

How-to guide

Create a Service Victoria account



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Please note: due to ongoing app development, subtle design changes may take place over time. Updates to this guide will be published on the [Service Victoria website](#).

Before you start

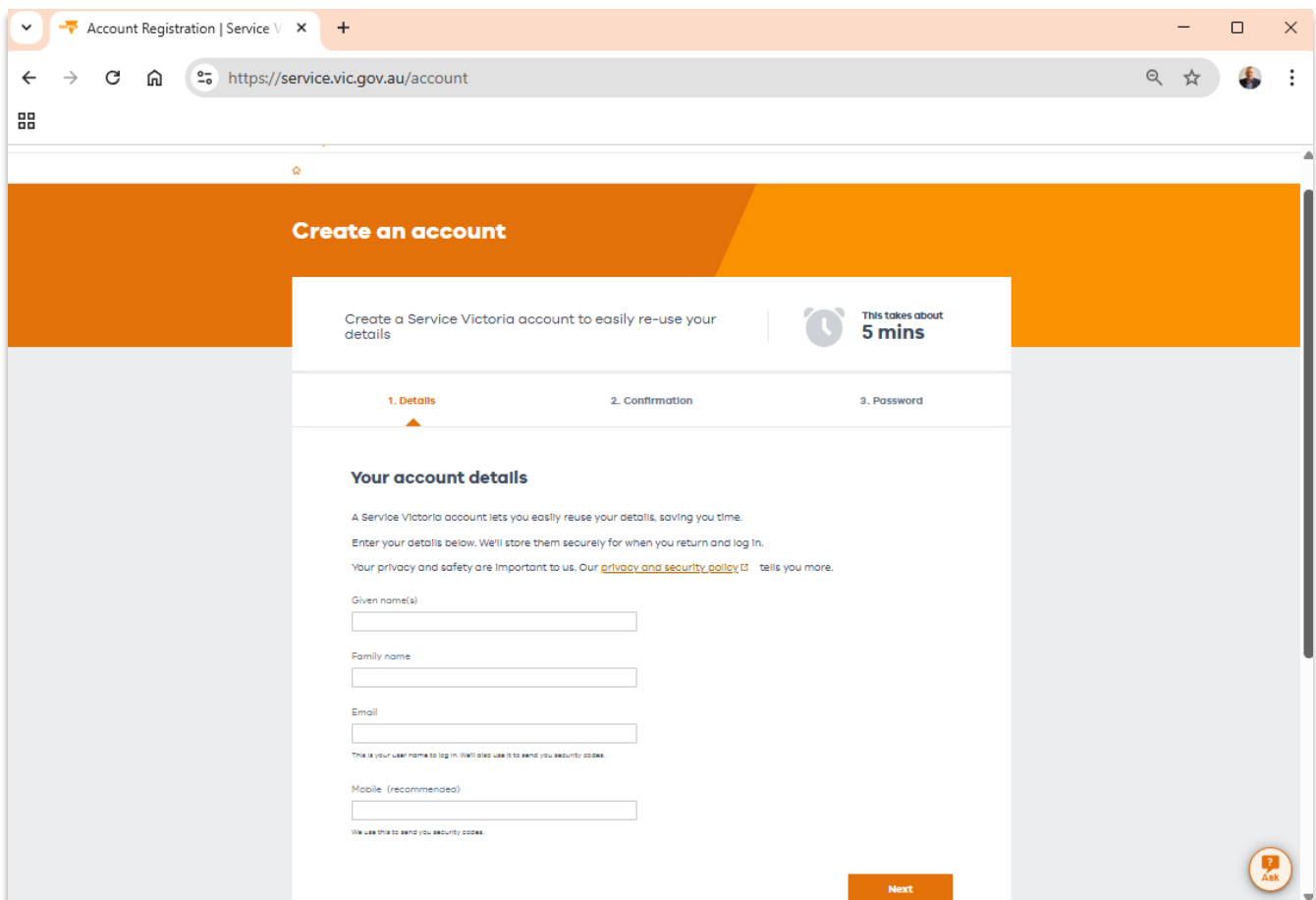
- Create a Service Victoria account at service.vic.gov.au/account
- To create a Service Victoria account you need an e-mail address and password.
- When creating an account, you will receive a '**one-time security code**' (six-digits – sent to your email or phone, to enter as part of the log-in/create an account process).
- You will need to create and a **six-digit password** for single sign-on to protect your account.

