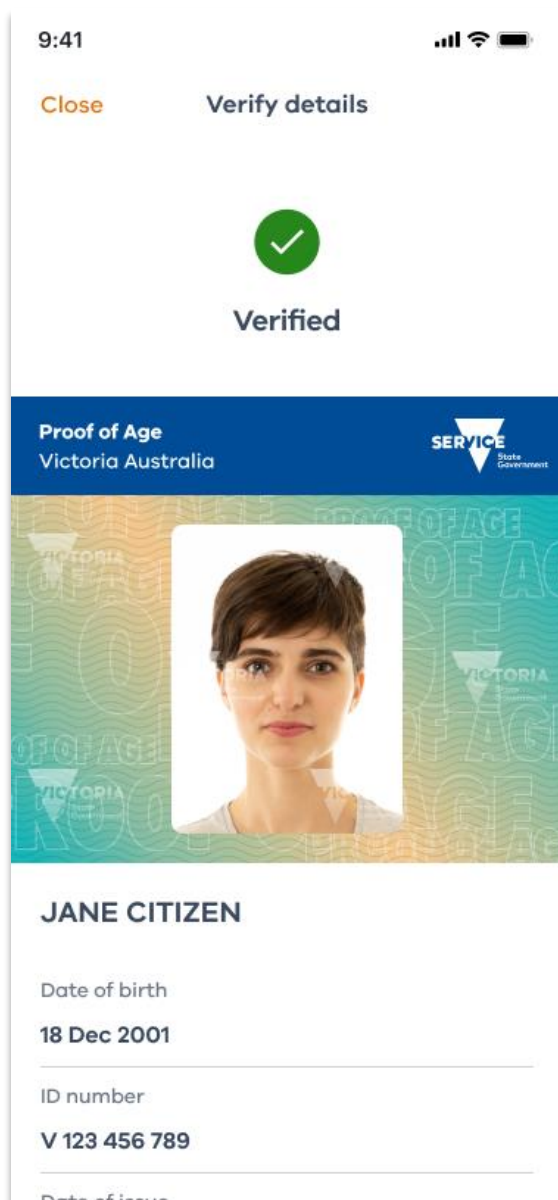


▲ Customer presents their digital Proof of Age QR code

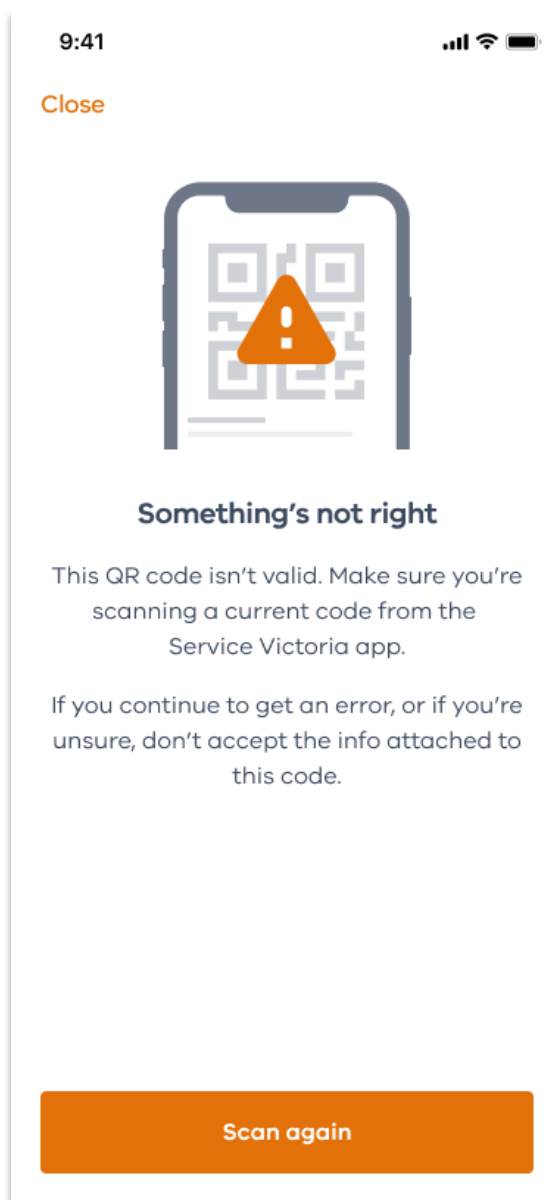


▲ Service Victoria app validates the QR code

- A green tick will confirm the digital Proof of Age is valid. The customer's Proof of Age information can also be found below this confirmation.
- If the digital Proof of Age is not valid, or has been tampered with, the below error message will appear.



