

Local Government Area user guide

Creating / managing a Service Victoria account



Published by Department of Government Services February 2026.

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.

Before you start

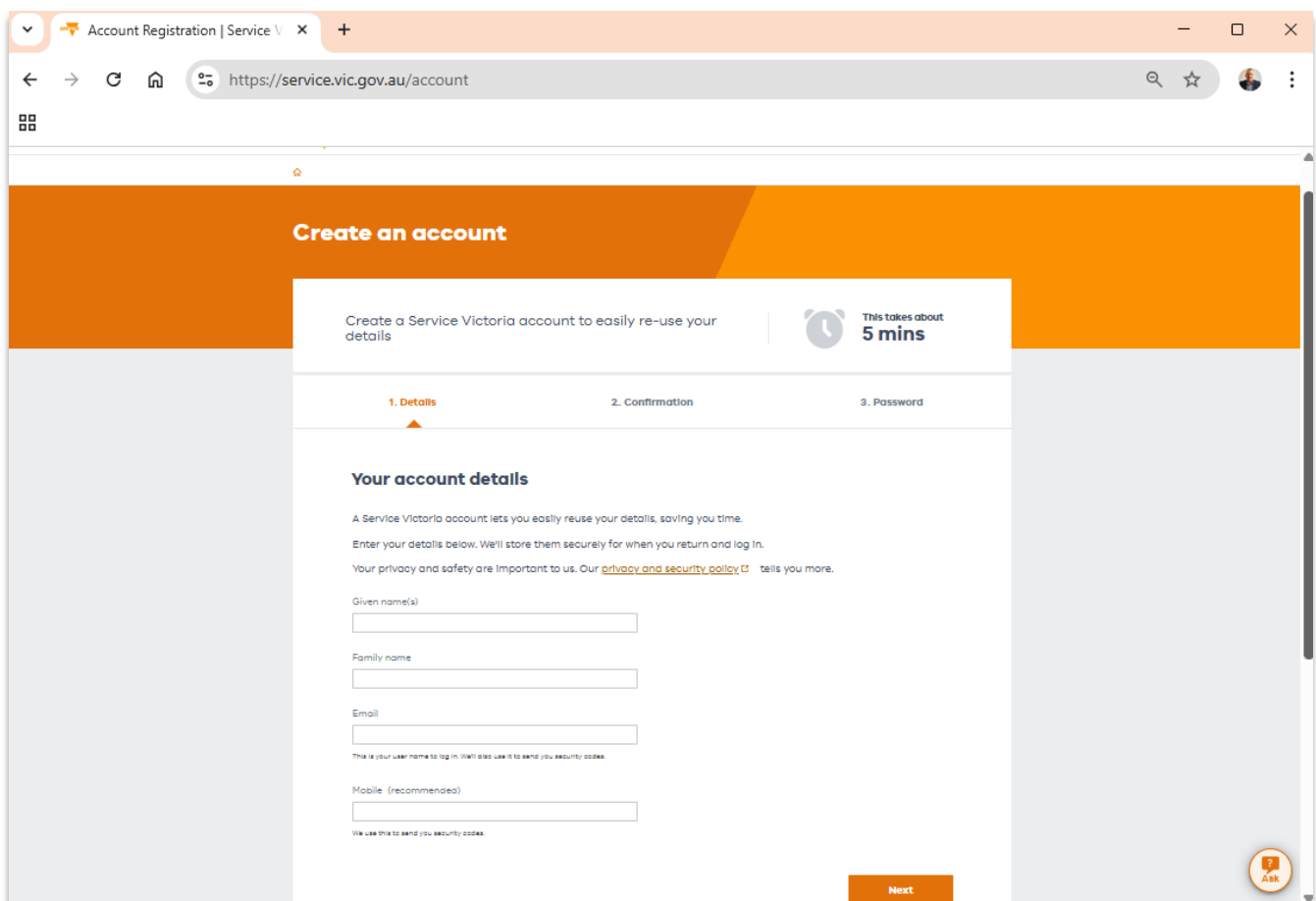
- ☐ You **must** have a Service Victoria account to add a digital birth certificate on behalf of your child.
- ☐ To create a Service Victoria account you need an e-mail address and password.
- ☐ When creating an account, you will receive a '**one-time security code**' (six-digits – sent to your mobile, to enter as part of the log-in/create an account process).
- ☐ You will need to create and a **six-digit password** for single sign-on to protect your account.

Create account / Log in

Desktop

The below information provides an overview of how parents can create a Service Victoria account.

