

How to verify a digital birth certificate with a mobile device



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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

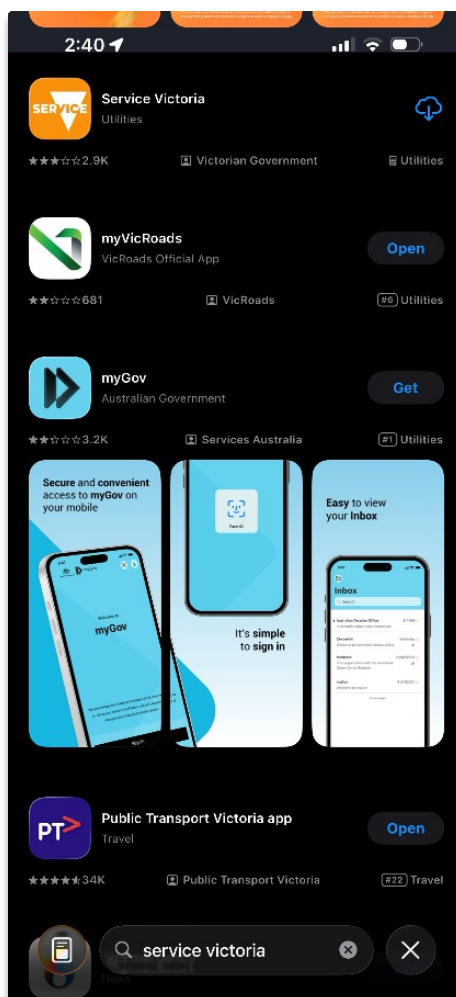
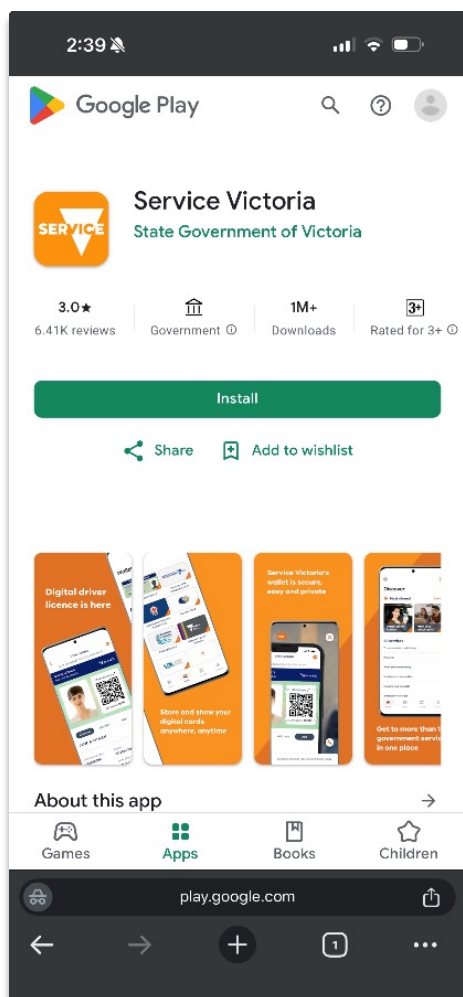
How to verify a digital birth certificate with a mobile device

You can confirm a digital identity document (like a digital birth certificate) is real and can be trusted using the Service Victoria app.

