Resources Safety & Health Queensland

Work Instruction
Verifying or relinking your identity using Queensland Digital Identity (QDI)

Overview

This Work Instruction provides guidance on how to verify or relink your identity using Queensland Digital Identity (QDI).

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:

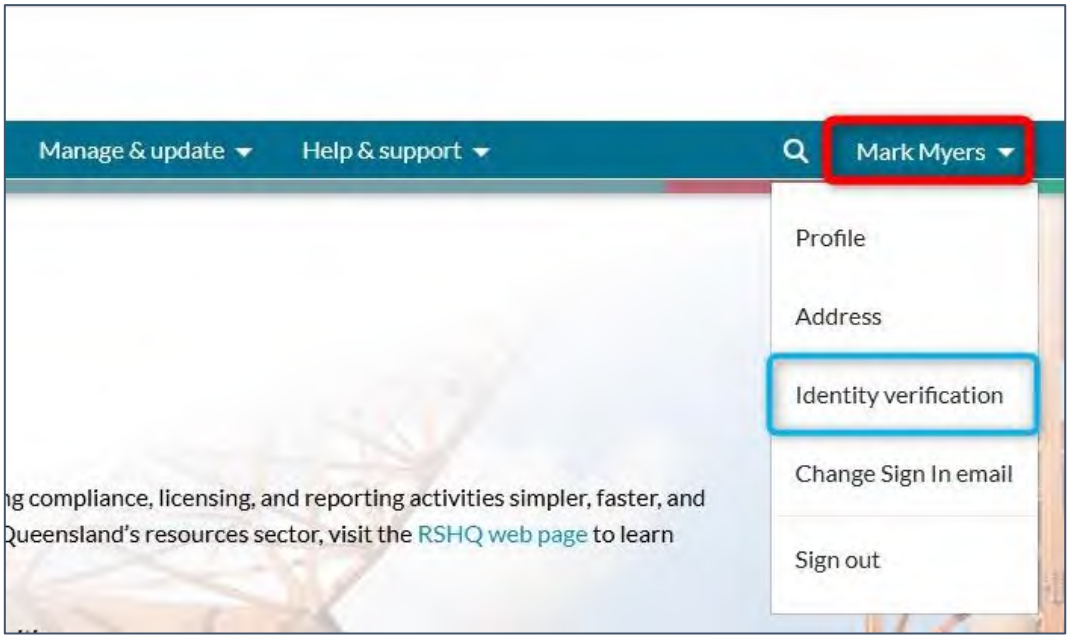
Provider	Description
myID	The same digital identity service used to access Australian Government services such as the ATO and Medicare. myID supports both **Standard** and **Strong** identity verification.
QDI	The digital identity service provided by the Queensland Government. QDI supports both **Standard** and **Strong** identity verification.

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

Procedure

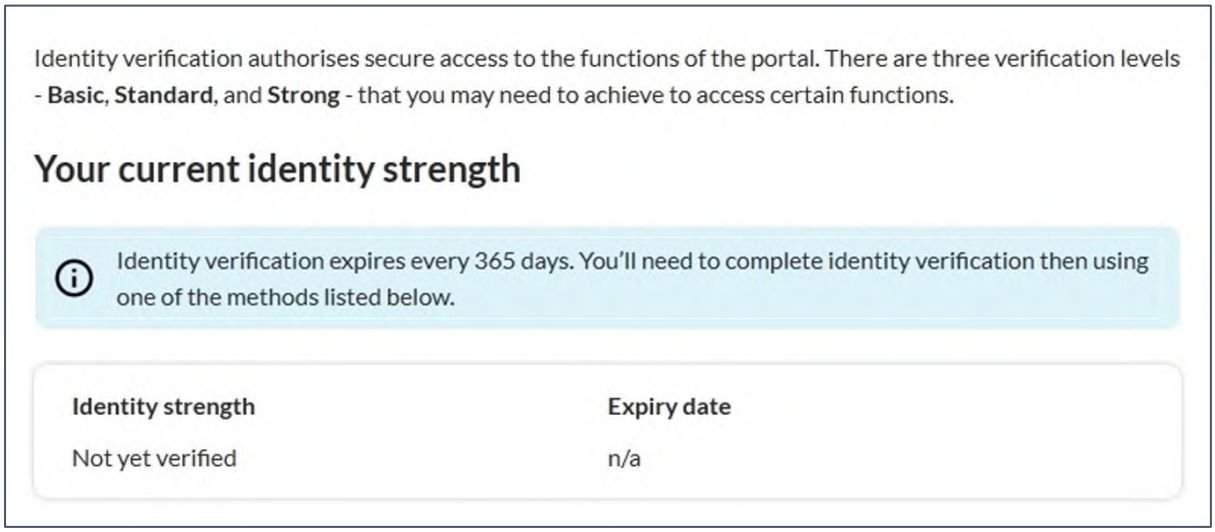
1. On a computer, log in to the RSHQ Portal. Ensure you do not use incognito mode.

