Government Services

Local Government Area user guide

Add a digital birth certificate to the Service Victoria mobile 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.

Birth, Deaths & Marriages Registration Act 1996
Service Victoria Act 2018

Before you start

- ❑ You **must** have a Service Victoria account, and be logged-in, to add a digital birth certificate on behalf of your child.
- ❑ You **must** be logged in to create and share an extract of your child's digital birth certificate.
- ❑ Your parental names, and other birth certificate information, **must** match the child's paper birth certificate to add, create and share an extract of a digital birth certificate.
- ❑ You **must** verify your online identity to a 'level of assurance 2' as outlined by the Service Victoria Identity Verification standards (two online ID documents) to add a digital birth certificate on behalf of your child.

Add a digital birth certificate

To add your child's digital birth certificate:

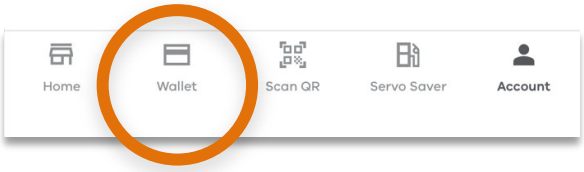
- Scan the QR code displayed in kindergartens using your mobile device camera function, or:
- Follow links in information provided by councils participating in the trial (on council websites and via social media)
- Head to digital birth certificate information on the Service Victoria website.

How to add a digital birth certificate

Step 1

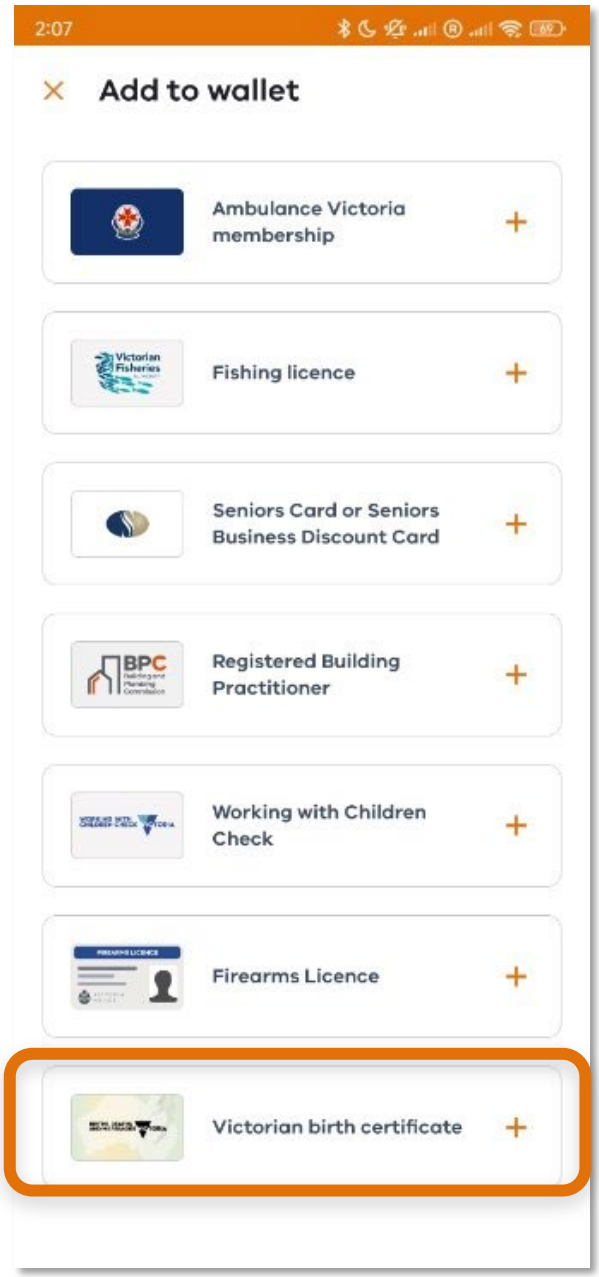
Navigate to the Service Victoria mobile app wallet OR the Service Victoria desktop (mobile app example):

- Open the mobile app (home screen)
- Navigate to the app home screen **bottom navigation menu**
- Tap **'Wallet'**



Step 2

Navigate to your wallet home screen. This displays the digital credentials available to add.