Step 1

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

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

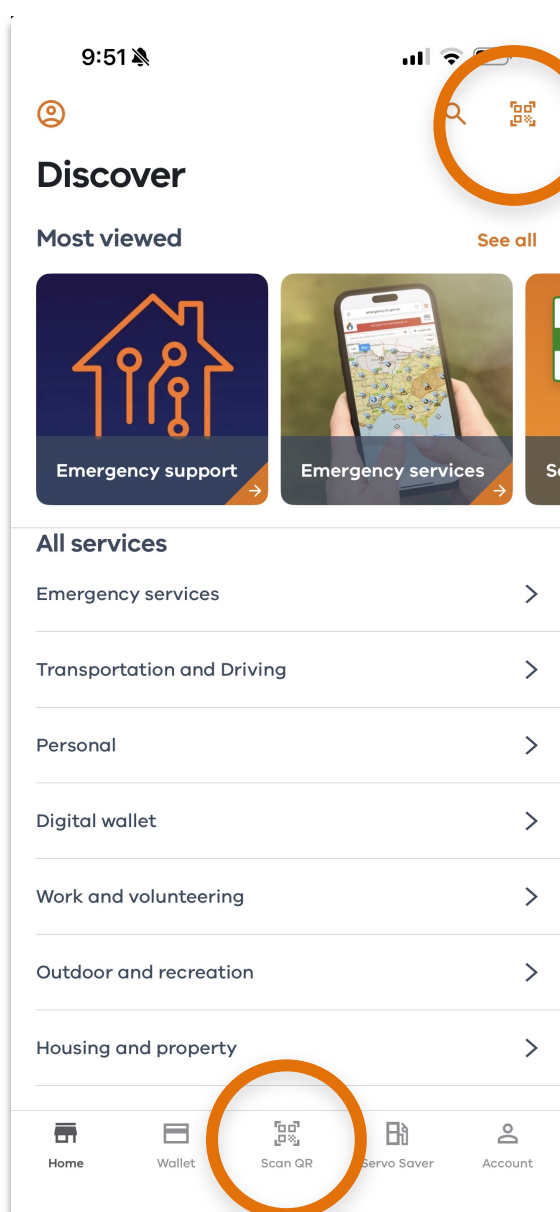


Step 2

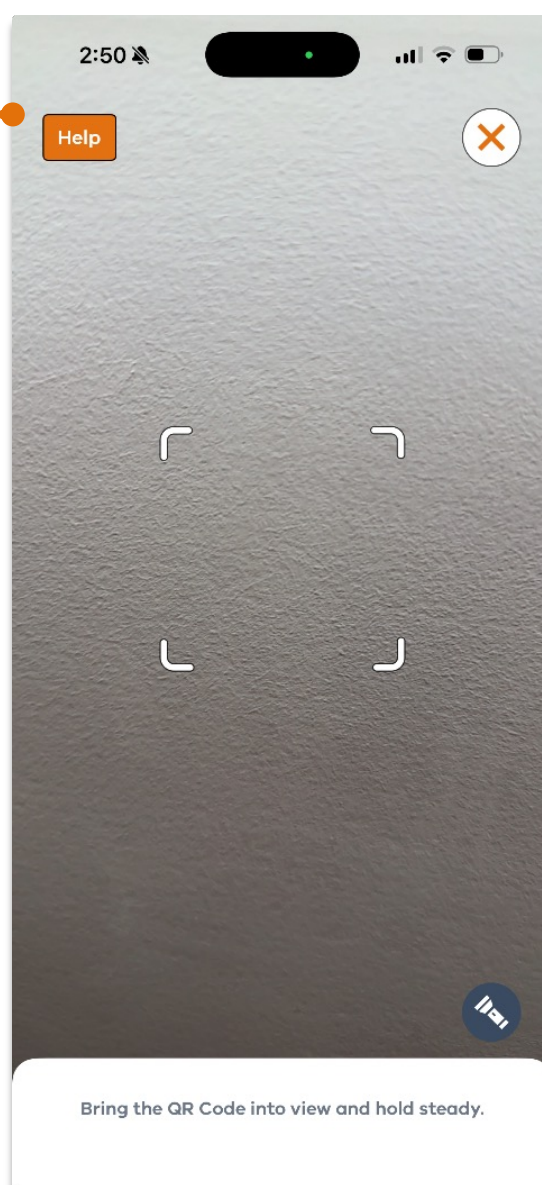
Open the Service Victoria app camera to scan a QR code.