Create account/Log in

Desktop

The below information provides an overview of how Victorians can create a Service Victoria account.

Create an account here: service.vic.gov.au/account



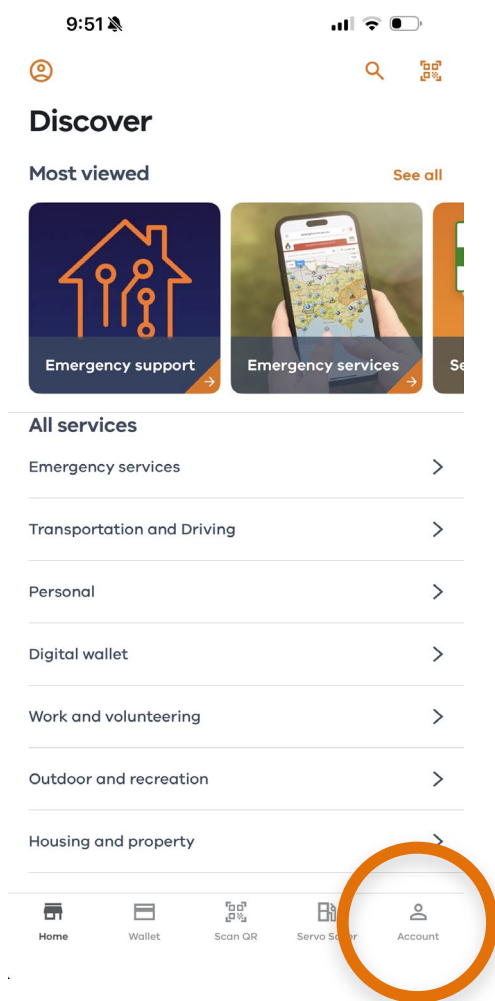
The screenshot shows a web browser window with the URL <https://service.vic.gov.au/account>. The page title is "Account Registration | Service V". The main heading is "Create an account". Below this, there is a sub-heading "Create a Service Victoria account to easily re-use your details" and a clock icon indicating "This takes about 5 mins". The registration process is divided into three steps: "1. Details", "2. Confirmation", and "3. Password". The "1. Details" step is currently active. Under "Your account details", there is a brief explanation of the account's benefits and a link to the "privacy and security policy". The form includes input fields for "Given name(s)", "Family name", "Email", and "Mobile (recommended)". A "Next" button is located at the bottom right of the form. An "Ask" icon is also visible in the bottom right corner of the page.

