



Overview

This Work Instruction provides guidance on how to verify or relink your identity using IDVerse.

Time required	10 minutes (must be completed in one session).
Prerequisite/s	You will need a computer device to log in to the Portal and your mobile phone switched on.

Note: **Bold** words in the text refer to field, link, and button names within the Portal.

Verifying or relinking your identity

The Portal uses online identity verification to help protect your account and ensure the security of your information. Before accessing the Portal's full functionality, you must complete an identity verification process.

Two identity verification providers are available. Both are free to use, accredited under the Australian Government's Trusted Digital Identity Framework (TDIF), and do not store or share your identity documents.

The level of identity verification strength required depends on the activities you need to access:

Identity strength	Description
Strong	Required for users accessing explosives-related services.
Standard	All other Portal activities.

You can verify your identity using one of the following providers:

Provider	Description
myID	The same digital identity service used to access Australian Government services such as the ATO and Medicare. myID supports both Standard and Strong identity verification.
IDVerse	Available only to explosives users who require Strong identity verification but do not hold a valid Australian passport. IDVerse provides a one-time identity verification for Portal access.

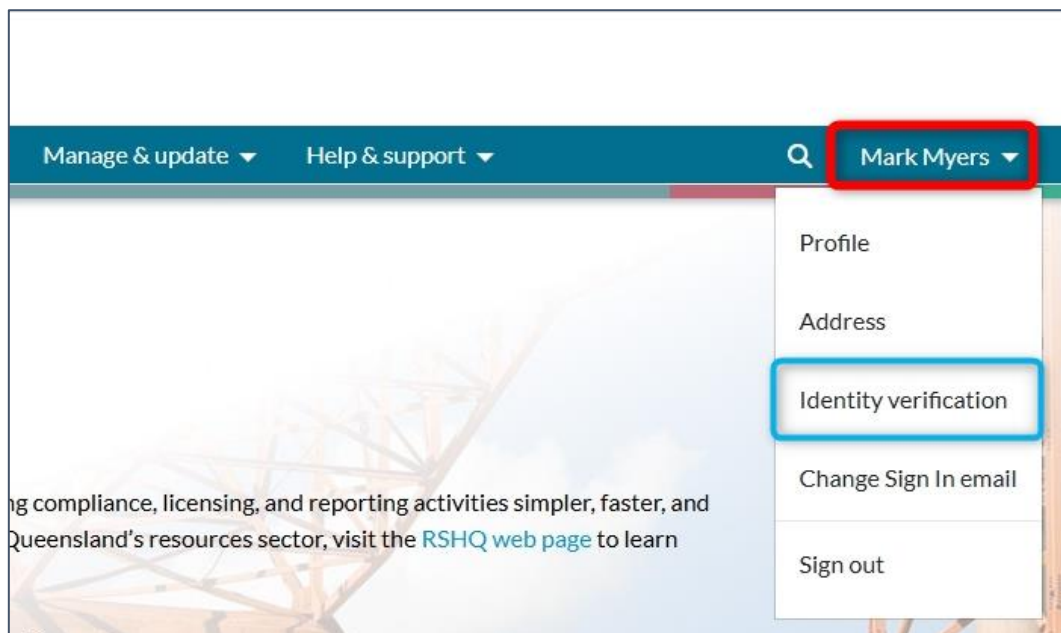
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Verifying or relinking your identity using IDVerse

To maintain the security of your RSHQ Portal account, you will need to re-link your verified identity every 12 months.

Procedure

1. On a computer, log in to the RSHQ Portal.
2. Select your name at the top right of the toolbar, then select **Identity verification**.



3. Your current identity strength will display as follows:
 - First time identity verification: **Not yet verified**.
 - Relinking an expired identity: **Expired**.

Scroll down.

Identity verification authorises secure access to the functions of the portal. There are three verification levels - **Basic**, **Standard**, and **Strong** - that you may need to achieve to access certain functions.

Your current identity strength

i Identity verification expires every days. You'll need to complete identity verification then using one of the methods listed below.

Identity strength	Expiry date
Not yet verified	n/a

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4. Under the **Verify Identity via IDVerse** heading, expand the **What documents are required?** section to access the document requirements for the IDVerse verification process. Note that you can use an Australian Passport up until three years after it has expired.

