



Australian Government

Australia's
Digital ID
System

digitalidsystem.gov.au

Digital ID Handbook

Your step-by-step guide to Digital ID



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Digital ID Handbook



Australia's
Digital ID
System

This handbook is from the Australian Government.

The handbook is a helpful summary about **Digital ID**. It will give you the most important things you need to know.

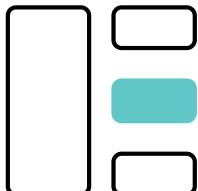


Who can use this guide?

Digital ID is available to all people living in Australia who are aged 15 years or older.

This guide is for people who want to learn more about Digital ID.

It is also a great tool for **carers** and community support workers to help other people understand what a Digital ID is and how to use it to access services.



How to use this guide

You can read the guide in order or jump to a section that most interests you.

At the end of the book, there is a glossary or list of words that might be new or harder to understand about Digital ID.

Words in the glossary are **bolded** in this handbook. You can find the words in alphabetical order in the glossary (page 36).

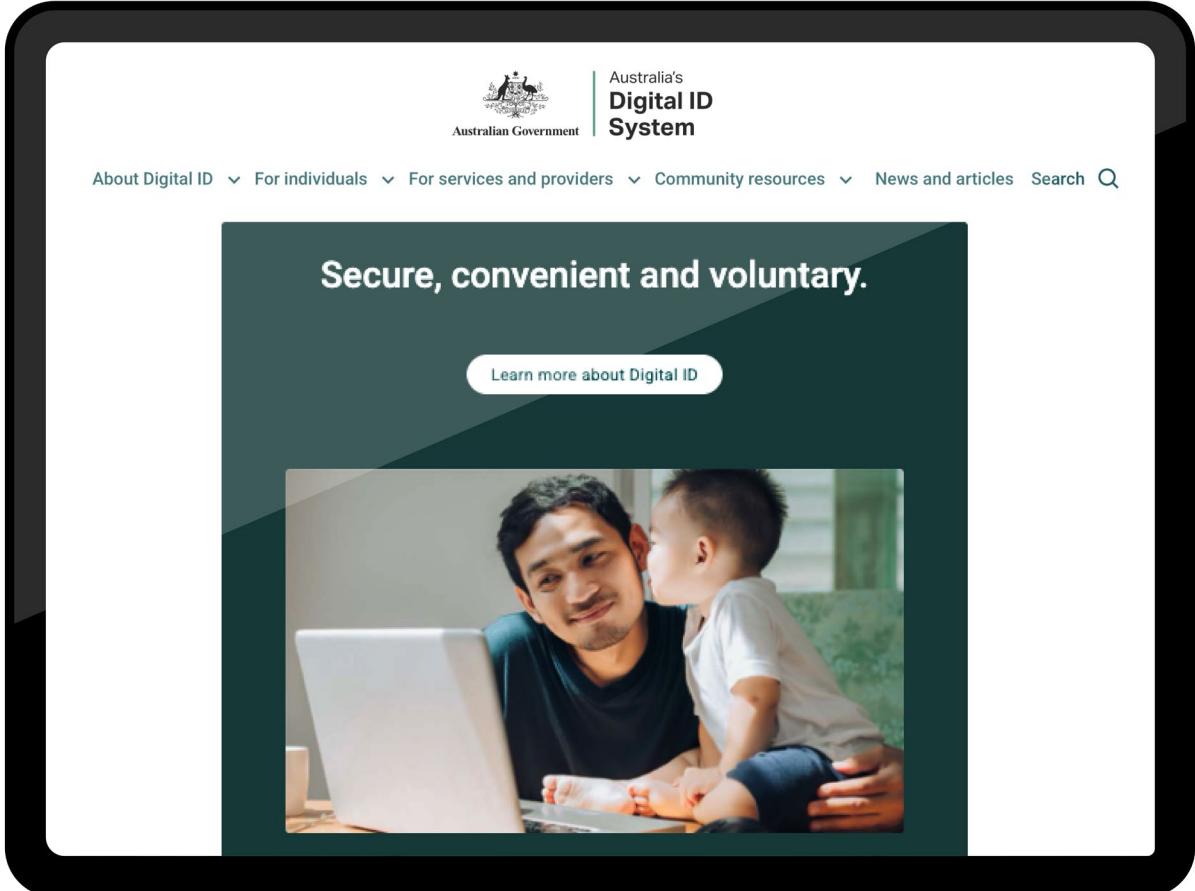
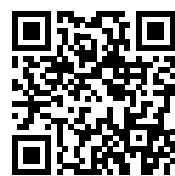
Throughout this guide you will find a number of videos included that you can view by scanning the QR code. To turn the subtitles on, hover your pointer over the video and select the "Subtitles/closed captions (CC)" icon located on the menu options that appear along the bottom of the video. You can also click "View transcript" under the video to read the transcript.

