Government Services

Local Government Area user guide

How to verify a digital birth certificate on device (kindergartens)

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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

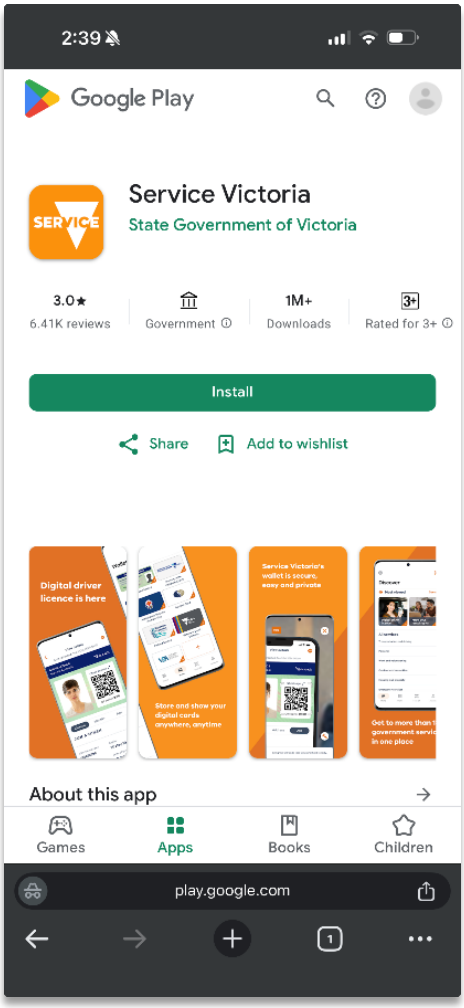
For kindergarten enrolment, parents and caregivers can provide a PDF extract of their digital birth certificate, for kindergartens to keep on file.

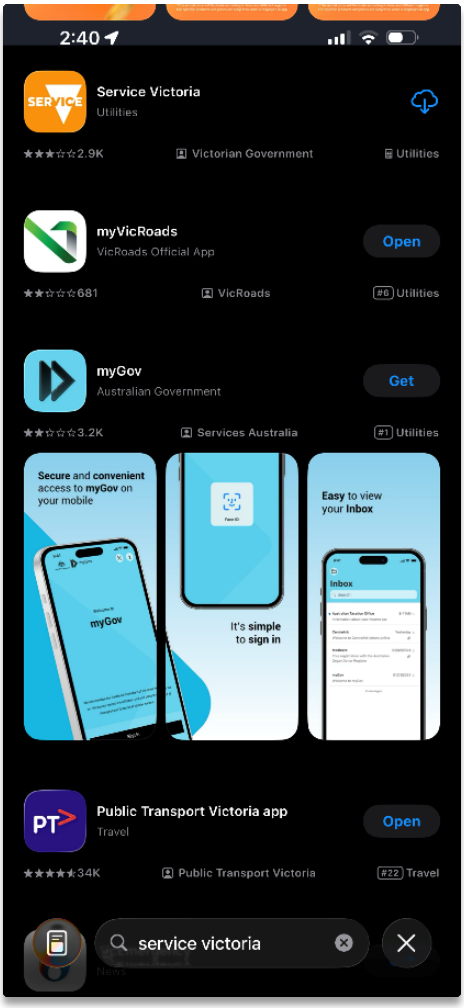
To check the PDF copy provided is valid and hasn't been tampered with, scan the digital birth certificate on the applicant's mobile device when they attend the kindergarten.

Step 1

Install and open the Service Victoria mobile app, from either:

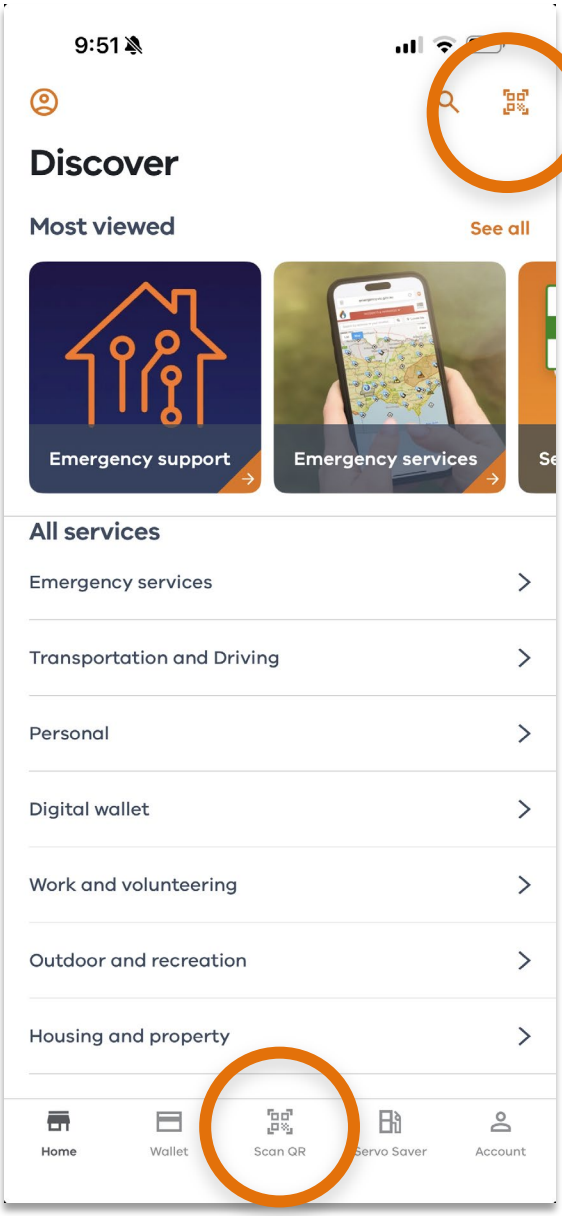
- Google Play (Android)
- Apple App Store (Apple)



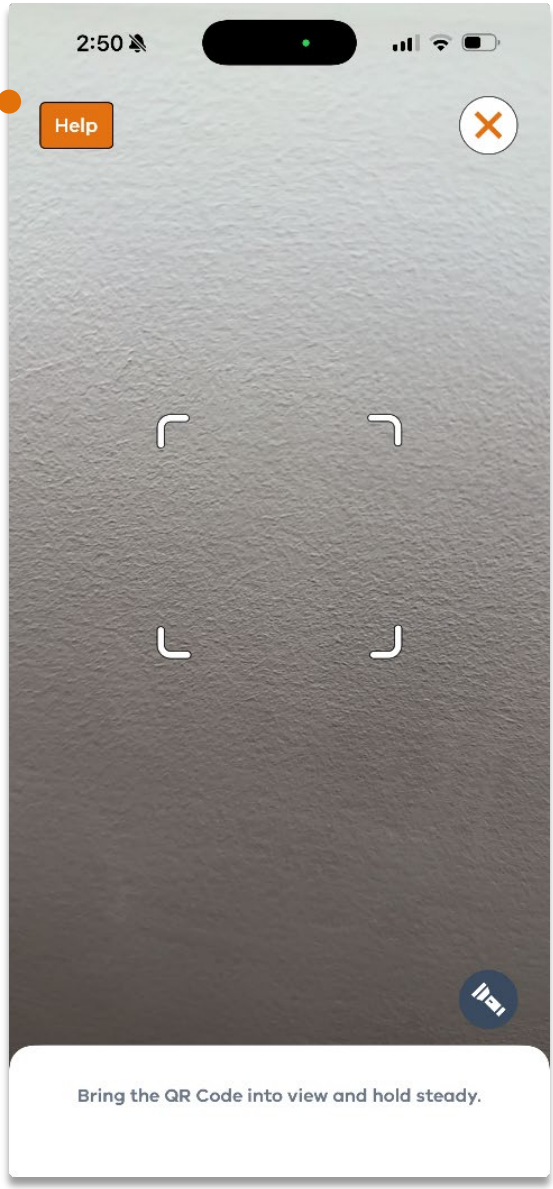


Step 2

Select the Service Victoria app camera, found top right of the app homepage **or** in the bottom navigation menu.



