

Add a digital birth certificate to your Service Victoria App wallet



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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.
- ❑ You **must** be logged in to create and share a PDF copy of child's digital birth certificate.
- ❑ Parent 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 get your child's digital birth certificate in your Service Victoria app wallet, you'll need to prove your identity. To do this you'll need:
 - two additional IDs such as a driver's licence, passport or Medicare card. One must have a photo. ID names must match a parent name on the original birth certificate

OR

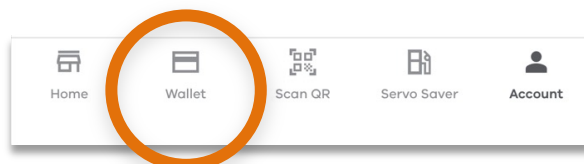
- a verified digital identity in your Service Victoria account.
- ❑ The digital birth certificate on your device **is a legal document** with the digital seal and Registrar digital signature.
- ❑ You can create a PDF copy of the digital birth certificate. The digital birth certificate **must** be added to your Service Victoria app first to create the PDF copy.
- ❑ The PDF is a copy of the digital birth certificate info. **It is not considered a legal document.** It is a copy of the certificate info intended to be given to businesses and organisations who need it for their records.
- ❑ You must be connected to an internet network to create a PDF copy of the digital birth certificate.

How to add a digital birth certificate

Step 1

Open the Service Victoria app on your smartphone or tablet.

Select 'Wallet' on the menu at the bottom of the screen.



Step 2

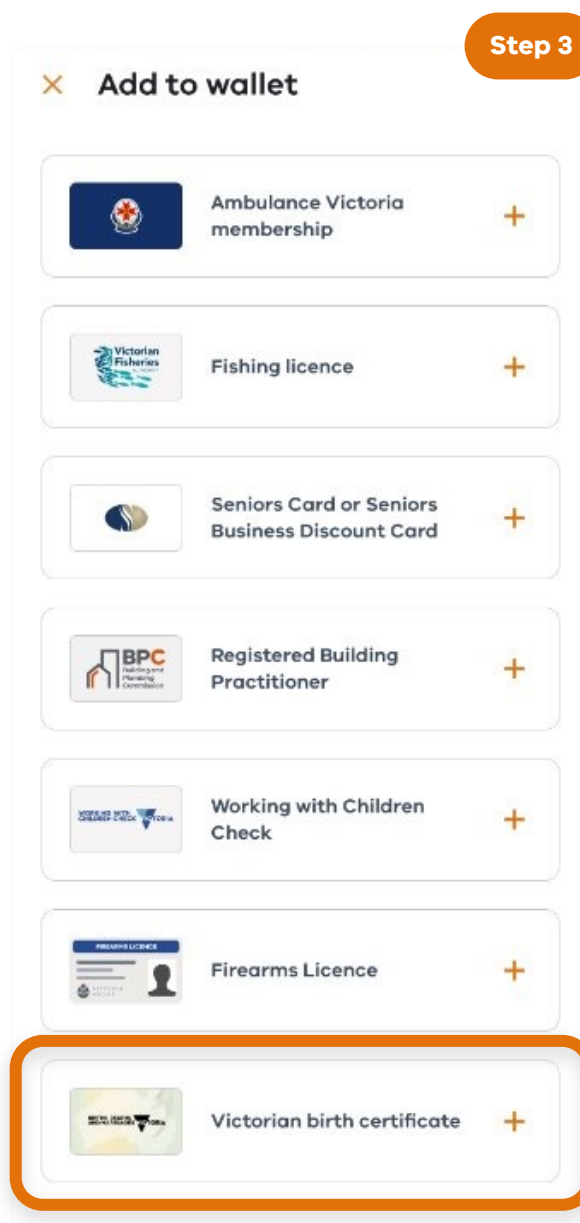
The wallet screen shows what credentials you already have.

Press the **'+ add'** button to see the digital credentials available to add.

Step 3

Tap **'Victorian birth certificate + '**.

This will start the process to add a digital birth certificate.