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**.

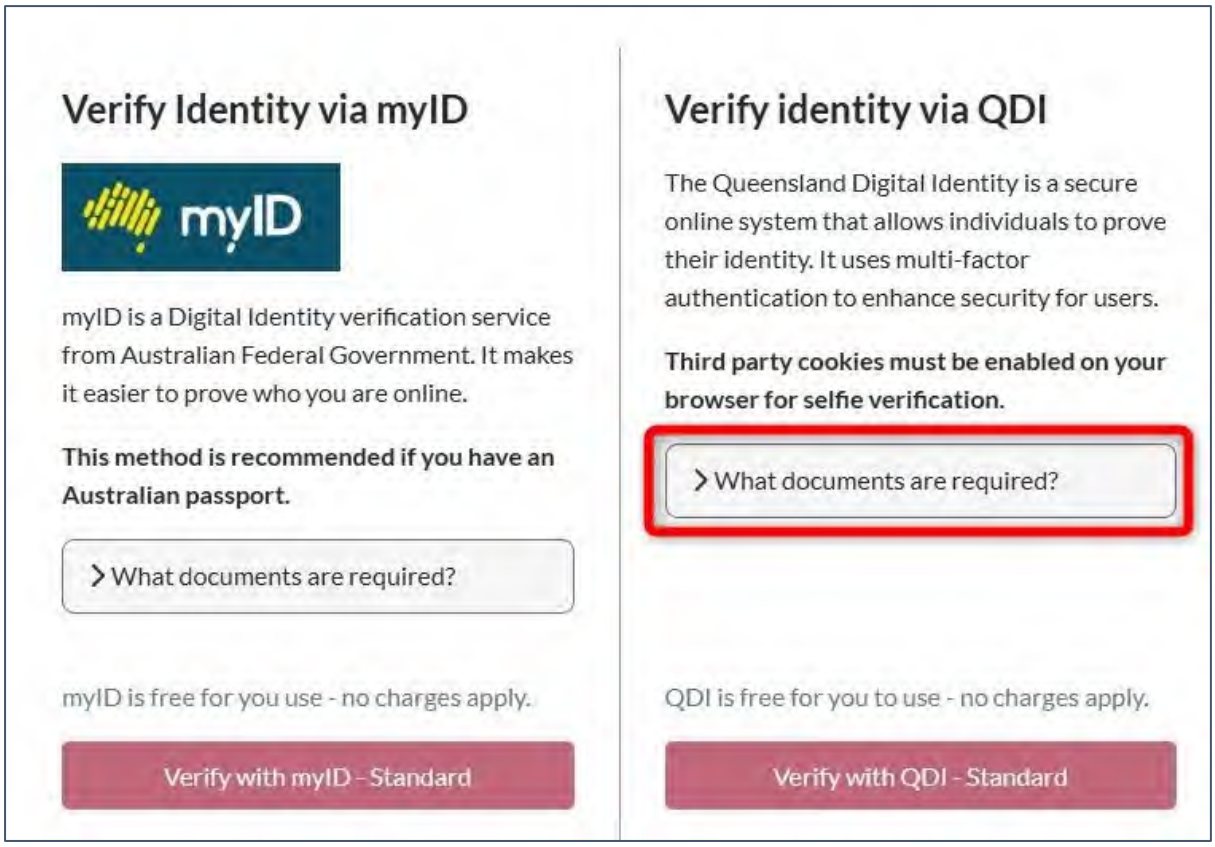
    Scroll down.



4. Select the level of identity verification strength that you require.



5. Under the **Verify identity via QDI** heading, expand the **What documents are required?** section to access the document requirements for the QDI verification process.



