

What to look for when checking a digital driver licence

How do I check a digital driver licence?

You don't need to touch the customer's phone to check their licence – just ask them to tilt their screen and show it to you.

Ask the customer to swipe down to refresh the digital driver licence

Check the 'last refreshed' time stamp at the top of the page to confirm when the app last pulled information from the Victorian Licensing Registry and to check the details are accurate and up to date.

Check the licence holder's photo

Visually check that the digital driver licence photo matches that of the person in front of you.

Check the driver licence number

You can also ask the customer to:

Show the hologram

Ask the customer to tilt their phone back and forth, you'll see the image move and shimmer.

Tap the eye icon to reveal the card number

What if I need further verification?

Scan the QR code

You can scan the QR code using:

- the camera in your mobile device
- the myVicRoads app
- the Service Victoria app.

More information

For more information about the Victorian digital driver licence, visit:

service.vic.gov.au/licence

vicroads.vic.gov.au/ddl

