

How-to guide

Create a Service Victoria account



Published by Department of Government Services July 2026.

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

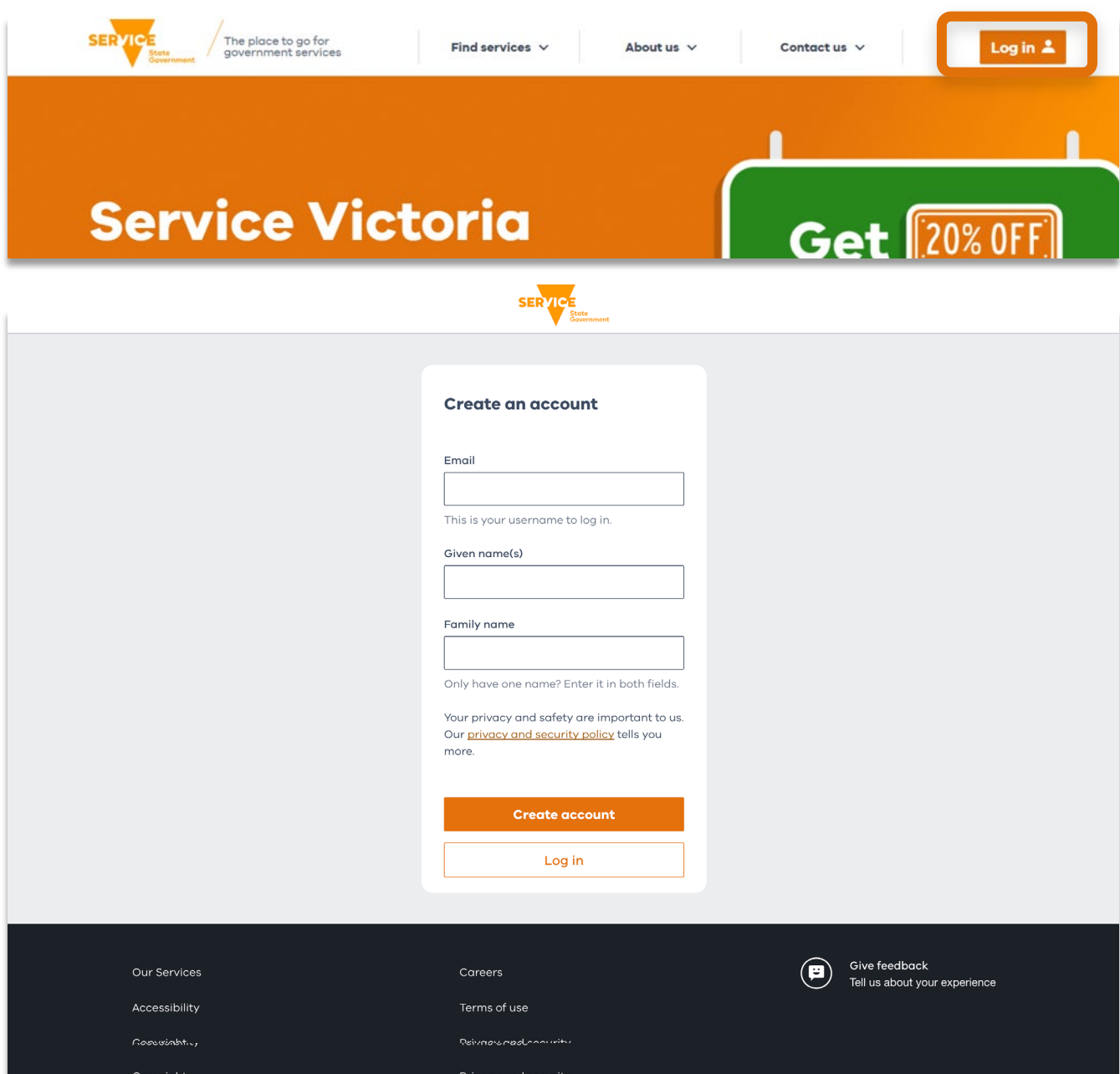
- ☐ Create a Service Victoria account at service.vic.gov.au/account
- ☐ To create a Service Victoria account you need an e-mail address and password.
- ☐ When creating an account, you will be asked to setup a multi-factor authentication (MFA) method to protect your account. This will be used to verify you when you login to a new device.
- ☐ 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. The desktop experience is the same as the mobile app. Customers can access it through the homepage **login button in the top right**.

