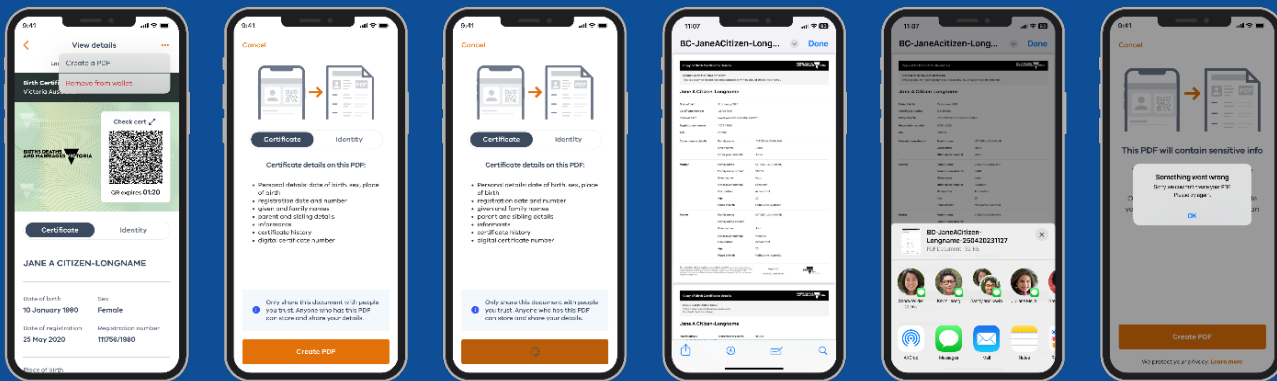


Create and share a PDF copy of a digital birth certificate



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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:
www.service.vic.gov.au/resources



Before you start

- ☐ You **must** have a Service Victoria account to add a child's digital birth certificate.
- ☐ Your parental names, and other birth certificate information **must** match the child's paper birth certificate to add a digital birth certificate and get a PDF copy of the digital birth certificate.
- ☐ To add your child's digital birth certificate to your Service Victoria Wallet, you'll need to prove your identity. To do this you'll need to:
 - ☐ Provide two additional IDs, one must have a photo such as a driver licence or passport. ID names must match a parent name on the original birth certificate
 - OR
 - ☐ Already have a verified digital identity in your Service Victoria account.
- ☐ The digital birth certificate **must** be added to create the PDF copy.
- ☐ You **must** be logged in to create and share a PDF copy of a child's digital birth certificate.
- ☐ You must be connected to an internet network to create a PDF copy of the digital birth certificate.

The digital birth certificate in your Service Victoria app is a legal document with the digital seal and Registrar digital signature.

The PDF copy **is not a legal document**, but can be shared for admin purposes.

Go to the digital birth certificate

Step 1

Open the Service Victoria mobile app on your device.

Step 2

Make sure you're logged in.

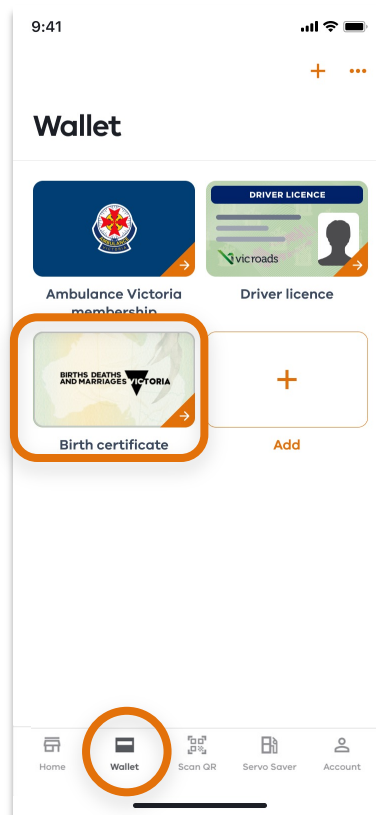
Step 3

Tap on **'Wallet'** in the **bottom navigation menu**.

You're now in your digital wallet. Any other digital identity documents or credentials you have will be shown here.

Tap the **'Birth certificate'** icon.