▲ 'Green tick': Digital Proof of Age verified successfully

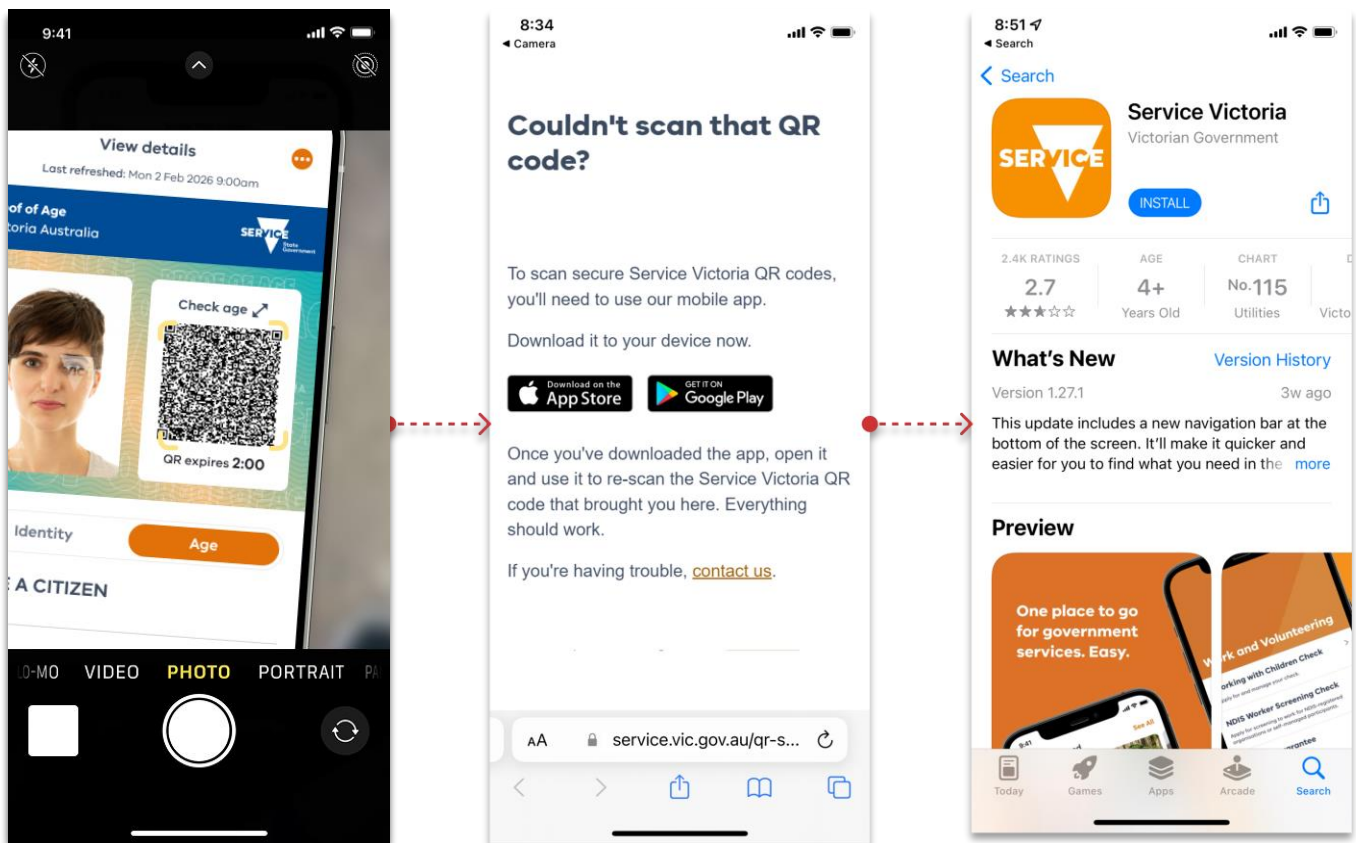


▲ QR code not valid or tampered with. If you are unable to scan the QR code, you may be asked to provide a physical identification document.

Scanning with the non-Service Victoria camera

The secure, encrypted QR code is only scannable using the Service Victoria mobile app camera or e-verification hardware. A mobile device camera will not be able to scan the QR code.