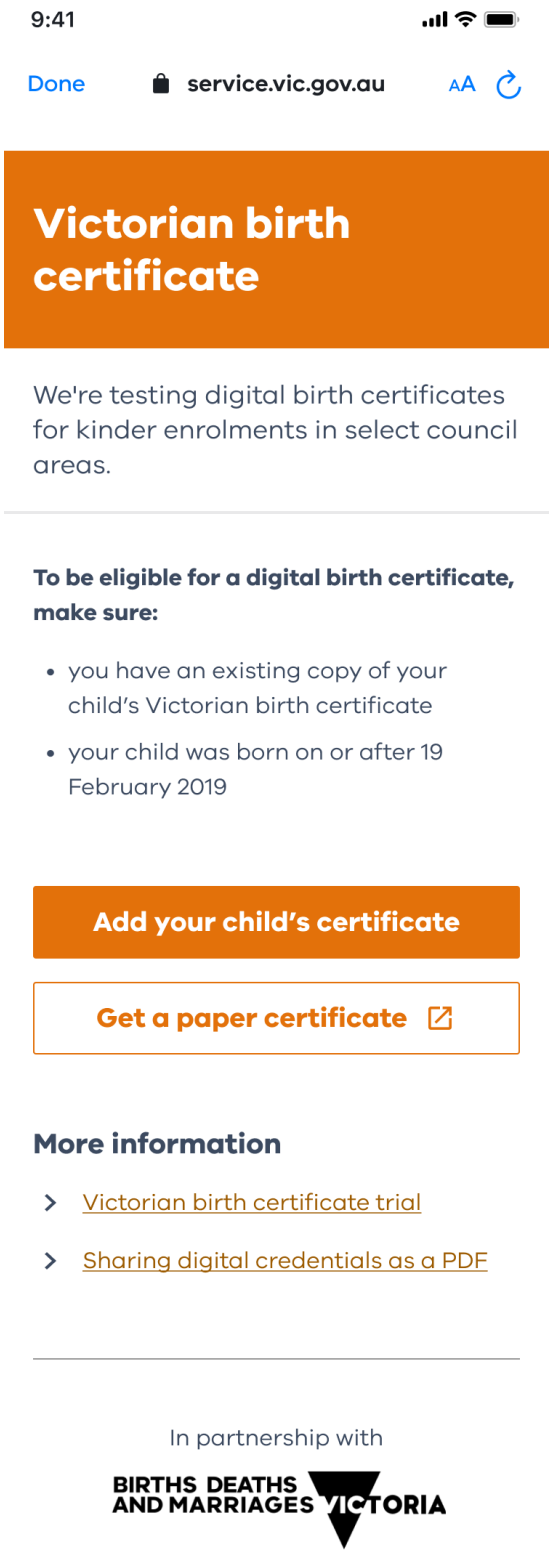
Step 3

Tap '**add**' icon next to the **'Victorian birth certificate**'.

Step 4

You will see the Victorian digital birth certificate screen.

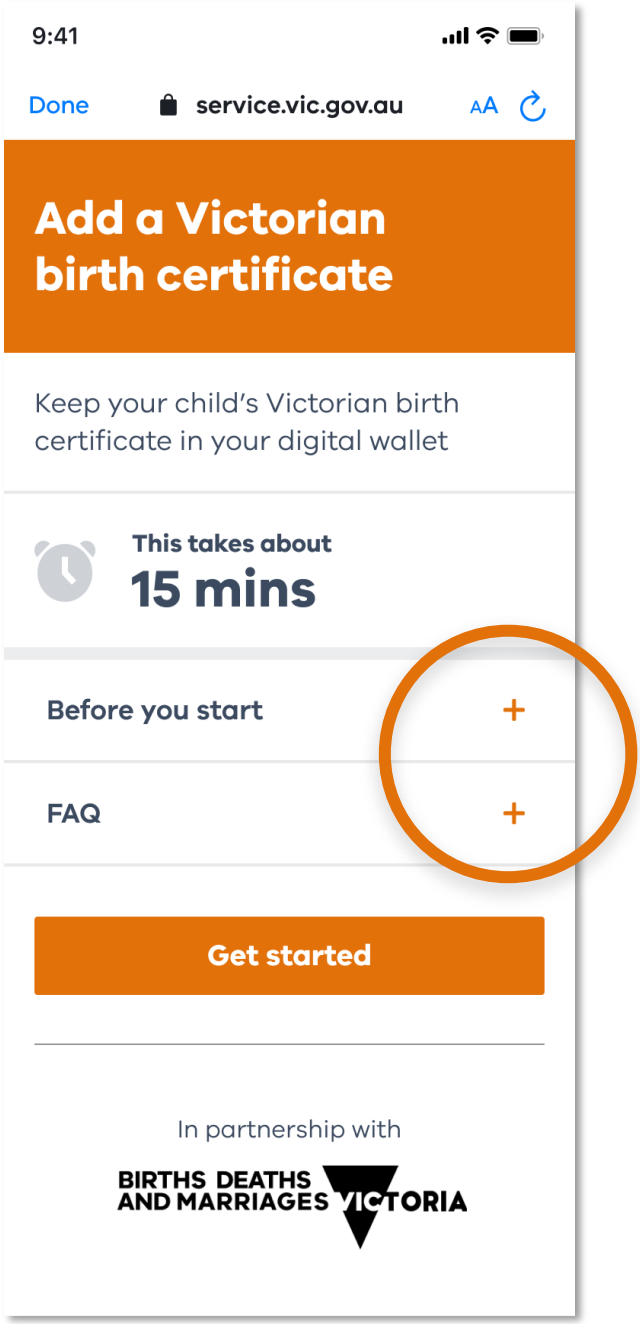
- If you have the child's paper birth certificate, tap '**Add your child's certificate'**.
- If you **do not** have the paper certificate details to add the child's digital birth certificate.
- If you do not have paper certificate details tap 'Get a paper certificate' which will take you to Births, Deaths and Marriages website.



