

Local Government Area user guide

# Troubleshooting:

## Victorian agencies/businesses checking a PDF



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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.

## Victorian agencies/businesses checking a PDF

This guide is designed to provide an overview of how agencies/businesses can check and verify a PDF extract of a person's digital credential, for example, a digital birth certificate, that is stored on their mobile device, created as a PDF and shared with a business for information purposes.

The below steps outline how you can check if the PDF is legitimate, has not been altered, doctored, or tampered with and the cryptographical signature is valid.

Should you still require further reassurance the information provided by a customer is valid, you can ask to scan the person's digital credential QR code stored on their mobile device, using the Service Victoria QR code scanner.

### 1. As a business, how can I trust the data provided by a customer?

PDF documents shared from the digital card are 'signed' using an electronic certificate.

This signature can be validated to ensure that the PDF provided is legitimate and from the original creator of the PDF (Service Victoria).

This is not a digital signature in the sense of somebody signing your name – it is an **electronic certificate of the PDF – a record of the document origination**.

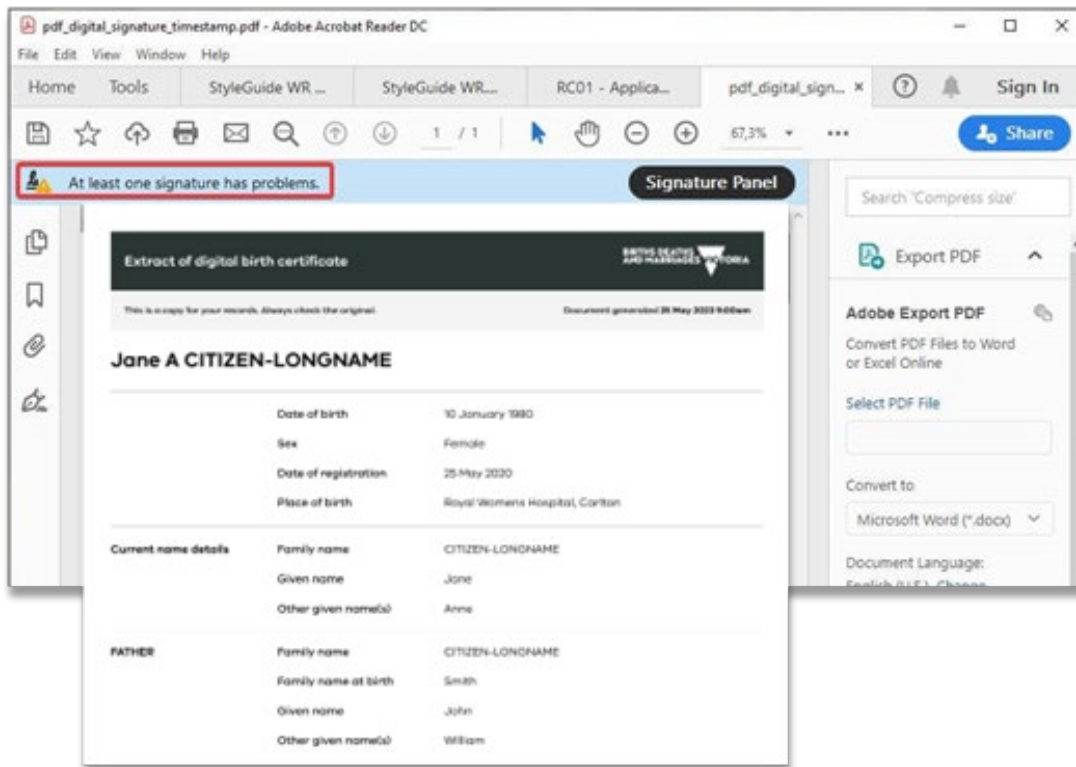
When you receive a shared Digital card PDF your PDF viewer will detect the signature as 'unknown' and will display **'At least one signature requires validating'**.

However, this does not mean that the signature should not be trusted, it just means that your PDF viewer has not seen this signature before and does not have the certificate to verify the signature against. Steps later in this document will outline how you can import certification authority.