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



The screenshot shows the Service Victoria desktop homepage. At the top, there is a navigation bar with the Service Victoria logo, the tagline "The place to go for government services", and links for "Find services", "About us", and "Contact us". A "Log in" button with a user icon is in the top right corner. Below the navigation bar is a large orange banner with the text "Service Victoria" and a green box with "Get 20% OFF". The main content area is a light gray background with a white box titled "Create an account". Inside this box, there are three input fields: "Email", "Given name(s)", and "Family name". Below the "Email" field is a note: "This is your username to log in." Below the "Family name" field is a note: "Only have one name? Enter it in both fields." Below these fields is a paragraph: "Your privacy and safety are important to us. Our [privacy and security policy](#) tells you more." At the bottom of the box are two buttons: "Create account" (orange) and "Log in" (white with orange border). The footer is a dark gray bar with links for "Our Services", "Accessibility", "Governance", "Careers", "Terms of use", "Returned documents", "Privacy and security", and a "Give feedback" button with a speech bubble icon.

Service Victoria
The place to go for government services

Find services ▾ About us ▾ Contact us ▾ Log in

Service Victoria

Get 20% OFF

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

Our Services Accessibility Governance
Careers Terms of use Returned documents Privacy and security

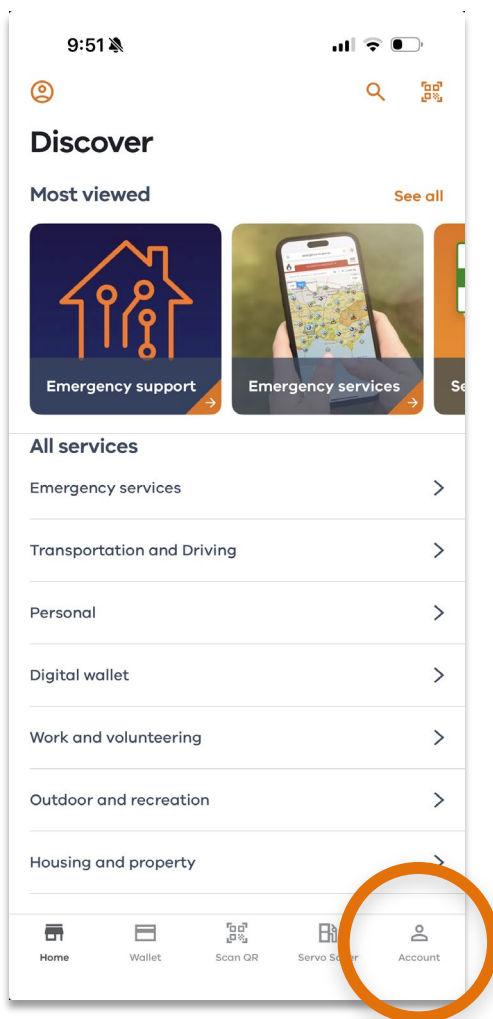
Give feedback
Tell us about your experience