Step 5

Tap **'Get started'.**

Tap the '**+**' icons for criteria to add a digital birth certificate, and [frequently asked questions.]

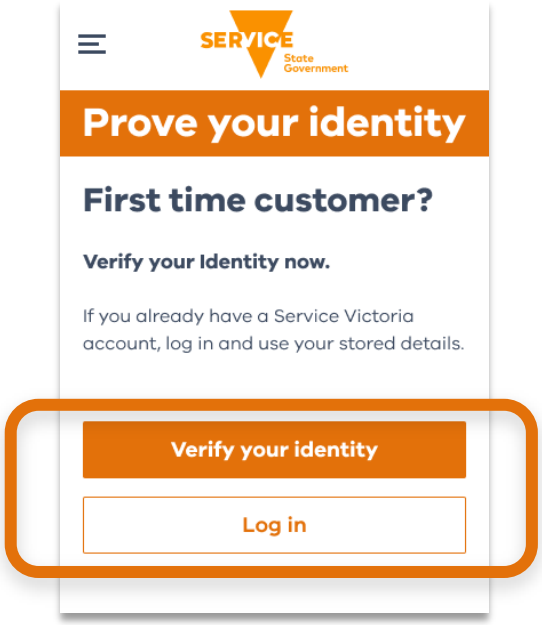


Step 6

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

If you have previously verified your identity online with Service Victoria and saved your digital identity, Service Victoria will recognise this.

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



See step 7 if you haven't verified your identity on the Service Victoria app. If you have verified your identity, see step 10.

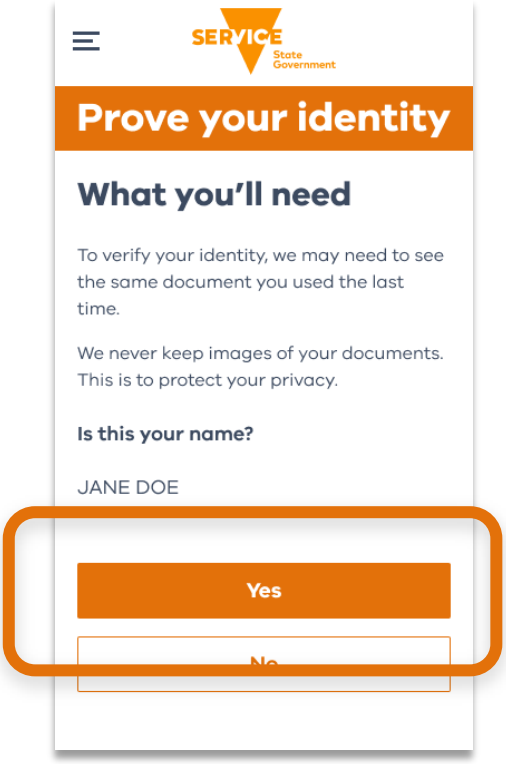
Step 7

Start your identity verification process (two online documents) with the choice 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**'



Step 9

Choose your first ID to prove your identity. For this example, we will use a current Australian passport.

