Participant Portal User Guide: Appendix

Document Verification Service (DVS) requirements

Contents

1   Purpose

This intention of this guide is to guide participant portal users through the Australian Government's Document Verification Service (DVS) checks on your identity documents during registration.

2   Identity verification requirements

To link your myGov account to the NCSR, you will need to complete a one-time identity verification as a security check.

This will require you to submit details for at least two forms of ID, depending on the first ID you submit.

If you choose to use your **Medicare number** as your first ID, you will need to provide details for **one more form of ID**:

First ID	Provide details for 1 (one) of the following forms of ID
• Medicare	• Australian Passport
	• Driver's Licence
	• ImmiCard
	• Australian Birth Certificate

If you choose to use your **Department of Veterans Affairs (DVA) file number** or **Individual Health Identifier (IHI) number** as your first ID, you will need to provide details for **two more forms of ID**:

First ID	Provide details for 2 (two) of the following forms of ID	
	Second ID	**Third ID**
• Department of veterans Affair (DVA) file number • Individual Health identifier (IHI) number	• Australian Passport • Driver's Licence • ImmiCard • Australian Birth Certificate	• Australian Birth Certificate * • Driver's License * • ImmiCard * • Australian Passport * • Australian Citizenship Certificate • Centrelink Concession Card • International Passport with Visa • Medicare Card

Note: IDs marked with an asterisk (*) cannot be used if they have been used as a previous ID.

3   Verifying your identity

When registering for the participant portal, you are required to provide documents to verify your identity. Your documentation will be verified with The Australian Government's Document Verification Service (DVS). The NCSR will not keep any copies or details submitted when verifying your identity.

In order to successfully verify your identity, you must ensure that the details that you enter match the details in the document.

If the document details that you enter cannot be verified, you will need to check your details again or select a different document to identify yourself.

The DVS service uses the following documents for identity matching. The information below provide guidance on verifying your identity document

- Medicare Card
- Australian Passport
- Australian Driver's Licence
- ImmiCard (Immigration Card)
- Australian Birth Certificate
- Australian Citizenship certificate
- International Passport with Visa
- Marriage Certificate
- Name Change Document

2.1   Medicare Card

Ensure your Medicare details, including your date of birth, are up to date and enter them as they appear on your Medicare card. Check you're using the current version of your card. For example, you may have received a new card as the result of a new family member. A Medicare card can be one of three colours – you can choose from green (default), blue or yellow.

If you're having trouble finding your Individual reference number, it's located on the left-hand side of your name.

Your Medicare card cannot be verified online if it has been reported as lost or stolen.

2.2   Australian Passport

Enter your details as they appear on your Australian passport

If you have:

- two given names on your passport, enter both in the Given names field
- only a single name on your passport, enter the name in the Family name field and leave the Given names field blank
- more than 31 characters in your given or family names, enter as many full names as fit into the character limit and then use initials for those that can't be included in their entirety.

Your passport cannot be verified online if it has been cancelled (replaced, reported lost or stolen) or expired for more than three years.

2.3   Australian Driver's Licence

Enter your name as it appears on your licence, even if it only shows part of your name or a truncated name (indicated with a 'TN' for some states or territories), up to the character limits:

- First name – up to 20 characters
- Middle name – up to 20 characters and enter it in full. If this doesn't work and it
- is not on your licence – leave the field blank
- appears as an initial – enter only the initial
- appears as two initials – enter the full name of the first initial only.

- Family name – up to 40 characters.

If you only have a single name on your licence (either your first or family name), enter it in the **Family name** field.

You will be asked to provide your licence '**card number**'; this is separate to your Licence Number, and is located on the back of your licence. The example below shows where the card number may be found on a Victorian Driver's Licence.

If you are unable to locate or read the card number on your licence, please contact the NCSR on 1800 627 701 for assistance.