Verify Identity via IDVerse



IDVerse is an Identity Service Provider accredited under the Australian Government's Trusted Digital Identity Framework (TDIF). Complete your identity verification in a few easy steps on your mobile device. Your mobile phone will require Internet connectivity and a front-facing camera.

This method is recommended if you don't have an Australian Passport.

> What documents are required?

IDVerse is free for you to use - no charges apply.

Verify with IDVerse (Strong)

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5. When you have the required documents and are ready to proceed, select **Verify with IDVerse (Strong)**.

▼ What documents are required?

A combination of at least one primary document and at least one secondary document is required.

Primary:

- Foreign passport with valid visa
- Australian driver's licence (any state)
- Australian passport

Secondary:

- Australian driver's licence (any state)
- Medicare card
- Australian birth certificate

If the names do not match between primary and secondary documents, a linking document will be required.

- Marriage certificate
- Change of name certificate

IDVerse is free for you to use - no charges apply.

Verify with IDVerse (Strong)

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6. The **IDVerse Identity Verification** screen will display.

Enter the phone number of your mobile device and select **Send SMS**.

IDVerse Identity Verification

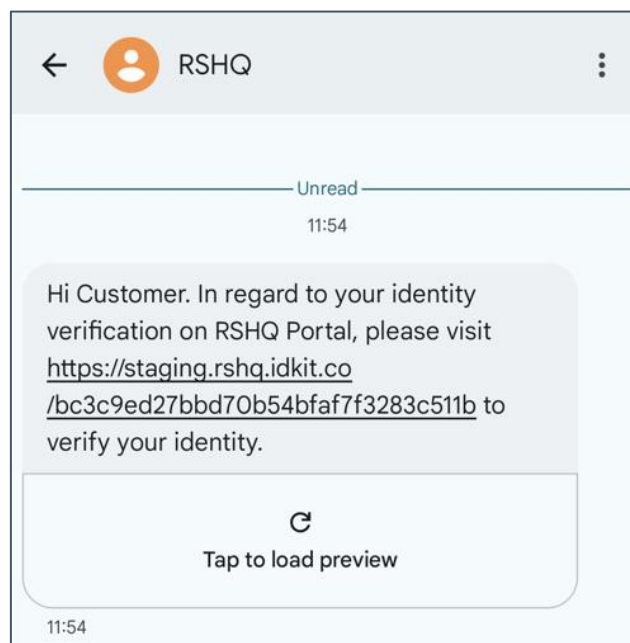
Identity verification will take place on a mobile device. How would like to receive a link to start the process?

Send SMS text to mobile

+61

Send SMS

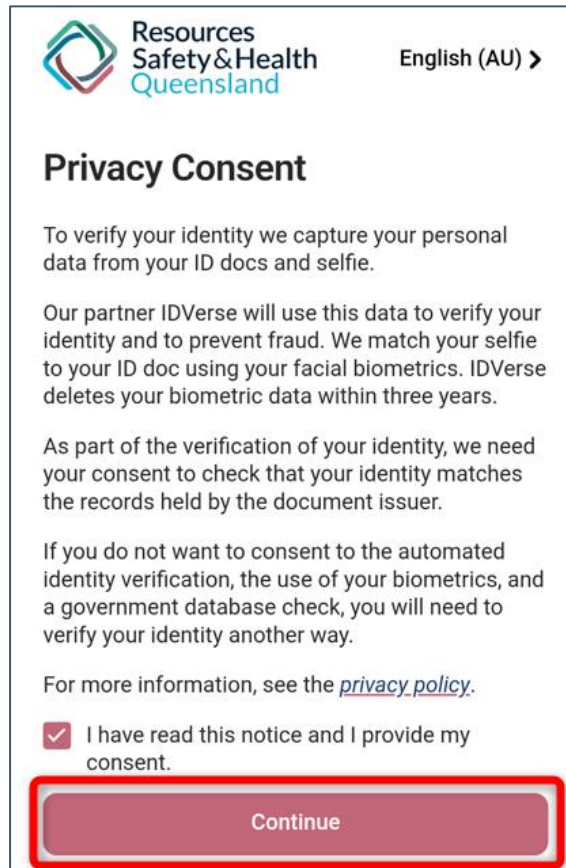
7. Tap on the link in the text message sent to your mobile phone.