Australian Passport example

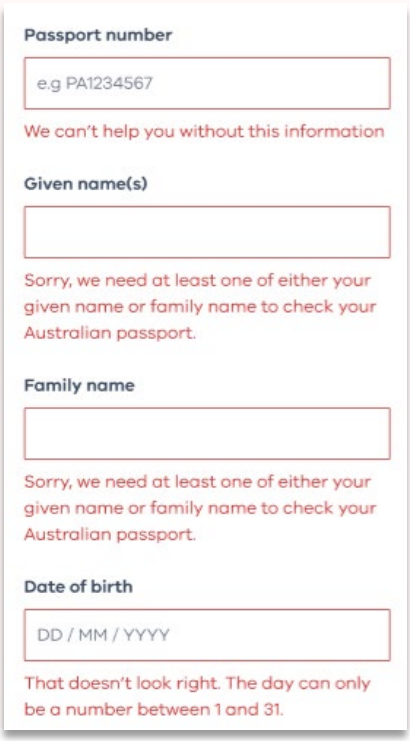
Step 10

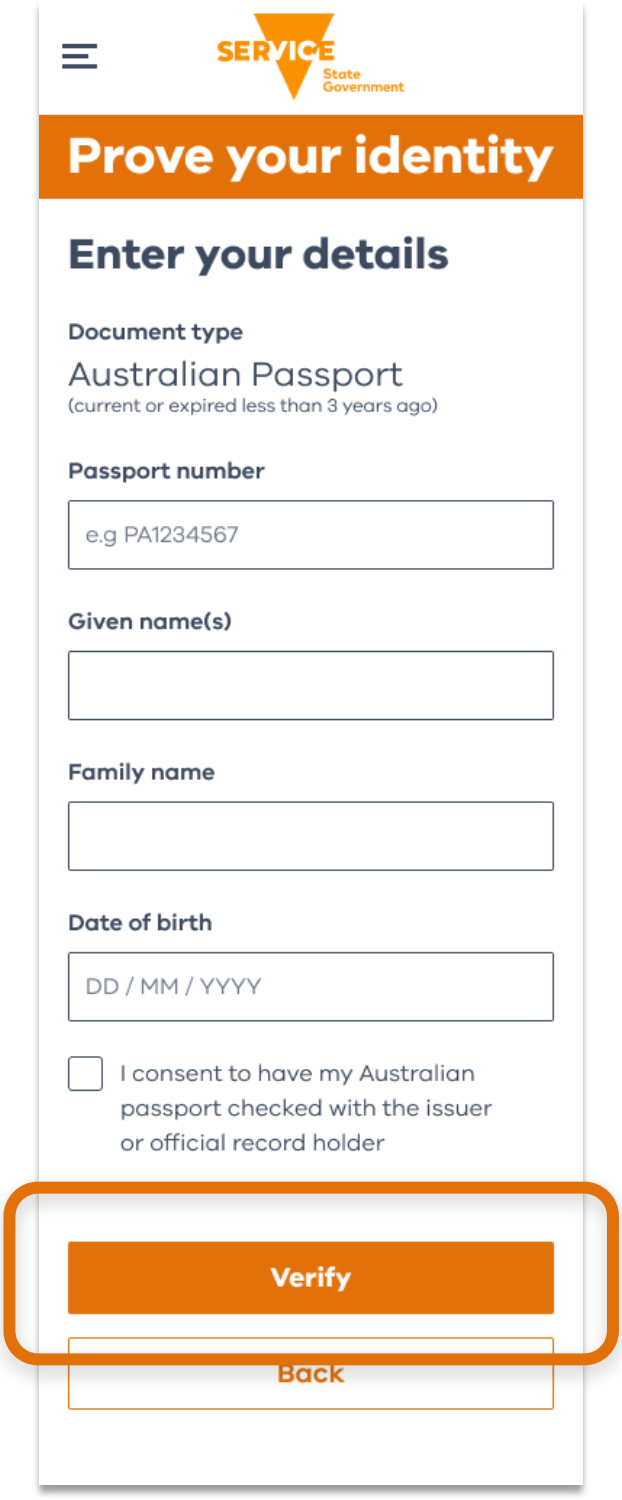
Enter in the following details from your Australian passport:

- Passport number
- Given name(s)
- Family name
- Date of birth

Tap the consent checkbox and then tap '**Verify**'.

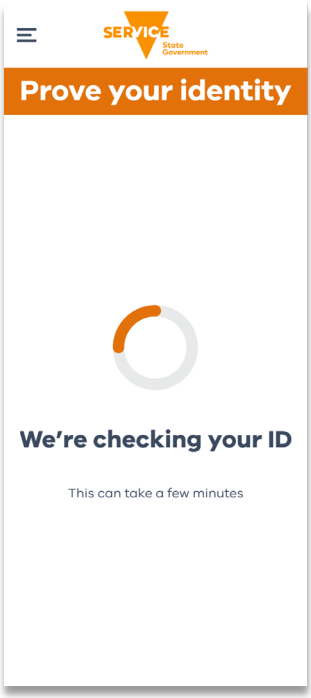
▼ You will receive the following in-form error messages if any fields are missing information:

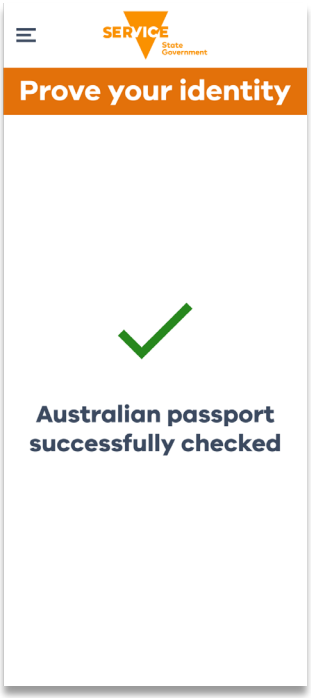




Step 11

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

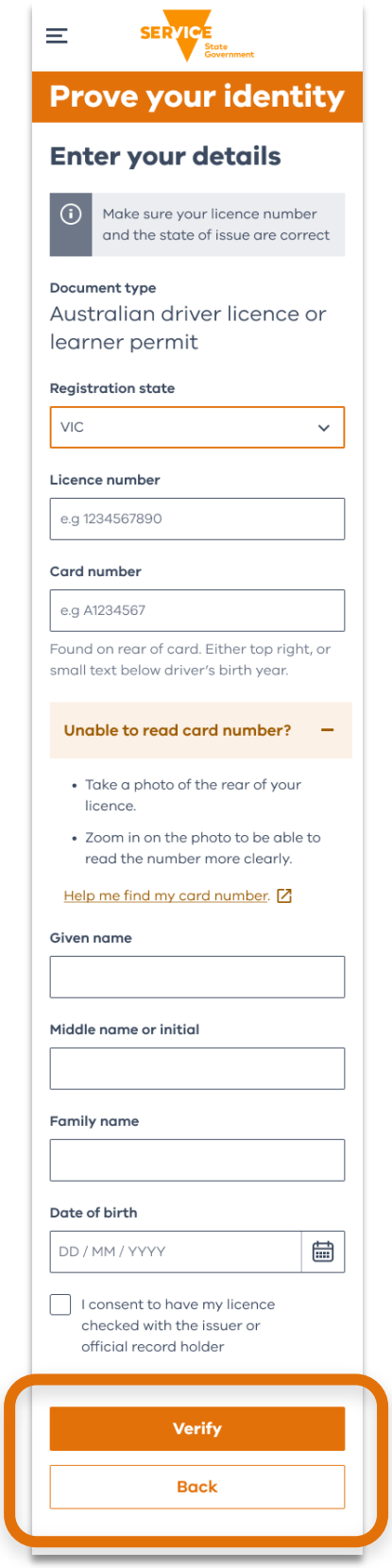
Step 12

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
- Care 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**'. Go '**back**' to change any details.



▼ If no information is entered into this form there will be in-line error messages.

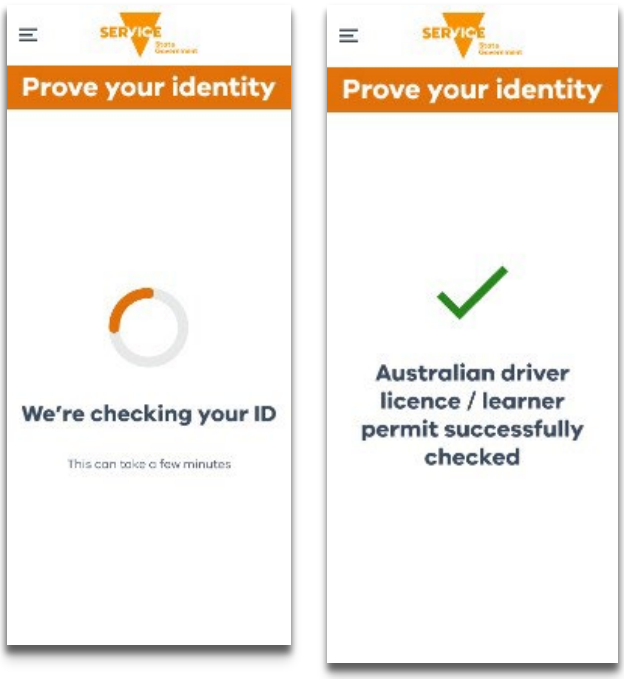
If details are missing or don't match what is on file provided by the issuing agency, you will receive the following error:

Something's wrong

Details are missing or don't match what's on file with the issuer. Please check all details and try again.

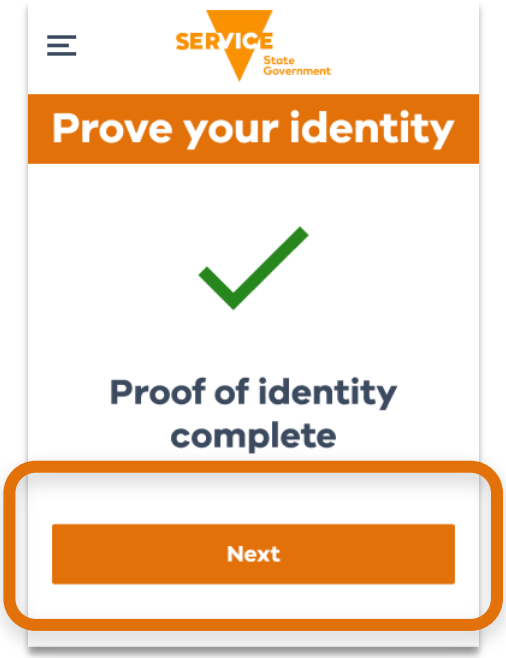
Step 13

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

Tap '**Next**' and you are re-directed to a screen where you can enter your child's paper birth certificate details.