Create an account here: service.vic.gov.au/account



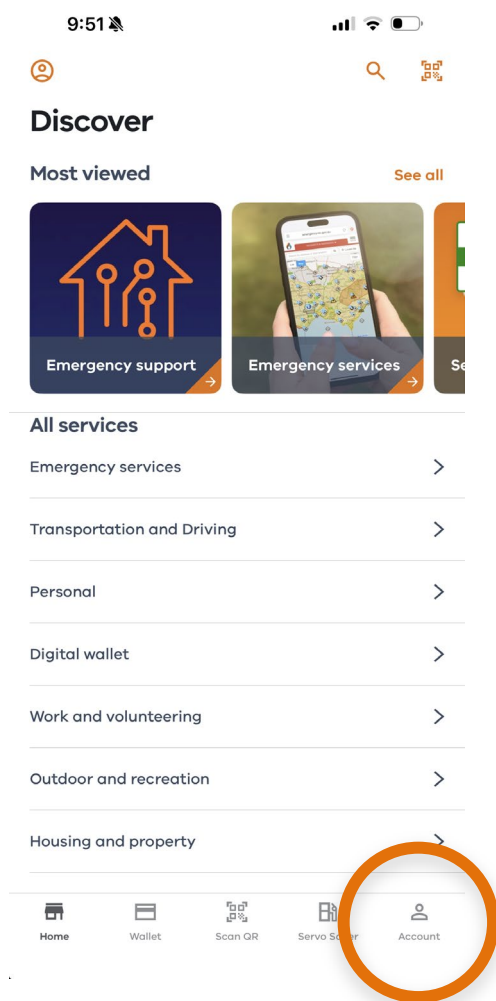
The screenshot shows a web browser window with the address bar displaying <https://service.vic.gov.au/account>. The page title is "Account Registration | Service V". The main heading is "Create an account". Below this, a sub-header says "Create a Service Victoria account to easily re-use your details" with a clock icon indicating "This takes about 5 mins". A progress bar shows three steps: "1. Details", "2. Confirmation", and "3. Password", with "1. Details" being the active step. The section is titled "Your account details". It includes a brief explanation: "A Service Victoria account lets you easily reuse your details, saving you time. Enter your details below. We'll store them securely for when you return and log in. Your privacy and safety are important to us. Our [privacy and security policy](#) tells you more." Below this are four input fields: "Given name(s)", "Family name", "Email", and "Mobile (recommended)". Each field has a small note below it: "This is your user name to log in. We'll also use it to send you security codes." for the Email field, and "We use this to send you security codes." for the Mobile field. A "Next" button is at the bottom right. An "Ask" icon is in the bottom right corner of the page.

Create account / Log in

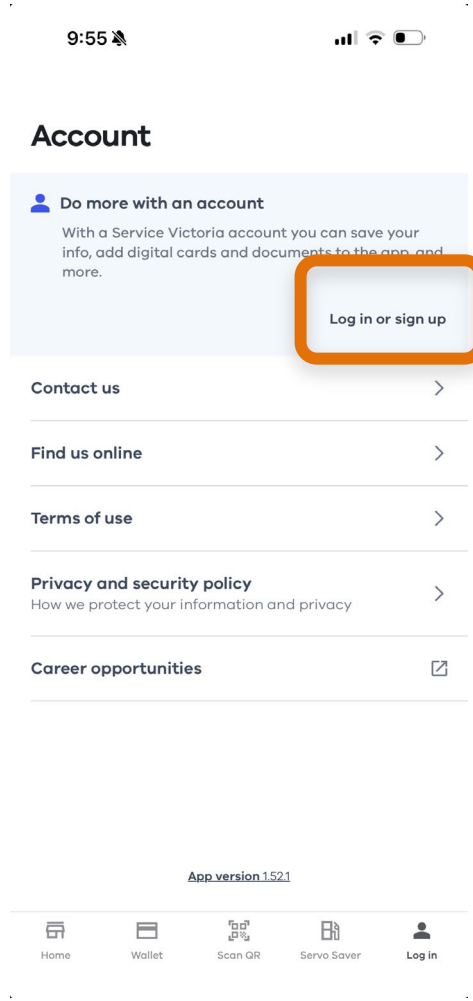
Mobile application

Step 1

On mobile, tap '**Log in**' (below left screen).
You will be taken to the '**Account**' screen (below right screen)