Your licence **cannot** be verified online if:

- it's been cancelled, refused or is no longer active (this is when it's held in another state or territory or has expired in TAS or WA)
- you're using a WA extraordinary licence issued by a magistrate to allow limited use of your vehicle.

If you had a change of name (resulting from marriage) in NSW before 2006, you will need to contact your document provider to update your details.

2.4   ImmiCard (Immigration Card)

You can use your ImmiCard for identity verification, this includes:

- Evidence of Immigration Status (EIS) ImmiCard
- Australian Migration Status (AMS) ImmiCard
- Permanent Resident Evidence (PRE) ImmiCard
- Residence Determination ImmiCard (RDI) ImmiCard.

If you receive an error, check:

- your ImmiCard displays your full date of birth - if it doesn't, you will not be able to verify your document online
- you've entered your name **exactly** as it appears on your ImmiCard
- you haven't used any spaces when entering your ImmiCard number – you should only use the three letters and six numbers, for example ABC123456.

2.5   Australian Birth Certificate

When verifying your birth certificate, further exceptions may apply depending on the:

- state or territory you were born in
- year the certificate was issued.

If your certificate cannot be verified online, you'll need to use an alternative identity document.

Enter your details exactly as they appear on your birth certificate.

In the **Registration number** field – make sure you exclude any characters, such as a slash or the year.

If you've changed your name, check that your document provider has updated your birth record. For example, if you changed your name in a different state to what you were born in, your birth record may not have been updated.

Your birth certificate **cannot** be verified online if it was issued in:

- QLD or TAS and only a single name appears on your certificate (either your given or family name)
- NSW, ACT, NT, SA or VIC and only your given name appears on your certificate
- certain SA districts.

Below lists more information to help you verify your birth certificate, depending on the state or territory you were born in:

- Australian Capital Territory (ACT)
- New South Wales (NSW)
- Northern Territory (NT)
- Queensland (QLD)
- South Australia (SA)
- Tasmania (TAS)
- Victoria (VIC)
- Western Australia (WA)

2.5.1   Australian Capital Territory

Date of issue

If your certificate was issued before 1 January 1930, it cannot be verified online.

Single name

If you only have your family name on your certificate, enter it in the **Family name** field and enter a hyphen in the **Given name** field.

2.5.2 New South Wales

Date of issue

If your certificate was issued before 1 January 1914, it cannot be verified online.

Registration number

If your New South Wales birth certificate was issued between 1952 and 1974 and doesn't have a registration number, only enter the District number in the **Registration number** field.

Note: The district number on certificates issued in 1970 and 1971 may not verify. If this occurs, you'll need to use an alternative identity document.

If your certificate was issued before 1952 and does not have a registration number, it cannot be verified online.

Single name

If you only have your family name on your certificate, enter it in the **Family name** field and leave the **Given name** field blank.

2.5.3 Northern Territory

Registration number

Registration numbers on Northern Territory birth certificates can differ and can be made up of both numbers and letters. Examples of how they may appear and how to enter them include:

- NT 123/45 – enter 45
- B 2000/00001 – enter 00001
- 93/93/21 – enter 21
- 136 book 40 – enter 40
- N.T.232.70 – enter 70
- 54/35 – enter 35
- 775/155/18 – enter 18
- 1631/3234/17B – enter 17.

Single name

If you only have your family name on your certificate, enter it in the **Family name** field and leave the **Given name** field blank.

2.5.4 Queensland

Date of issue

If your certificate was issued before 1 January 1941, it cannot be verified online.

Single name

If you only have a single name (either your given or family name) on your certificate, it cannot be verified online.

2.5.5 South Australia

Date of issue

If your certificate was issued before 1 January 1944, it cannot be verified online.

Single name

If you only have your family name or given name on your certificate, a hyphen must be entered in the empty name field.