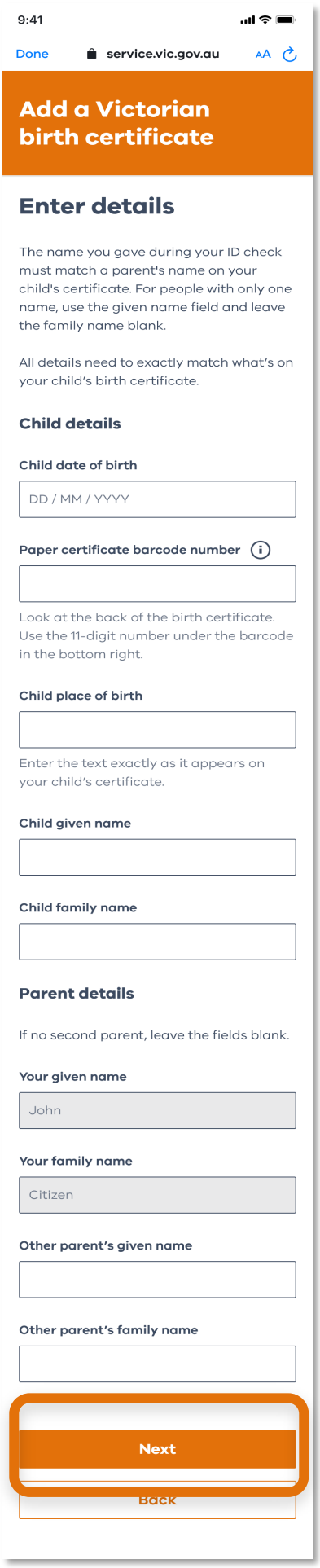
Certificate information to enter

- 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

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**'



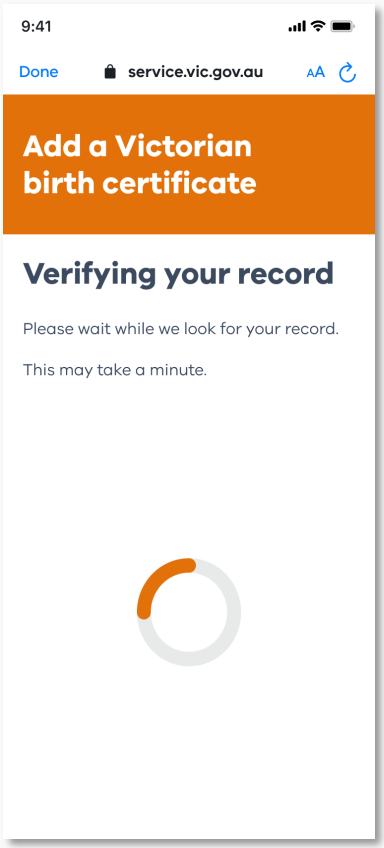
Step 16

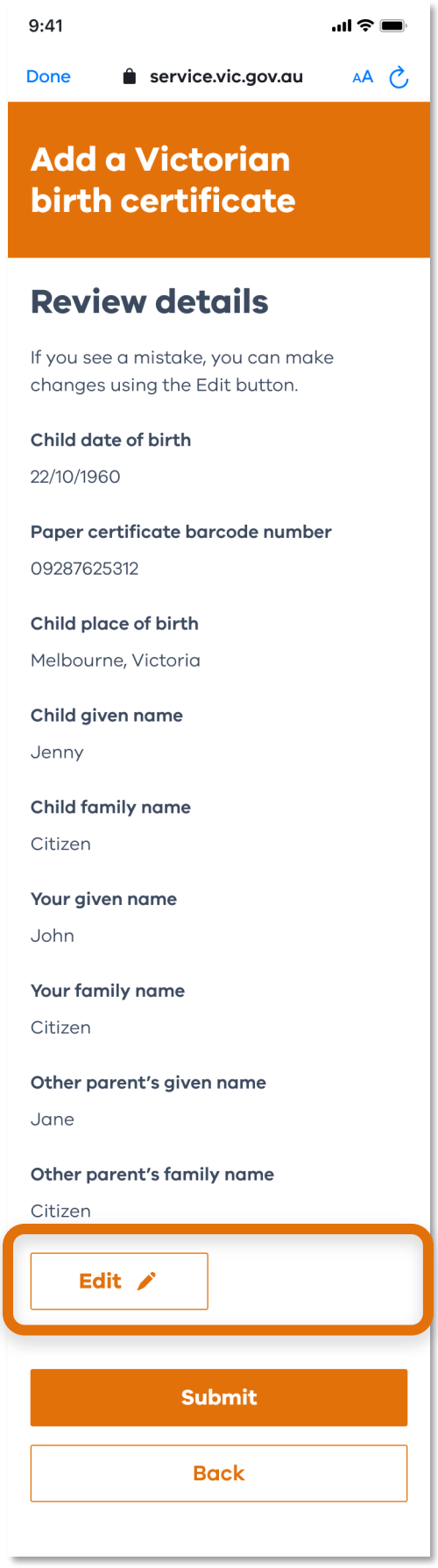
Review and submit details

You have the option to review and edit information before it's submitted to Births, Deaths and Marriages for verifying.