Step 4

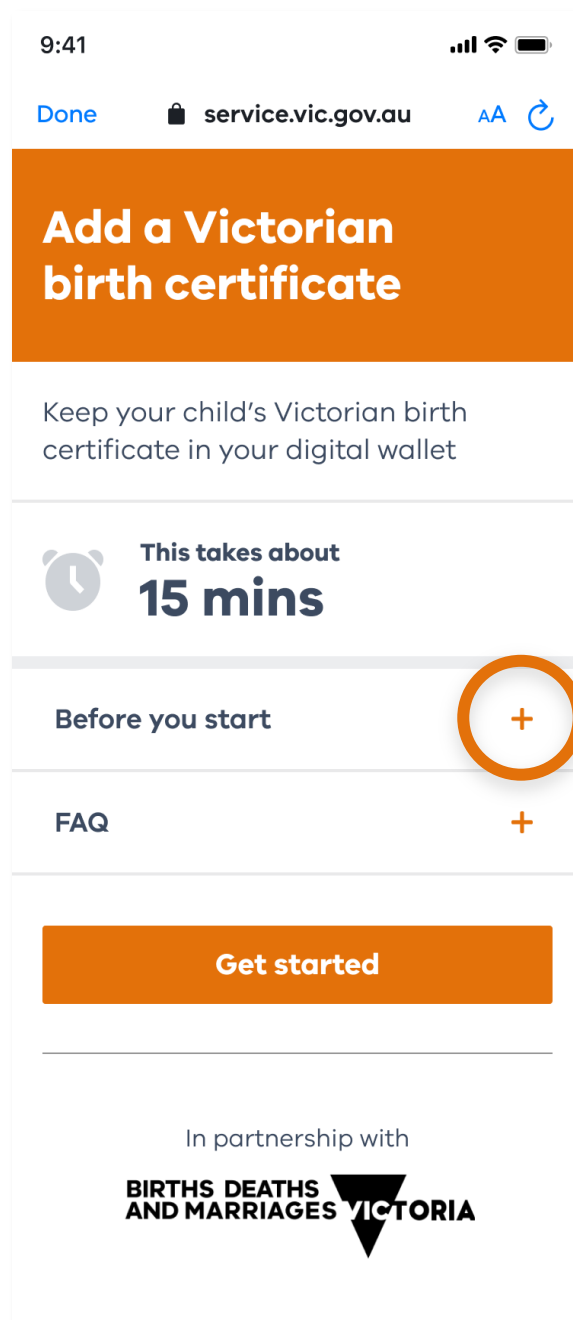
You will see the Add a Victorian birth certificate start screen.

Currently you must have a copy of the paper certificate to get a digital one. This may change in the future.

Tap the '+' icons for more info on how to add a digital birth certificate, and [frequently asked questions](#).

Step 5

Tap '**Get started**' to begin the process.



Step 6

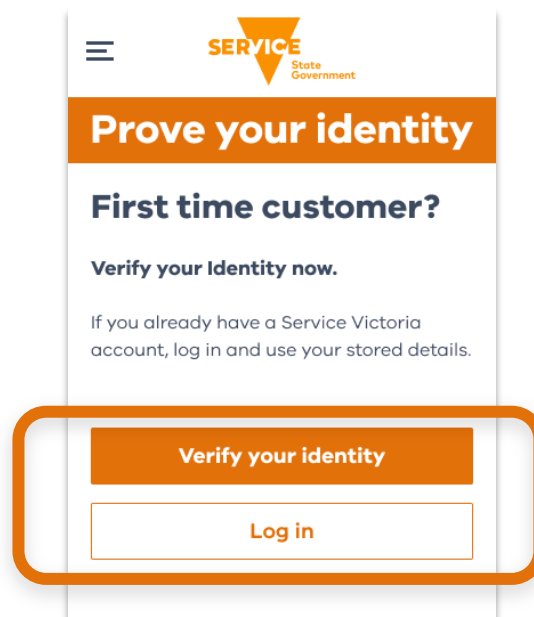
Please note: You will need to log in again to continue.

You will need to verify your identity to get a digital birth certificate.

If you have previously verified your identity online with Service Victoria and saved your digital identity, you won't have to do it again.

Go to step 7 if you haven't verified your identity on the Service Victoria app.

If you have already verified your identity, skip to step 15.