Create account/Log in

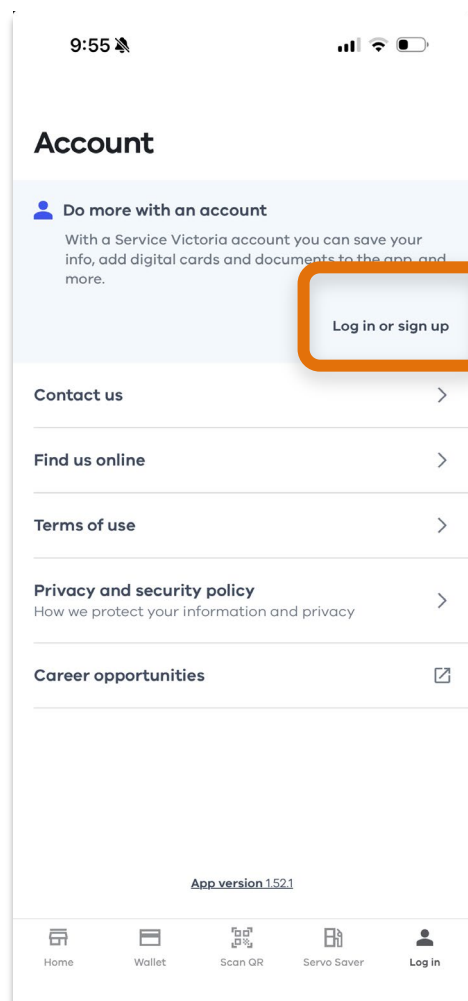
Mobile application

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).

The screenshot shows the 'Log in' screen of the 'auth.service.vic.gov.au' app. The header features the 'SERVICE State Government' logo. Below the header, the title 'Log in' is displayed. There are two input fields: 'Email' and 'Password'. The 'Email' field has a red border and a red error message 'Enter your email address to log in' below it. The 'Password' field has a blue border and a blue eye icon to its right. Below each field is a link: 'Forgot your email?' and 'Forgot your password?'. At the bottom, there are two buttons: 'Log in' (orange) and 'Create account' (white with orange border). The 'Log in' button is highlighted with an orange rectangle.

▲ Log in screen (manual field entry)

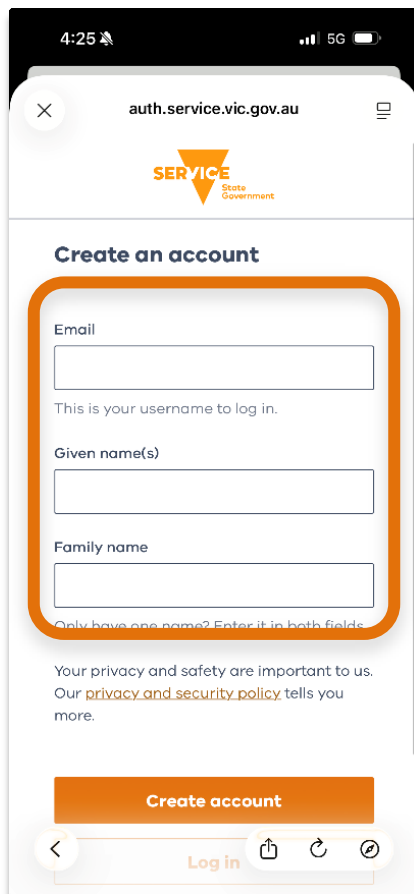
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▲ Log in screen (Face ID prepopulated with saved log in details)

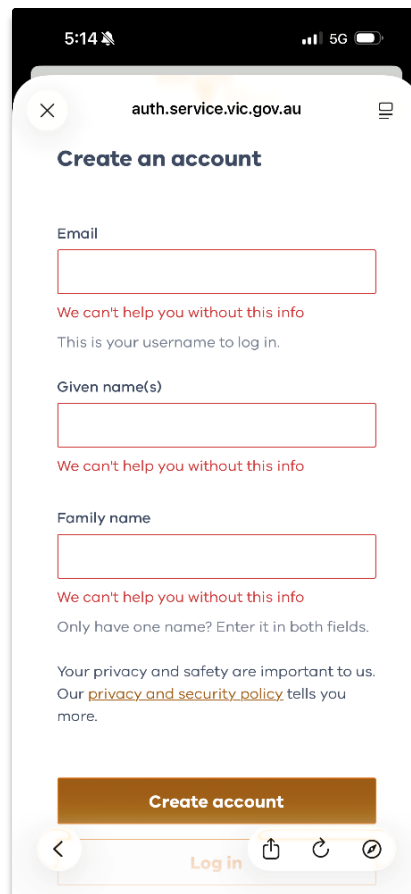
Step 4

You **must** provide your:

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



▲ Create an account home screen



▲ 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 asked to verify your email address. A one-time passcode has been sent to your email address.