SA Districts

Your certificate cannot be verified online if it was issued by the SA District of:

- Adelaide
- Angaston
- Burra
- Clare

- Daly Encounter Bay
- Flinders
- Frome
- Gawler
- Gilbert
- Grey
- Hindmarsh
- Kapunda
- Mount Barker
- Murray
- Norwood
- Pinnaroo
- Pirie
- Port Adelaide
- Robe
- Talunga
- Willunga

If your certificate was issued by one of these districts you can apply for a new birth certificate through the [SA Registry of Births, deaths and marriages](#) or use an alternative identity document.

2.5.6 Tasmania

Date of issue

If your certificate was issued before 1 January 1970, it cannot be verified online.

Single name

If you only have a single name (either your given or family name) on your certificate it cannot be verified online. You'll need to use an alternative identity document.

Time of birth

Some certificates issued for multiple births (twins, triplets, etc) before 1 November 2000 include the time of birth with either the given name or family name. You must include the time of birth as displayed on your certificate when entering your given name or family name details. For example, Smith 10:05pm.

2.5.7 Victoria

Date of issue

If your certificate was issued before 1 January 1929, it cannot be verified online.

Re–registered certificates

If your certificate was re-registered due to an update, correction, name change or legitimation before or during 1993, it may not verify. This is because the certificate registration number and year were changed.

If this occurs, you'll need to use an alternative identity document.

Single name

If you only have a single name (either your given or family name) on your certificate and the other field has either 'no registered surname' or 'no registered given name', enter the details as they appear.

If you only have your family name on your certificate, enter it in the **Family name** field and leave the **Given name** field blank.

2.5.8 Western Australia

Single name

If you only have a single name (either your given or family name) on your certificate, enter it into the **Family name** field and leave the **Given name/s** field blank.

Registration number

The registration number for Western Australia birth certificates may be formatted in different ways depending on the year it was issued.

You only need to enter the seven numbers in the **Registration number** field, and do not include any letters. For example, for Registration number 1234567X/YYYY, you would only enter 1234567 in the **Registration number** field.

If you do not have seven numbers, you will need to add zeros at the front. For example, for Registration number 123456X/YYYY, you would enter 0123456 in the **Registration number** field.

If your certificate was issued before 26 November 2001, it will include a registration number and district number. You will need to enter both the district number and registration number in the **Registration number** field. For example, for Registration number 1/234/56/X, '1' is the district number and '234' is the registration number. You would enter 0100234 in the **Registration number** field.

If the district name is written after the registration number, you will need to refer to the Western Australian Registration District Codes for the list of district numbers. For example, for Registration number 456/63 IN THE DISTRICT OF PERTH, '456' is the registration number and '1' is the district number for Perth. You would enter 0100456 in the **Registration number** field.

2.6 Australian Citizenship

You can use your Australian citizenship certificate and this includes:

- declaratory certificate of citizenship
- citizenship by descent extract (issued from 1 July 2007)
- citizenship by adoption extract (issued from 1 July 2007)
- extract from register of citizenship by descent (issued from 23 November 1984 to 30 June 2007)
- extract from Register of Births (issued from 26 January 1949 to 22 November 1984).

If you receive an error, check:

- your certificate displays your full date of birth – if it doesn't, you will not be able to verify your document online
- you've entered your name exactly as it appears on your certificate

- you've entered the correct Document ID – if there is an ID on the back, you should try that first. Some certificates may title this differently for example Stock number, CAS number, Evidence number, Client ID, Extract number and Entry number or have no title (this number can be found either on the back of the certificate, or on the back of the certificate in the top right-hand corner or front bottom left-hand corner).
- you haven't used any spaces, brackets, full stops or the abbreviations 'No' or 'Vol' when entering your Document ID. For example, if your Document ID was E.F.(2)No12345, you would enter it as EF212345.
- you've joined the Extract number and Entry number (extract from Register of Births, citizenship by descent extract and citizenship by adoption extract only) with a '/'when entering your Document ID. For example, if your Extract number was 123 and Entry number 456, you would enter it as 123/456.