Create account/Log in

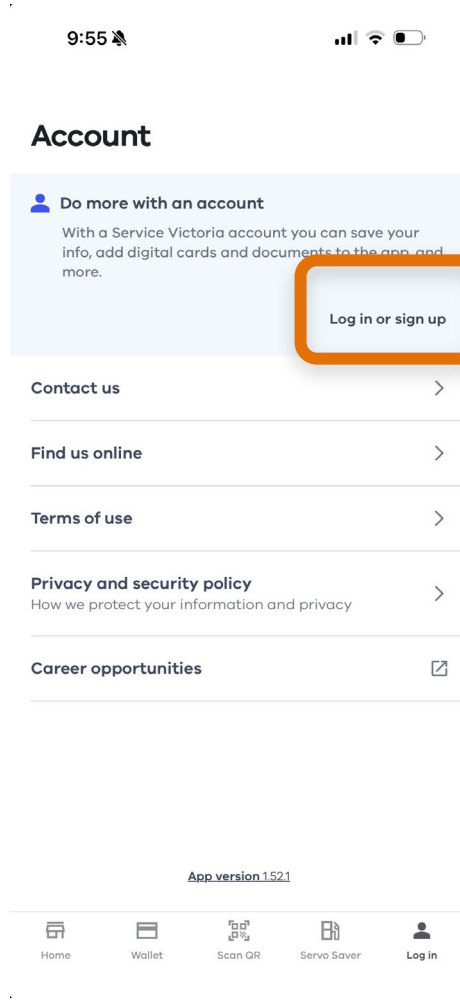
Mobile application

Step 1

On mobile, tap '**Log in**' (below left screen).
You will be taken to the '**Account**' screen (below right screen)



▲ Mobile app homepage



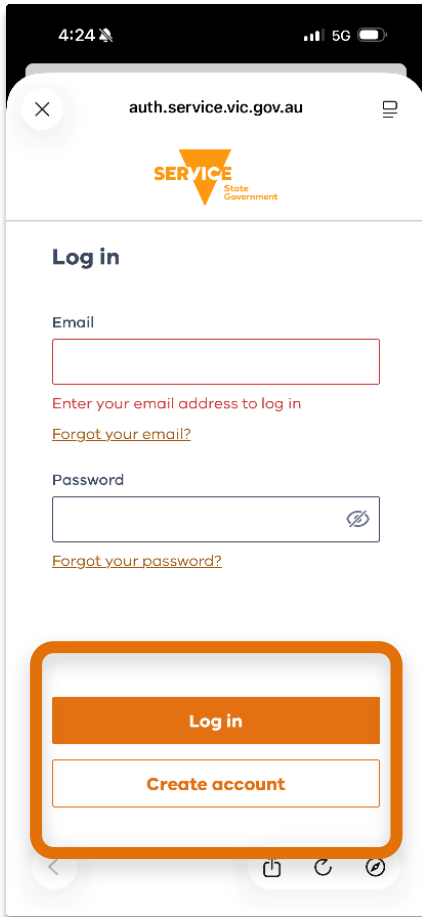
▲ Account homepage (not logged in)

Step 2

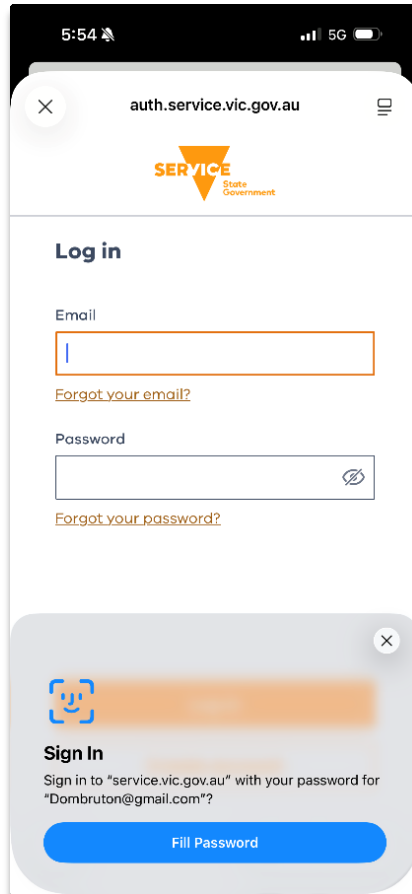
Tap '**Log in or sign up**' and you are taken to the '**Log in**' screen (see step 3).

Step 3

If you have an account, you can log in. If you don't, tap **'Create an account'** and you will be taken to the **'Create an account'** home screen (see step 4).



▲ Log in screen (manual field entry)



▲ Log in screen (Face ID prepopulated with saved log in details)

Step 4

You **must** provide your:

- Email address
- Given name (s)
- Family name

4:25 5G

auth.service.vic.gov.au

SERVICE
State Government

Create an account

Email

This is your username to log in.