▲ Mobile app homepage



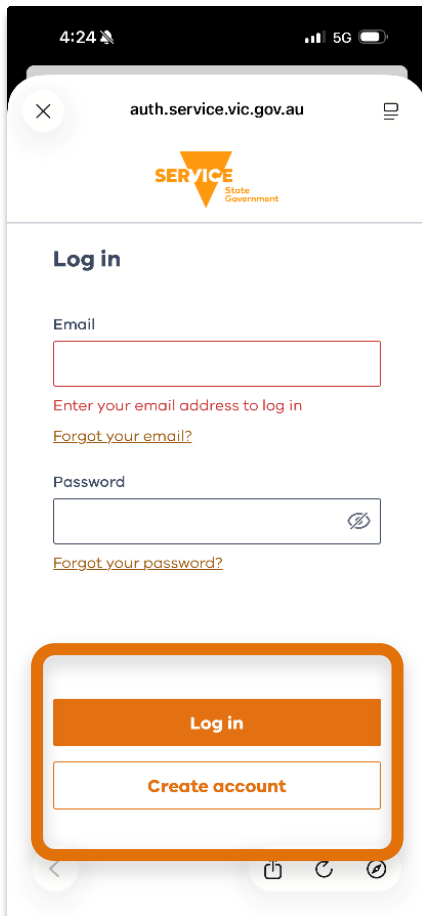
▲ Account homepage (not logged in)

Step 2

Tap '**Log in or sign up**' and you are taken to the '**Log in**' screen (see step 3).

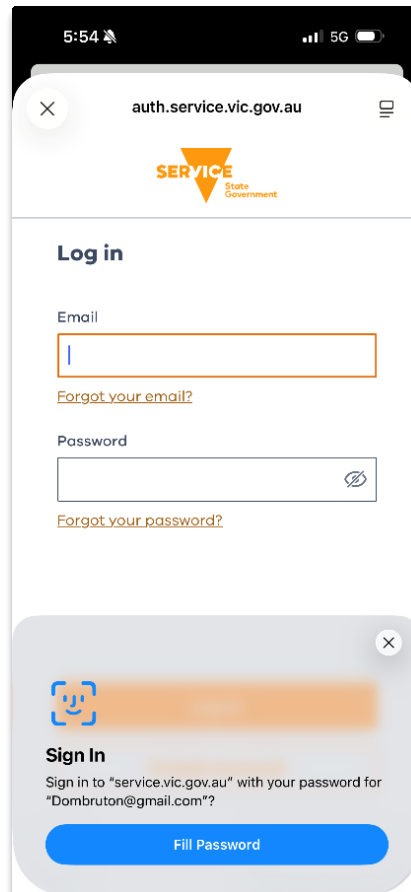
Step 3

If you have an account, you can log in, if you don't, tap '**Create an account**' and you are navigated to the '**Create an account**' home screen (see step 4).



The screenshot shows the 'Log in' screen of the 'auth.service.vic.gov.au' app. The header includes the 'SERVICE State Government' logo. Below the 'Log in' title, there are two input fields: 'Email' and 'Password'. The 'Email' field has a red border and a red error message 'Enter your email address to log in'. Below the 'Email' field is a link 'Forgot your email?'. The 'Password' field has a blue border and a blue eye icon. Below the 'Password' field is a link 'Forgot your password?'. At the bottom, there are two buttons: 'Log in' (orange) and 'Create account' (white with orange border). The 'Log in' button is highlighted with an orange border.

▲ Log in screen (manual field entry)



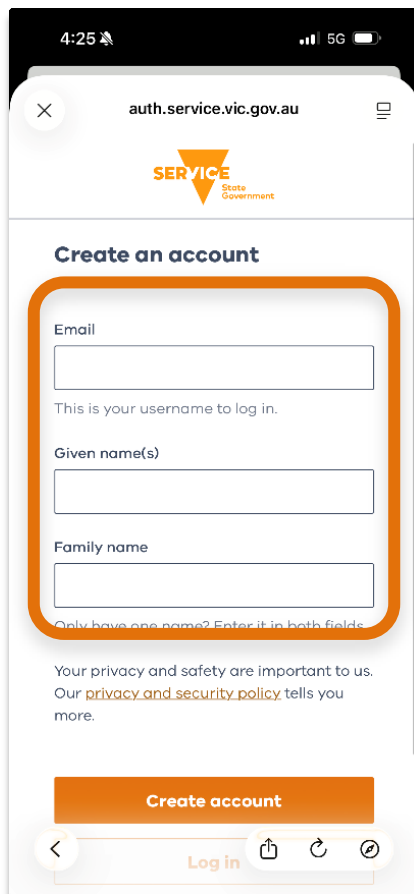
The screenshot shows the 'Log in' screen of the 'auth.service.vic.gov.au' app. The header includes the 'SERVICE State Government' logo. Below the 'Log in' title, there are two input fields: 'Email' and 'Password'. The 'Email' field has an orange border and a blue cursor. Below the 'Email' field is a link 'Forgot your email?'. The 'Password' field has a blue border and a blue eye icon. Below the 'Password' field is a link 'Forgot your password?'. At the bottom, there is a 'Sign In' section with a blue icon, the text 'Sign in to "service.vic.gov.au" with your password for "Dombruton@gmail.com"?', and a blue button 'Fill Password'.