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

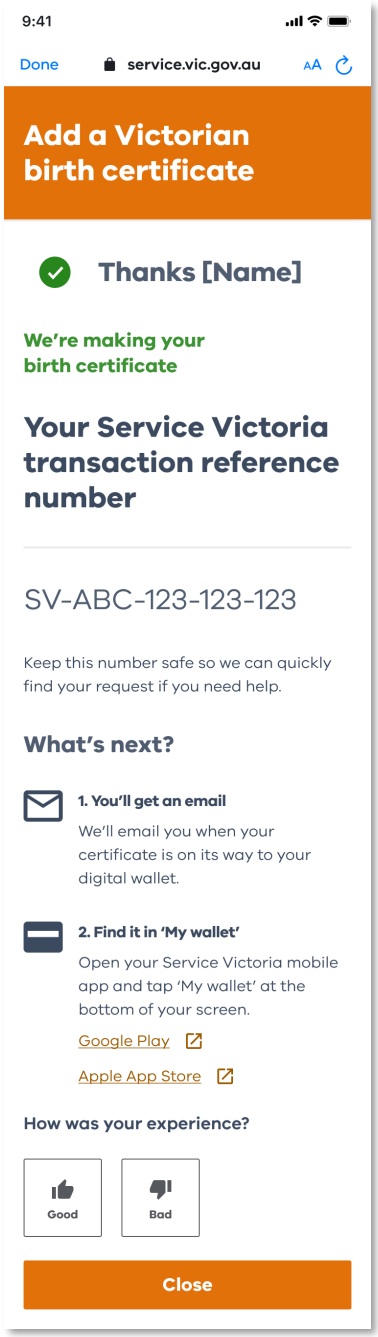


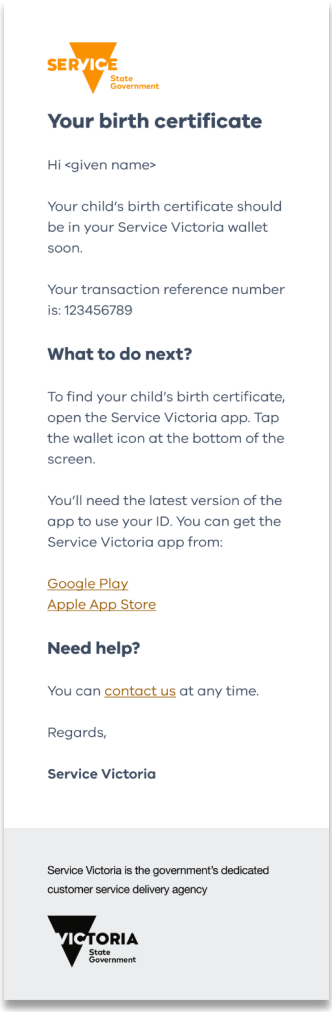


Step 16 (continued)

If the birth certificate information is verified successfully, you will receive a confirmation screen in the Service Vic app with a transaction reference number (see example). Your digital birth certificate has been created.

This will also be sent to the e-mail address provided for your records.
Access the certificate in the Service Victoria mobile wallet (it may take up to 30 minutes to be available).