If you attempt to scan the customer's QR code using the mobile device camera, you will be redirected to an error screen and provided with the option to download the Service Victoria app if it's not installed on your device.

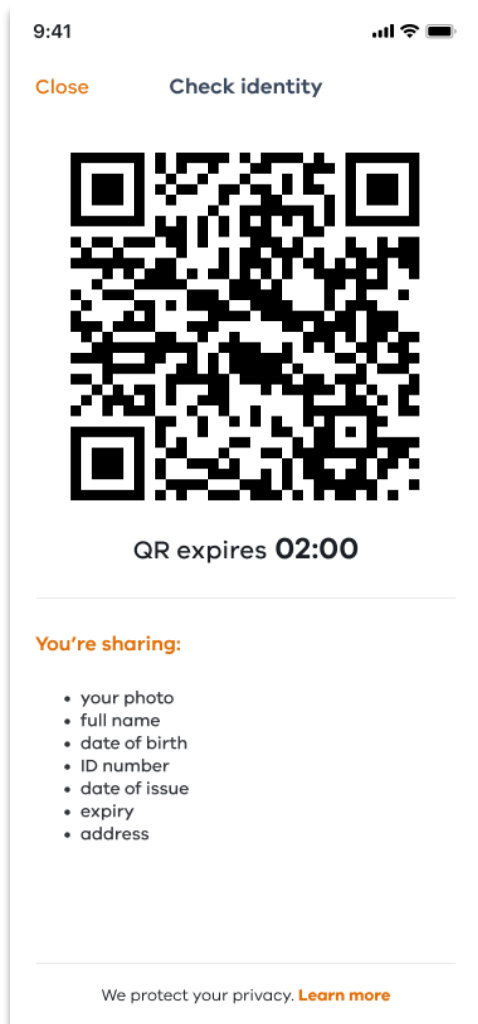


Enlarge QR Code

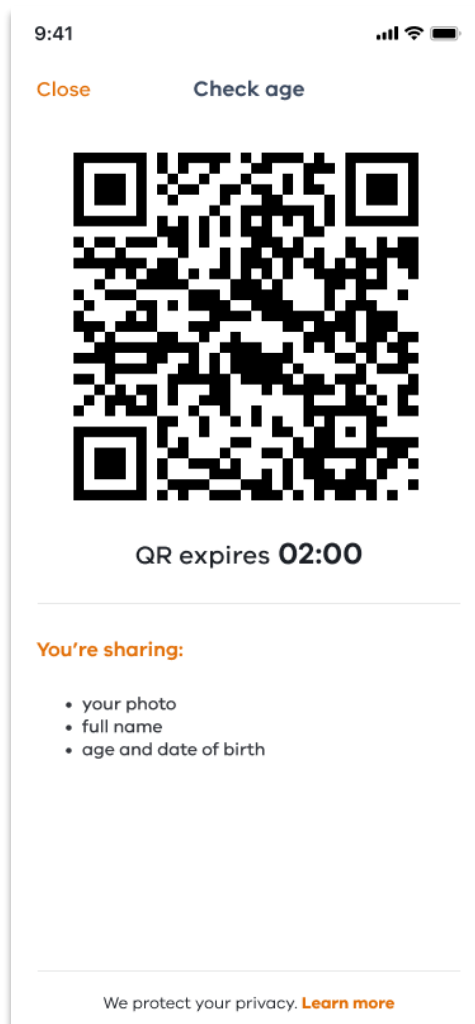
To successfully scan the QR code, ask the customer to enlarge the QR code by tapping on it via the 'arrow expand' icon above the QR code – on the 'view details' screen.

The QR code has two types of information – based on the toggle selected by the customer:

- identity information, and
- age information.