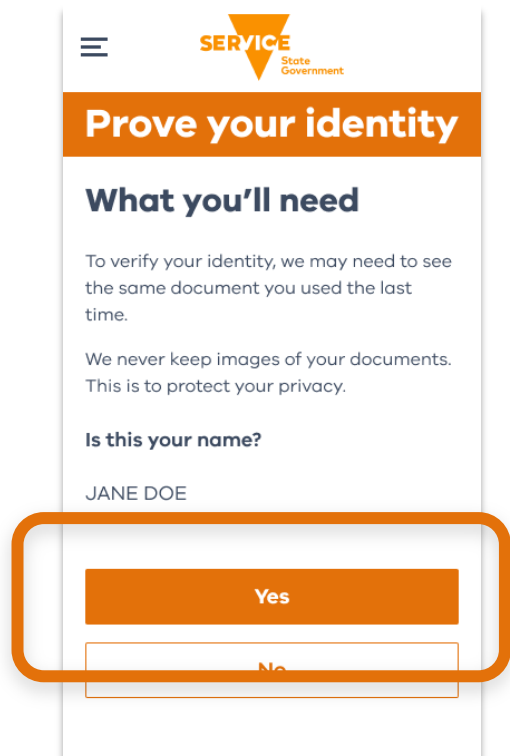
Step 7

To start your identity verification process, you'll need to choose **two** of the following documents:

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

Step 8

Confirm your name by tapping
'Yes'



The screenshot shows a mobile app interface for the Victorian State Government. At the top, there is a hamburger menu icon and the 'SERVICE State Government' logo. The main heading is 'Prove your identity'. Below this, the section 'What you'll need' contains two paragraphs: 'To verify your identity, we may need to see the same document you used the last time.' and 'We never keep images of your documents. This is to protect your privacy.' The next section, 'Is this your name?', displays the name 'JANE DOE'. At the bottom, there are two buttons: 'Yes' (highlighted with an orange border) and 'No' (outlined in orange).

Step 9

Choose your first ID to prove your identity.

For this example, we will use a current Australian Passport.



The screenshot shows the same mobile app interface as in Step 8. The main heading is 'Prove your identity'. Below this, the section 'Choose your first ID:' contains a list of seven ID options, each with a radio button: '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', and 'Australian citizenship certificate'. At the bottom, there are two buttons: 'Next' (highlighted with an orange border) and 'I don't have this' (outlined in orange).

Australian Passport example

Step 10

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 11

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:

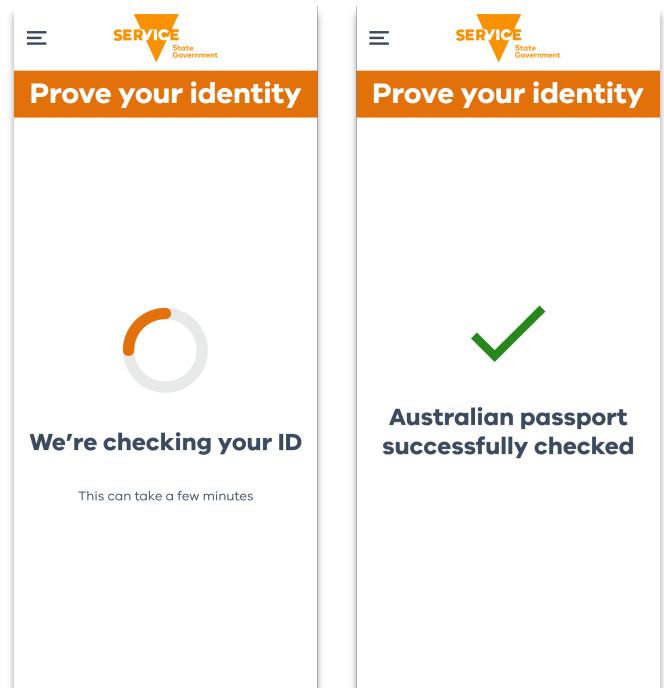
⚠ Something's wrong

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 12

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
- Card 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'**.

Tap **'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.

SERVICEState Government

Prove your identity

Enter your details

Make sure your licence number and the state of issue are correct

Document type
Australian driver licence or learner permit

Registration state
VIC

Licence number
e.g 1234567890

Card number
e.g A1234567
Found on rear of card. Either top right, or small text below driver's birth year.

Unable to read card number?

- Take a photo of the rear of your licence.
- Zoom in on the photo to be able to read the number more clearly.

