



## Overview

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

|                       |                                                |
|-----------------------|------------------------------------------------|
| <b>Time required</b>  | 10 minutes (must be completed in one session). |
| <b>Prerequisite/s</b> | An existing <a href="#">myID</a> account.      |

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                                               |
|-------------------|-----------------------------------------------------------|
| <b>Strong</b>     | Required for users accessing explosives-related services. |
| <b>Standard</b>   | All other Portal activities.                              |

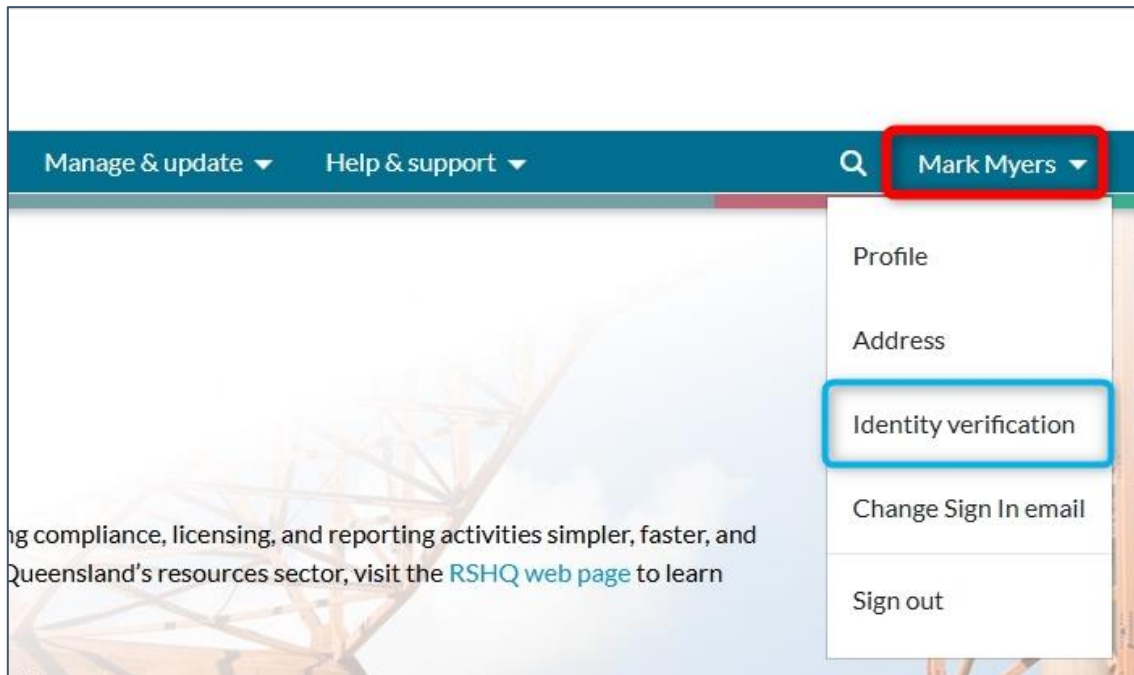
You can verify your identity using one of the following providers:

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

To maintain the security of your RSHQ Portal account, you will need to re-link your verified identity every 12 months. If any documents used during your original verification have expired, you will need to update them in myID before re-linking your account.

## Procedure

1. 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



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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### Verifying or relinking your identity using myID

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

### Verify Identity via myID

myID is a Digital Identity verification service from Australian Federal Government. It makes it easier to prove who you are online.

**This method is recommended if you have an Australian passport.**

> What documents are required?

myID is free for you use - no charges apply.

Verify with myID

✓ What documents are required?

If you are new to myID or require more information on what documents are required to setup myID, these can be found at <https://www.myid.gov.au/how-set-myid>.

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### Verifying or relinking your identity using myID