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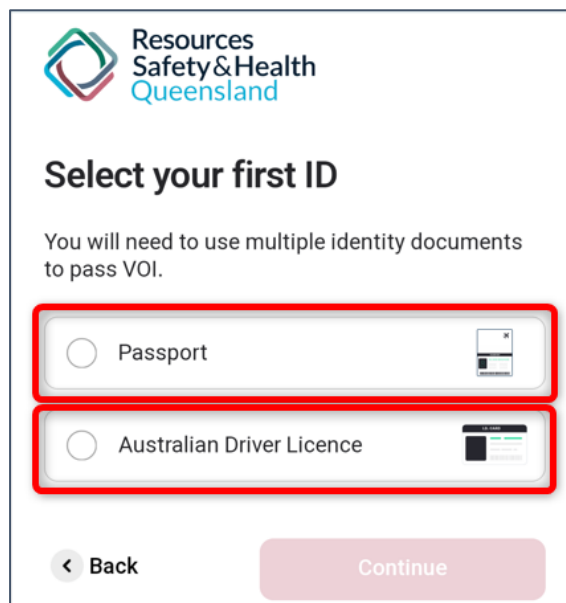
Verifying or relinking your identity using IDVerse

8. Read the **Privacy Consent** and if you agree to provide your consent, select the checkbox and click **Continue**. Note that you will not be able to proceed unless the checkbox is selected.



The screenshot shows the 'Privacy Consent' screen. At the top left is the Resources Safety & Health Queensland logo, and at the top right is a language selector set to 'English (AU)'. The title 'Privacy Consent' is centered. Below it, the text explains that personal data from ID docs and selfies will be captured for verification by IDVerse to prevent fraud. It states that IDVerse will use facial biometrics to match the selfie to the ID doc and that biometric data is deleted within three years. It also mentions that consent is needed to check identity against records held by the document issuer. A link to the 'privacy policy' is provided. At the bottom, there is a checkbox with a checkmark and the text 'I have read this notice and I provide my consent.' Below this is a large red 'Continue' button, which is highlighted with a red rectangular border.

9. Select either **Passport** or **Australian Driver Licence**.

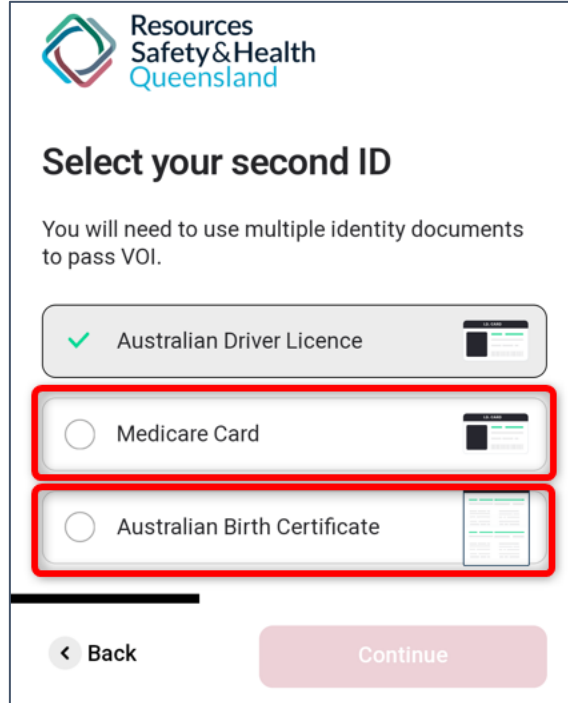


The screenshot shows the 'Select your first ID' screen. At the top left is the Resources Safety & Health Queensland logo. The title 'Select your first ID' is centered. Below it, the text states 'You will need to use multiple identity documents to pass VOI.' There are two radio button options: 'Passport' and 'Australian Driver Licence'. Each option has a small icon to its right: a passport for 'Passport' and a driver's license for 'Australian Driver Licence'. Both options are highlighted with red rectangular borders. At the bottom left is a 'Back' button with a left arrow, and at the bottom right is a red 'Continue' button.