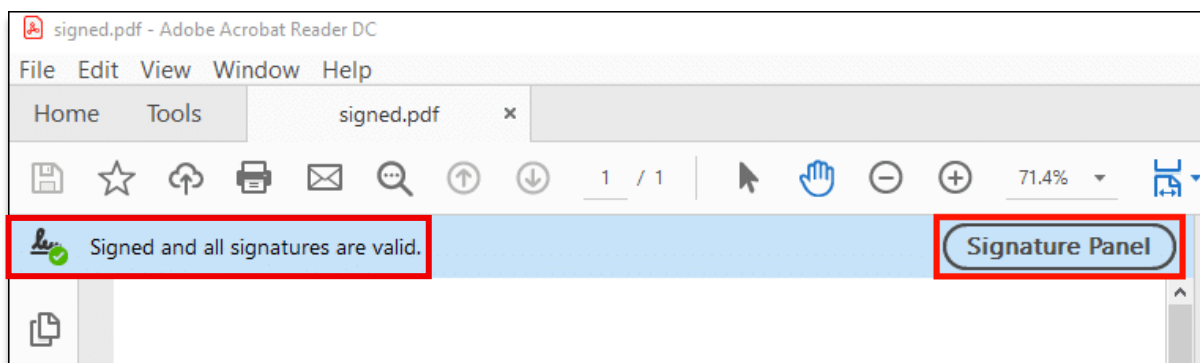
### 2. How to verify the PDF is from Service Victoria

1. Open PDF document in Adobe Acrobat Reader
2. Click **Signature Panel** and **Validate All** to validate signature. Signature panel and blue status bar will update to either:
  - **'Signed and all signatures are valid'** (if no PDF amendments have been made) and
  - **'At least one signature has a problem'** (document has been modified, or the signature is not known).

The Adobe cryptographic signature will display if the document has been doctored, altered or tampered with. Please see next page:



If the document has not been altered, the cryptographic signature will display a green tick with a '**signed and all signatures are valid.**':



**If you get the message that 'At least one signature has a problem'**

**Repeat steps 1 & 2.**

Click down arrow left of 'Revision 1' (this is a field to indicate the first revision of the document signed.)

Review information provided. Revision 1 will now display '**Signed by Service Victoria**'.

If the document has been altered, it will say:

**'Signature invalid/Document has been altered or corrupted since it was signed'.**

If the document has not been modified, it will state:

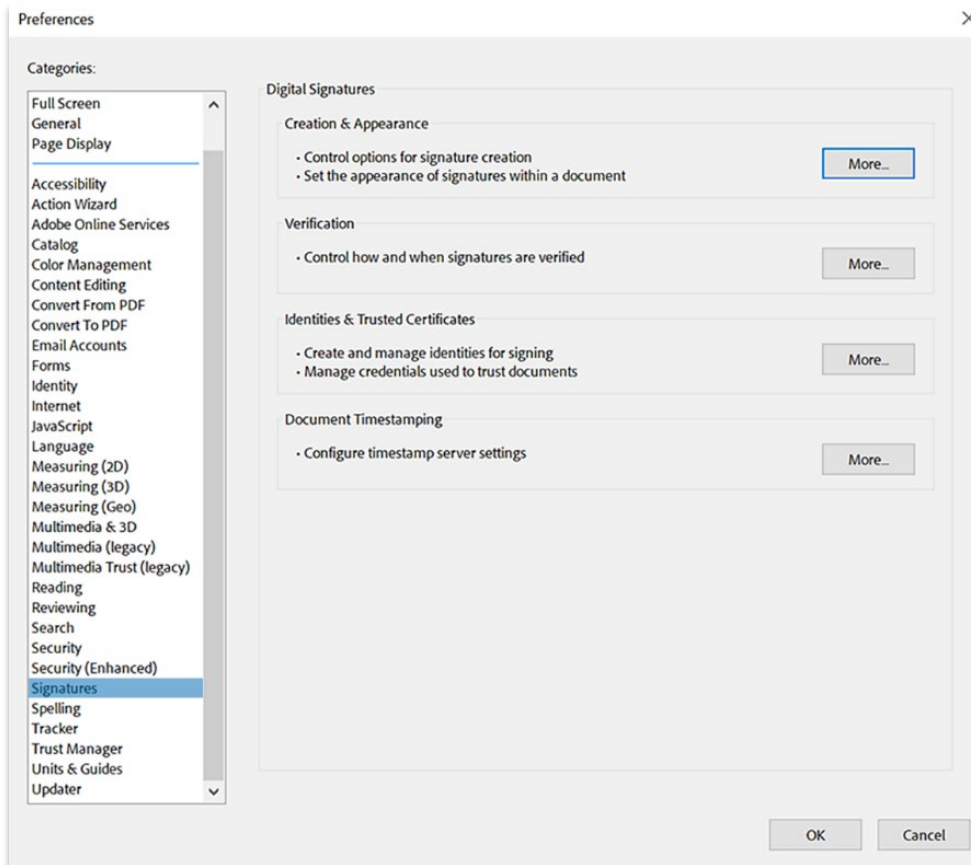
**'Document has not been modified since the signature was applied.'**

To confirm what has been altered click '**Click to view this version**', if the name or photo changes you will know the PDF has been altered.