You can find it on the homepage, either:

- in the top right **or**
- in the centre of the bottom menu, labelled 'Scan QR'



▲ Service Victoria homepage:
QR code camera locations



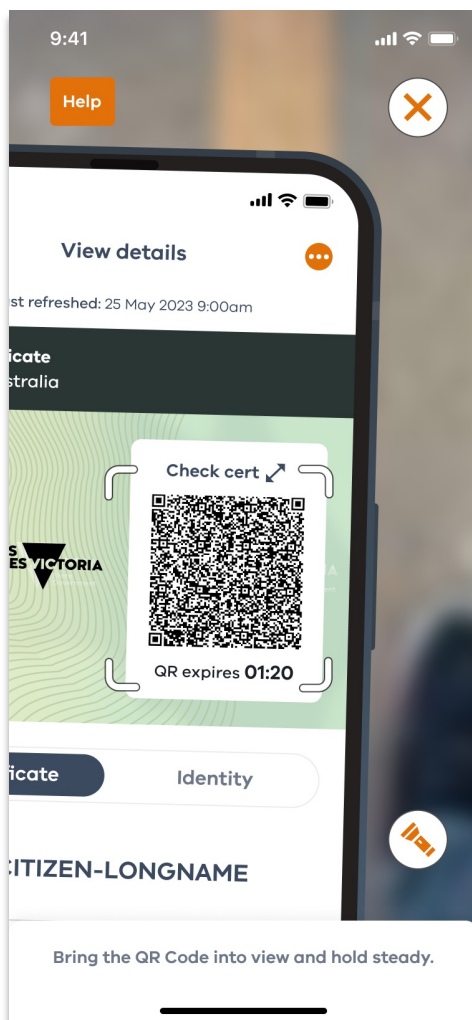
▲ Service Victoria QR code camera

Step 3

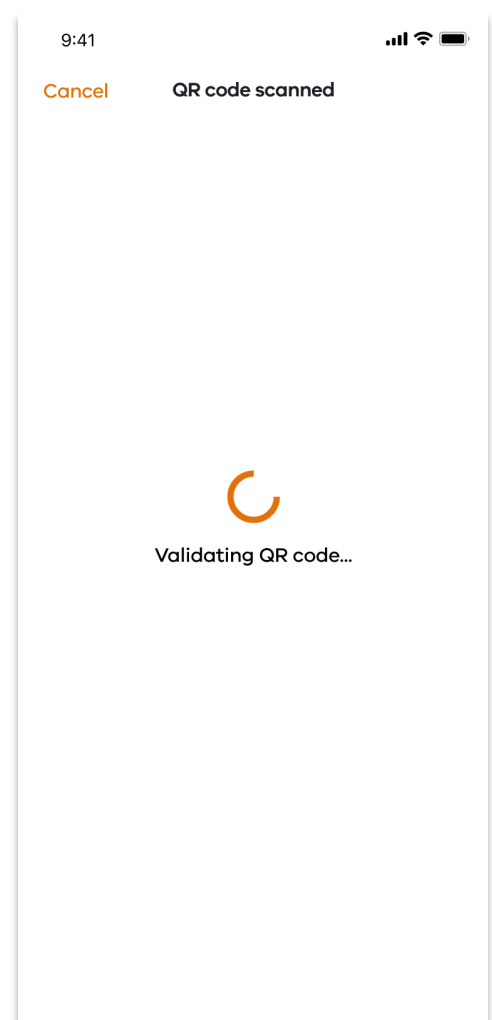
You can now scan the QR code of the digital ID you're trying to verify.

To do this, ask the person to:

1. Open their digital birth certificate in **their** Service Victoria app
2. Scan the QR code on **their** digital birth certificate using **your** Service Victoria app.
3. Wait while **your** Service Victoria app validates the QR code.



▲ Person presents the digital birth certificate QR code



▲ Service Victoria app validates the QR code

Once you have scanned the QR code:

- A green tick means the certificate is valid. You will also see the digital birth certificate details below.
- If the digital birth certificate is not valid, or if someone has changed it, an error message will appear.
If this happens, you will need to check their paper birth certificate.

9:41   

[Close](#) **Verify details**



Certificate verified

Birth Certificate
Victoria Australia

JANE A CITIZEN-LONGNAME

Date of birth	Sex
10 Jan 1980	Female
Date of registration	Registration number
25 May 2020	11075/2020

Place of birth

Royal Womens Hospital, Carlton

▲ 'Green tick': Digital birth certificate verified successfully

9:41   

[Close](#)



Something's not right

This QR code isn't valid. Make sure you're scanning a current code from the Service Victoria app.

If you continue to get an error, or if you're unsure, don't accept the info attached to this code.