Given name(s)

Family name

Only have one name? Enter it in both fields.

Your privacy and safety are important to us. Our [privacy and security policy](#) tells you more.

Create account

Log in

▲ Create an account home screen

5:14 5G

auth.service.vic.gov.au

Create an account

Email

We can't help you without this info
This is your username to log in.

Given name(s)

We can't help you without this info
Only have one name? Enter it in both fields.

Family name

We can't help you without this info
Only have one name? Enter it in both fields.

Your privacy and safety are important to us. Our [privacy and security policy](#) tells you more.

Create account

Log in

▲ Create account error messages

Please note: For information on how Service Victoria handles customer information see the Service Victoria homepage for our [privacy and security policy](#).

Error screens: If you don't provide information for all fields, you will receive the following error message:

'We can't help you without this info'

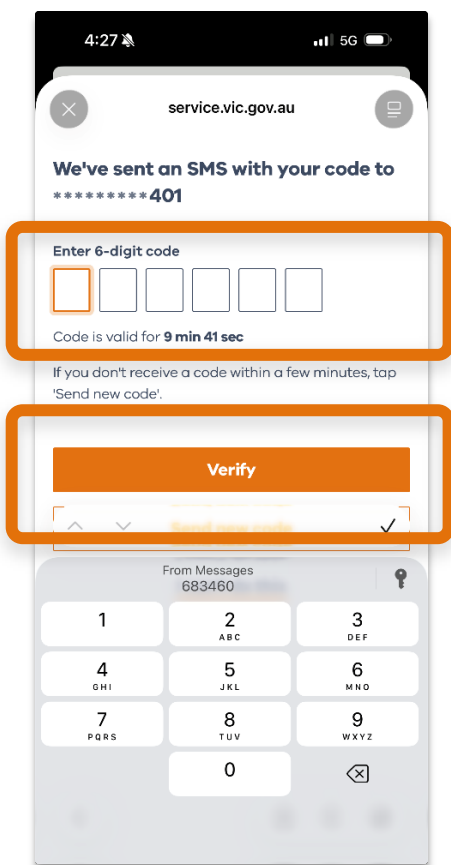
Step 5

When you enter in your details and tap **'create account'** you will be taken to the one-time password screen. A secure code has been sent to your mobile number or email address.

Step 6

You can enter your one-time password by:

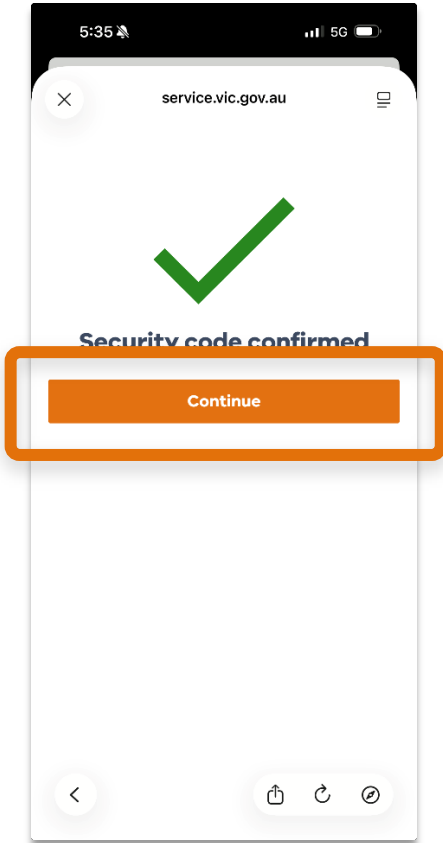
- Tapping e.g., the 'From messages - 683460' which will pre-populate the six numeric fields (10-minute time-limit is applied), **OR**
- Go to your email or SMS messages and manually enter in. e.g., 683460. Once entered, you will receive a **'verifying code'** message.
- You then tap **'Verify'** and will be taken to the next screen.