Once the digital birth certificate is open, you will see two tabs - 'Certificate' and 'Identity'



▲ Child digital birth certificate

Digital birth certificate

You have two ways to view a digital birth certificate.

Certificate

Identity

If you tap the '**Certificate**' button/toggle, the digital birth certificate will display the child's birth certificate information:

- Births, Deaths and Marriages logo
- QR code –the QR code refreshes every 2 minutes to keep it secure. Show the QR code to the person verifying your digital birth certificate so they can scan it.
- Certificate name
- Date of birth
- Sex
- Date of birth registration
- Birth registration number
- Place of birth
- Child details
- Parent details
- Registration details
- Informants (99% Parental information)
- Certificate history (if applicable)
- Digital certificate number (newly generated number – different from paper certificate number).
- Registrar digital seal and signature – John Batho, Registrar).

Certificate

Identity

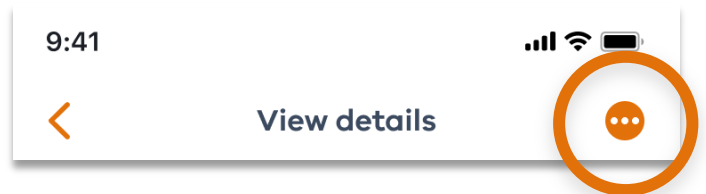
If you tap the '**Identity**' button/toggle, it will display the following key identity information:

- Births, Deaths and Marriages logo
- QR code – Verifiable for two minutes, before the customer must 'tap to refresh'.
- Child's certificate name
- Child date of birth
- Birth Registration number

How to create a PDF copy of the digital birth certificate

Step 1

Tap on the three dots in the orange circle at the top right-hand corner of your screen.



Tap '**Create a PDF**'



Step 2

Review and create your PDF copy

This screen shows you what info will be in the digital birth certificate PDF.

You can select Certificate or Identity.

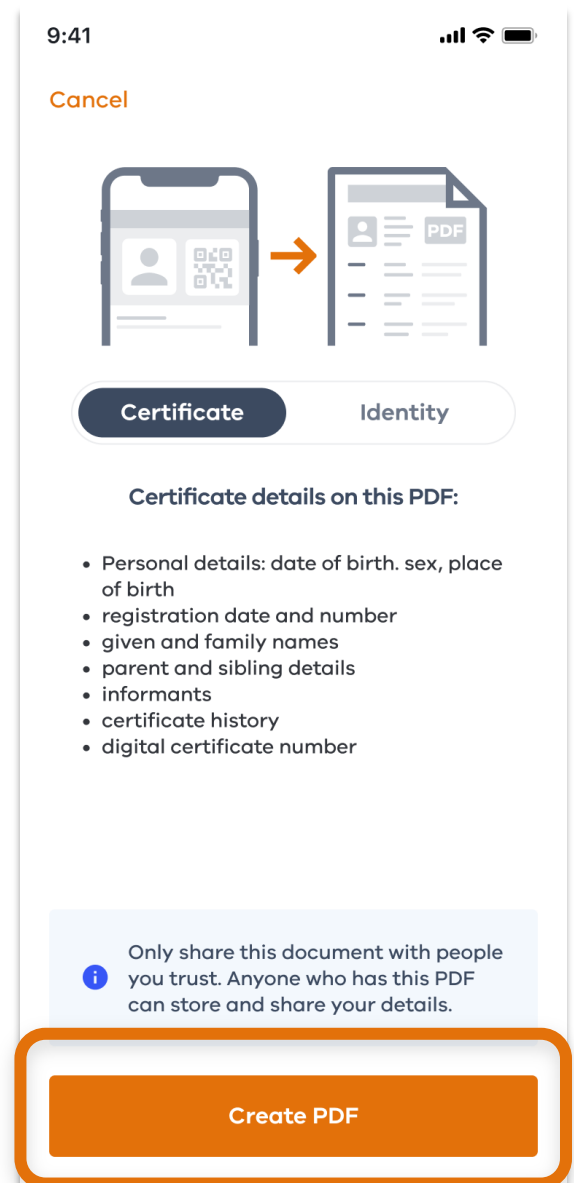
Identity shows more limited info.

Some organisations won't need all the info included in Certificate, so Identity can be used.