6. When you have the required documents and are ready to proceed, select **Verify with QDI – Standard** or **Verify with QDI – Strong**.

Standard	Strong
A combination of at least one primary document and at least one secondary document is required. **Primary:** • Australian driver's licence (any state) • Queensland Photo Identification Card or Adult Proof of Age Card • Queensland Recreational Marine Licence • Australian passport • Foreign passport with valid visa • ImmiCard. **Secondary:** • Australian Passport • Foreign passport with valid visa • Australian Citizenship Certificate or Australian Citizenship of Descent • Australian birth certificate • Medicare card • ImmiCard. If the names do not match between primary and secondary documents, a linking document will be required. • Marriage certificate • Change of name certificate.	A combination of at least one primary document and at least one secondary document is required. **Primary:** • Queensland Driver's Licence • Queensland Photo Identification Card or Adult Proof of Age Card • Queensland Recreational Marine Licence. **Secondary:** • Australian Passport • Foreign passport with valid visa • Australian Citizenship Certificate or Australian Citizenship of Descent • Australian birth certificate • Medicare card • ImmiCard. If the names do not match between primary and secondary documents, a linking document will be required. • Marriage certificate • Change of name certificate.



7. The QDI login screen will display. If you already have a QDI account, enter your email address and click **Continue.**



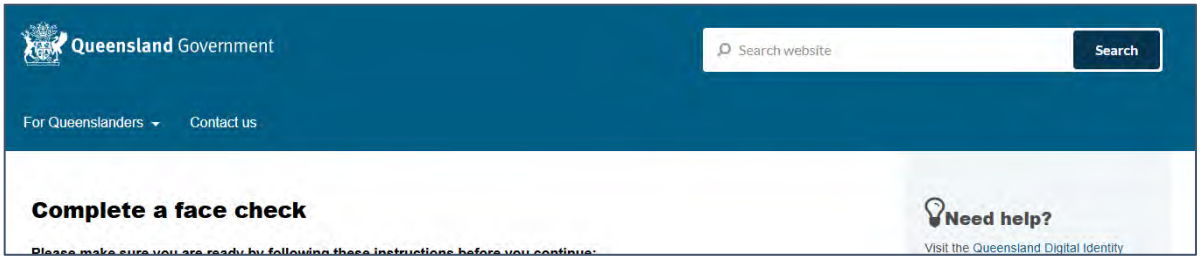
If you do not yet have a QDI account, click **Sign up** and follow the prompts to register, before returning to this work instruction. Refer to the QDI website for guidance on creating an account.



8. Enter your password and click **Continue**.



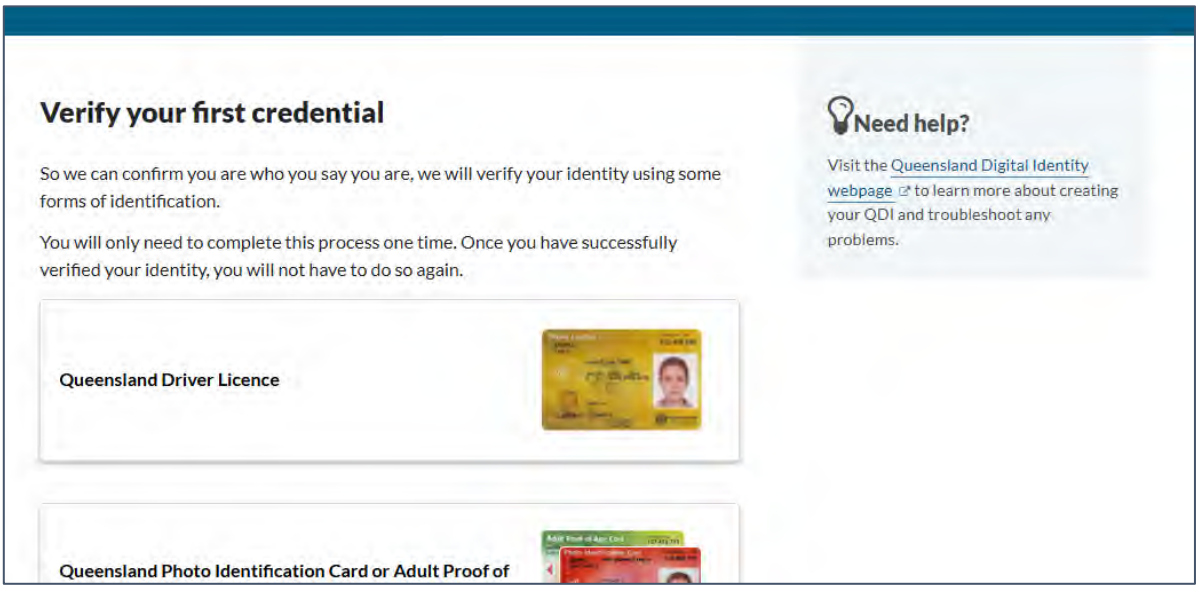
9. If you **have** previously verified your identity in QDI to a level of 'Standard' or 'Strong', the **Complete a face check** screen will display.