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10. Depending on the selection made in step 9, the secondary list of identification options will display. Select the second form of identification that you will be providing.



The screenshot shows the 'Select your second ID' screen. At the top is the Resources Safety & Health Queensland logo. Below it is the title 'Select your second ID' and a note: 'You will need to use multiple identity documents to pass VOL.' There are three selection options, each with a radio button and a document icon: 'Australian Driver Licence' (which is already selected with a green checkmark), 'Medicare Card', and 'Australian Birth Certificate'. The 'Medicare Card' and 'Australian Birth Certificate' options are highlighted with red rectangular boxes. At the bottom, there is a 'Back' button with a left arrow and a 'Continue' button.

11. Select **Continue**.

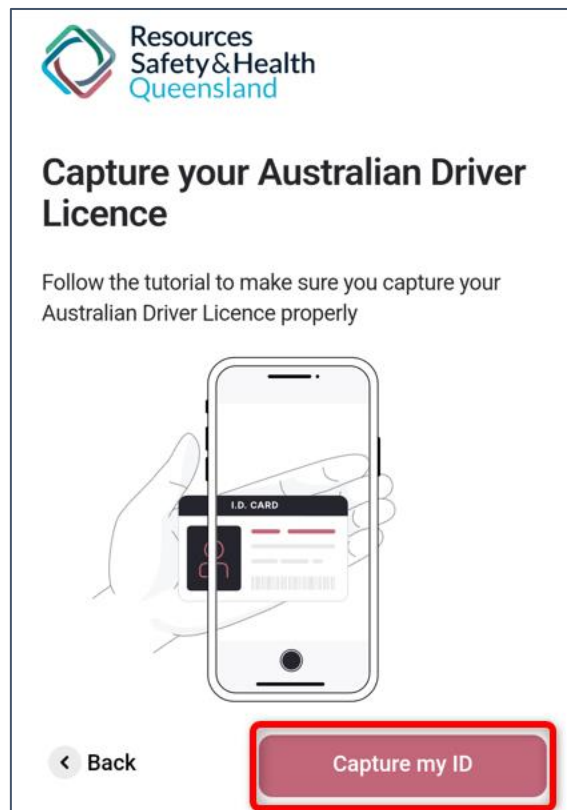


The screenshot shows the 'Well Done!' screen. At the top is the Resources Safety & Health Queensland logo. Below it is the title 'Well Done!' and a note: 'Continue to the next step where you will take a photo of your selected documents.' There are two selection options, each with a green checkmark and a document icon: 'Australian Driver Licence' and 'Medicare Card'. At the bottom, there is a 'Back' button with a left arrow and a 'Continue' button, which is highlighted with a red rectangular box.

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12. A popup may display, asking if you are willing to allow the app to access your device's location and camera app. Select **Allow**.
13. Watch the animated tutorial on how to capture your Passport or Australian Driver Licence, then click **Capture my ID**.

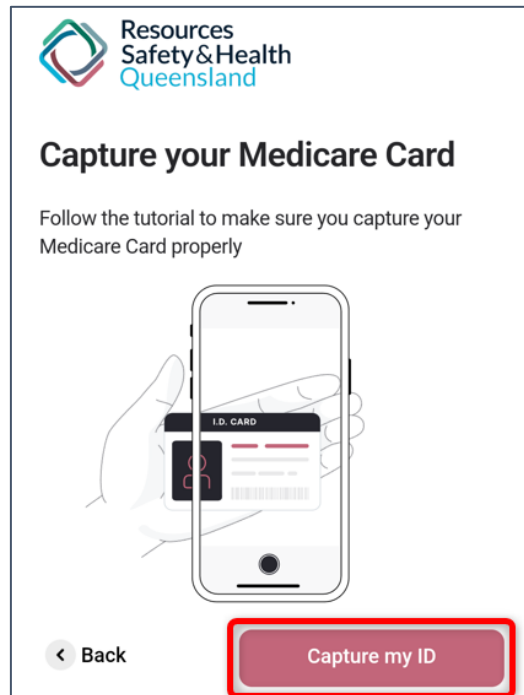


14. Again, a popup may display asking if you are willing to allow the app to access your device's camera app. Select **Allow**.
15. Take a photo of your Passport or Australian Driver Licence adhering to the guidelines of the animation at Step 13. Ensure there is enough light to allow the camera to clearly capture the detail on your identification.