2.7   Centrelink Concession Card

The following types of Centrelink Concession Cards can be used:

- Pensioner Concession card
- Health Care card
- Commonwealth Seniors Health card

If you receive an error, check you've:

- entered the details exactly as they appear on your concession card, including spaces and any punctuation characters
- entered your date of birth in the order day/month/year (DD/MM/YYYY).

Your Centrelink Concession Card **cannot** be verified online if:

- it's expired, cancelled or has been re-issued.

Single name

If you only have a single name (either your given or family name), enter it into the **Family name** field and a hyphen entered into the **Given name/s** field.

2.8   International Passport with Visa

If you're a permanent or temporary resident of Australia, you can use your Australian visa (including electronic visas) to verify your identity.

If you receive an error, check you've:

- entered the details exactly as they appear on your foreign passport
- entered the details from the passport you used to enter Australia
- converted any non-standard characters correctly
- entered your date of birth in the order day/month/year (DD/MM/YYYY).

Your Australian visa **cannot** be verified online if:

- it was issued before 1 July 1990
- it's expired, cancelled or has been re-issued
- it doesn't display your full date of birth (day, month and year)
- you recently received Australian citizenship
- you're a temporary resident **not** currently in Australia.

You can check your visa details online through the Department of Home Affairs.

Single name

If you only have a single name (either your given or family name), enter it into the **Family name** field and a hyphen entered into the **Given name/s** field.

2.9 Marriage certificate

Your name needs to match across your Australian identity documents.

If you've had a change in name or your name doesn't match across your Australian identity documents, you may be able to verify this using a marriage certificate. Your marriage certificate needs to:

- be issued in Australia, in print (not hand written)
- display your full previous name and the name you have taken (your partner's name).

If your name has changed more than once through marriage and the name on your identity documents are different as a result, you'll need to use an alternative document.

Further exceptions may apply to you depending on the state or territory you were born.

Below lists more information to help you verify your marriage certificate, depending on the state or territory you were born in:

- Australian Capital Territory (ACT)
- New South Wales (NSW)
- Northern Territory (NT)
- Queensland (QLD)
- South Australia (SA)
- Tasmania (TAS)
- Victoria (VIC)
- Western Australia (WA)

2.9.1 Australian Capital Territory

Date of issue

If your certificate was issued before 1 January 1930, it cannot be verified online.

Names with special characters

If your name includes a special character, you'll need to enter this in English alphabet characters and convert non-standard characters correctly

Single name

If you only have your family name on your certificate, enter it in the **Family name** field and enter a hyphen in the **Given name** field.

2.9.2 New South Wales

Date of issue

If your certificate was issued before 1 January 1914, it cannot be verified online.

Registration number

If your certificate was issued between 1952 and 1974, enter the 'District number' or the 'Particulars of Registration' number in the **Registration number** field.

If your certificate was issued in Norfolk Island or before 1952 and does not have a registration number it cannot be verified online.

Single name

If you only have your family name on your certificate, enter it in the **Family name** field and leave the **Given name** field blank.

2.9.3 Northern Territory

Registration number

Registration numbers on NT marriage certificates can be made up of numbers and letters.

You should only enter the numbers after the last letter or punctuation element in the **Registration number** field, for example you would:

- enter **45**, for registration number NT 123/45
- enter **40**, for registration number 136 book 40.

Single name

If you only have a family name for either person on your certificate, enter it in the Family name field and leave the **Given name** field blank for that person.

If you only have a given name for either person on your certificate, it cannot be used to verify your change in name online.

2.9.4 Queensland

Date of issue

If your marriage was registered before 3 September 1963, it cannot be used to verify you online.

Single name

If you only have a single name (either your given or family name) for either person on your certificate, it cannot be used to verify you online.

2.9.5 South Australia

Date of issue

If your certificate was issued before 1 January 1999, it cannot be used to verify you online.