5. When you have the required documents and are ready to proceed, select **Verify with myID**.



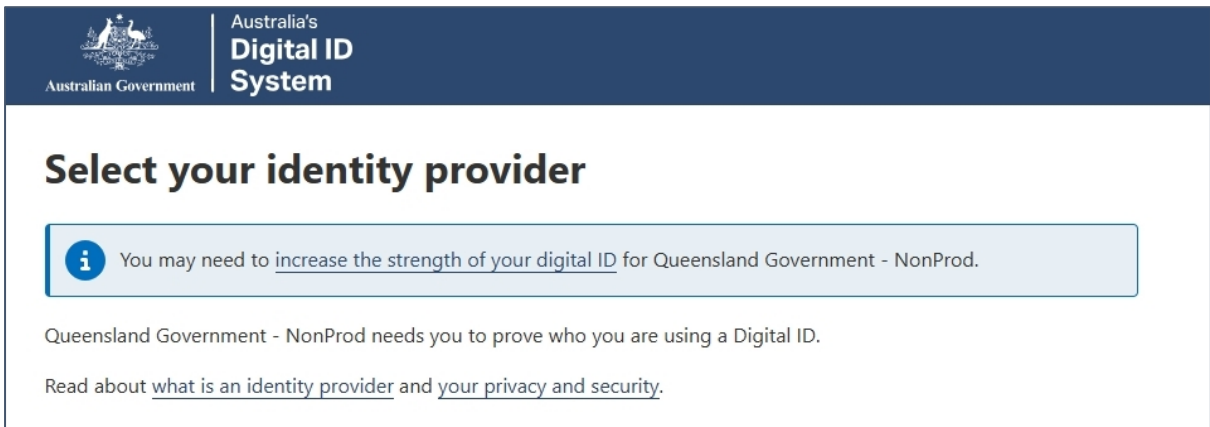
✓ What documents are required?

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Verify with myID

6. The **Select your identity provider** screen will display.
- Ensure you have the required device and click **Select myID**.



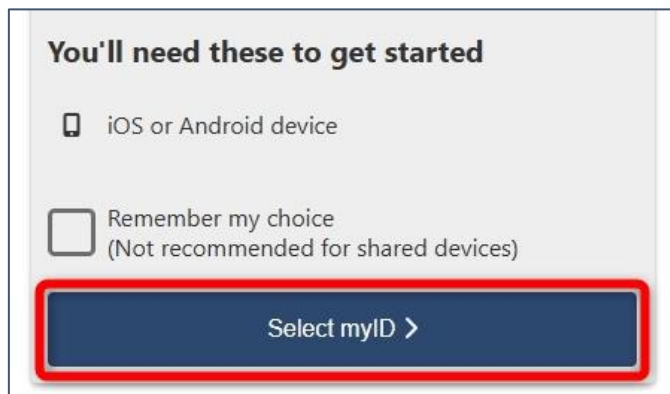
Australian Government | Australia's Digital ID System

### Select your identity provider

**i** You may need to increase the strength of your digital ID for Queensland Government - NonProd.

Queensland Government - NonProd needs you to prove who you are using a Digital ID.

Read about what is an identity provider and your privacy and security.



**You'll need these to get started**

☒ iOS or Android device

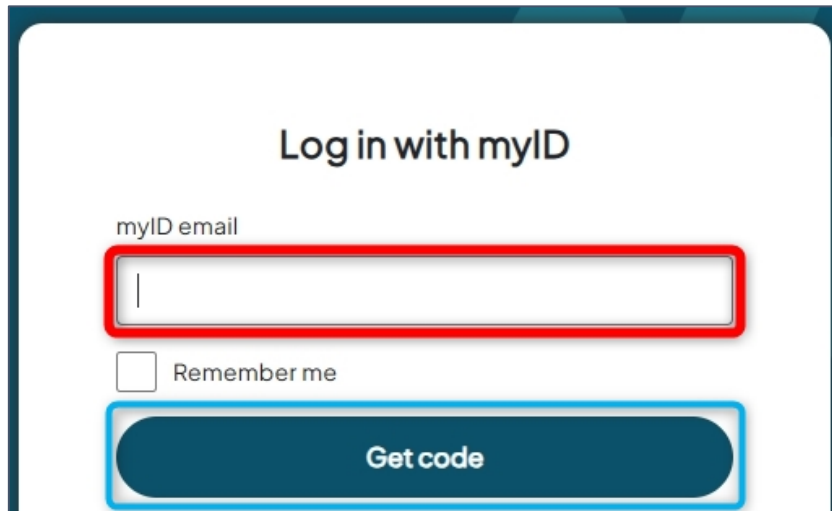
☐ Remember my choice  
(Not recommended for shared devices)

Select myID >

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### Verifying or relinking your identity using myID

7. Enter your myID email, then select **Get code**. Ensure you use a personal email address for verification purposes. All correspondence will still be sent to your work email address.