▲ Service Victoria homepage: QR code camera locations



▲ Service Victoria QR code camera

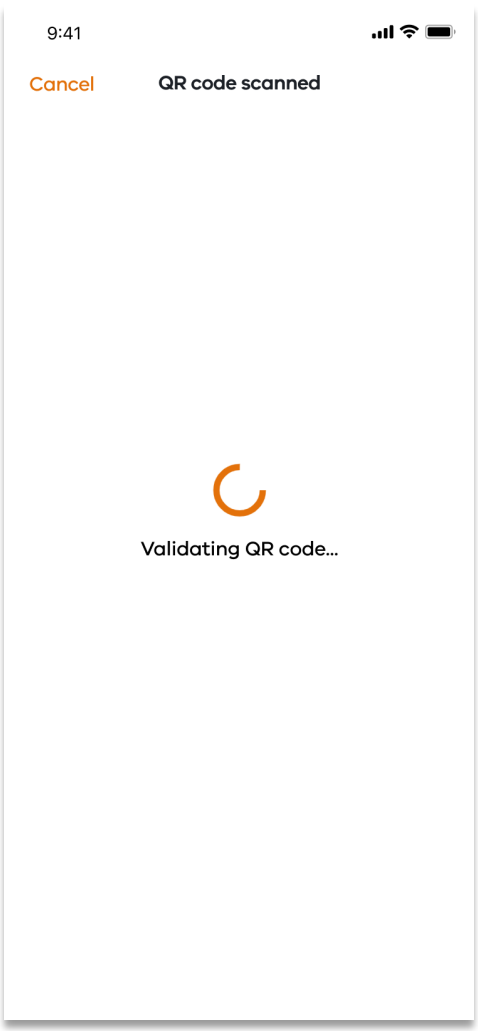
Step 3

Scan the QR code found on the applicant's digital birth certificate.

To do this, ask the applicant to:

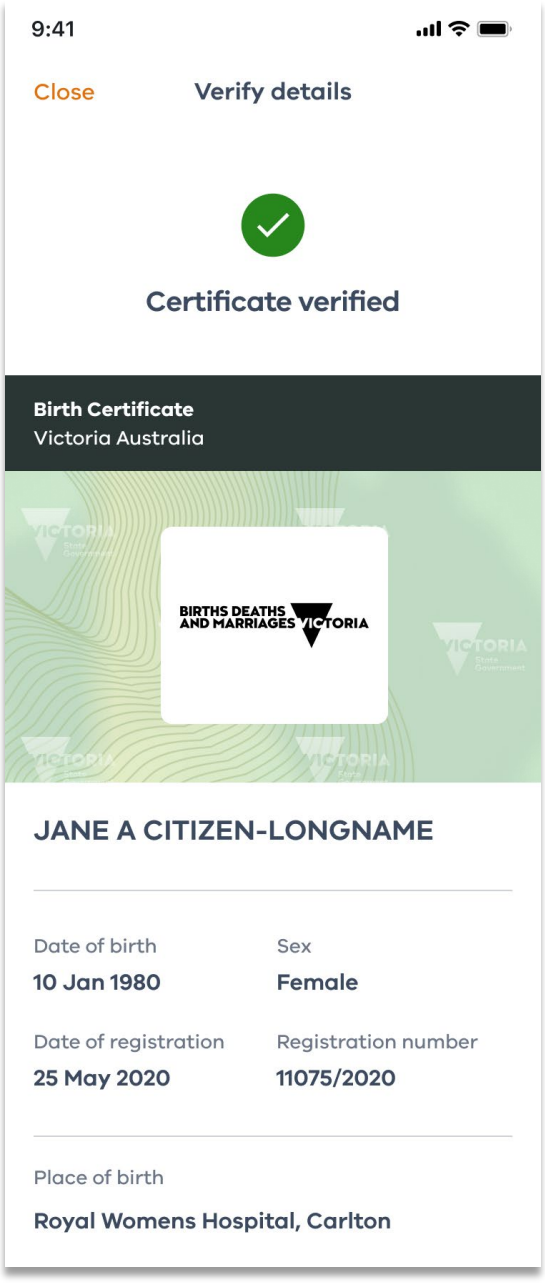
- Open their mobile wallet in the Service Victoria app.
- Tap and open the birth certificate token – with '**Certificate**' selected.
- Scan the certificate QR code using the Service Victoria QR code camera. Note the QR code lasts for two minutes. Ask the digital birth certificate holder to tap to refresh, after two minutes if you need to.
- Wait while the Service Victoria app validates the QR code