Step 6

You can enter your one-time password by:

- Go to your email 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.

1:01 5G 57

uat.service.vic.gov.au

SERVICE
State Government

We've emailed your code to
Mo*****c@serv*****.au

Enter 6-digit code

If you don't receive a code within a few minutes, tap
'Send new code'.

Verify

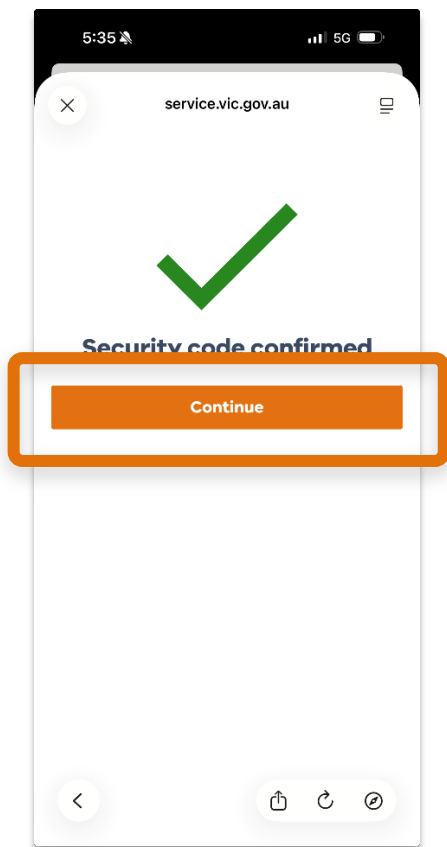
[Start over](#)

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▲ One-time password
verification screen

Step 7

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



▲ Security code confirmation screen

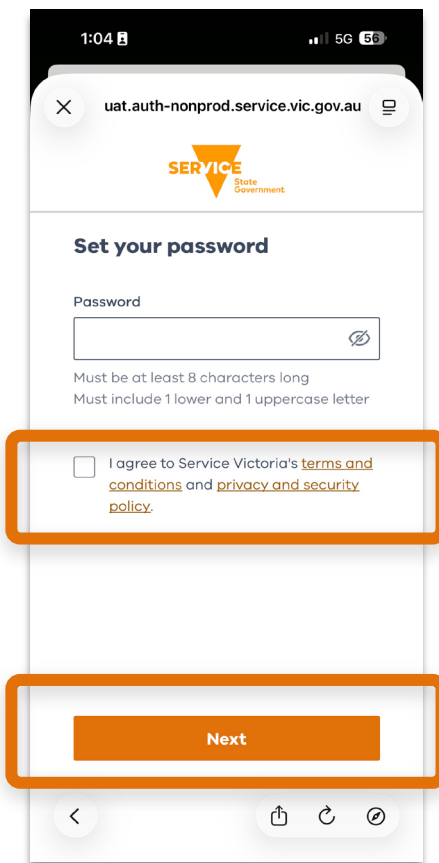
Step 8

Set your account password.

Your password must:

- be at least 8 characters long, and
- include at least 1 upper and 1 lowercase letter.

Accept the Service Victoria terms and conditions, and privacy and security policy. Tap **'Next'** to continue.



1:04 5G 66

uat.auth-nonprod.service.vic.gov.au

SERVICE State Government

Set your password

Password

Must be at least 8 characters long
Must include 1 lower and 1 uppercase letter

☐ I agree to Service Victoria's [terms and conditions](#) and [privacy and security policy](#).

