

What to look for when checking a digital driver licence

How do I check a digital driver licence?

Licence checkers must not touch a customer's phone – just ask the person to tilt their screen and show you their QR code to verify:

1. A full driver licence
2. confirm their basic ID details, or
3. check they are over 18.

Using the Service Victoria mobile app or the MyVicroads app. When you scan the holder's QR code, if the information is valid and current, you will receive a 'green tick' and a 'Licence verified' message'. The same applies for the QR codes relating to 'Identity' and 'Age'.

Ask the customer to swipe down to refresh, or tap to refresh (bottom of screen) 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.

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

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.

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