- **If you have selected to verify your identity to a level of 'Standard':** Click **Cancel**. You will be returned to the Portal **identity verification** screen, and your identity verification status will update to 'Standard'. If you do choose to continue with the face verification process, and you complete it successfully, you will end up with an identity verification level of 'Strong'.
- **If you have selected to verify your identity to a level of 'Strong':** skip forward to step 13.

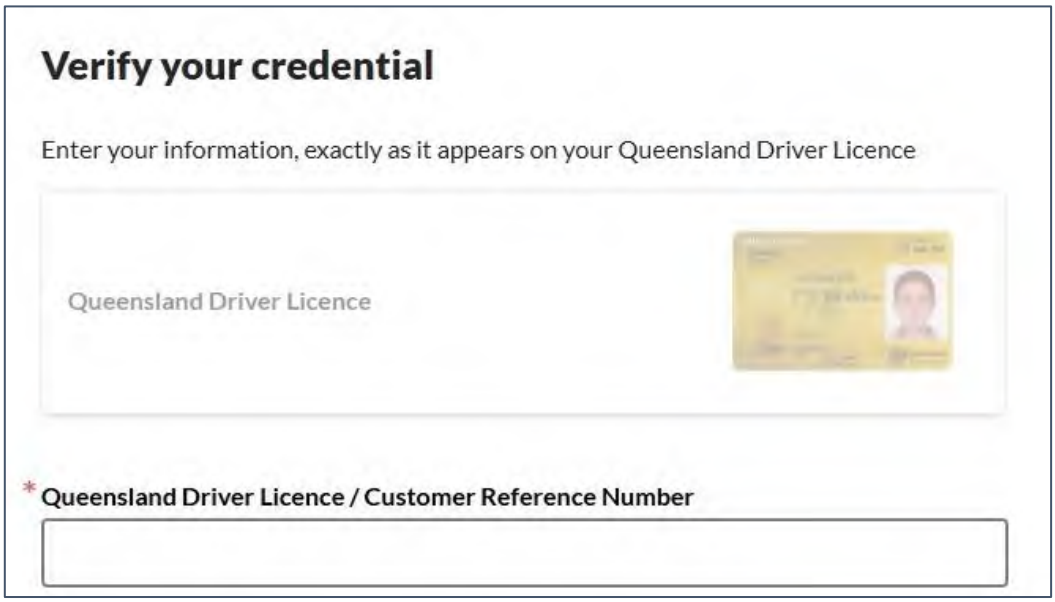
If you **have not** previously verified your identity in QDI to either level, the **Verify your first credential** screen will display.

Select the first form of identification you are going to use to verify your identity.