Next

▲ Set password screen

Step 9

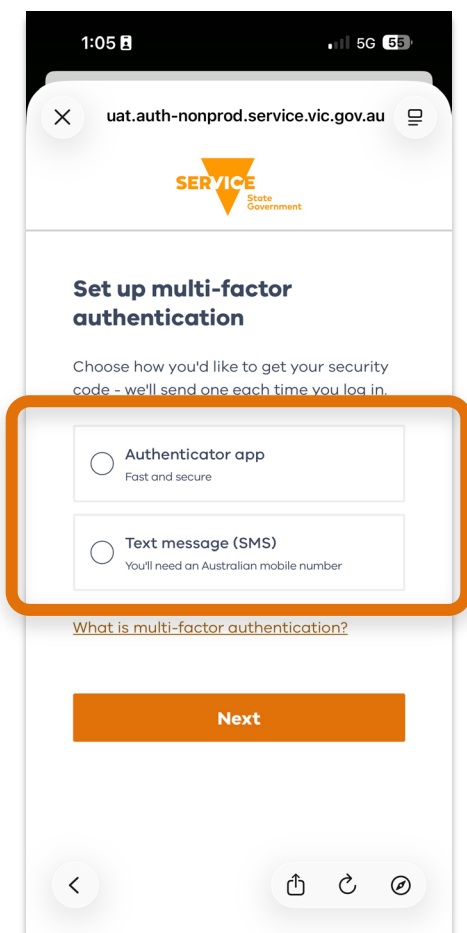
To secure your new account, multi-factor authentication (MFA) is required. You can choose either **text message (SMS)** or an **authenticator app** to receive a one-time passcode when logging in to new devices.

Text message:

- You must use an Australian mobile number and verify it with a one-time passcode.
- If you do not own or have ready access to an Australian mobile number, please set up an authenticator app instead.

Authenticator app:

- You can use any standard authenticator app, such as [Google](#) or [Microsoft](#) authenticator.



▲ Select MFA option setup screen

Step 10

Complete the setup of your chosen MFA method. This includes setting up a recovery method if you ever lose access to your device and need to setup MFA again.

The following recovery methods are available:

- **Secret questions** for those who chose SMS
- **Recovery codes** for those who chose authenticator app

1:06 5G 55

uat.auth-nonprod.service.vic.gov.au

SERVICE
State Government

Set up secret questions

Select and answer 2 secret questions. You can use these to recover your account if you can't get verification codes.

Question 1

Question

Select a question

Answer

Next question

Question 2

< ⏏ ↻ ✎

▲ For SMS: Set questions and answers for secret questions

1:40 5G 51

uat.auth-nonprod.service.vic.gov.au

SERVICE
State Government

Save your recovery codes

You'll need these codes to recover your account if you lose access to your authenticator app.

You need to save these codes somewhere safe, like a password manager that you can access from a different device.

Warning: If you lose these codes, you could permanently lose access to your account. We won't be able to retrieve your account or codes for you.

gjfwxf59xp	Yitp6Z1jjB
GG2N8yjEvI	60JNivy4Q7
sTveLs1kPI	UZ8mnrblAa
rvnk4twXdg	YRerPe2Xcj
CBmfzVHVzx	ivyocWDP7t