▲ One-time password verification screen

Step 7

The security code is confirmed, and you tap **'Continue'**

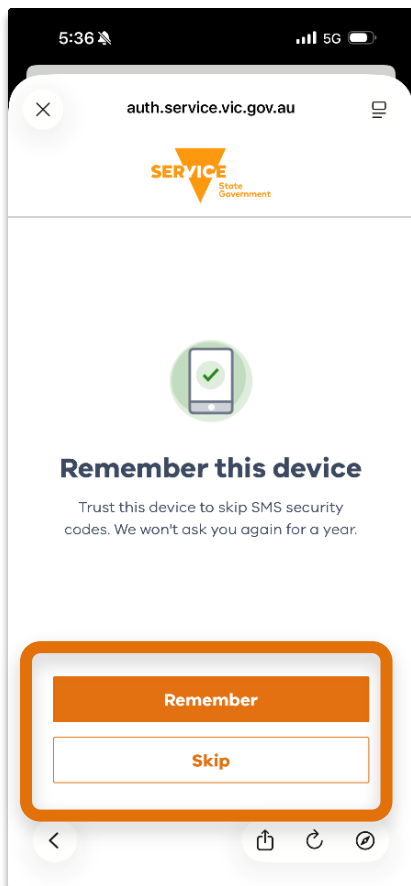


▲ Security code confirmation screen

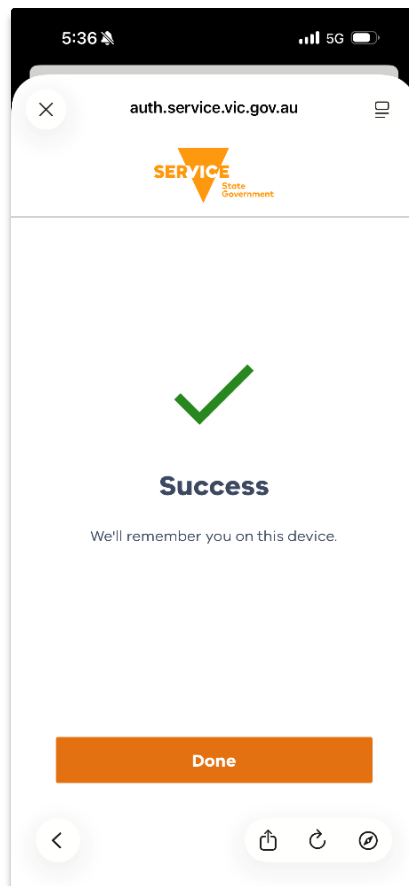
Step 8

You will be provided with the option to **'Remember this device'** – select this to skip the SMS security code step for one year.

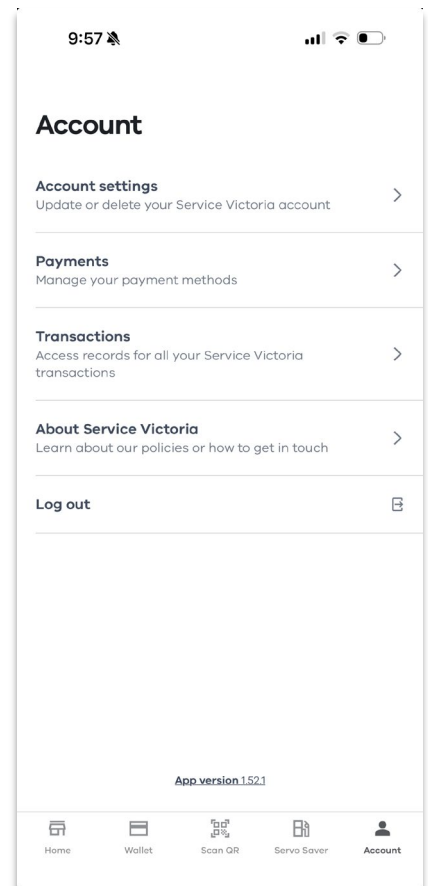
- Tap **'Remember'** and you will be presented with the below screen (left).
- If you choose to **'Skip'**, you will be re-directed to the account homepage, once logged in (screen on right).