Down the bottom is the **'Create PDF'** button.

Select this when you're ready to create the PDF

A timer will display while the PDF is created.



Saving and sharing your PDF copy

Step 1

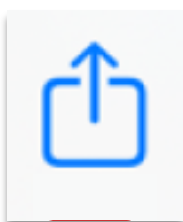
Now that your digital birth certificate PDF copy has been created, it's ready to save or share.

When you open it, it'll open in your device's PDF viewer.

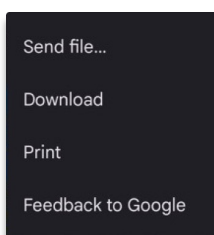
To share your PDF copy, tap the 'Share' icon or option on your screen.

The Share icon or option may look different depending on your device. See the iOS and Android examples below.

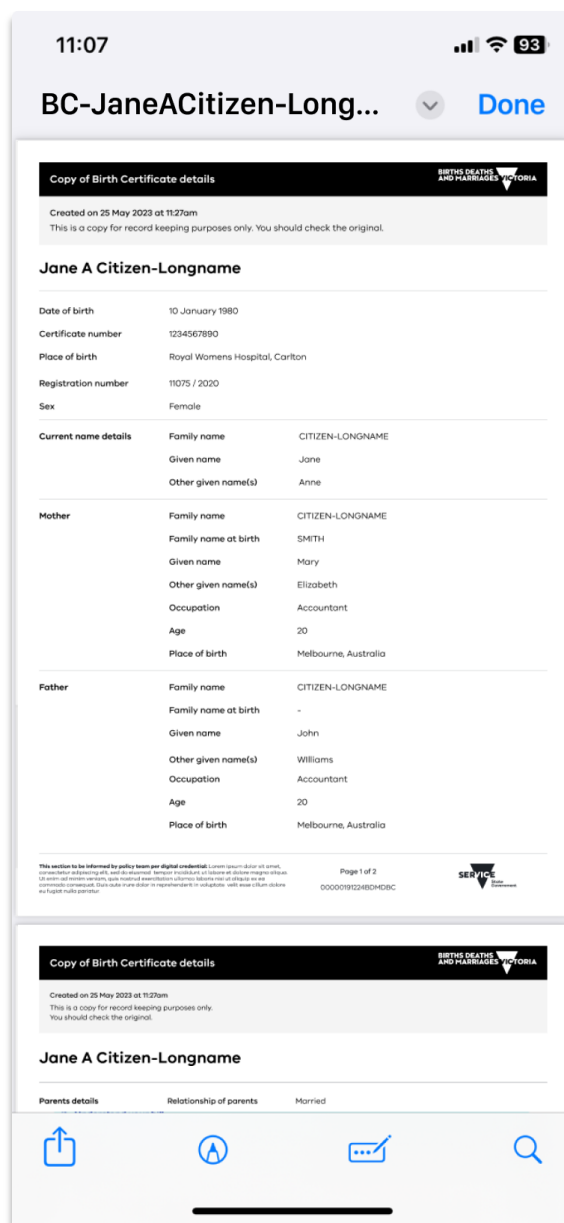
Only share the PDF copy with organisations or people you trust.



▲ iOS example



▲ Android example



Step 2

Choose how to share the PDF

Once you've selected the share option, your phone will show you the ways you can share the PDF. This includes:

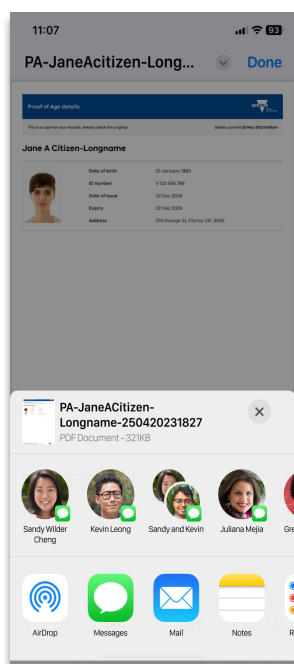
- Messages
- Email
- AirDrop (iOS)
- Google Drive

To share your PDF copy by email:

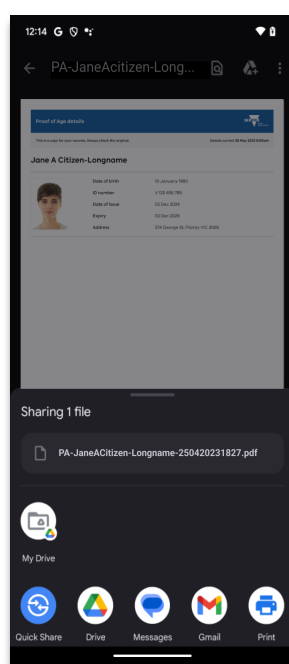
1. Tap the Mail, Gmail or other email app icon.
2. A new email will open with your PDF copy attached.
3. Enter the recipient's email address and send.

The sharing options may look different depending on your device. See the iOS and Android examples below.

Only share your PDF copy with people or organisations you trust.



▲ Native device 'share tray' (iOS)



▲ Native device 'share tray' (Android)

If you receive an error message

If your PDF copy can't be created, you may see the following error message:

"Something went wrong. Sorry, we couldn't create your PDF. Please try again."

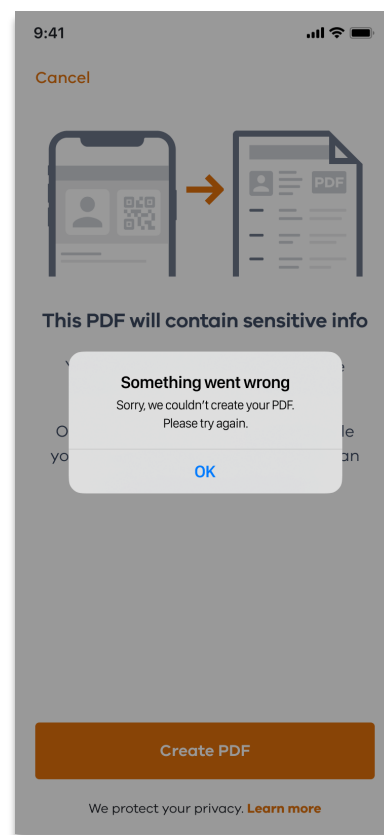
If this happens:

1. Tap 'OK' to close the message
2. Check that your device is connected to the internet.
3. Try creating your PDF copy again.

If the problem continues, restart your device.

If you continue to have issues:

- Wait and try again later to see if server issues are fixed
- Make sure your app is up to date
- Contact Service Victoria through the service Victoria website.



▲ Create PDF: error message
(iOS / Apple example)

The PDF copy of a digital birth certificate

Extract of digital birth certificate

BIRTHS DEATHS
AND MARRIAGES VICTORIA

This is a copy for your records. Always check the original.

Document generated 25 May 2023 9:00am

Jane A CITIZEN-LONGNAME

Date of birth	10 January 1980
Sex	Female
Date of registration	25 May 2020
Place of birth	Royal Womens Hospital, Carlton

Date and time document was generated on your device

Current name details	Family name	CITIZEN-LONGNAME
	Given name	Jane
	Other given name(s)	Anne

FATHER	Family name	CITIZEN-LONGNAME
	Family name at birth	Smith
	Given name	John
	Other given name(s)	William

MOTHER	Family name	CITIZEN-LONGNAME
	Family name at birth	Smith
	Given name	Mary
	Other given name(s)	Elizabeth

This is not a legal birth certificate. For information on sharing and verifying PDF copies of Service Victoria digital ID docs, visit www.service.vic.gov.au/sharing-a-pdf