Copy codes

I've saved my recovery codes

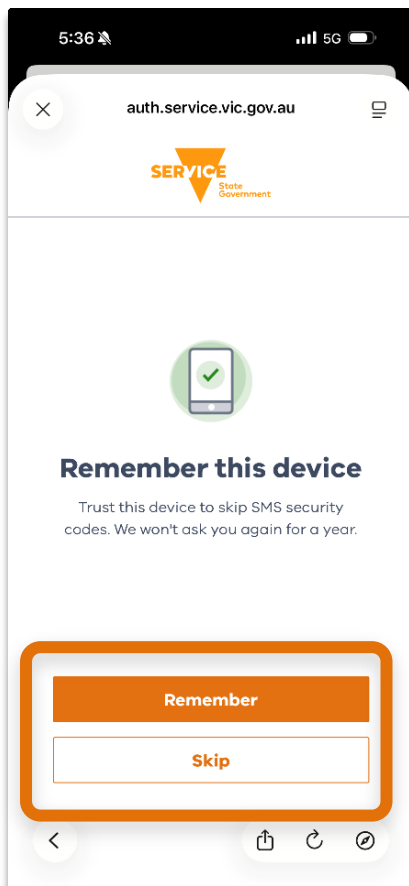
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▲ For authenticator app: Save recovery codes

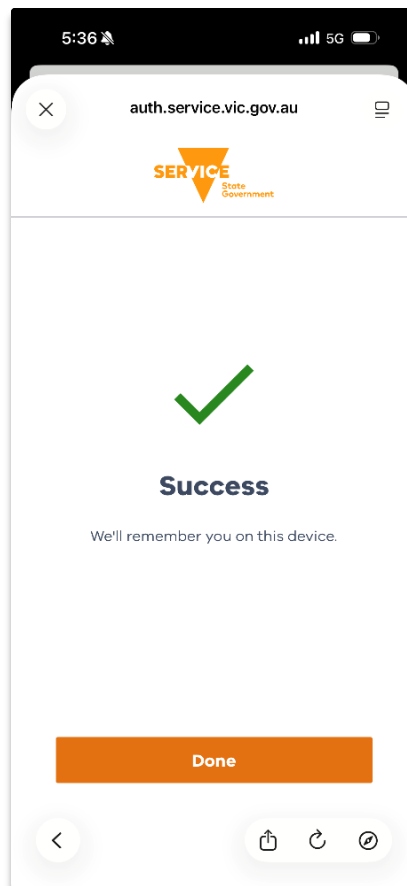
Step 11

You will be provided with the option to **'Remember this device'** – select this to skip the MFA check for logins on this device for one year.

- Tap **'Remember'** and you will be presented with the below screen (left).
- If you choose to **'Skip'**, you will be taken to the final step to setup an app PIN.



▲ 'Remember this device' screen



▲ 'Remember my device' success screen

Step 12

You will be asked to setup a 6-digit app passcode to protect your information in the Service Victoria app.

9:41

Create a passcode

Create your 6-digit code

If your device lets you set up fingerprint or face recognition, we'll ask you next time.

[Six empty boxes for 6-digit code]

Next

1 2 3
4 5 6
7 8 9
0

▲ 'Create a 6-digit passcode' screen

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).

4:24 5G

auth.service.vic.gov.au

SERVICE
State Government

Log in

Email

Enter your email address to log in
[Forgot your email?](#)

Password

[Forgot your password?](#)

Log in

[Create account](#)

9:10

auth.service.vic.gov.au

SERVICE
State Government

Forgot your password?

Enter the email you used to sign up and we'll help you reset your password.

Email

Next

[Back](#)

9:12

service.vic.gov.au

We've emailed your code to
Dom***on@serv*****.au**

Enter 6-digit code

9	6	1	5	5	2
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Code is valid for **9 min 2 sec**