▲ Log in screen (Face ID prepopulated with saved log in details)

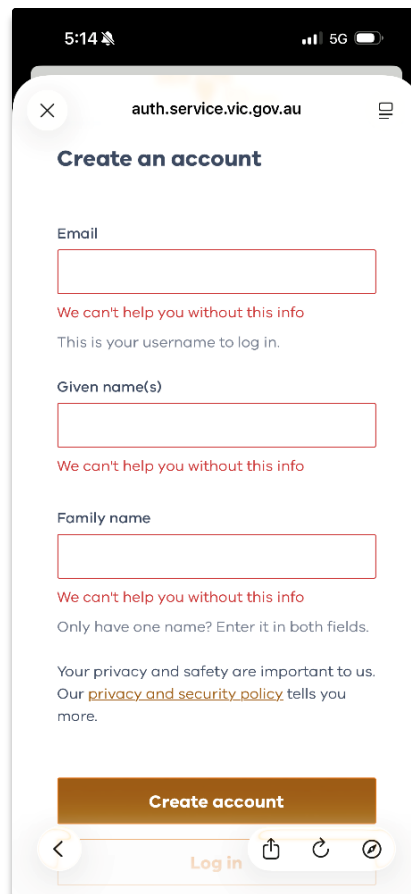
Step 4

You **must** provide your:

- Email address
- Given name(s)
- Family name



▲ Create an account home screen



▲ Create account error messages

Please note: For information on how Service Victoria handles customer information see the Service Victoria homepage for our [privacy and security policy](#).

Error screens: if you don't provide information for all fields, you will receive the following error message:

'We can't help you without this info'

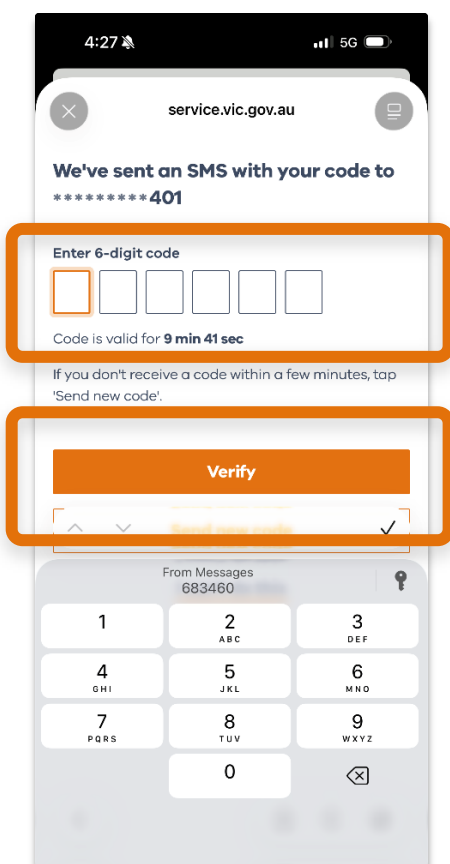
Step 5

When you enter in your details and tap '**create account**' you will be taken to the one-time password screen. An SMS has been sent to the mobile number with a secure code.

Step 6

You can enter your one-time password, by:

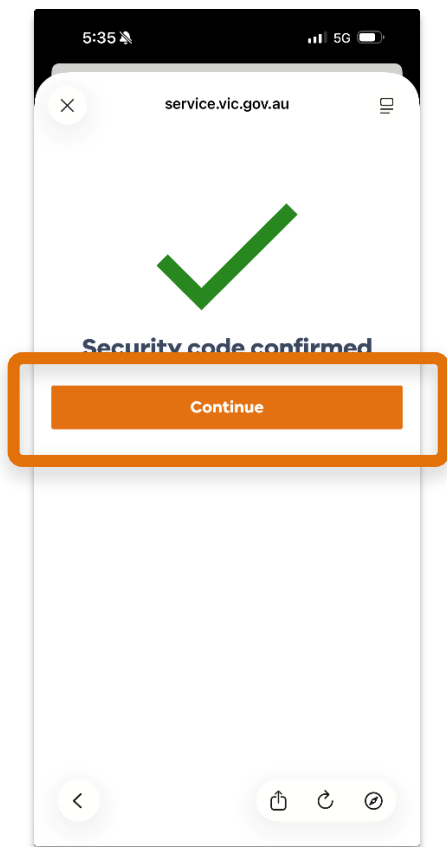
- Tapping e.g., the 'From messages - 683460' which will pre-populate the six numeric fields (10-minute time-limit is applied) **OR**
- Go to your SMS messages and manually enter in e.g., 683460. Once entered, you will receive a '**verifying code**' message.
- You then tap '**Verify**' and will be taken to the next screen.