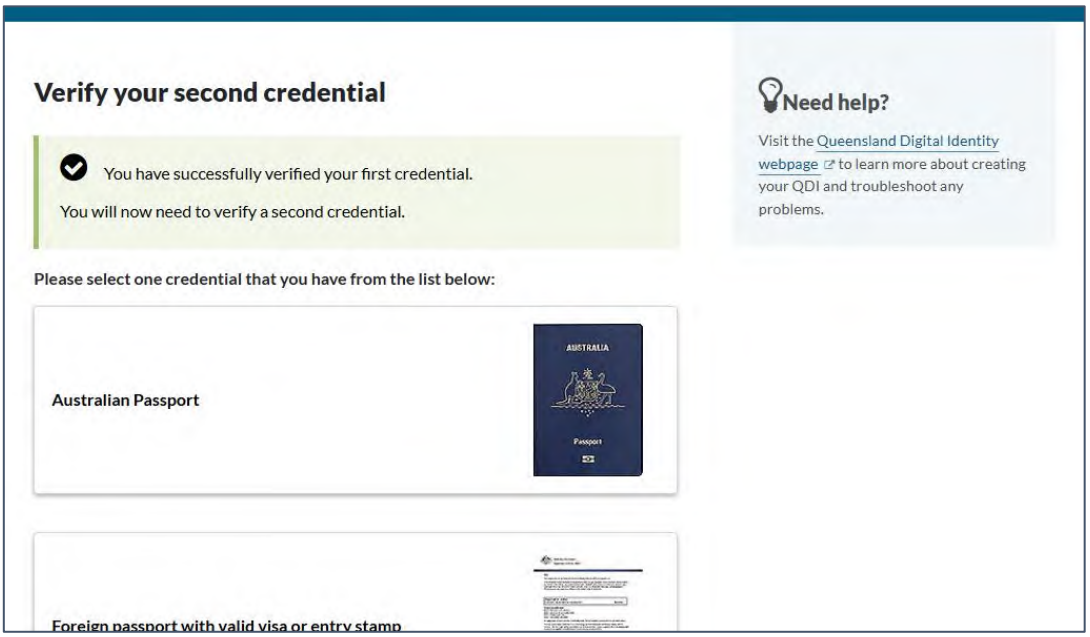


10. The **Verify your credential** screen will display. Enter the details of your chosen identification exactly as they appear on the identification document.

    Note that if your names on the documents do not match exactly, you will need to provide a name change document such as a marriage certificate or change of name certificate.



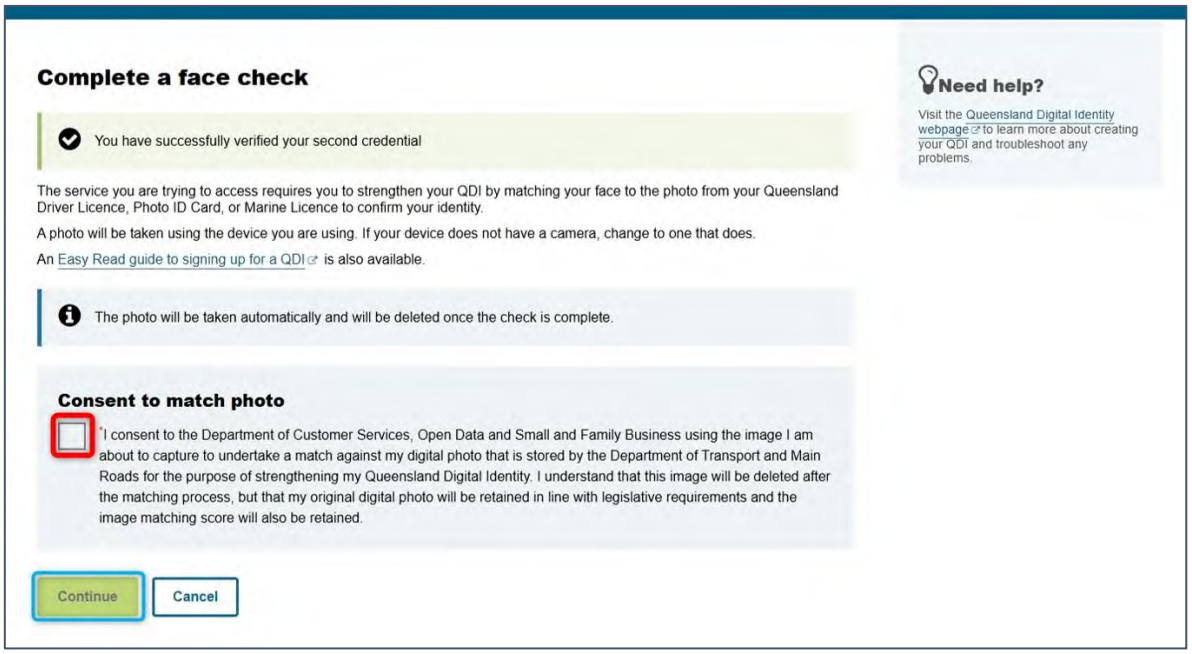
11. Once you have successfully verified your first credential, a second list of identification options will display. Select the second form of identification you are going to use to verify your identity and enter the details.