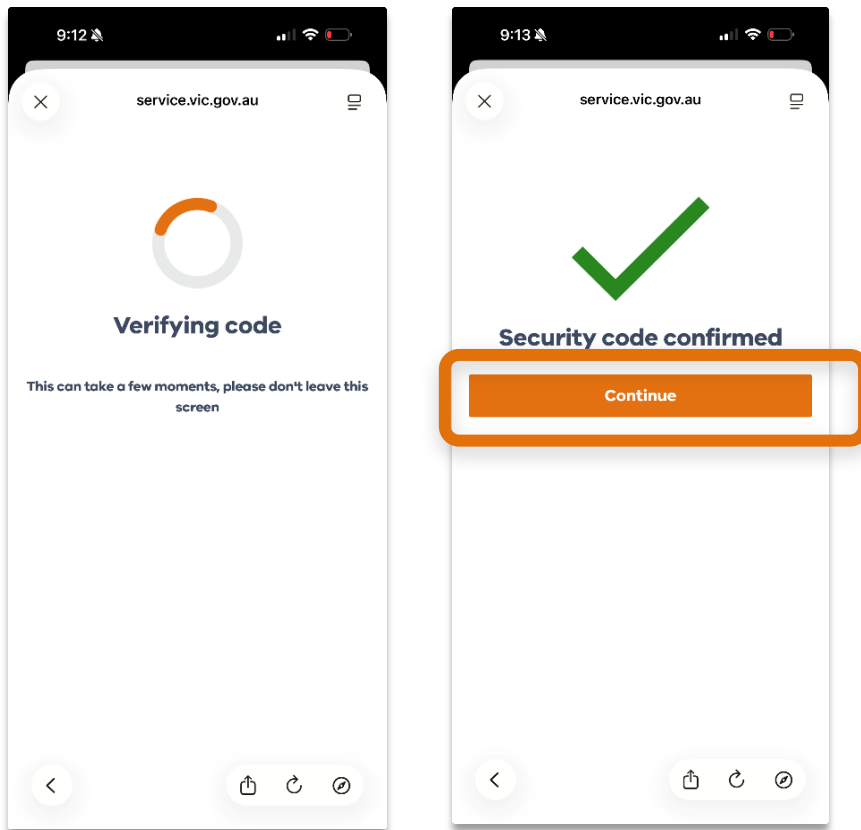
If you don't receive a code within a few minutes, tap 'Send new code'.

Verify

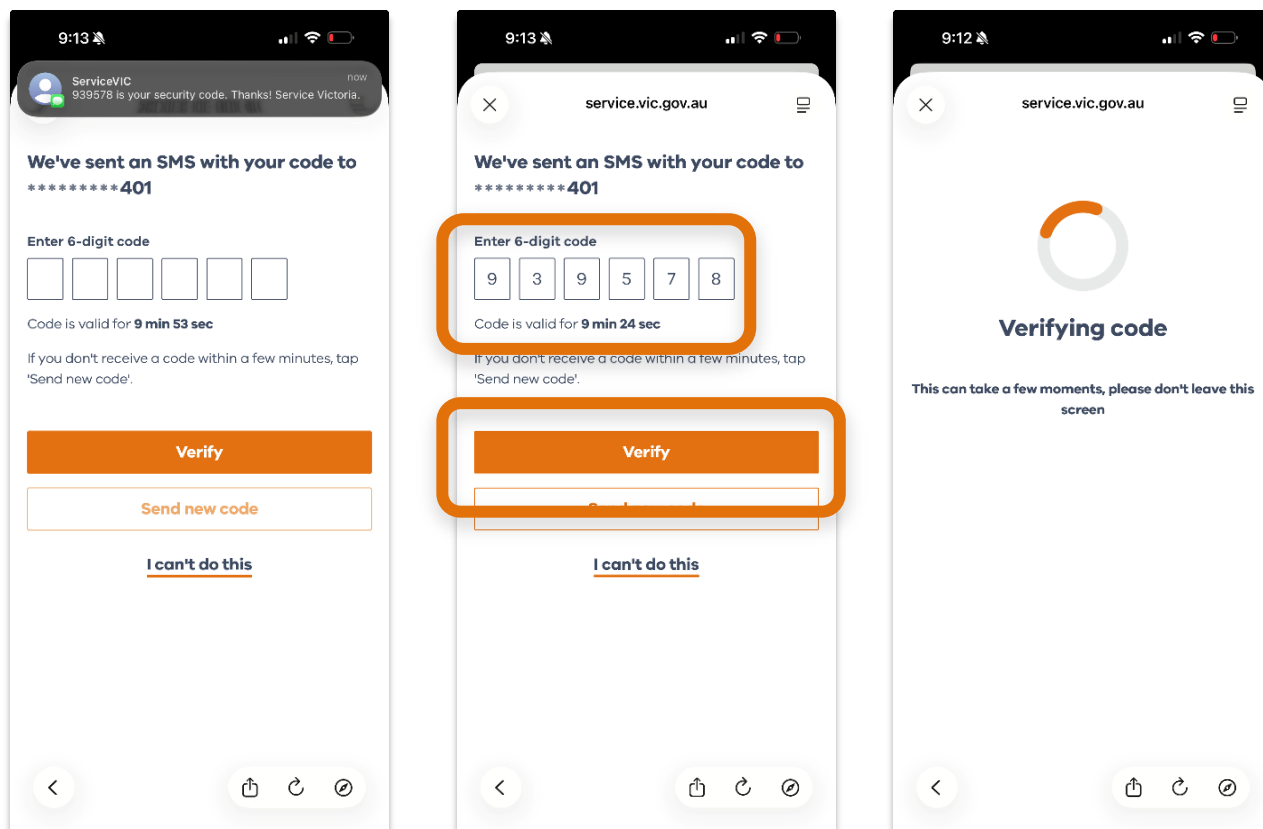
[Send new code](#)