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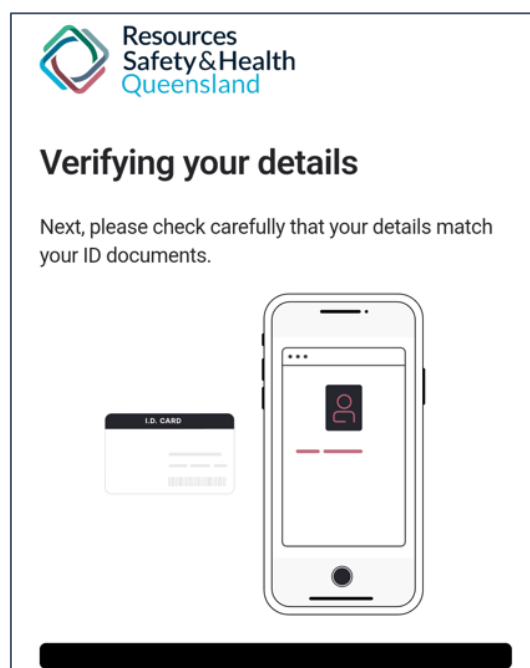
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16. Watch the animated tutorial on how to capture your second form of identification, then click **Capture my ID**.



17. Again, a popup may display asking if you are willing to allow the app to access your device's camera app. Select **Allow**.

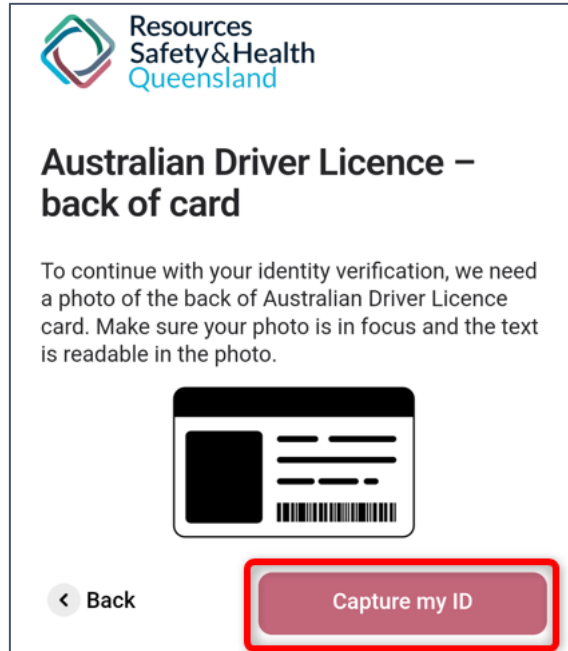
18. The system will upload your identification and prompt you to check that the information scanned accurately matches the details on your identification.



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Verifying or relinking your identity using IDVerse

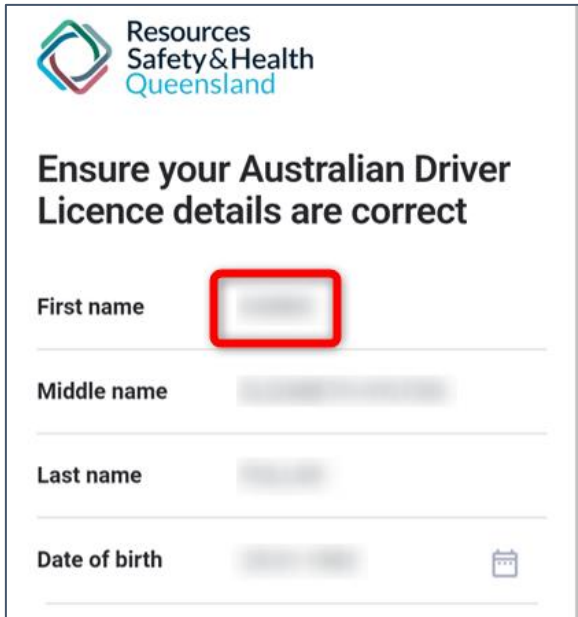
19. The system may request additional information, such as the back of your Australian Driver Licence. Repeat the process to scan and upload the back of your licence.