▲ 'Remember this device' screen



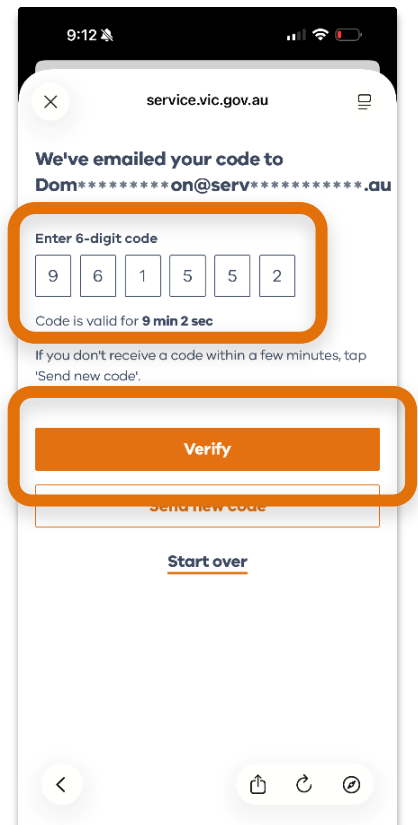
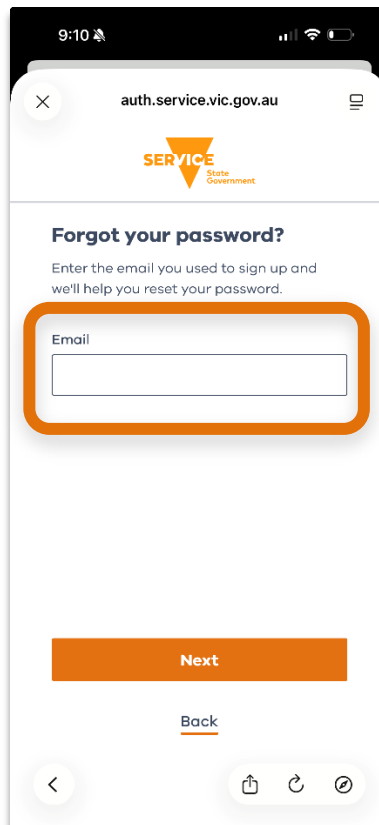
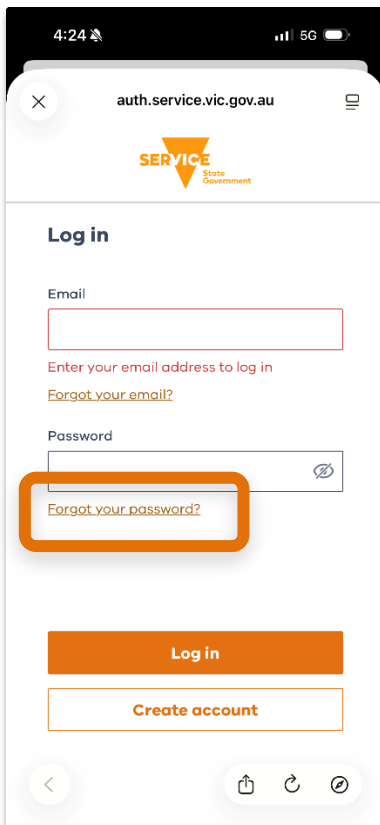
▲ 'Remember my device success screen



