

Victorian Proof of Age

How-to guide for verifiers

An easy and secure way to check ID

A digital Proof of Age is a secure and trusted ID that can be used for checking identity and proof of age. The information comes from Service Victoria's ID verification system.

Checking digital Proof of Age cards is easy. You can use the ID scanner in the Service Victoria app, or hardware from most major scanning providers.

Verify with the scan of a QR code

Every digital Proof of Age has a scannable QR code that refreshes every 2 minutes. It connects directly to a person's verified ID check.

When you scan the QR code in the Service Victoria app, you'll see a tick to show you the details are verified. You'll also be able to view a person's info.

Scanning the QR code with your venue's ID scanning hardware lets you view and store a person's info.

2 levels of sharing

People can share different levels of information:

Identity shows:

- a photo
- full name
- date of birth
- ID number
- date of issue
- expiry date
- address

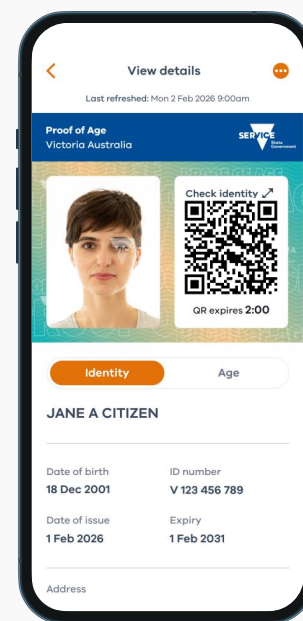
Age shows:

- a photo
- whether the person is **15+ or 18+**
- their date of birth

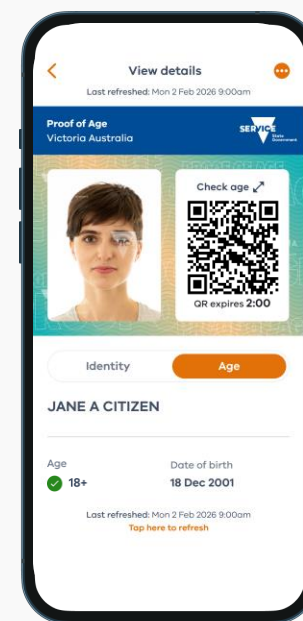
More information

For more information about the Victorian Proof of Age, visit service.vic.gov.au/poa

▼ The customer's identity screen looks like this



▼ The customer's age screen looks like this



Images provided in this guide

Please note: due to ongoing app development, subtle design changes may take place over time.

Checking a digital Proof of Age

To check a digital Proof of Age, ask the person to:

1. Choose the view you need to see
2. Pull down on their screen to refresh
3. Show you the QR code to scan

Don't take a person's phone while scanning. Get them to tilt their screen showing the QR code towards you or your scanner. You can ask them to enlarge the QR code by tapping on it. That way you can scan without touching the customer or their phone.

Verify using the Service Victoria app, or your ID scanning hardware

You can use the Service Victoria app to scan the QR codes on official government-issued digital credentials. You'll see a green tick if the licence is valid, and you can view the person's photo or details.

If you run a venue and use an ID scanning machine, ask your e-hardware provider if their scanner can read our QR codes. We're working with a number of leading ID scanning solutions, with more to come.

How does the QR code work?

The QR code connects to a person's records every time the code gets refreshed. Each code is unique and lasts 2 minutes. After that, customers need to refresh the code again to update their information. This helps protect against fraud.

What if I need a copy of someone's ID?

Right now, there's no way for someone to share a copy of their Proof of Age for you to store. You'll need to ask for different ID. You shouldn't hold onto copies of customer details unless you really need to. Keeping copies of this info is a fraud risk.

We don't recommend that anyone shares screen shots of digital ID.

Is it secure? How do I know it's real ID?

When people refresh their digital ID, it updates straight from the official government database. This means that when you scan a digital Proof of Age, you know the information is coming from a trusted source.

When you scan the QR code on someone's digital card, you'll see when they last refreshed their information.

▼ The customer's identity screen looks like this