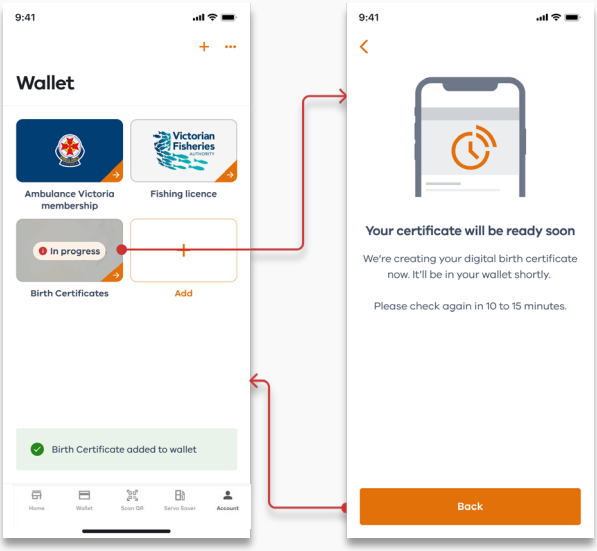


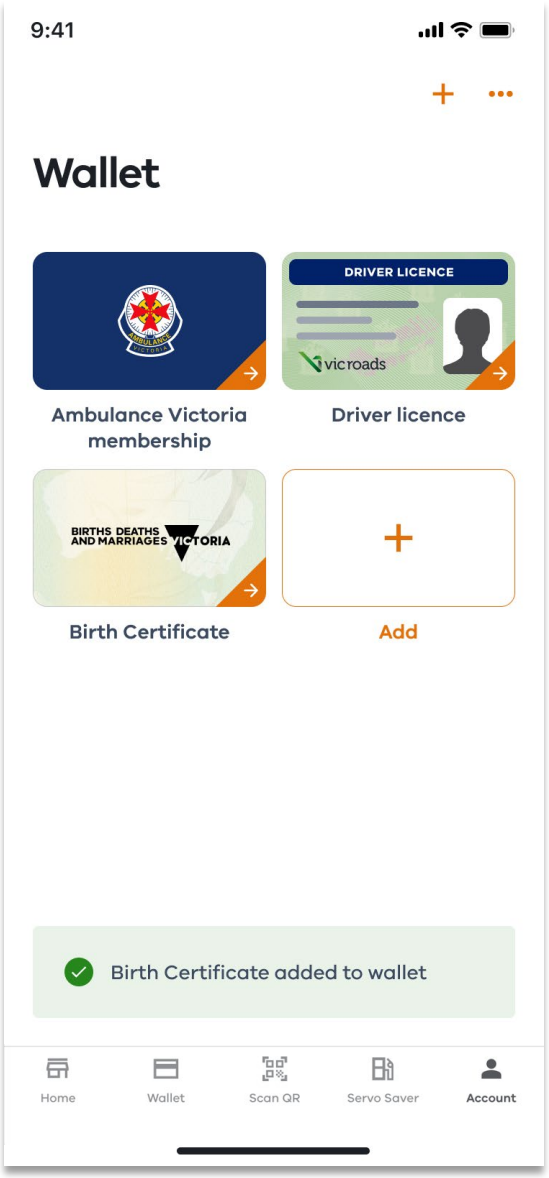
Step 17

You can navigate to the top right hand side menu and create and share the birth certificate as an extract (PDF).

▼ If you go to your wallet and the digital birth certificate hasn't loaded yet, you will 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.'





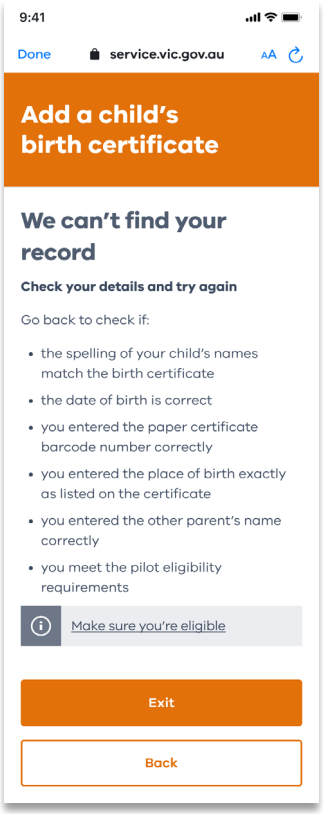
If you receive an error message

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:

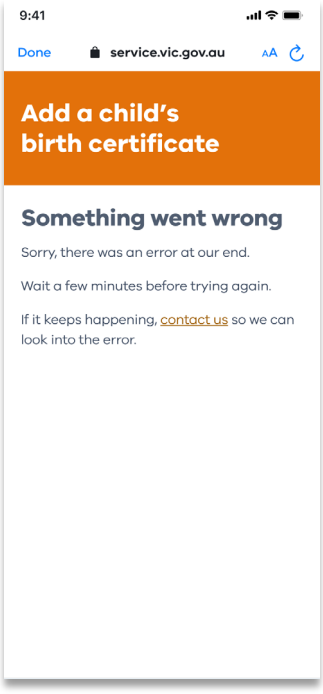
- the spelling of your child's names match the birth certificate
- the date of birth is correct
- you entered the paper certificate barcode number correctly
- you entered the place of birth exactly as listed on the certificate
- you entered the other parent's name correctly
- You meet the trial eligibility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



Something went wrong

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

If this occurs, contact Service Victoria via chat or message.



If you receive an error message

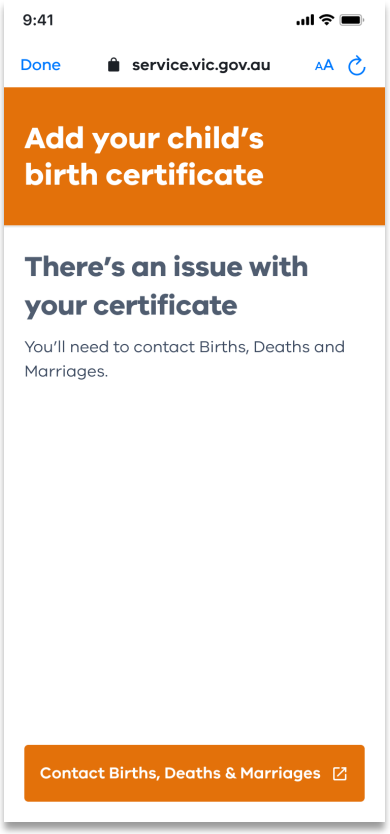
If you haven't received your digital birth certificate this information will help you understand error messages:

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.



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