



# Queensland Digital Identity

Instructions for Births Deaths and Marriages and Health Provider Portal doctor customers who only have 1 document that can be digitally verified online.

**Available upon completion of transition on  
6 April 2025**



# Verify your first document online

1. Access the [RBDM Service Provider Portal](#) or [HPP](#) online service
2. Select Login > Enter your Email address and Password that you previously used for QGOV  
**Note:** If your previous QGOV login doesn't work, Select Sign Up > Enter an Email address and Password
3. Accept Terms and Conditions and Privacy Notice
4. Set up Multifactor Authentication > Enter your mobile phone number and enter the code sent to your phone
5. Verify your first credential (*see screen shots on next page*):
  - Select Foreign passport with valid visa or entry stamp.  
*This process will verify your Australian Visa.*
6. Refer to [Option 1 \(over phone and email\)](#) or [Option 2 \(in person\)](#).



Menu

## Verify your first credential

So we can confirm you are who you say you are, we will verify your identity using some forms of identification.

You will only need to complete this process one time. Once you have successfully verified your identity, you will not have to do so again.

Please select one credential that you have from the list below:

Queensland Driver Licence 

Queensland Photo Identification Card or Adult Proof of Age Card 

Queensland Marine Licence 

Australian Passport 

Australian Issued Driver Licence (excluding Queensland) 

Foreign passport with valid visa or entry stamp 

ImmiCard - Evidence of Immigration Status or Australian Migration Status 

Cancel



Menu

## Verify your first credential

Enter your information exactly as it appears on your Foreign passport with valid visa or entry stamp.

Foreign passport with valid visa or entry stamp 

\* Travel Document Number

### Your details

I only have a single name

\* Family name

\* Given name/s

\* Date of birth

Date must be entered if displayed on your document eg. dd/mm/yyyy or mm/yyyy or yyyy

Day                      Month                      Year

/  /

### **⚠** Verifying your identity

As part of verifying your identity, we need to check the details you have provided with the Issuer/Official record holder.

By selecting Continue, you give us your consent to check the details with the Issuer/Official record holder for the purpose of confirming your identity.

Continue

Back

## Option 1: Via phone and email (up to 10 business days)

1. Call Smart Service Queensland (SSQ) on 1800 000 658 (24/7) and advise you are an overseas doctor needing assistance with your second document for QDI.
2. SSQ will:
  - Confirm your identity
  - Send a request to the Department of Transport and Main Roads (TMR) for your second document to be manually updated
3. TMR will (during business hours\*):
  - Send you an email asking for a copy of your second credential. *Can be your Overseas Passport or any other document from the lists at [qld.gov.au/digitalidentitydocuments](https://qld.gov.au/digitalidentitydocuments)*
  - **Note:** If your names are different on your first and second documents, you also need to provide a marriage certificate or change of name document.
  - Send you an SMS advising the email has been sent.
  - Process your second document manually (once received) and notify you when this has been done.

\*On Sunday 6 April 2025, we will offer extended hours from transition completion (estimated to be 12 noon) until 7pm.

## Option 2: In person (immediate from 7 April 2025)

1. Find your nearest Transport and Main Roads Customer Service Centre, Queensland Government Agent Program (QGAP) or Queensland Government Service Centre that offers Queensland Digital Identity services. Go to:  
<https://www.qld.gov.au/transport/contacts/centres?services=digital%2Bidentity> (over 90 locations)
2. Get your documents ready – go to [qld.gov.au/digitalidentitydocuments](https://www.qld.gov.au/digitalidentitydocuments) for more details.  
**Note:** If your names are different on your first and second documents, you also need to provide a marriage certificate or change of name document.
3. Attend your nearest location during business hours
4. A Customer Service Officer will update your QDI over the counter.