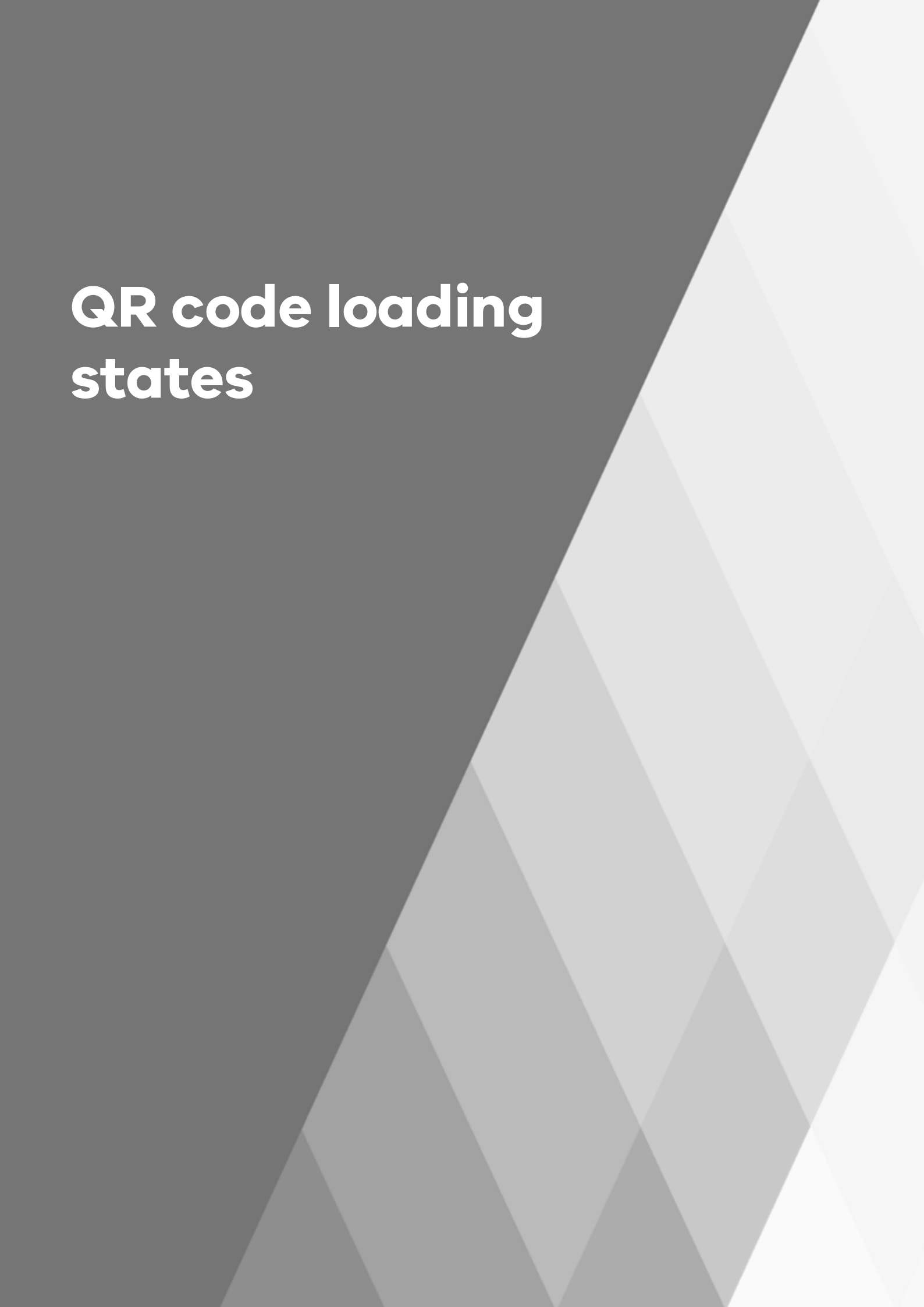


▲ Identity information –
enlarged QR code



▲ Age information – enlarged
QR code

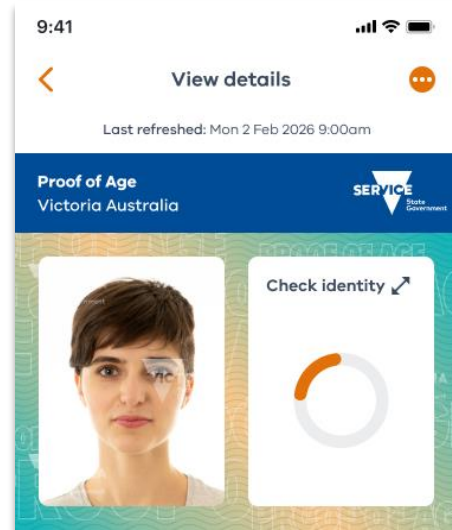
QR code loading states



QR code is loading

The QR code stores the customer's information to be scanned. This QR code can be refreshed by the customer.

When the QR code has loaded, you can ask the customer to present the QR code and scan it by using the Service Victoria app QR code camera or e-verification hardware.