20. Ensure you check all scanned information.

The scanned details must match your identification details exactly. Do not assume that the data has been accurately copied.

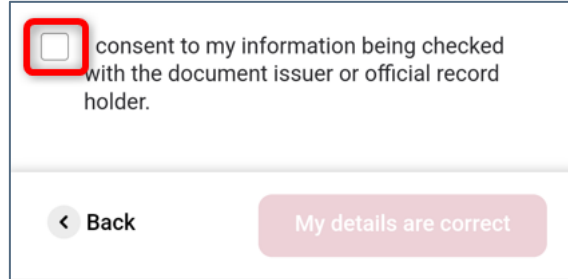
If you need to change any incorrectly scanned information, select the relevant field and update (in this example, the **First name** field).



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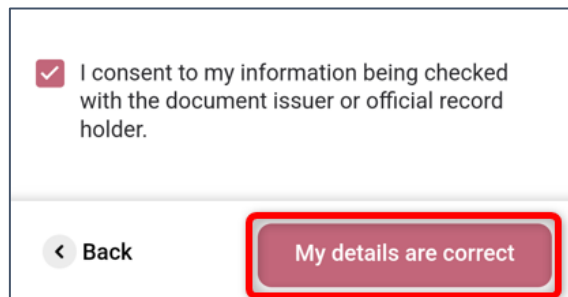
21. Read the consent statement and select the checkbox. Note that you will not be able to proceed unless the checkbox is selected.



☐ I consent to my information being checked with the document issuer or official record holder.

[< Back](#) [My details are correct](#)

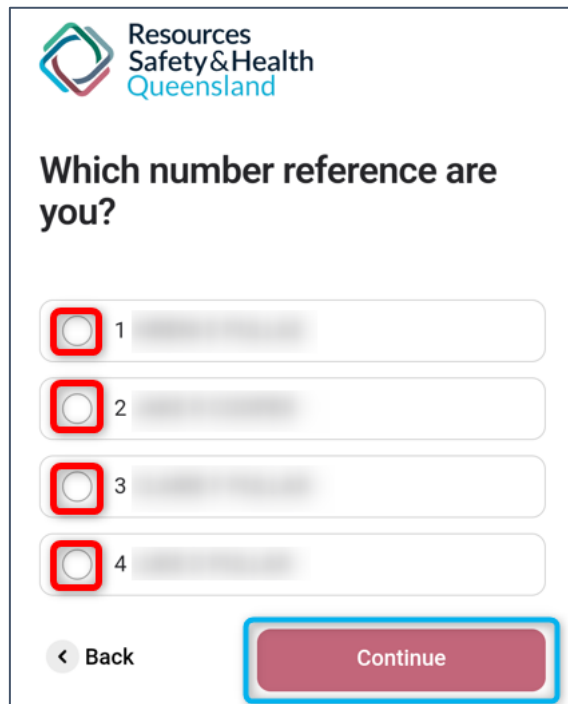
22. Select **My details are correct**.



☒ I consent to my information being checked with the document issuer or official record holder.

[< Back](#) [My details are correct](#)

23. Check the information on your second form of identification and update or respond to questions if required, then click **Continue**.



 Resources
Safety & Health
Queensland

Which number reference are you?

☐ 1

☐ 2

☐ 3

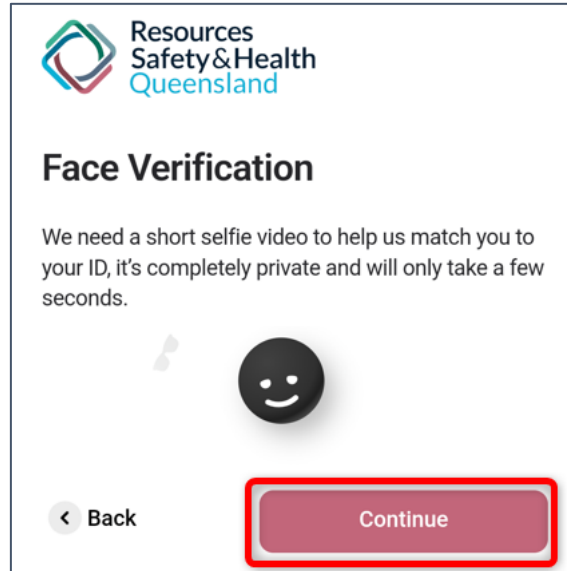
☐ 4

[< Back](#) [Continue](#)