12. Once you have successfully verified your second form of identification:
    - **If you have selected to verify your identity to a level of 'Standard':** click **Cancel** on the **Complete a face check** screen and skip forward to step 18.
    - **If you have selected to verify your identity to a level of 'Strong':** you will need to complete a face check. Continue to step 13.

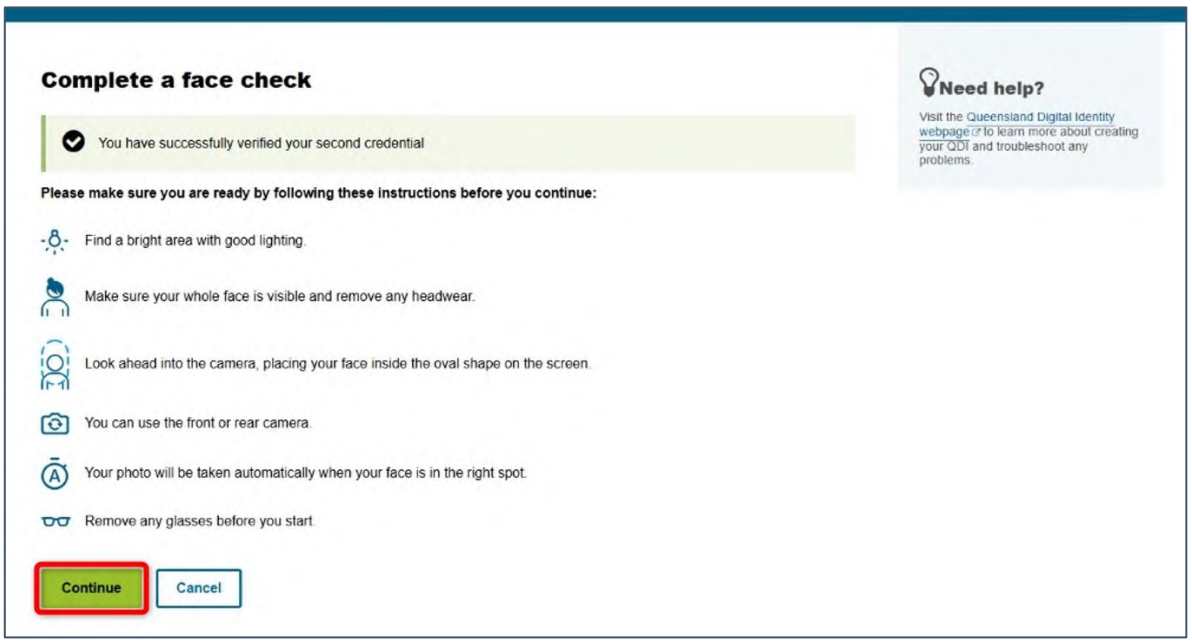
13. Read the face check consent statement, and if you understand and consent to the photo match process, select the checkbox and click **Continue**.

    Note that you will not be able to complete identity verification using QDI if you do not select the checkbox.