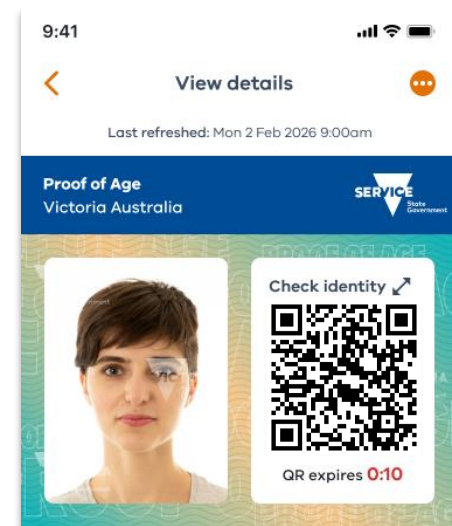


QR code count down

When the digital Proof of Age is opened, the QR timer will automatically start counting down from 2 minutes (120 seconds).

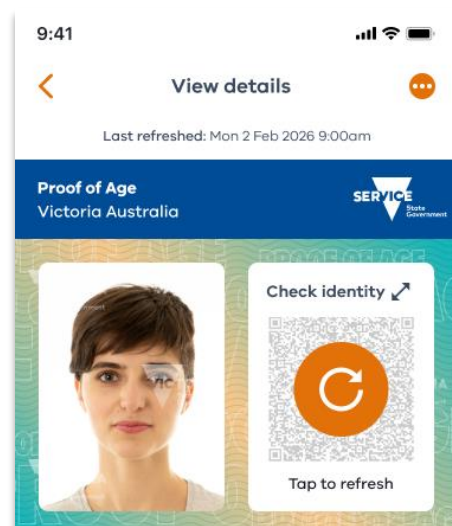
This example shows the 120 seconds within the last 10 seconds before it will require the user to refresh the QR code.

If the QR code has expired, it can not be scanned. You can instruct the user to **'tap to refresh'** (see below).



QR code requires refresh

When the QR timer expires after the two-minute countdown, the QR code displays a refresh button on the QR code for the customer to **'tap to refresh'**.

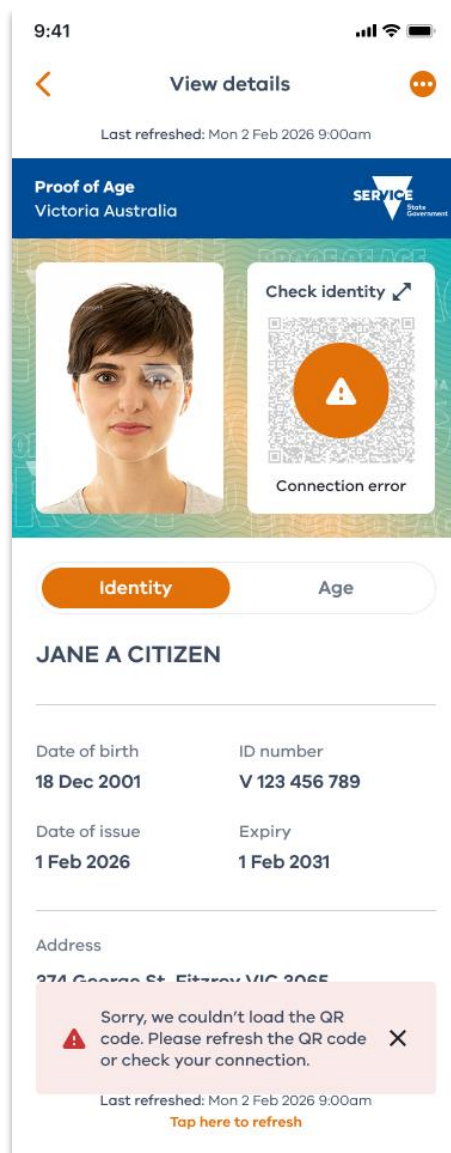


QR code connection error

If the digital Proof of Age encounters network connection errors, the QR code will display a warning sign and instruct the user there is a connection error.

You can advise the customer they should try and establish a connection for the QR code to become active.

You can also tell the customer they can attempt to **'tap to refresh'** the digital token at the bottom of the screen, which will be able to refresh the credential and QR code once a connection is established.



QR code ready to scan

Ask the customer to place the QR code in front of the Service Victoria camera or e-verification hardware to scan.