[Start over](#)

- 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.

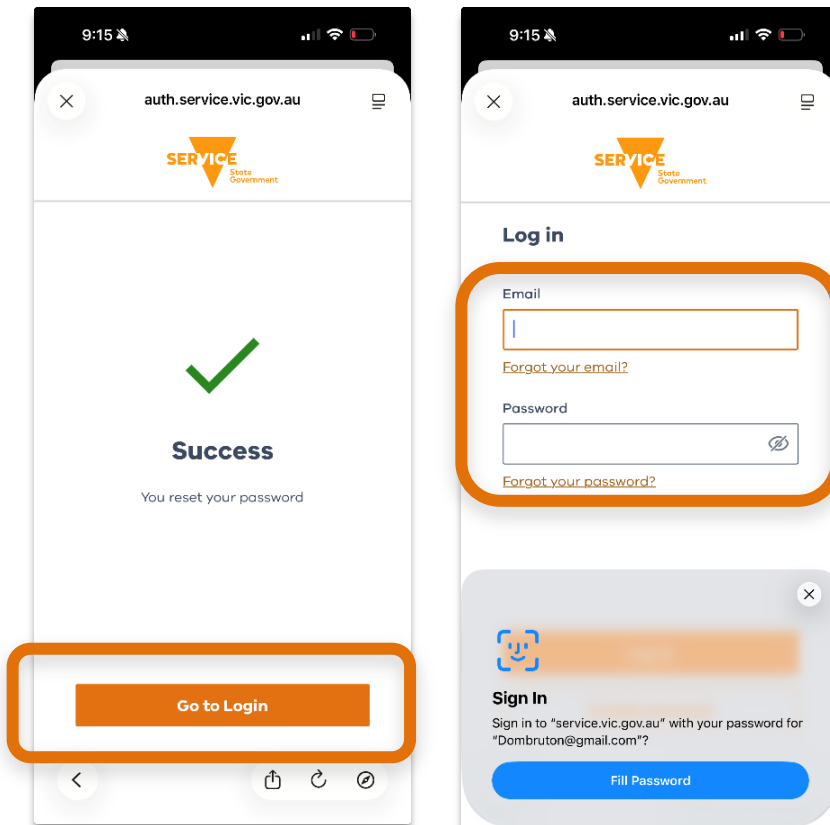


- Service Victoria will send another one-time code to your setup MFA option (either SMS or authenticator app). Enter the one-time code and tap **'Verify'**.
- A **'Verifying code, this can take a few moments, please don't leave this screen'** message will appear.



▲ One-time passcode flow for SMS MFA methods. Authenticator app has similar experience.

- 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