▲ Parent presents their digital birth certificate QR code

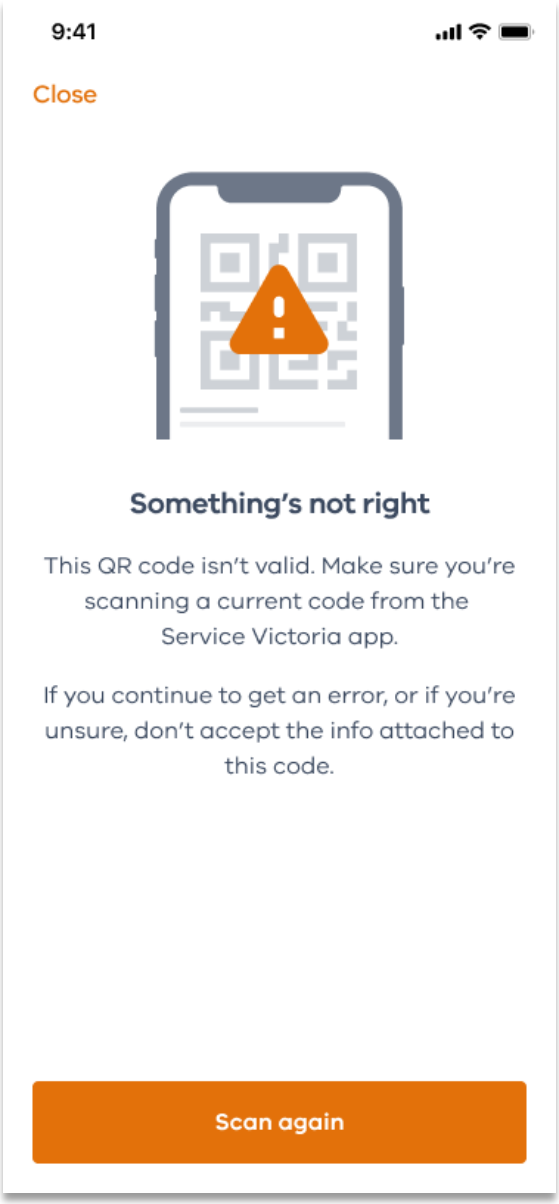


▲ Service Victoria app validates the QR code

- A green tick will confirm the certificate is valid. The child's digital birth certificate information can also be found below this confirmation.
- If the digital birth certificate is not valid, or has been tampered with, the below error message will appear. You will need to view the child's paper birth certificate to complete enrolment.