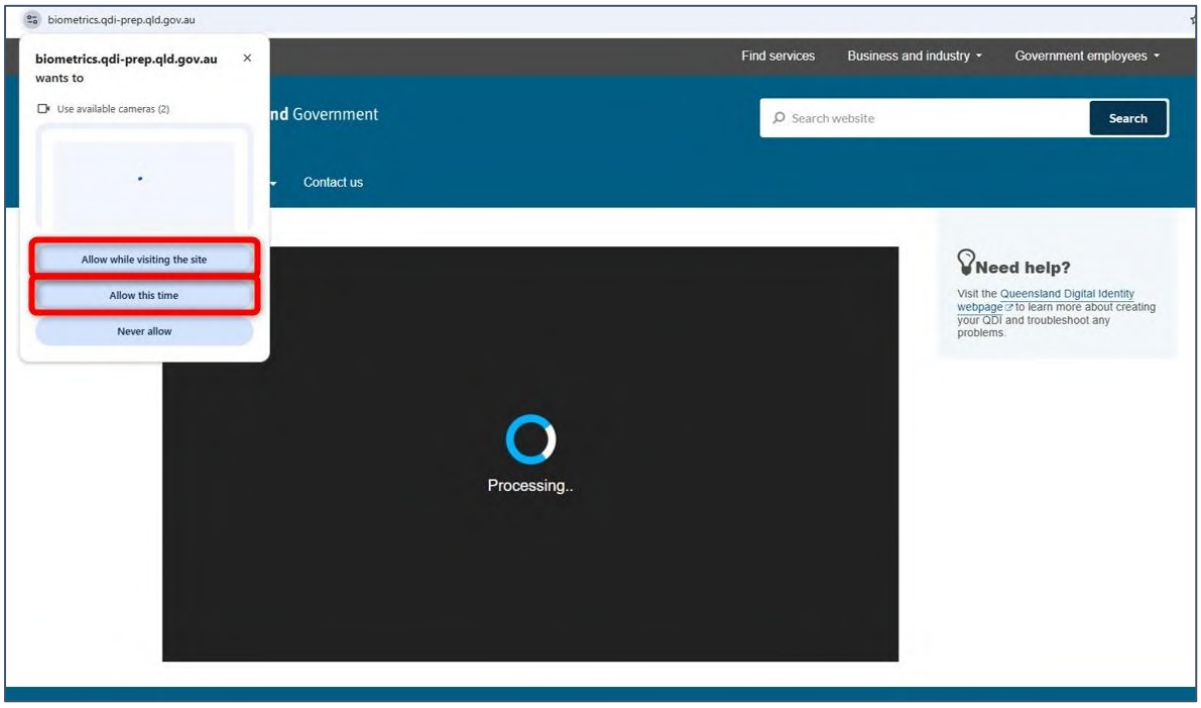


14. To complete a face check, you will need to capture a photo of yourself using your device camera in order to match your face to the face shown on your chosen identity documentation.

    Read the instructions, and when you are ready to proceed, click **Continue**.

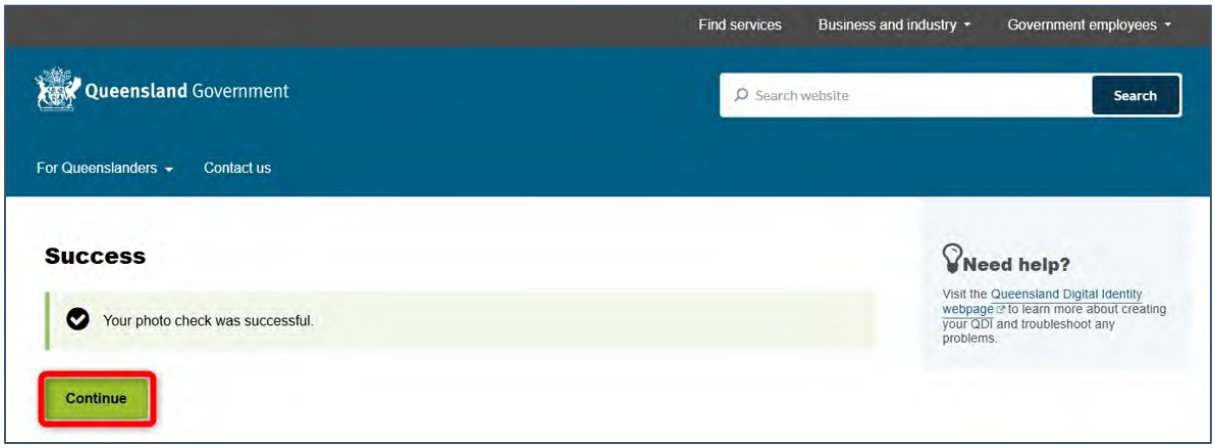


15. A popup may display, requesting you allow access to your camera. Click **Allow while visiting the site** or **Allow this time** and follow the prompts to capture your photo.