▲ One-time password verification screen

Step 7

The security code is confirmed, and you tap '**Continue**'

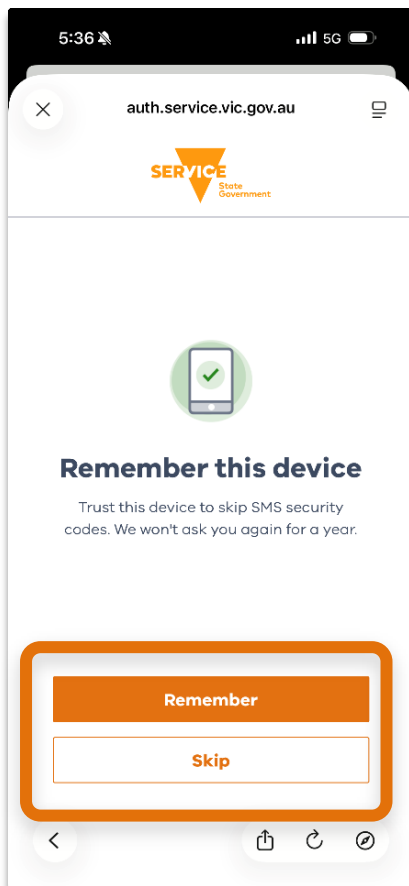


▲ Security code confirmation screen

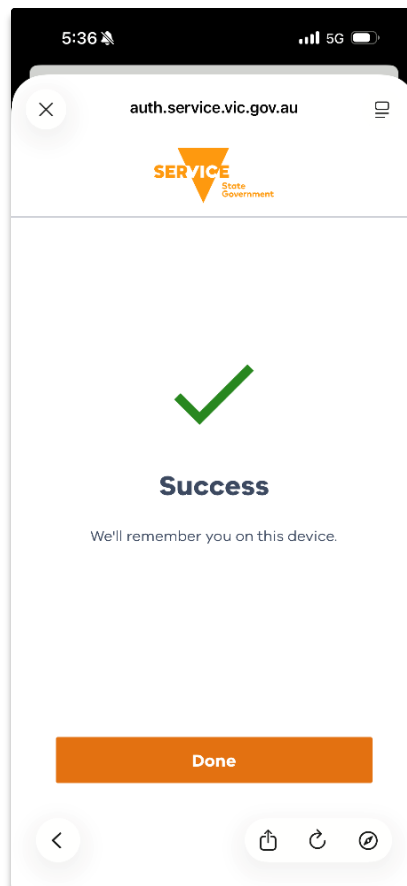
Step 8

You will be provided with the option to **'Remember this device'** – select this to skip the SMS security code step for one year.

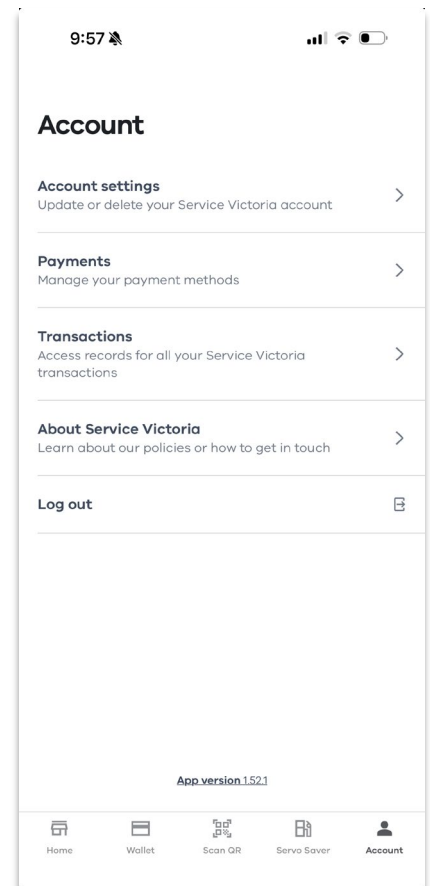
- Tap **'Remember'** and you will be presented with the below screen (left).
- If you choose to **'Skip'**, you will be re-directed to the account homepage, once logged in (screen on right).