SA Districts

Your certificate cannot be verified online if it was issued by the SA District of:

- Adelaide
- Angaston
- Burra
- Clare
- Daly Encounter Bay
- Flinders

- Frome
- Gawler
- Gilbert
- Grey
- Hindmarsh
- Kapunda
- Mount Barker
- Murray
- Norwood
- Pinnaroo
- Pirie
- Port Adelaide
- Robe
- Talunga
- Willunga

If your certificate was issued by one of these districts you can apply for a new change of name certificate through the SA Registry of Births, deaths and marriages.

Single name

If you only have your family name or given name on your certificate, a hyphen must be entered in the empty name field.

2.9.6 Tasmania

Date of issue

If your certificate was issued before 1 January 1970, it cannot be used to verify your change of name online.

Single name

If you only have a single name (either your given or family name) for either person on your certificate, it cannot be used to verify your change of name online.

2.9.7 Victoria

Date of issue

If your certificate was issued before 1 January 1992, it cannot be used to verify your change of name online.

Single name

If you only have a single name (either your given or family name) for either person on your certificate and the other field has 'no registered surname' or 'no registered given name', enter the details as they appear.

If you only have a family name for either person on your certificate, enter it in the **Family name** field and leave the **Given name** field blank for that person.

2.9.8 Western Australia

Date of issue

If your certificate was issued in the Cocos Islands or Christmas Island prior to 1 July 1993, it cannot be verified online.

Single name

If you only have a single name (either your given or family name) for either person on your certificate, enter it into the **Family name** field and leave the **Given name** field blank for that person.

Registration number

If your certificate was issued before 26 November 2001 it will include a registration number and district name. You will need to enter both the district number and registration number in the **Registration number** field.

For example, registration number 1/234/56/X:

- 1 is the district number
- 234 is the registration number.

You would then enter 0100234 in the **Registration number** field.

If you do not have seven numbers, you will need to add zeros at the front. For example, for Registration number 123456X/YYYY, you would enter 0123456 in the **Registration number** field.

If the district name is written after the registration number, you will need to refer to the Western Australian Registration District Codes for the list of district numbers. For example, for Registration number 456/63 IN THE DISTRICT OF PERTH, '456' is the registration number and '1' is the district number for Perth. You would enter 0100456 in the **Registration number** field.

2.10   Name Change document

Your name needs to match across your Australian identity documents.

If your name doesn't match because you've changed your name, you may be able to verify this using a change of name certificate.

Below lists more information to help you verify your change of name certificate, depending on the state or territory your certificate was issued:

- Australian Capital Territory (ACT)
- New South Wales (NSW)
- Northern Territory (NT)
- Queensland (QLD)
- South Australia (SA)
- Tasmania (TAS)
- Victoria (VIC)
- Western Australia (WA)

2.10.1 Australian Capital Territory

Date of issue

If your certificate was issued before 1 January 1930, it cannot be used to verify your change of name online.

Single names

If you only have a family name for either your previous or new name on your certificate, enter it in the **Family name** field and leave the **Given name** field blank for that name.

If your name includes a special character, you'll need to enter this in English alphabet characters and convert non-standard characters correctly.

2.10.2 New South Wales

Date of issue

If your certificate was issued before 1 April 1996, it cannot be used to verify your change of name online.

Registration number

If your New South Wales certificate was issued between 1952 and 1974 and doesn't have a registration number, only enter the District number in the **Registration number** field.

Note: The district number on certificates issued in 1970 and 1971 may not verify. If this occurs, you'll need to use an alternative identity document.

If your certificate was issued before 1952 and does not have a registration number, it cannot be verified online.

Single name

If you only have your family name on your certificate, enter it in the **Family name** field and leave the **Given name** field blank.

2.10.3 Northern Territory

Date of issue

If your certificate was issued before 1 January 1947, it cannot be used to verify your change of name online.

Registration number

Registration numbers on NT change of name certificates can be made up of numbers and letters.