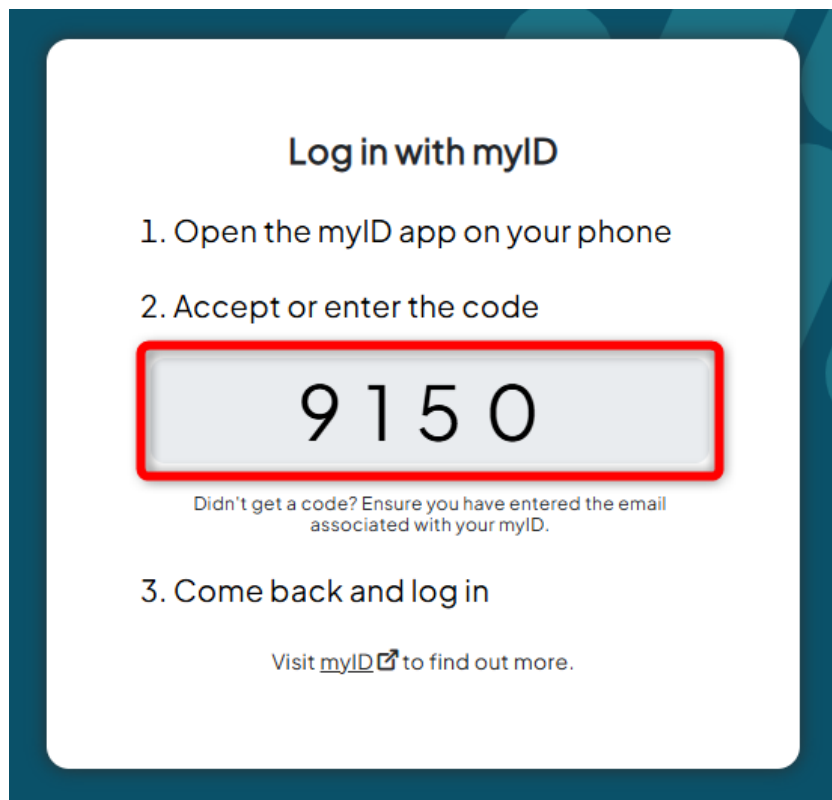
Log in with myID

myID email

☐ Remember me

Get code

8. A code will appear. Take note of the code and open myID on your mobile device.



Log in with myID

1. Open the myID app on your phone
2. Accept or enter the code

9 1 5 0

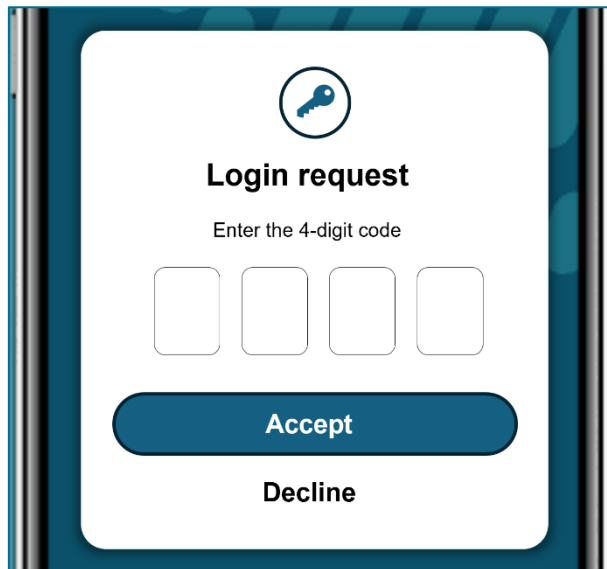
Didn't get a code? Ensure you have entered the email associated with your myID.

3. Come back and log in

Visit [myID](#) to find out more.

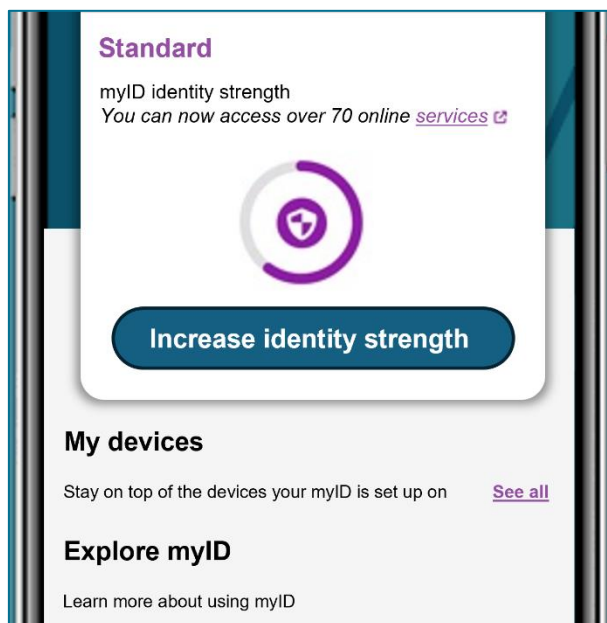
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9. Enter the code provided into the app on your mobile phone and click **Accept**.



10. Your current identity strength will display.

Select **Increase identity strength** and then follow the instructions on the app.



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

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

If the issue persists, contact RSHQ for assistance.