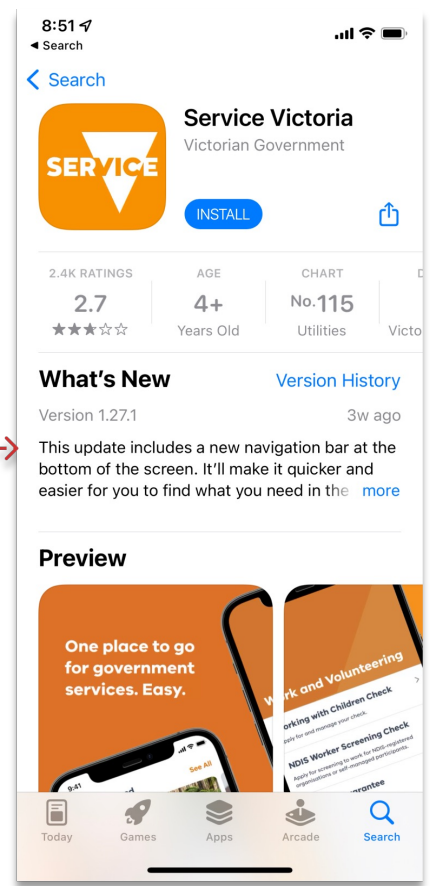
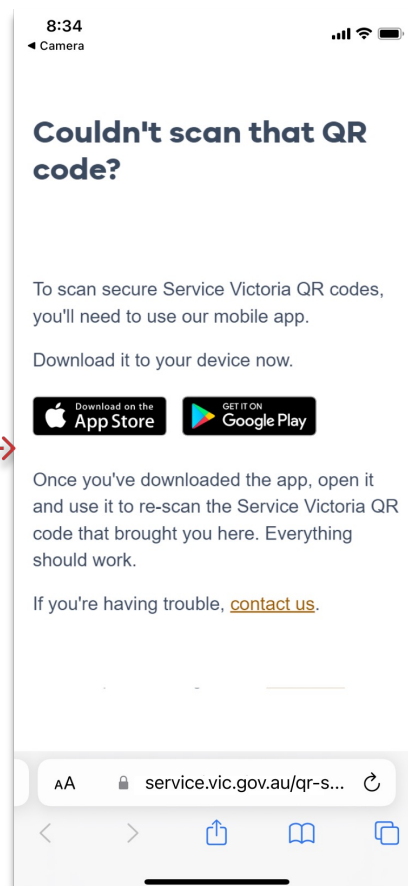
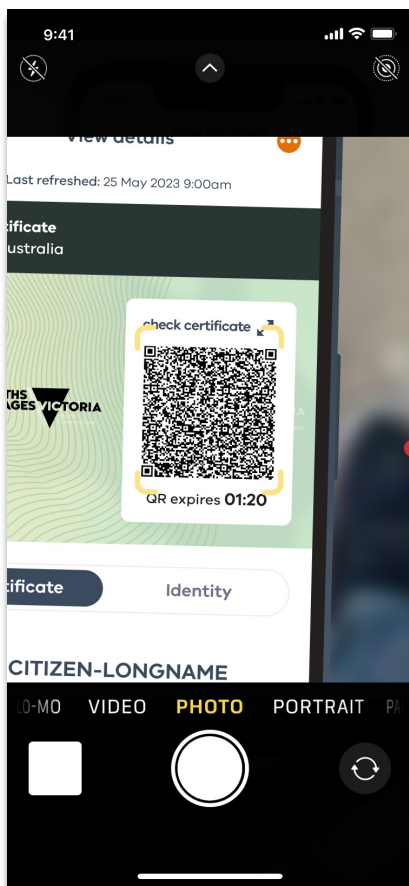
[Scan again](#)

▲ QR code not valid or tampered with. You'll need to check their paper birth certificate.

Scanning with the non-Service Victoria camera

If you try to scan the QR code with your device's normal camera, you'll get an error.

It'll then give you the option to download the Service Victoria app.