▲ 'Remember this device' screen



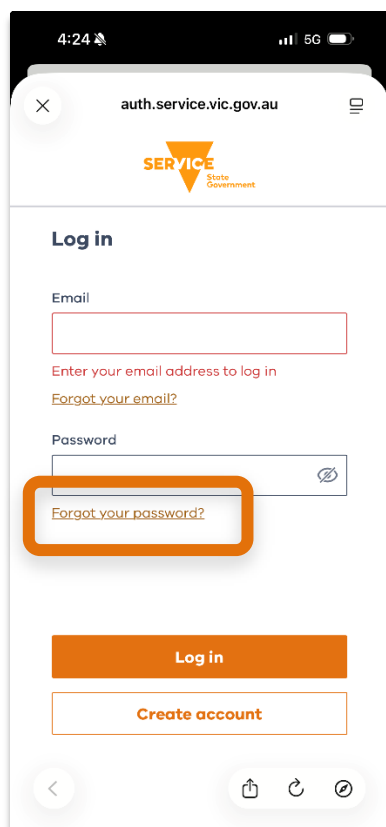
▲ 'Remember my device success screen



▲ 'Account homepage once account created

Forgotten password

- Tap the **'Forgot your password?'** link from the log in screen(screens below).
- Enter your e-mail address linked to your Service Victoria account.
- A code will be emailed to you.
- Enter the one-time code, e.g., 961552 (as outlined below).



4:24 5G

auth.service.vic.gov.au

SERVICE
State Government

Log in

Email

Enter your email address to log in

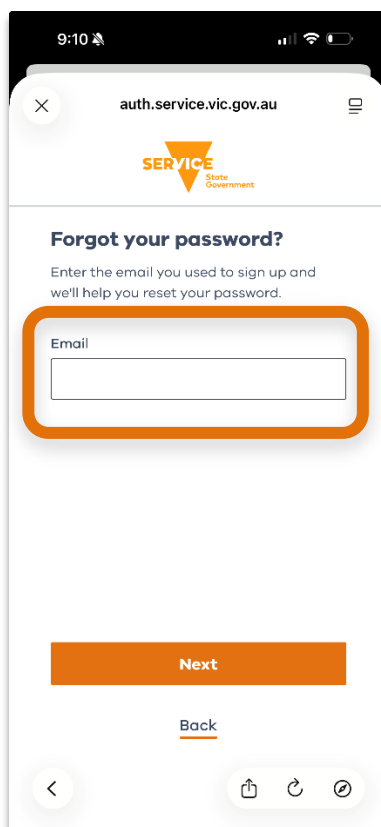
[Forgot your email?](#)

Password

[Forgot your password?](#)

Log in

[Create account](#)



9:10

auth.service.vic.gov.au

SERVICE
State Government

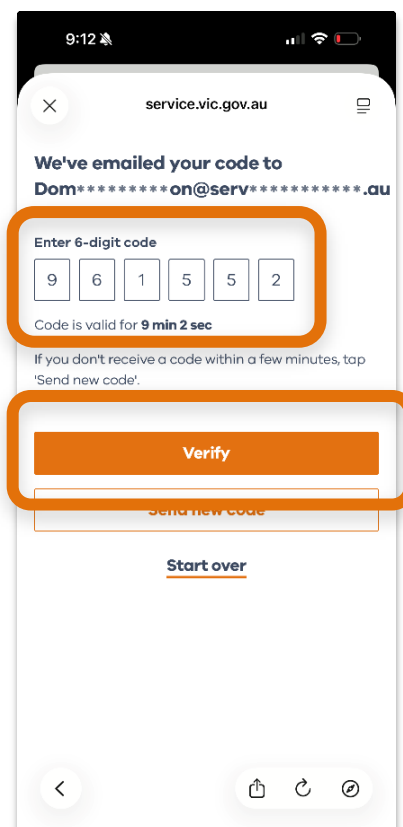
Forgot your password?

Enter the email you used to sign up and we'll help you reset your password.