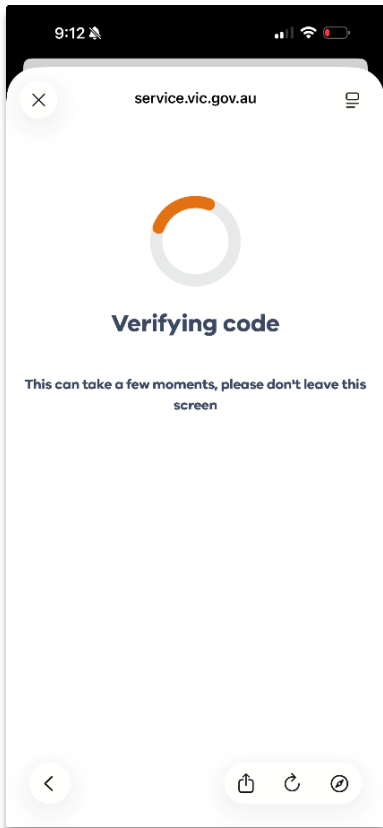
▲ 'Account homepage once account created

Forgotten password

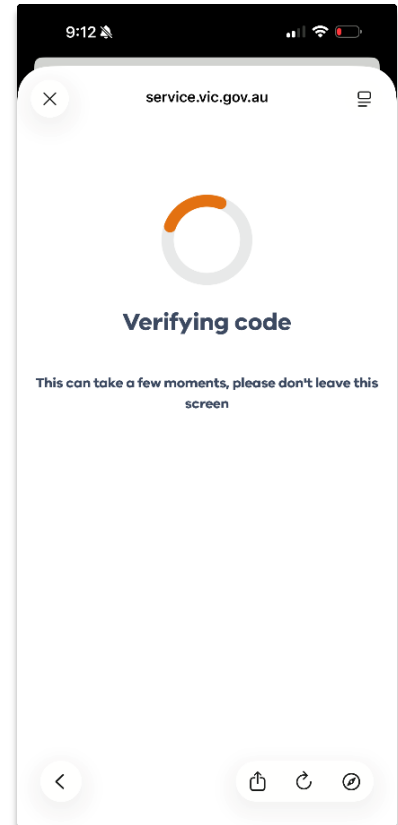
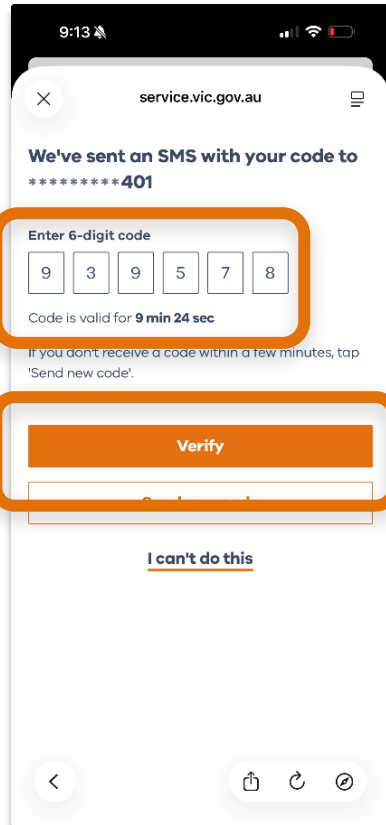
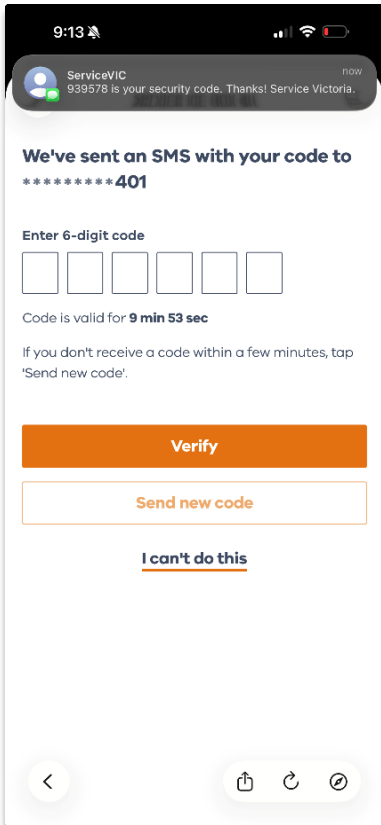
- Tap the **'Forgot your password?'** link from the log in screen (screens below).
- Enter your e-mail address linked to your Service Victoria account.
- A code will be emailed to you.
- Enter the one-time code, e.g., 961552 (as outlined below).