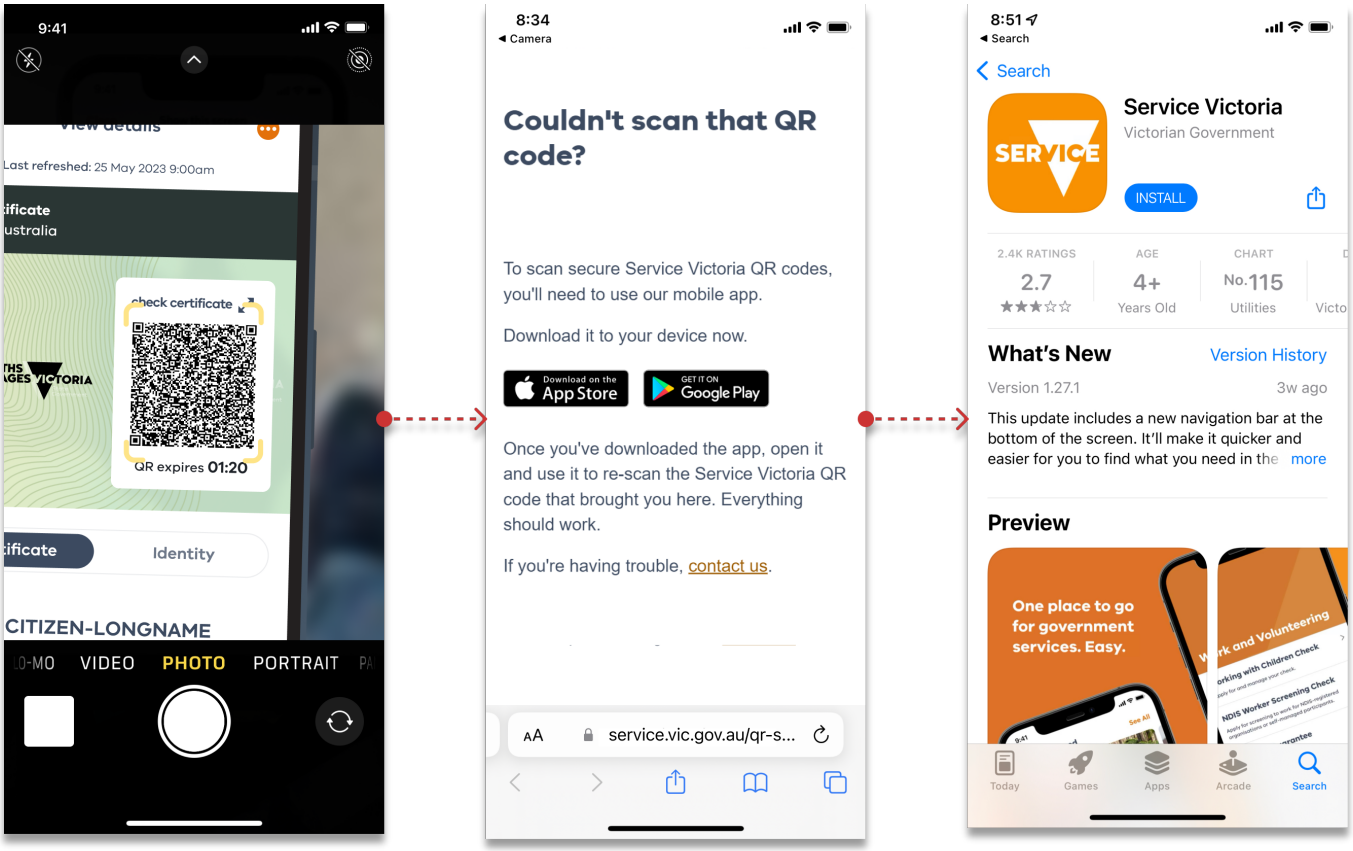
▲ 'Green tick': Digital birth certificate verified successfully



▲ QR code not valid or tampered with. If you are unable to scan the QR code, request to see the child's paper certificate.

Scanning with the non-Service Victoria camera

If you attempt to scan the parent's QR code using the mobile device camera, you will be redirected to an error screen and provided with the option to download the Service Victoria app if it's not installed on your device.

