Victorian Digital Driver Licence

How-to guide for licence checkers

An easy and secure way to check ID

A digital driver licence displays a customer's licensing details held on the Victorian Licensing Registry via their mobile device.

A digital driver licence is a secure and trusted business tool for checking a driver licence credential, identity and proof of age.

You can check licence details quickly knowing the information comes directly from the Government endorsed source - the Victorian Licensing Registry.

A digital driver licence is available through two official Government channels - the Service Victoria and myVicRoads apps.

More information

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

service.vic.gov.au/licence

vicroads.vic.gov.au/ddl

Verifying the details you need

There are three levels of information that a customer can share with their digital driver licence. Each is shown on a different screen:

- **Licence:** shows all licence information, including what's on the front and back of the plastic card. A customer would share this information when they need to show police things like licence status and restrictions (see image on next page). A customer can also access their unique card number by tapping the eye icon.
- **Identity:** shows photograph, full name, address and signature (see image on right).
- **Age:** shows photograph and confirms that a customer is over 18. A customer's age or date of birth is not shown (see image on right).

The customer's identity screen looks like this ↓
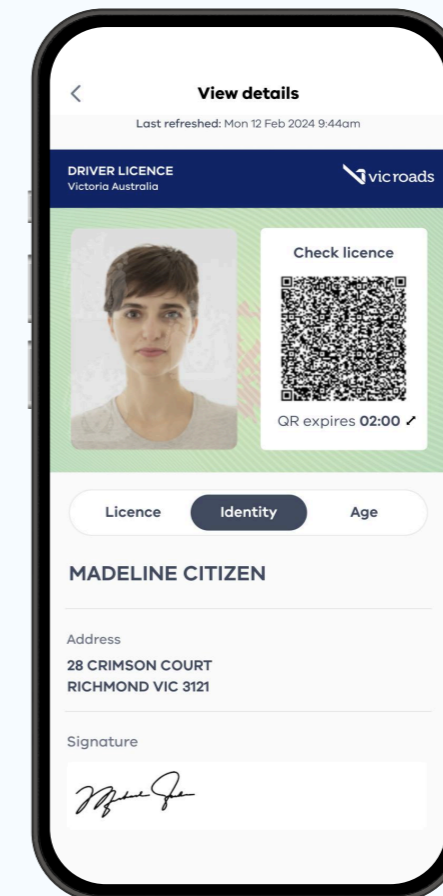
The customer's age screen looks like this ↓
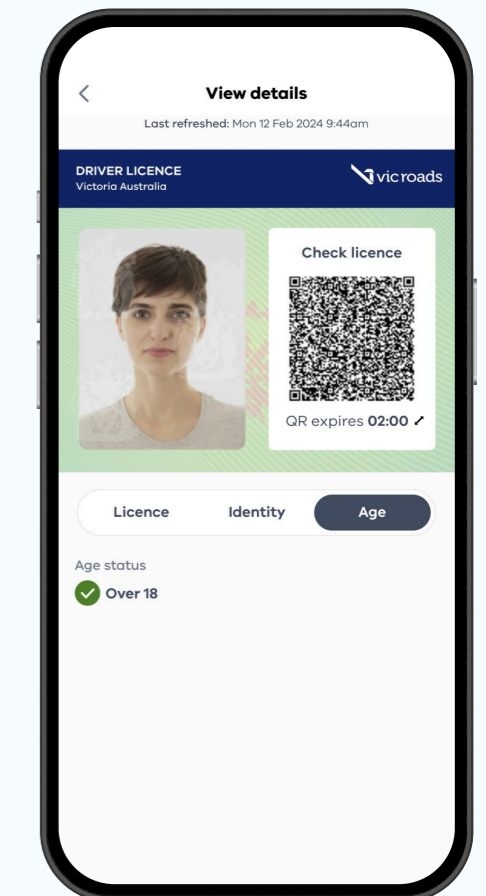
Images provided in this guide

Please note: due to ongoing app development, subtle design changes may take place over time.

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How do I check a digital driver licence?

Licence checkers must not touch a customer's phone – just ask them to tilt their screen and show it to you.

Ask the customer to select the '**licence**', '**identity**' or '**age**' tab, so you can view the relevant details. There are several security features to help confirm that a digital driver licence is legitimate.

When a customer shows you the licence details on their digital driver licence, the screen on their smartphone or tablet will look like the picture to the right.

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

This automatically updates the display. 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