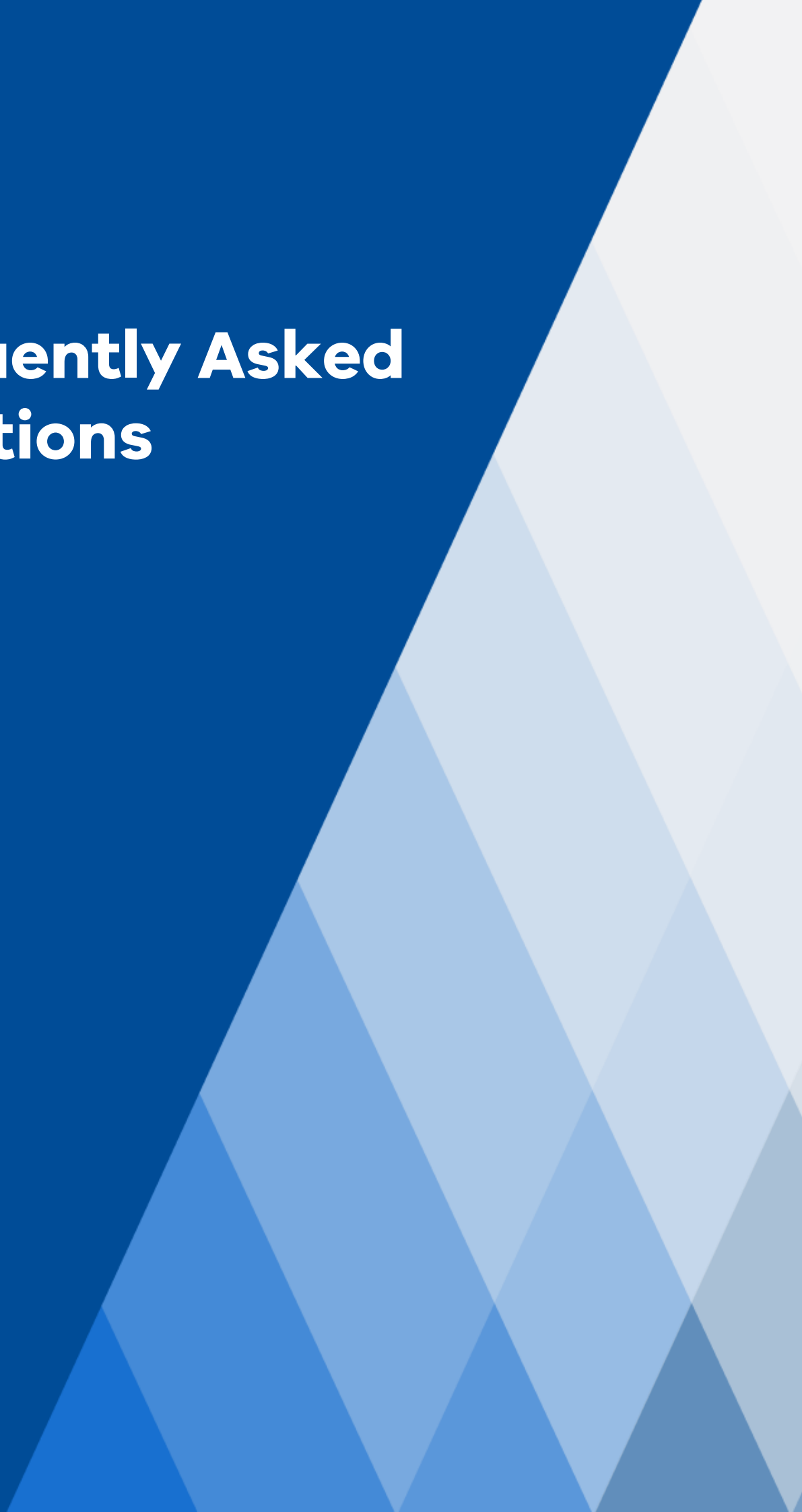


External link to the Service Victoria website help section:
www.service.vic.gov.au/sharing-a-pdf



Government
Services

Frequently Asked Questions



1. What is a digital birth certificate?

A digital birth certificate is a secure, digital version of a birth certificate. It's stored and accessed on a mobile device through the Service Victoria mobile app.

It's currently only available to children born on or after 19 February 2019. You can get one on behalf of your child.

2. What is sharing a copy of a digital credential?

You can share a PDF version of your child's birth certificate with a private business or education facility who need your child's details. This is often for admin or regulatory reasons.

This guide shows you how to share a copy of your digital birth certificate as a PDF.

3. What do I need to share a PDF?

To share a credential like a digital birth certificate as a PDF, you must first add it to your Service Victoria wallet.

You access the wallet on the Service Victoria app. You'll need a mobile device like a smartphone to get the app.