[Help me find my card number.](#)

Given name

Middle name or initial

Family name

Date of birth
DD / MM / YYYY

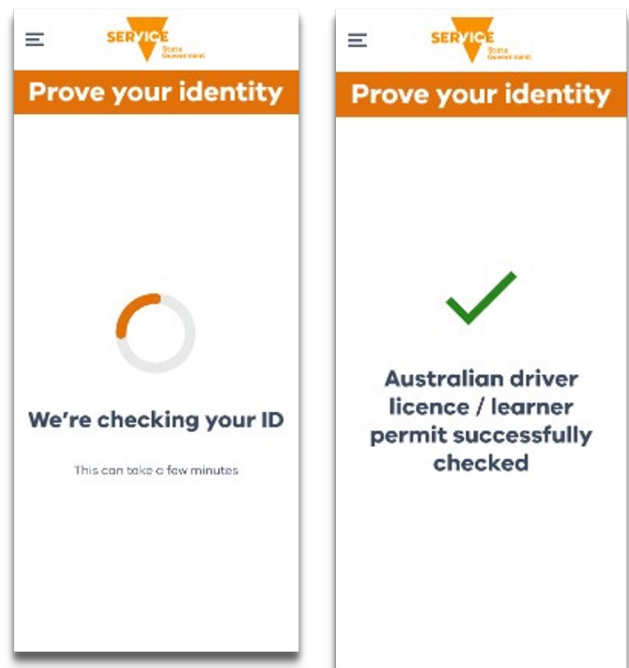
☐ I consent to have my licence checked with the issuer or official record holder

Verify

Back

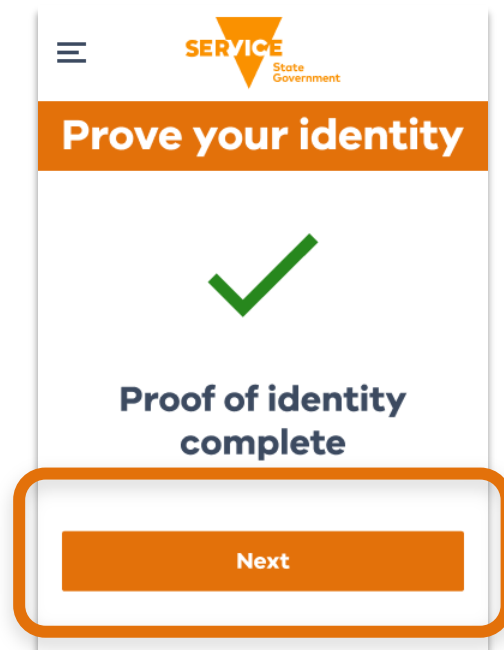
Step 13

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



Step 14

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



Step 15

This screen is where you need to enter the details from your child's paper birth certificate.

Enter your child's paper birth certificate details:

- Child date of birth (DD/MM/YYYY)
- Paper certificate barcode number (on the rear of the paper certificate – right hand side):
- Child place of birth (on paper certificate – enter exactly as it appears).
- Child given name
- Child family name

Enter the Parent details:

- Given name
- Family name
- Other parent's given name
(not mandatory, can be left blank)
- Other parent's family name
(as above).

Tap **'Next'**

9:41

service.vic.gov.au

AA

Add a Victorian birth certificate

Enter details

The name you gave during your ID check must match a parent's name on your child's certificate. For people with only one name, use the given name field and leave the family name blank.

All details need to exactly match what's on your child's birth certificate.

Child details

Child date of birth

DD / MM / YYYY

Paper certificate barcode number

Look at the back of the birth certificate. Use the 11-digit number under the barcode in the bottom right.

Child place of birth

Enter the text exactly as it appears on your child's certificate.

Child given name

Child family name

Parent details

If no second parent, leave the fields blank.

Your given name

John

Your family name

Citizen

Other parent's given name

Other parent's family name

Next

[illegible]

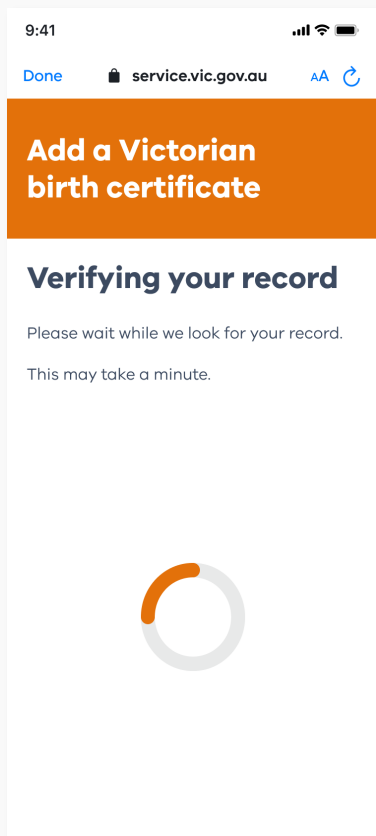
Step 16

Review and submit details

You have the option to review and edit information before it's submitted.