There is also an Easy Read guide at digitalidsystem.gov.au that provides simpler information about Digital ID.

More information

This *Digital ID Handbook* will help you understand how to get and use a **Digital ID**. For more information and the latest news and handbook updates, visit digitalidsystem.gov.au.

This version is accurate as of December 2025.



The screenshot shows the homepage of the Australia's Digital ID System. At the top, there is a navigation bar with links for 'About Digital ID', 'For individuals', 'For services and providers', 'Community resources', 'News and articles', and a search bar. The main content area features the Australian Government crest and the text 'Australia's Digital ID System'. Below this, a large image of a man and a child using a laptop is displayed with the text 'Secure, convenient and voluntary.' and a 'Learn more about Digital ID' button.

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SECTION 1: Understanding Digital ID



Digital ID: A safer way to prove who you are

Digital ID helps you safely and easily **verify** who you are when using government and other services.

Verify means to prove or check.



What is Digital ID?

Digital ID is short for *Digital Identity*. A Digital ID is a safer and easier way to verify who you are.

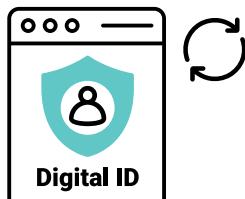
You may have **ID documents**, such as a driver licence, Medicare card or passport, that can verify who you are. That is because they have information about you, such as your name, birth date, address or photo.

We often use ID documents to verify who we are to use government services (such as **myGov**, the **Australian Taxation Office** or **Centrelink**) or business services (like banks, telephone companies and insurance).

To prove who you are, a Digital ID will verify or check your ID documents against official records or using secure technology to make sure they are real and belong to you.

After your ID is verified, you can use your Digital ID to access services instead of showing your physical ID documents.

It helps keep your ID safer and makes it faster to verify who you are and get the services you need.



Your Digital ID is reusable

Once your Digital ID is set up, you won't have to share documents such as your birth certificate, driver licence, passport or Medicare card each time you need to verify who you are with any service that accepts that Digital ID.

Your Digital ID can save you time and paperwork.

You can use a Digital ID to get services online, and in some circumstances, in person.



Your Digital ID is secure and voluntary

Using a Digital ID to access government services is voluntary, meaning you can choose if you want to use it.

Unlike other ways to verify your ID, such as giving a copy of your ID documents, Digital ID doesn't involve sharing more personal details than you need to.

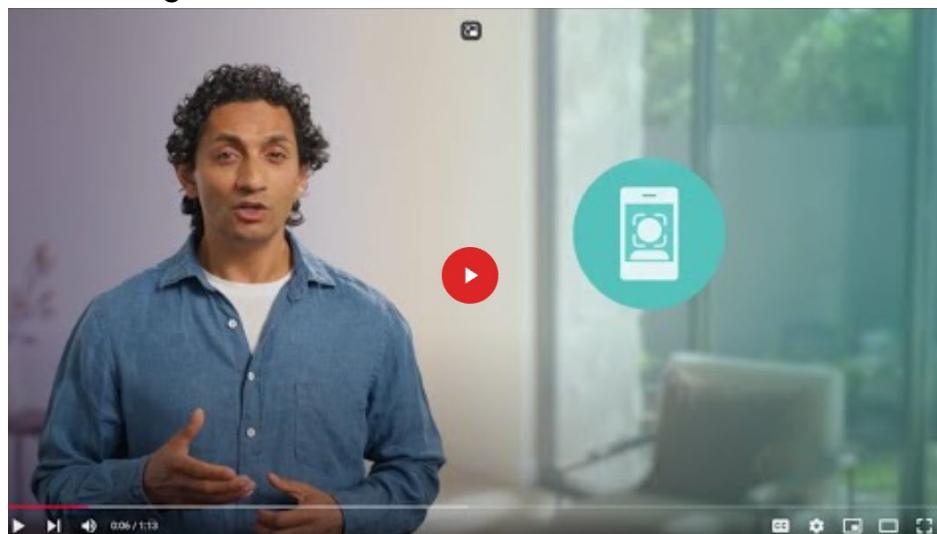
You control what's shared, and your personal information stays private and safer from **identity theft, fraud, scams and cyber crime**.