You should only enter the numbers after the last letter or punctuation element in the **Registration number** field, for example you would:

- enter **45**, for registration number NT 123/45
- enter **40**, for registration number 136 book 40.

Single name

If you only have a family name for either your previous or new name on your certificate, enter it in the Family name field and leave the Given name field blank for that name.

2.10.4 Queensland

Date of issue

If your change of name was registered before 2 February 2004, it cannot be used to verify your change of name online.

Single name

If you only have a single name (either your given or family name) on your certificate, it cannot be used to verify your change of name online.

2.10.5 South Australia

Date of issue

If your certificate was issued before 1 January 1990, it cannot be used to verify your change of name online.

Single names

If you only have a family name for either your previous or new name on your certificate, enter it in the Family name field and enter a hyphen in the **Given name** field for that name.

SA Districts

Your certificate cannot be verified online if it was issued by the SA District of:

- Adelaide
- Angaston
- Burra
- Clare
- Daly Encounter Bay
- Flinders
- Frome
- Gawler
- Gilbert
- Grey
- Hindmarsh
- Kapunda
- Mount Barker
- Murray
- Norwood
- Pinnaroo
- Pirie
- Port Adelaide
- Robe
- Talunga
- Willunga

If your certificate was issued by one of these districts you can apply for a new change of name certificate through the SA Registry of Births, deaths and marriages.

2.10.6 Tasmania

Date of issue

If your change of name certificate was registered before 1 November 2000, it cannot be used to verify your change of name online.

Single name

If you only have a single name (either your given or family name) for either your previous or new name on your certificate it cannot be used to verify your change of name online.

2.10.7 Victoria

Date of issue

If your certificate was issued before 1 January 1986, it cannot be used to verify your change of name online.

Single name

If you only have a single name (either your given or family name) for either person on your certificate and the other field has 'no registered surname' or 'no registered given name', enter the details as they appear.

If you only have a family name for either person on your certificate, enter it in the **Family name** field and leave the **Given name** field blank for that person.

Re–registered certificates

If your certificate was re-registered due to an update, correction, name change or legitimation before or during 1993, it may not verify. This is because the certificate registration number and year were changed.

2.10.8 Western Australia

Your certificate **cannot** be verified online if:

- It has been issued in the Cocos Islands or Christmas Island prior to 1 July 1993
- It has been issued before 26 November 2001

Single name

If you only have a single name (either your given or family name) for either person on your certificate, enter it into the **Family name** field and leave the **Given name** field blank for that person.

Registration number

If your certificate was issued before 26 November 2001 it will include a registration number and district number. You will need to enter both the district number and registration number in the **Registration number** field.

For example, registration number 1/234/56/X:

- 1 is the district number
- 234 is the registration number.

You would then enter 0100234 in the **Registration number** field.

If you do not have seven numbers, you will need to add zeros at the front. For example, for Registration number 123456X/YYYY, you would enter 0123456 in the **Registration number** field.

If the district name is written after the registration number, you will need to refer to the Western Australian Registration District Codes for the list of district numbers. For example, for Registration number 456/63 IN THE DISTRICT OF PERTH, '456' is the registration number and '1' is the district number for Perth. You would enter 0100456 in the **Registration number** field.

2.11   Need Help?

What if I receive the error message "The details you entered were unable to be verified. Please check the details and try again. If unable to verify this document, you will need to select another document to verify your identity."

This error message means there has been an issue verifying your documents online.

Try the following actions to help resolve this issue.

- Check you have entered the details of your identity documents correctly and try again.

If you continue to experience issues, please call our Contact Centre on **1800 627 701**.

The Contact Centre operates Monday to Friday (excluding national public holidays), between 8am and 6pm in all Australian state and territory time zones.

What if I receive the error message "There have been an excessive number of attempts to access your account today and it has been locked for the remainder of the day"

This error message means you will need to wait 24 hours before trying again.