Email

Next

[Back](#)



9:12

service.vic.gov.au

We've emailed your code to
Dom***on@serv*****.au**

Enter 6-digit code

9 6 1 5 5 2

Code is valid for **9 min 2 sec**

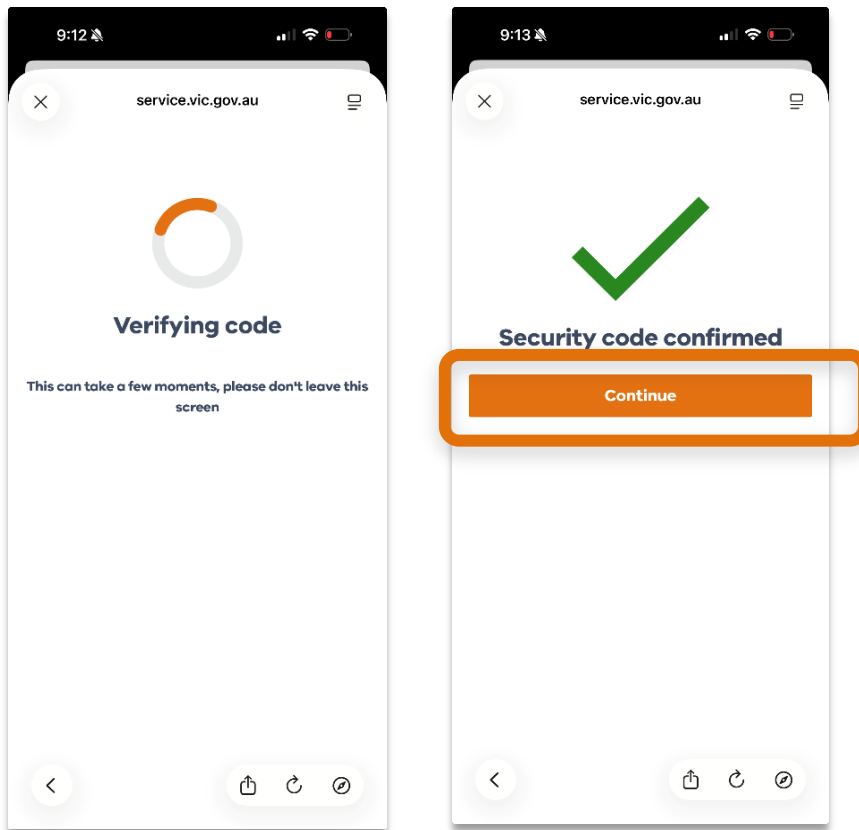
If you don't receive a code within a few minutes, tap 'Send new code'.

Verify

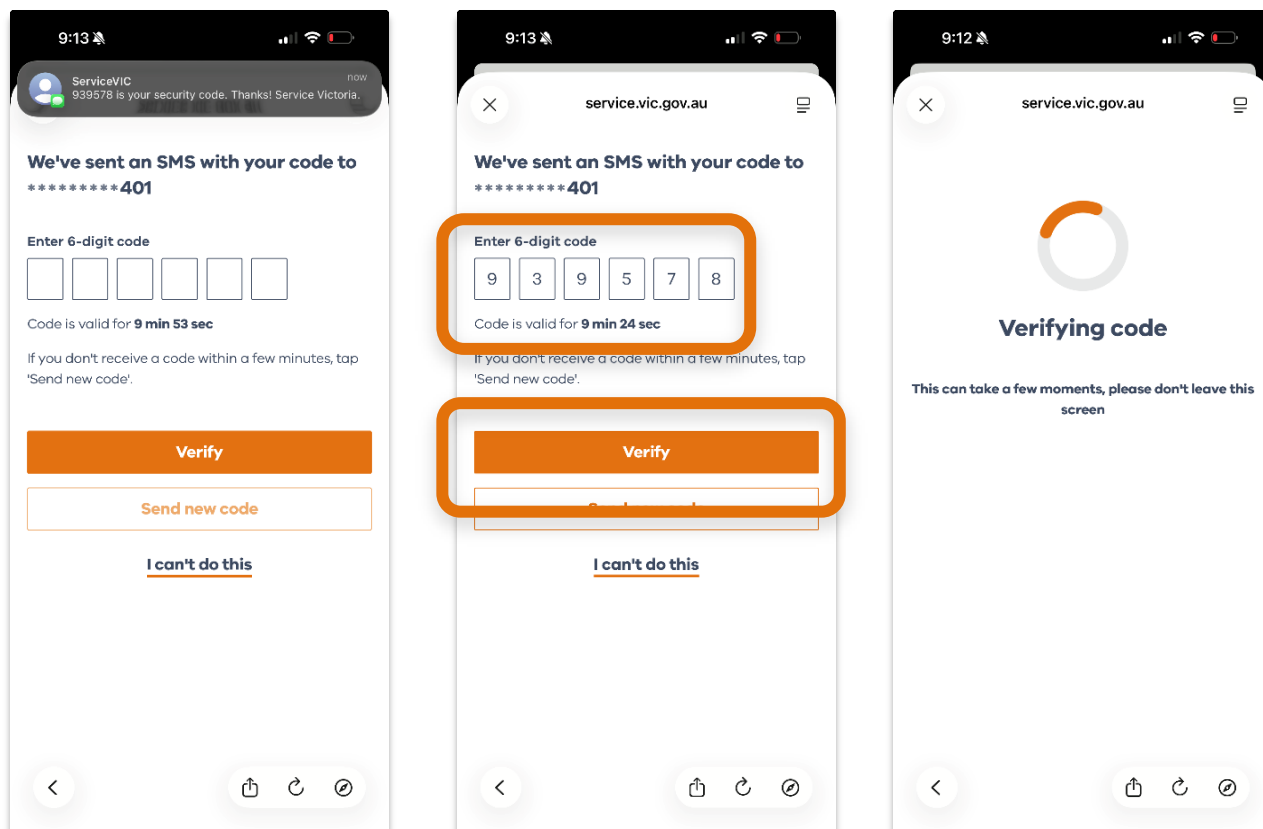
[Send new code](#)