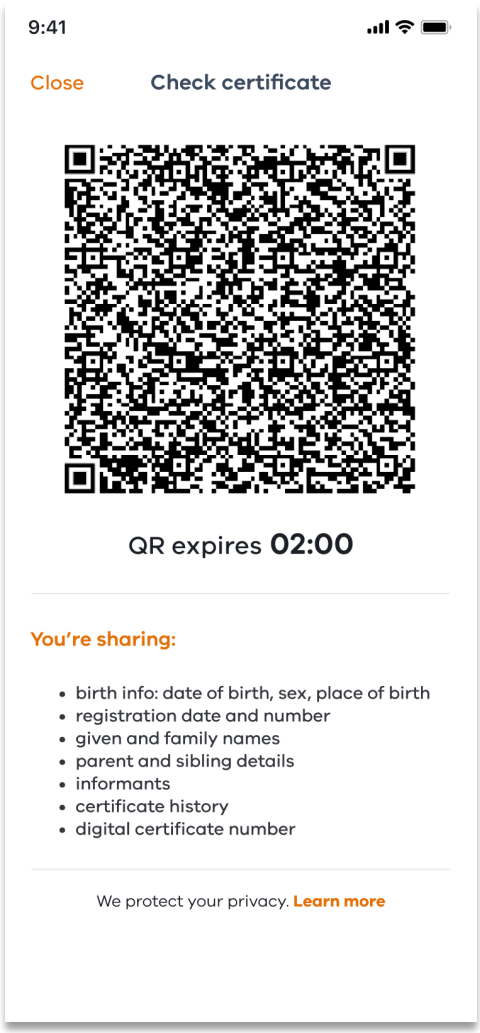


Enlarge QR Code

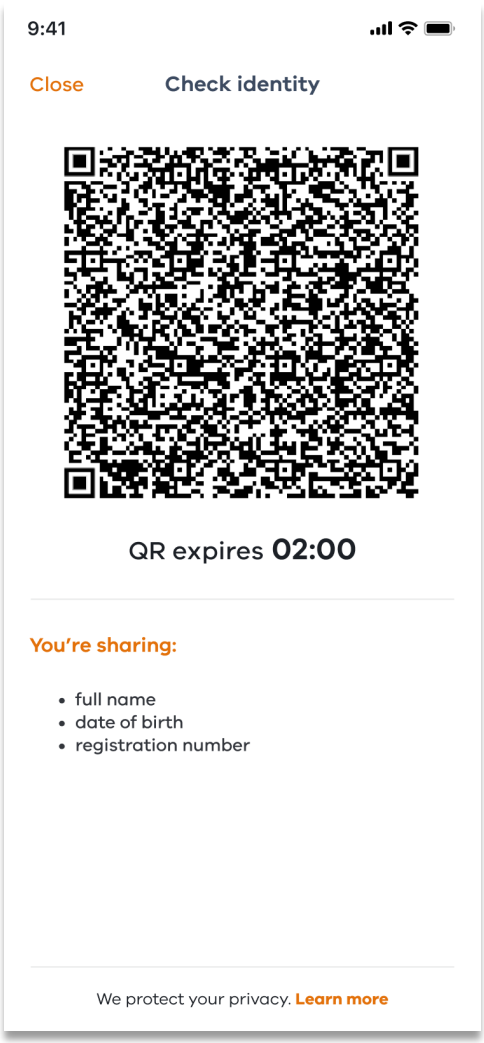
To successfully scan the QR code, ask parents to enlarge the QR code by tapping on it via the 'arrow expand' icon above the QR code – on the 'view details' screen.

The QR code has two types of information – based on the toggle selected by the parent:

- certificate information, and
- identity information.



▲ 'Certificate information – enlarged QR code



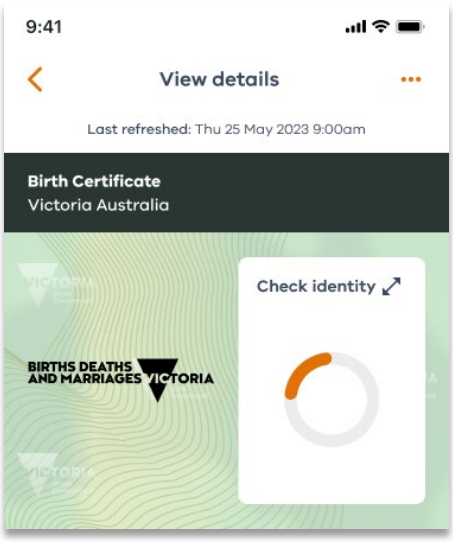
▲ Identity information – enlarged QR code

QR code loading states

QR code is loading

The QR code stores the child's birth certificate information to be scanned. This information can be refreshed by the parent. When this occurs, it will load and present the QR code when fully loaded.

When the QR code is available, you can ask the parent to present the QR code to be scanned, using the Service Victoria app QR code camera.

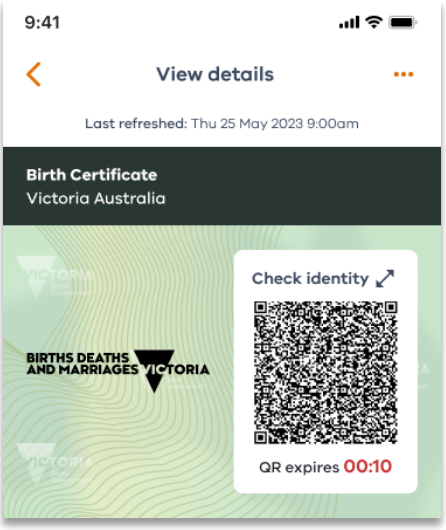


QR code count down

When the digital credential (birth certificate) is opened, the QR timer will automatically start counting down from 120 seconds.