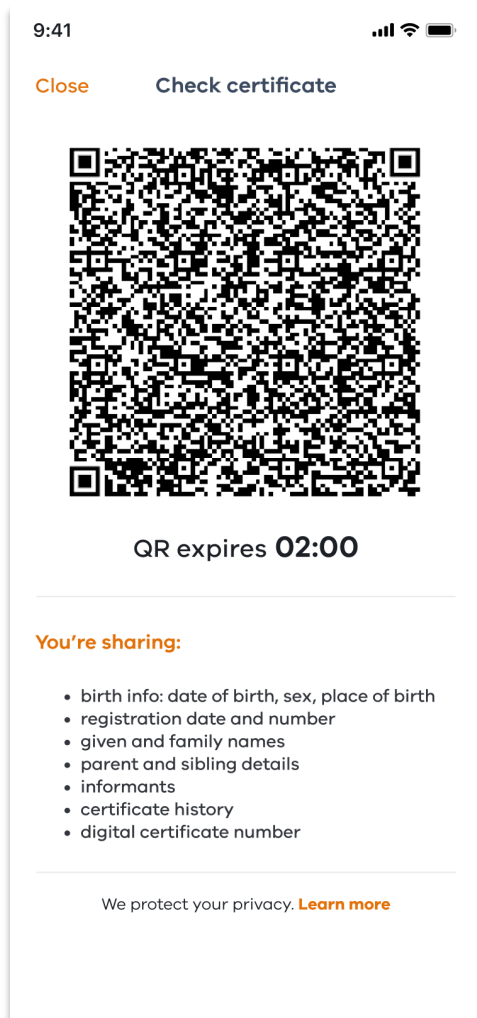
Enlarge QR Code

If your camera can't read the QR code, you can ask the user to make it bigger. They can do this by tapping the expand arrow icon above the QR code on the View details screen.

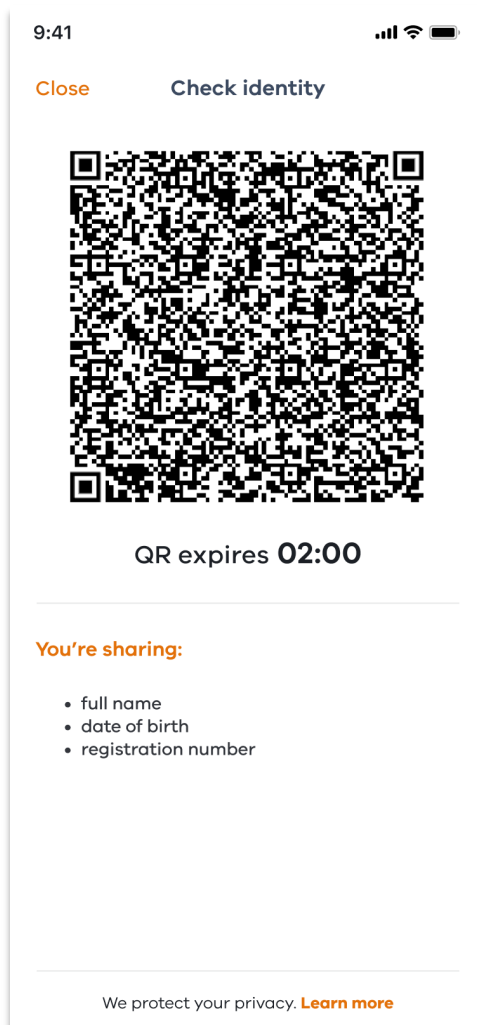
The user can choose to show you two amounts of info.

- certificate information
- identity information

'Certificate' includes extended personal details, while 'identity' only shows a person's name, date of birth, and birth registration number.