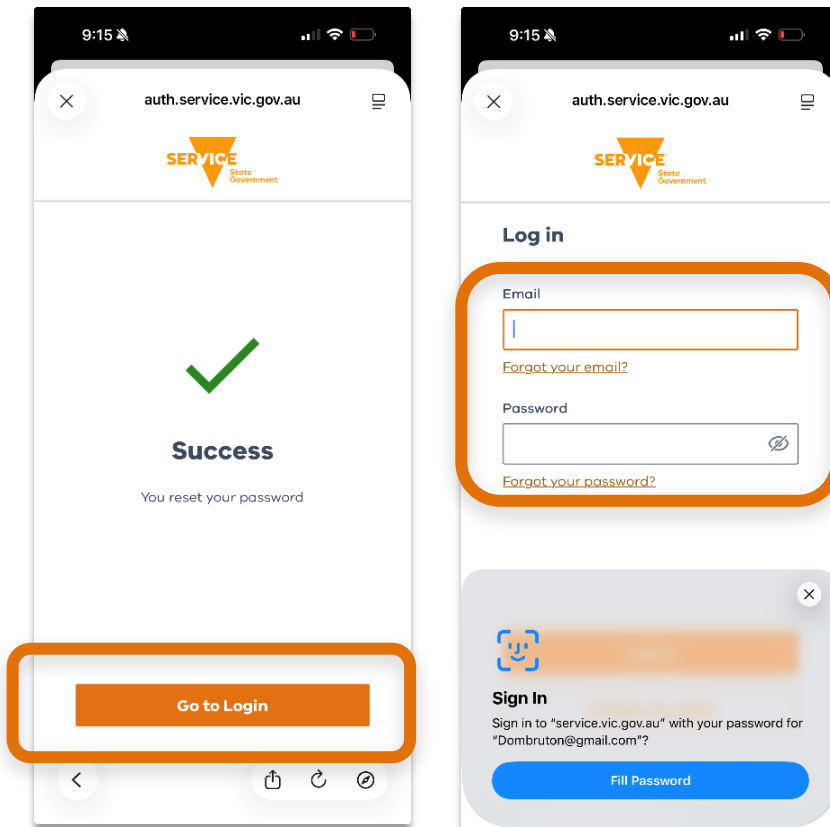
- A **'Verifying code, this can take a few moments, please don't leave this screen'** message will appear.
- A **'security code confirmed'** message will appear. Tap **'Continue'** to move on.



- Service Victoria will send (via SMS) another one-time code to your mobile device, e.g., 939578 (10-minute time limit). Enter the one-time code and tap **'Verify'**.
- A **'Verifying code, this can take a few moments, please don't leave this screen'** message will appear.



- You will be asked to **'Create a new password'**. Enter and tap **'Next'**.
- A **'Success. You reset your password'** message will appear. Tap **'Go to Login'** and log into the app with your updated password.



A Service Victoria email will be sent to you to say there has been an update to the password on your Service Victoria account.

Account home page

Account settings

You can change your name, number or password, or delete your account.

Payments

You can store payment methods - PayPal or Debit/ Credit card.

Transactions

You can view your transaction history, such as digital credentials added or services you have signed up for.

About Service Victoria

- Contact us details
- Find us online
- Terms of use
- Privacy and security policy
- Career opportunities

Log out option