You must also:

- have a verified digital identity in your Service Victoria account. You'll need two identity documents to do this. One must have a photo of you, such as a passport or driver licence.
- have the relevant agency verify your info—for example, Births, Deaths and Marriages Victoria will verify your info for digital birth certificates.

4. Why do I need to create a PDF copy?

You don't need to create a PDF copy.

You can choose to do this when proving your child's identity and providing their details to businesses or organisations that may need that info.

They may need to store this info for identity, admin and regulatory reasons.

5. What if I can't confirm my identity online?

You must verify your identity to get a digital birth certificate through Service Victoria.

You can still get a paper birth certificate through Births, Deaths and Marriages.

6. Do I need to have a Service Victoria account to get a digital certificate?

Yes. You can login or create an account with Service Victoria, via the mobile app or via desktop: service.vic.gov.au/account-registration

7. Is my PDF secure and private?

When you create a PDF copy, your mobile device securely converts your stored info into a PDF. Only you have access to this copy before you share it with someone else.

Before sharing it:

- check that you have selected the correct person or organisation
- make sure you trust who you're sending it to
- remember that the info leaves your device once you share it.

When you tap 'Create PDF', you agree to use your stored information to create the PDF.

When you tap 'Share', you agree to send the PDF to the recipient.

You and Service Victoria cannot control what another person does with your info. This is why you should only share a PDF copy with a person, business or organisation that can be trusted.

8. Where is the PDF accepted? Is it a legal document?

The digital birth certificate is designed to be a form of ID like a passport or a driver licence. It is a legal document and can be used to prove identity.

A PDF copy of a digital birth certificate **is not a legal document** and is not designed to be used as a form of ID. It's also not a certified copy.

The PDF copy is useful to pass on your child's details to private businesses or education facilities. This is often for admin or regulatory reasons.

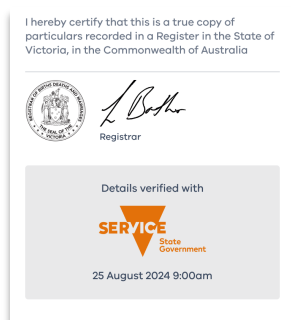
9. Am I able to create a PDF of all my digital credentials?

The digital birth certificate is the only digital credential that can be shared as a PDF right now. Service Victoria is working to make PDF sharing available for other types of credentials.

10. What information is on the evidence of a digital credential PDF?

If you select the '**certificate**' tab, this will present information pertaining to the child's birth certificate, such as:

- Births, Deaths and Marriages logo
- QR code – For businesses to scan. Is verifiable for two minutes, before the customer must 'tap to refresh'.
- Child's certificate name
- Child's date of birth
- Sex
- Date of birth registration
- Birth registration number
- Place of birth
- Child details
- Parent details
- Registration details
- Informants (99% Parental information)
- Certificate history (if applicable)
- Digital certificate number (newly generated number – different from paper certificate number).
- Registrar digital seal and signature – John Batho, Registrar (See example below)



Please note: there will be varying levels of personal certificate information on each digital birth certificate, dependent on any:

- Changes of name
- Multiple births
- Siblings
- Deceased parents
- Null / suppressed data
- Birth statuses (endorsements)
- No history recorded
- Relationship of parents.

11. Who will store my PDF?

Businesses and agencies that you chose to share the PDF with may store your info if they need to. Only share the PDF with people and organisations you trust.

12. Do you, or does Government store my PDF?

No. The data is stored locally on your mobile device, in the Service Victoria app. The app is protected by your email address, password and 6-digit PIN.

Once you make a PDF copy and send it to someone, then your info is no longer protected. You and Service Victoria can't control what another person will do with that PDF. You should only share the document with people you trust.

Anyone who has the PDF can store and share your details.

13. How long do the details stay current once created on the PDF?

The details generated on the PDF are a **'point in time'** creation. In the top right of the document (below the PDF header / agency logo) you will see:

'Details current 10 February 2025 10:23am' (example)

This shows when the PDF was created using the info from the digital birth certificate.

The PDF does not update automatically after you've created it. This means the date and time shown on the PDF may be out of date. You can generate a new one at any time.

If you still have concerns, check the information in the PDF against the person's digital birth certificate in their mobile app by scanning the QR code. ([Refer to Troubleshooting FAQ #3](#)).