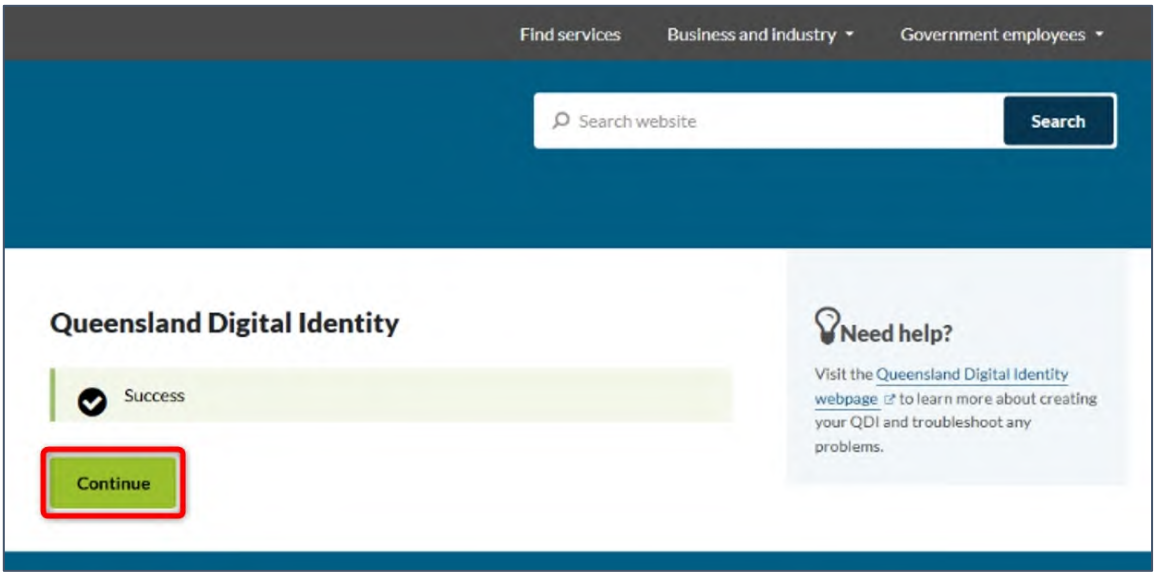


16. If your photo capture was successful, a success message will display. If your photo capture was unsuccessful, you will have another opportunity to recapture your photo.

    Click **Continue**.

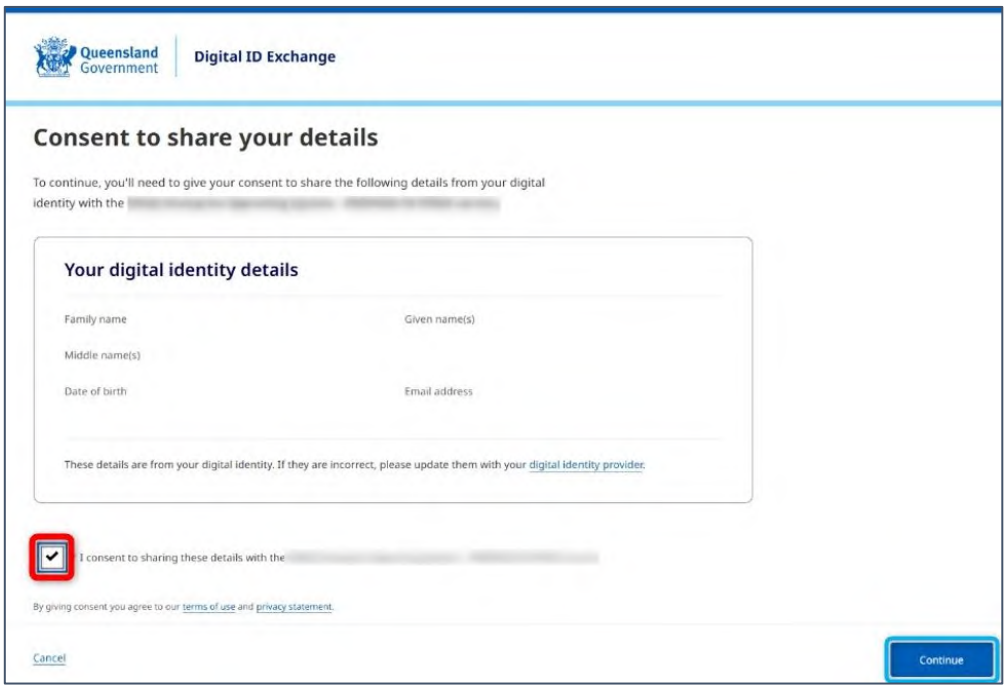


17. A confirmation message will display advising you that the online verification process is complete. Click **Continue**.



18. The **Consent to share your details** screen will display. In this part of the process, you need to give QDI approval to share the information it has captured with the RSHQ Portal.

    Review the digital identity details captured during the identity verification process to ensure they are accurate, then click the checkbox and select **Continue** if you consent to sharing your details with the Portal. Again, note that you will not be able to complete identity verification using QDI if you do not select the checkbox.



19. 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.