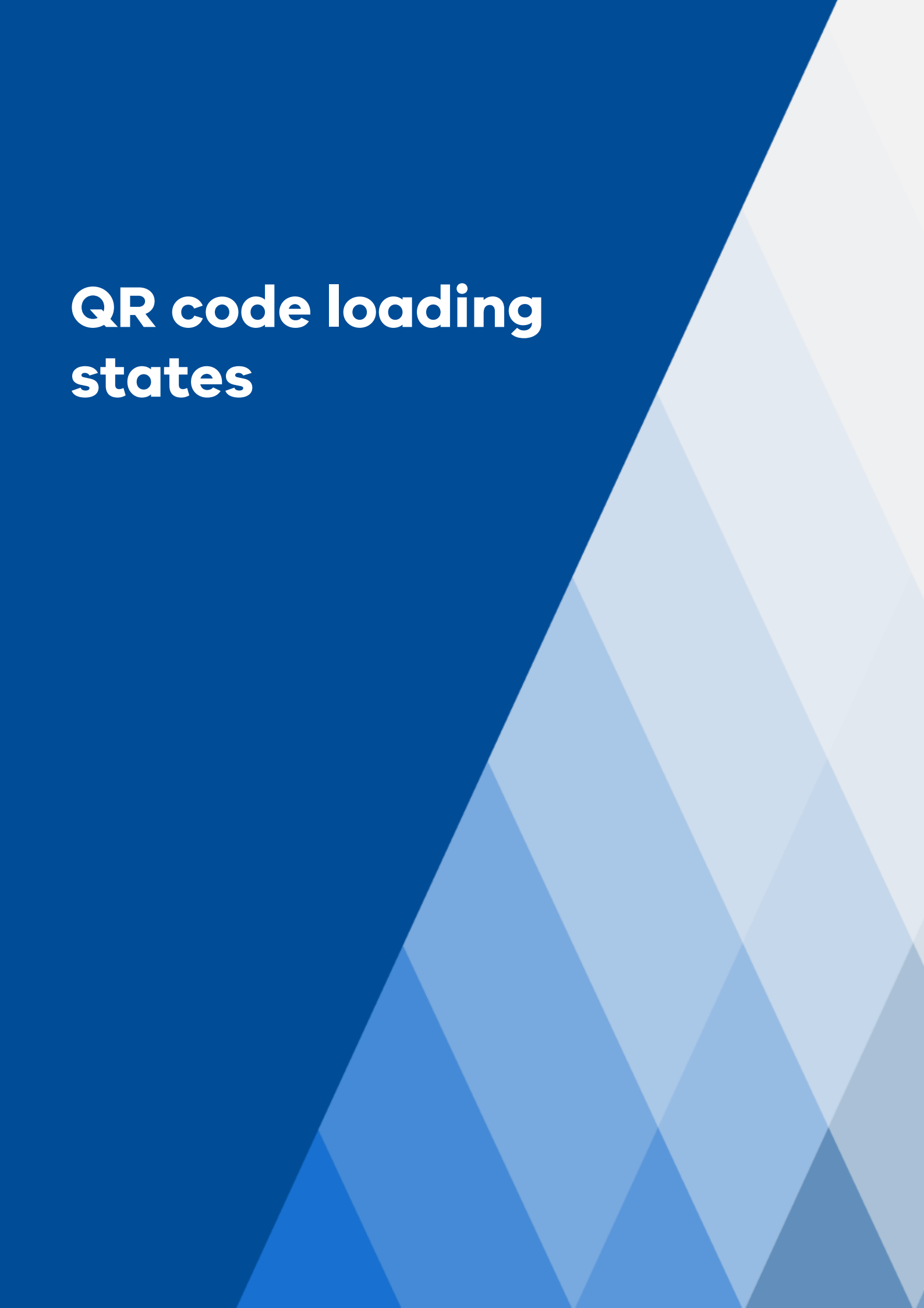


▲ 'Certificate information – enlarged QR code



▲ Identity information – enlarged QR code

QR code loading states

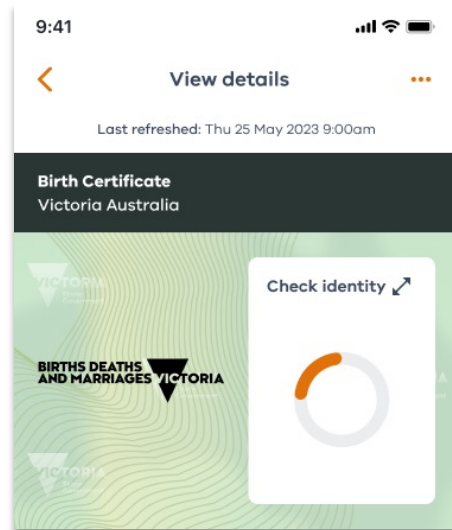
The background of the slide is composed of a series of overlapping triangles in various shades of blue, ranging from a deep navy blue to a very light, almost white blue. These triangles are arranged in a way that creates a sense of depth and movement, with some triangles pointing upwards and others downwards, creating a complex, layered geometric pattern.