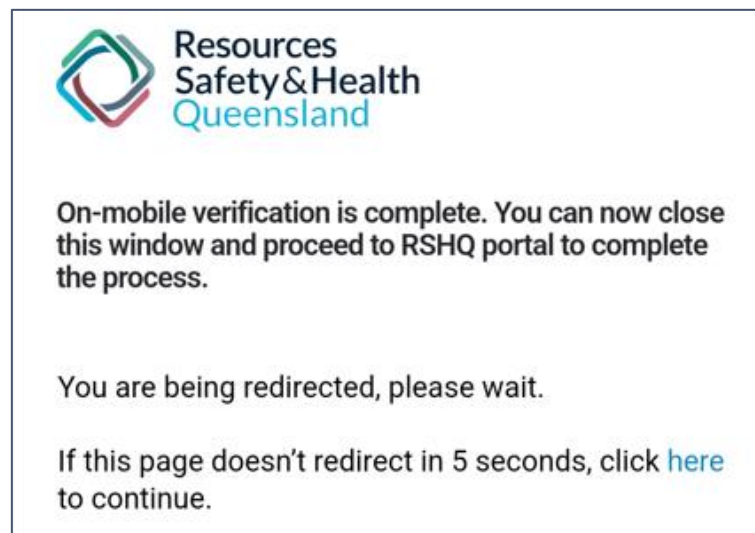
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24. Read the **Face Verification** instructions, and when you are ready to record a short video of your face, select **Continue**.



25. Your front facing camera app will automatically open and take a short video clip of your face. Ensure there is enough light to allow the camera to clearly capture your face.
26. A confirmation message will display advising you that the online verification process is complete.



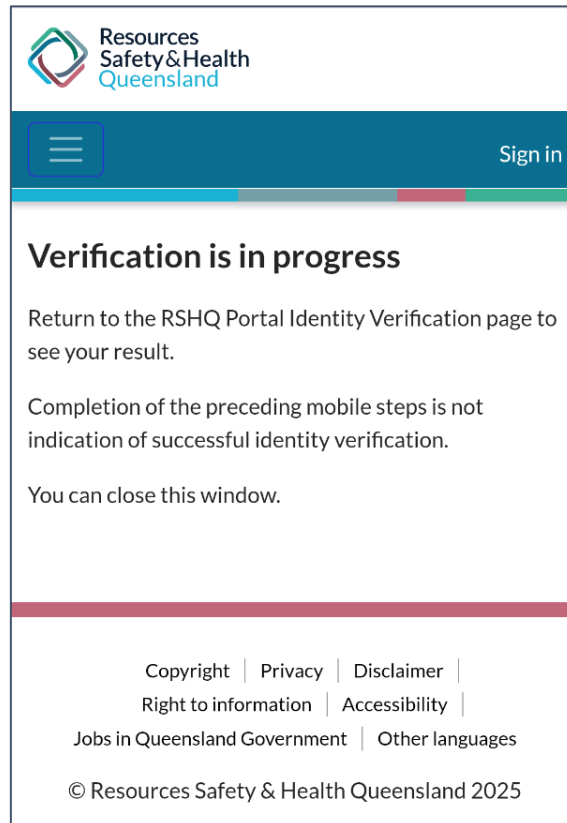
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27. You will be automatically redirected to the **Verification is in progress** page.

You may now close this window on your mobile phone and refer to the Portal on your computer device.



28. If successful, your updated identity strength and expiry date will now display.

If you are not successful, your identity strength will remain as **Not yet verified** or **Expired**.

If the issue persists, contact RSHQ for assistance.