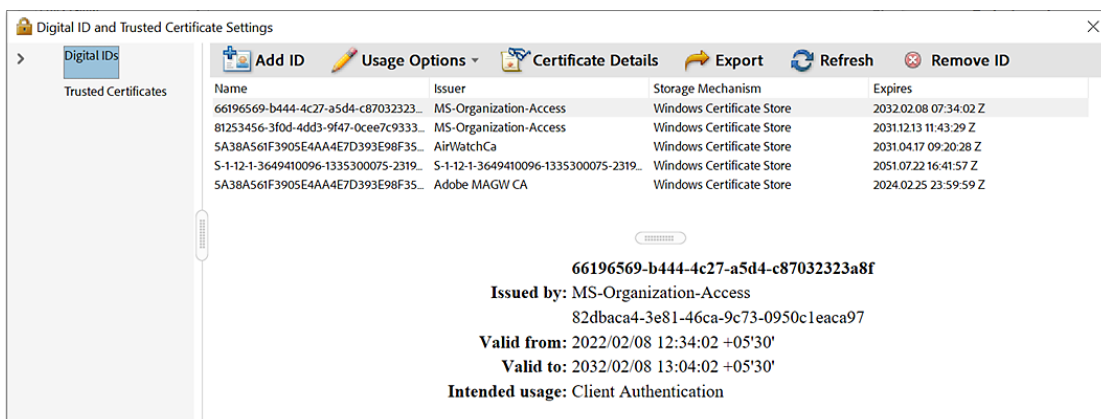
### 3. How to import certification authority – PDF copy of a digital birth certificate

Businesses and people that will need to check the digital birth certificate can import and 'trust' the signature file provided by Service Victoria. **This is a one-off process.** Once the signature file is saved to your computer any future PDF copies of the digital birth certificate you receive will now be recognised as being authorised by Service Victoria.

1. Open the digital birth certificate in Acrobat Reader.
2. In Adobe Acrobat Reader navigate to **Edit > Preferences > Signatures** (below)



3. Select the '**More**' button in the *Identities & Trusted Certificates* section.
4. In the new window '**Digital ID and Trusted Certificate Settings**' (example below):



### 3. How to import certification authority – PDF copy of a digital birth certificate (cont.)

5. select the **Trusted Certificates** option from the left menu and select a certificate from the list and then select and click **'Trust'**.
6. In the new window, select and check **'Use this certificate as a trusted root'**: A root certificate is an originating authority in a chain of certificate authorities that issued the certificate. By trusting the root certificate, you trust all certificates issued by that certificate authority, e.g., Service Victoria.
7. Click **'OK'** and then click **'Import'** to complete the process.
8. Please note once you have completed this process, you are only required to Validate the signature via the Signature Panel in future.

### 4. How do I validate the signature?

- Click on the signature panel (often indicated by a yellow warning symbol).
- Right-click on the signature and select **'Show Signature Properties'**.
- Click **'Show Certificate'** and then the **'Trust'** tab.
- Add the certificate to your trusted identities by clicking **'Add to Trusted Identities'**.
- Validate all signatures in the document by clicking **'Validate All'** in the signature panel.

### 5. Trust the Certificate Authority:

- If the issue is related to the certificate authority, you'll need to manually add it to your list of trusted identities in Adobe.
- Follow the steps outlined above to access the signature properties and certificate details.
- Navigate to the **'Trust'** tab and add the certificate authority to your trusted identities.

### 6. Revert to the original signed version:

- If the document was modified after signing, you'll need to revert to the original version or request a new signature.

### 7. What if I still don't trust the customers PDF?

If you do not trust the customer's PDF extract of their birth certificate information, you can ask to scan the customer's digital birth certificate on their device using the Service Victoria mobile app camera to scan their QR code.