QR code is loading

The QR code can be used to verify if a digital birth certificate is valid.

When the user opens the certificate, it will load and present the QR code. This may take a few seconds

You can scan this code using your device with the Service Victoria app.

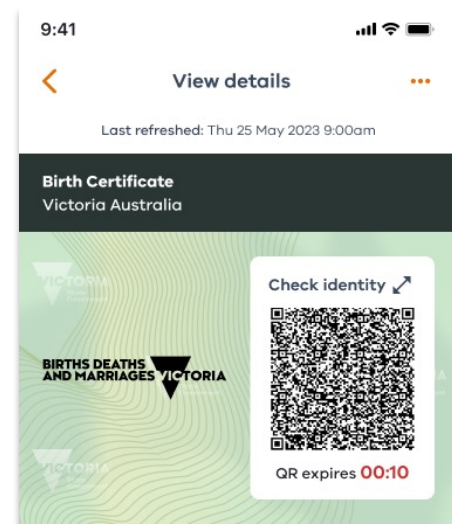


QR code count down

When the birth certificate is open, the QR code timer will start counting down from 120 seconds.

If the QR code expires, you won't be able to scan it.

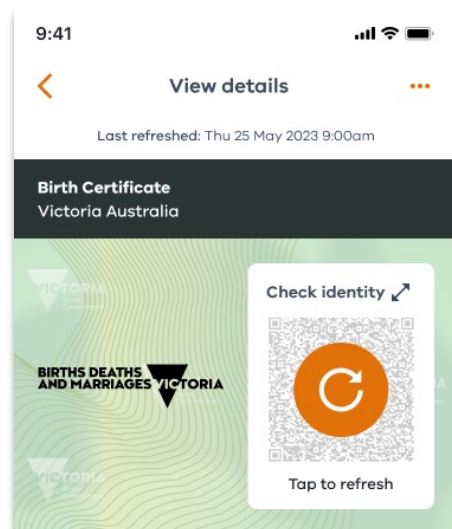
The user will then have to **'tap to refresh'** (see below).



QR code requires refresh

When the timer expires, an orange refresh button will appear over the QR code.

The user will have to tap this refresh button to get a new valid QR code.



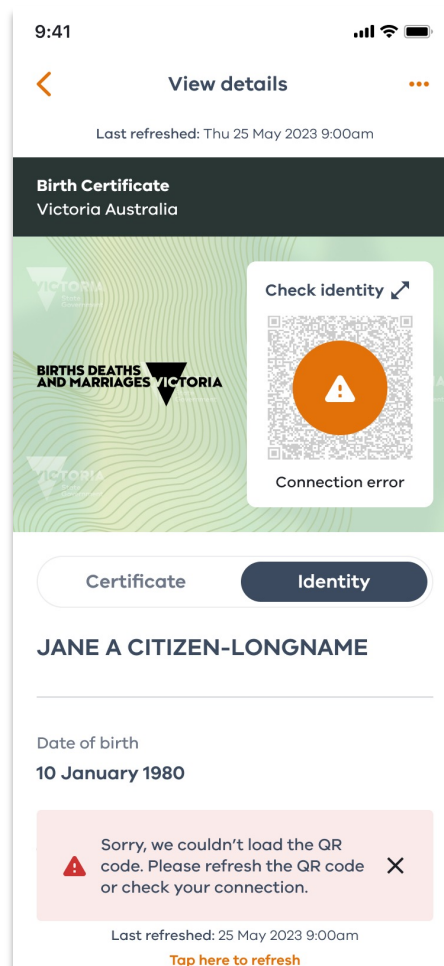
QR code connection error

If the user doesn't have an internet connection, the QR code will show a warning.

Tell the user to check their connection and try again.

You can also tell the user to tap **Refresh** at the bottom of the digital birth certificate.

Once their internet is working again, the QR code will load and you'll be able to scan it.



QR code ready to scan

Ask the user to show you their QR code so you can scan it.

This must be done through the **'Scan QR'** function in your own Service Victoria app.

It'll help if their device brightness is turned up.