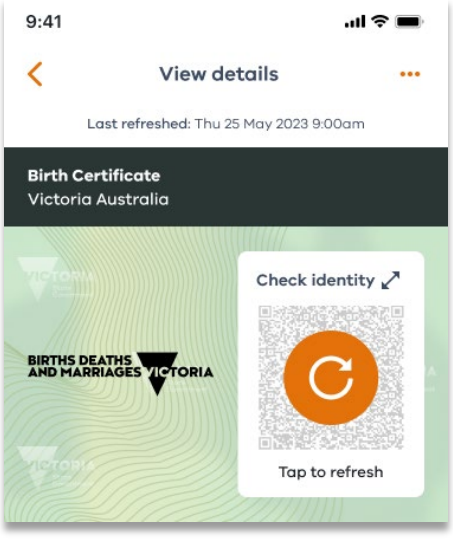
This example shows the 120 seconds within the last 10 seconds before it will require the parent to refresh the QR code.

If the QR code has expired it will not be scannable. You can instruct the parent to '**tap to refresh**' (see below).



QR code requires refresh

When the QR timer expires after the two-minute countdown, the QR code displays a refresh button on the QR code for the parent to '**tap to refresh**'..

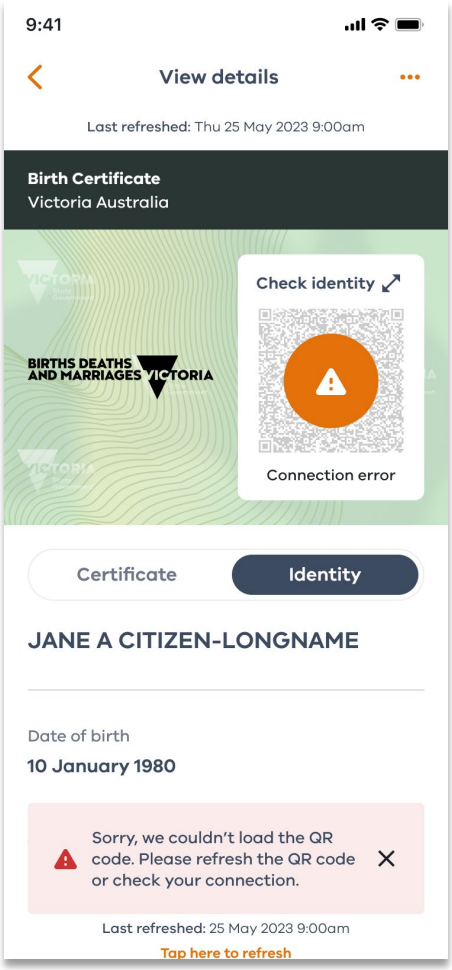


QR code connection error

If the digital birth certificate encounters network connection errors, the QR code will display a warning sign – and instruct the parent there is a connection error.

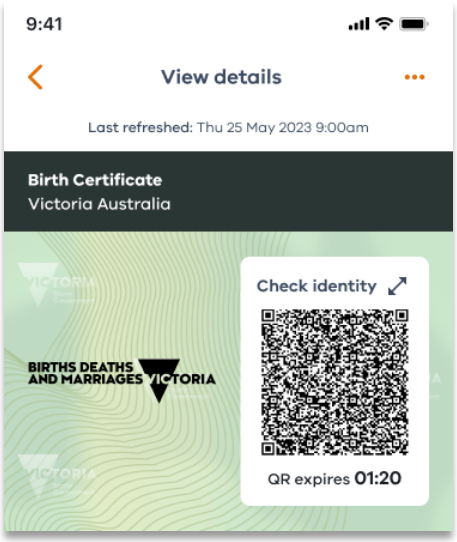
You can advise the parent they should try and establish a connection for the QR code to become active.

You can also advise the parent, they can attempt to '**tap to refresh**' the digital token at the foot of the digital birth certificate, which will be able to refresh the credential and QR code, once a connection is established.



QR code ready to scan

Ask the parent to place the QR code in front of the Service Victoria camera to scan.



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