[Start over](#)

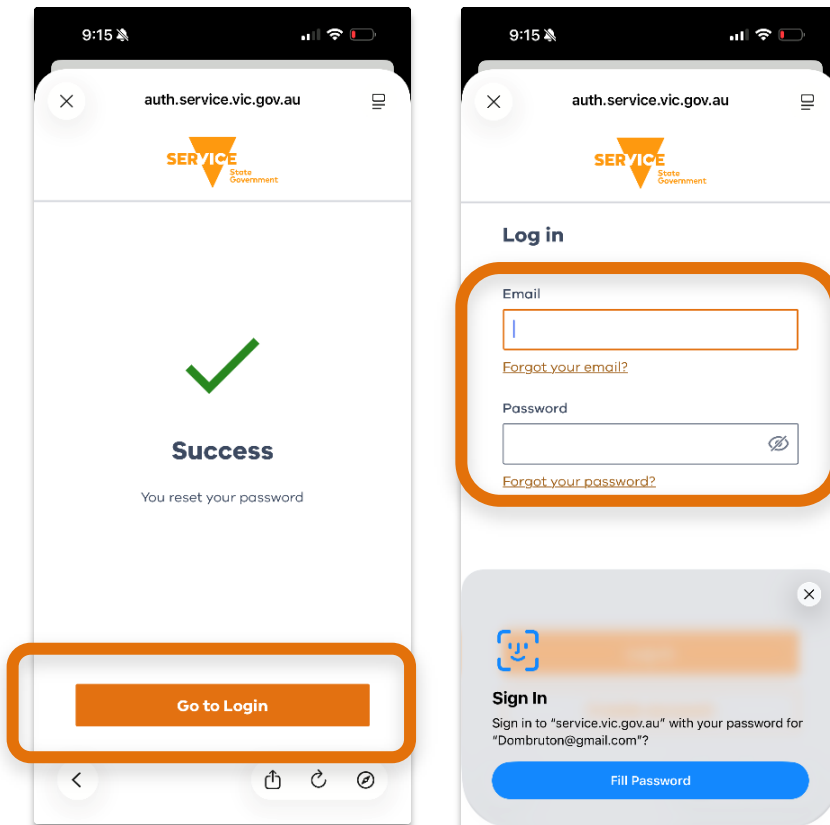
- A '**Verifying code**, this can take a few moments, please don't leave **this screen**' message will appear.
- A '**security code confirmed**' message will appear. Tap '**Continue**' to move on.



- Service Victoria will send (via SMS) another one-time code to your mobile device, e.g., 939578 (10-minute time limit). Enter the one-time code and tap **'Verify'**.
- A **'Verifying code, this can take a few moments, please don't leave this screen'** message will appear.



- You will be asked to '**Create a new password**'. Enter and tap '**Next**'.
- A '**Success. You reset your password**' message will appear. Tap '**Go to Login**' and log into the app with your updated password.



A Service Victoria email will be sent to you to say there has been an update to the password on your Service Victoria account.

Account home page

Account settings

You can change your name, number or password, or delete account.

Payments

You can store payment methods- PayPal or Debit/Credit card

Transactions

You can view your transaction history, such as digital credentials added, services you have signed up for.

About Service Victoria

- Contact us details
- Find us online
- Terms of use
- Privacy and security policy
- Career opportunities

Log out option