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

- ▼ Service Victoria verifies the birth registration information with the Births, Deaths and Marriages registry



9:41 Done service.vic.gov.au AA 🔄

Add a Victorian birth certificate

Review details

If you see a mistake, you can make changes using the Edit button.

Child date of birth
22/10/1960

Paper certificate barcode number
09287625312

Child place of birth
Melbourne, Victoria

Child given name
Jenny

Child family name
Citizen

Your given name
John

Your family name
Citizen

Other parent's given name
Jane

Other parent's family name
Citizen

Edit

Submit

Back

Step 17

If the birth certificate details are checked successfully, you'll see a confirmation screen with a transaction reference number.

We'll also send this info to your email address for your records.

Open the Service Victoria App wallet to view the digital birth certificate.

Note: It may take up to 30 minutes for the certificate to appear.

9:41

Done service.vic.gov.au AA

Add a Victorian birth certificate

 **Thanks [Name]**

We're making your birth certificate

Your Service Victoria transaction reference number

SV-ABC-123-123-123

Keep this number safe so we can quickly find your request if you need help.

What's next?

 **1. You'll get an email**
We'll email you when your certificate is on its way to your digital wallet.

 **2. Find it in 'My wallet'**
Open your Service Victoria mobile app and tap 'My wallet' at the bottom of your screen.
[Google Play](#) 
[Apple App Store](#) 

How was your experience?

 Good

 Bad

Close



Your birth certificate

Hi <given name>

Your child's birth certificate should be in your Service Victoria wallet soon.

Your transaction reference number is: 123456789

What to do next?

To find your child's birth certificate, open the Service Victoria app. Tap the wallet icon at the bottom of the screen.

You'll need the latest version of the app to use your ID. You can get the Service Victoria app from:

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

Need help?

You can [contact us](#) at any time.

Regards,

Service Victoria

Service Victoria is the government's dedicated customer service delivery agency



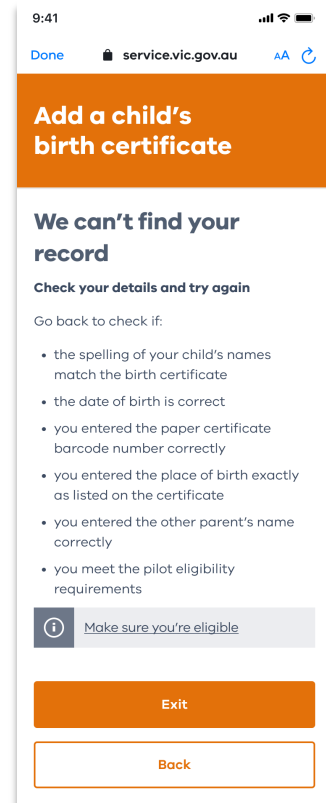
If you receive an error message

If you haven't received your digital birth certificate this information will help you understand error messages:

'We can't find the child's birth registry record'

Go back to check if:

- the spelling of your child's names match the birth certificate
- the date of birth is correct
- you entered the paper certificate barcode number correctly
- you entered the place of birth exactly as listed on the certificate
- you entered the other parent's name correctly

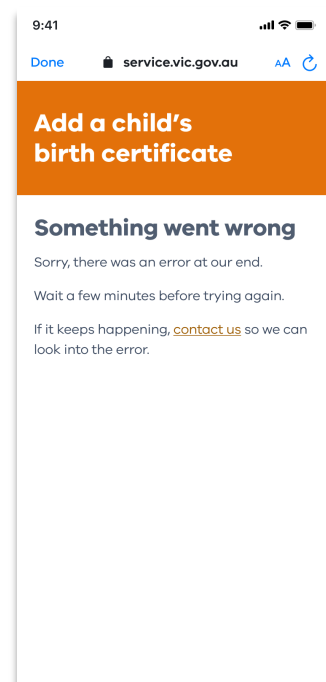


Something went wrong

A network, or API connection error – meaning the connection between Service Victoria and Births, Deaths and Marriages could not be established.

You should wait and try again later.

If it keeps happening, [contact Service Victoria via chat or message](#).