The same Victorian Coat of Arms hologram that features on a plastic card is also displayed on a digital licence. Check to see if there is a hologram layered over the licence holder photo and licence background at the top of the display.
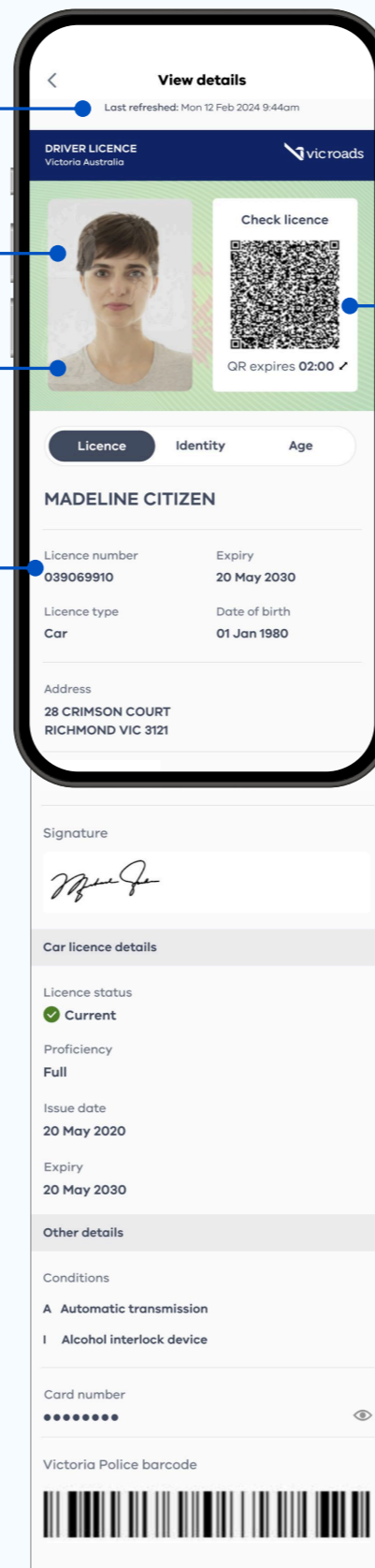
Ask the customer to tilt their phone back and forth, you'll see the image move and shimmer.

Scan into your venue

If you use an ID scanner, ask your scanning vendor if their machines can read Victorian digital licences.

Tap the eye icon to reveal the card number

The customer's licence screen looks like this ↓

View details

Last refreshed: Mon 12 Feb 2024 9:44am

DRIVER LICENCE
Victoria Australia

vicroads

Check licence

QR expires 02:00 ✏

| Licence | Identity | Age |

MADELINE CITIZEN

Licence number	Expiry
039069910	20 May 2030
Licence type	Date of birth
Car	01 Jan 1980

Address
28 CRIMSON COURT
RICHMOND VIC 3121

Signature

Car licence details

Licence status
✓ Current

Proficiency
Full

Issue date
20 May 2020

Expiry
20 May 2030

Other details

Conditions
A   Automatic transmission
I   Alcohol interlock device

Card number
●●●●●●●   👁

Victoria Police barcode

What if I need further verification?

If you have access to a smartphone or other device, the most secure way to check a digital driver licence is to scan the QR code.

Scan the QR code

You can scan the QR code using:

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

Open your camera or the app and line up your device to scan the code.

Wait for validation.

If the licence is valid, this will be confirmed through a message directly on your screen.

Licence checkers must not touch a customer's phone to scan a QR code – just ask them to tilt their screen towards you. You can ask them to enlarge the code by tapping on it if you need to.

The QR code connects to a customer's record every time the code is refreshed. Each code is unique and lasts for two minutes. After that, a person needs to refresh the screen again to update their information.

Always be sure to **download the official versions** of these apps.

VICTORIA State Government | Department of Transport and Planning

SERVICE State Government

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I scanned the QR code on a licence and got an error screen. What do I do?

Sometimes you'll get an error if the app can't connect to a network or to a person's information. If you try to scan again it should work. Other messages will inform you if a licence isn't valid.

What if I'm still not sure a digital licence is valid?

You can always ask someone to see their plastic driver licence card or another form of ID.

Is a digital driver licence secure? How do I know it's a real licence?

When a customer refreshes their digital licence, it updates straight from their registry records. This means that when you scan a licence, you know the information is coming from a trusted source.

Even if someone's licence is suspended you can still check they are over 18 or check their identity.

What if there is no internet connection available?

You can ask to check the customer's plastic licence card instead.

How does the QR code work?

The QR code connects to a person's records every time the code gets refreshed. Each code is unique and lasts for 2 minutes. After that, a person needs to refresh again to update their information. This helps protect against fraud, so you know the information is valid.

How does the hologram work?

The hologram on a digital licence is similar to the one on a plastic card. If a person tilts their phone back and forth, you'll see the image move and shimmer.

Holograms add extra security, but you shouldn't rely on the hologram alone. If you want to do a quick check, using the hologram is fast and easy.

What if I need a copy of someone's licence?

Right now, there's no way for someone to share a copy of their digital licence. You'll need to process their plastic licence as you would normally. You shouldn't hold onto copies of customer details unless you really need to. Keeping copies of this information is a fraud risk.

We don't recommend that anyone shares or accepts screen shots of digital driver licences.

Protecting your customer's privacy

Licence checkers must not touch a customer's phone to check their licence or scan a QR code – just ask them to tilt their screen towards you. You can also ask them to refresh their screen or enlarge the QR code by tapping on it if you need to.

As a business operator, you're responsible for protecting your customers' personal information. Find out what type of customer information is personal and how to protect it. For more information visit business.gov.au.

How can I provide feedback on my experience checking a digital driver licence?

You can share your thoughts by completing the digital driver licence feedback form within the myVicRoads or Service Victoria apps.

How can I update my ID scanner to read digital licences?

Talk to your scanning vendor to see if their machines can read Victorian digital licences.

More information

For more information about the Victorian digital driver licence, visit service.vic.gov.au/licence or vicroads.vic.gov.au/ddl.