If you receive an error message

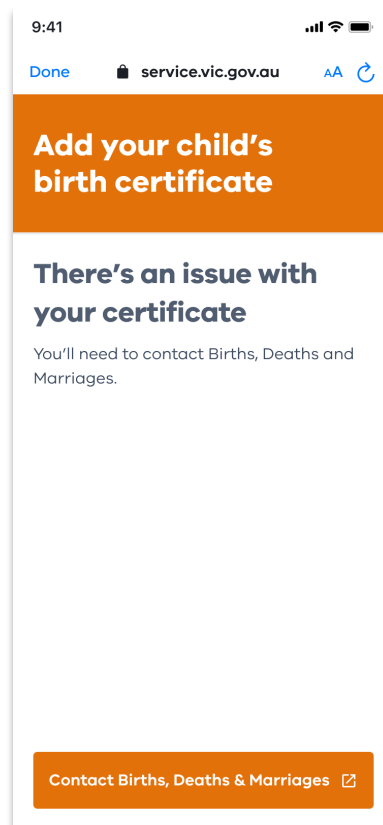
If you haven't received your digital birth certificate this information will help you understand error messages:

There is an issue with the certificate.

This can mean:

- The Record does not exist
- Information is incorrect

If this is the case, we recommend to you contact Births, Deaths and Marriages.

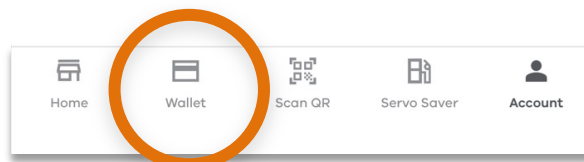


How to view a digital birth certificate

Step 1

Open the Service Victoria mobile app on your smartphone or tablet.

Select 'Wallet' on the menu at the bottom of the screen.

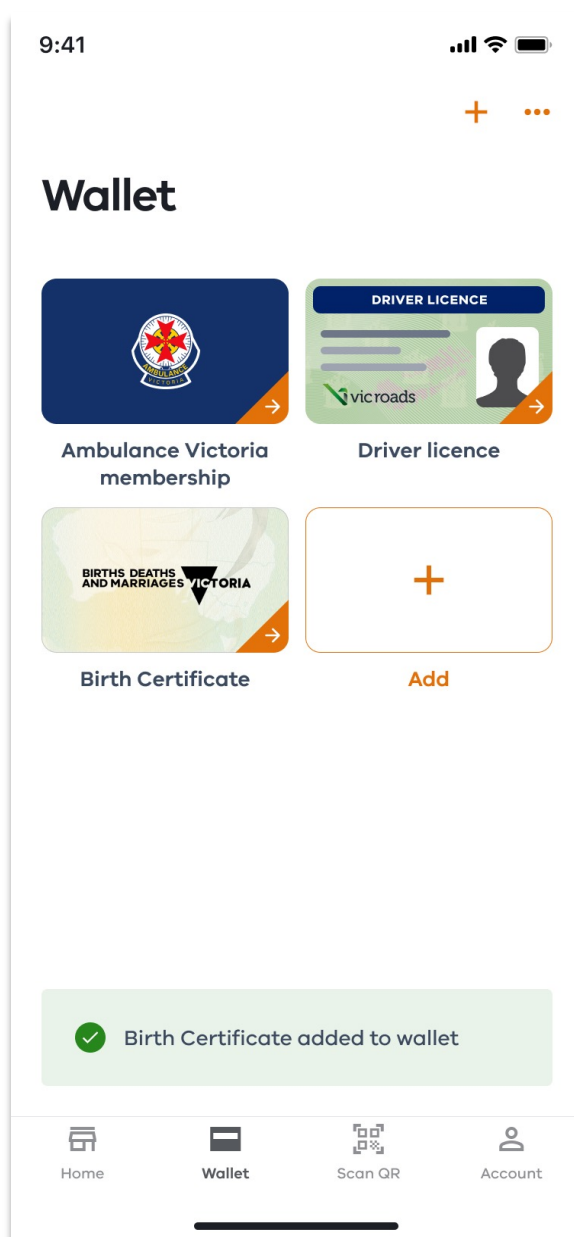


Step 2

Tap **'Birth Certificate'** to see the digital birth certificate.

You can now create and share a PDF copy of the birth certificate.

You'll only need to do this if asked by a business or organisation. They might need this info for their records. Only share it with people or organisations that can be trusted.



In progress message

If you go to your wallet and the digital birth certificate hasn't loaded yet, you'll see the message:

'Your certificate will be ready soon'

We're creating your digital birth certificate now. It'll be in your wallet shortly. Please check again in 10-15 minutes.'