Watch and learn

What is Digital ID?

Use the QR code to [view the video](#) on the Digital ID website.



Easier to verify your ID

Needing to **verify** your ID happens all the time when accessing government or business services.

Digital ID is one way to verify your ID, and it is safer and convenient. However, you can still use all the existing ways to verify your ID if you choose not to use a Digital ID.

In the case study below, Jamila looks at the different options for verifying her ID.



Meet Jamila. Jamila needs to prove who she is.

Jamila is applying for a tax file number (TFN) to get her first job. To do that she needs to show her ID.

Jamila compares her options for proving her ID.

| Show ID in person at Australia Post | Show ID in person at Services Australia | Apply by post | Use a Digital ID to access services online |
|--|---|---|--|
| <p>Jamila can take her ID to the post office</p>  <ul style="list-style-type: none"> Needs to complete an online TFN form and print. Needs to attend an in-person interview. Needs to carry (and show) her original ID documents (e.g. Birth Certificate or Driver Licence etc.) | <p>Jamila can apply in person at a Services Australia service centre</p>  <ul style="list-style-type: none"> Only available if Jamila is a Services Australia customer. Needs to complete a paper TFN form. Needs to carry (and show) her original ID documents (e.g. Birth Certificate or Driver Licence etc.) | <p>Jamila can apply by post</p>  <ul style="list-style-type: none"> Needs to download and print or order a TFN form. Needs to certify copies of her ID documents. Application can be time consuming. | <p>Jamila can use a government-accredited Digital ID</p>  <ul style="list-style-type: none"> Sets up a digital ID on mobile device. Verifies her ID once and can use again and again so her information is safer and encrypted. Only shares the key details needed, Jamila can control what she shares and who has access. Jamila uses her Digital ID to apply for a TFN. |

Jamila decides to use a Digital ID. It is fast and she doesn't need to worry about copies of her ID documents being lost or stolen.



Digital ID shares less personal information

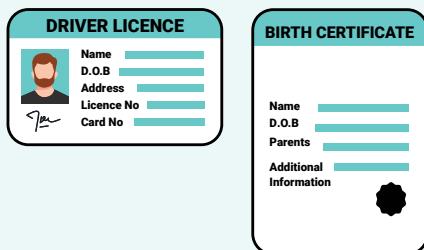
A **Digital ID** is a safer and faster option of verifying your ID, which helps you protect your ID documents.

Verifying with physical documents

When you verify your ID with **physical documents**, you share more information than is needed.

There is a risk that copies of the documents could be lost or stolen.

For example, your driver licence and birth certificate can confirm your name and date of birth.



Additional private information is shared and unsecure:

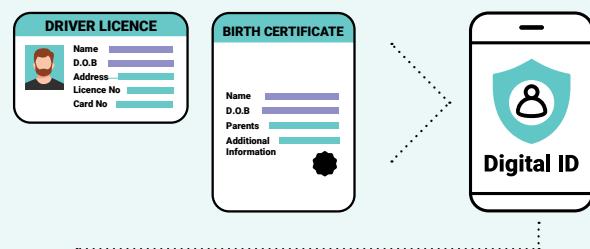
- 🔒 Licence number
- 🔒 Card number
- 🔒 Birth certificate number
- 🔒 Address
- 🔒 Parents and additional background information

Verifying with a Digital ID

When you verify your ID with a **Digital ID**, you share less information, and there is less chance someone can steal it.

This means that your information is safer.

When you use a Digital ID less information is shared to services who need to prove your ID.



Details shared with the services you are accessing:

- Name
- Date of birth

Protected information that is not shared:

- 🔒 Licence number
- 🔒 Card number
- 🔒 Birth certificate number
- 🔒 Parents and additional background information

How is Digital ID different?

You might have a digital driver licence, digital wallet or use voice ID. These are different to a **Digital ID**.



Digital ID

What it is: A more secure way to prove who you are online.

How it's used: You use it to prove your identity without showing documents.

Examples: myID, IDverse and Ratify ID are examples of Digital ID.

EXAMPLE OF A DIGITAL ID

myID

What is it: myID is one type of Digital ID.

How it's used: You set it up once, then use it to prove who you are to log in to services that accept it, such as myGov and the Australian Taxation Office (ATO).



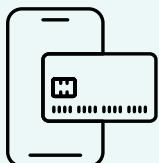
Digital ID is currently different from...



Digital Driver Licence

What it is: A digital version of your driver licence.

How it's used: You show it on your phone instead of a plastic card.



Digital Wallet

What it is: Secure app that stores cards, such as bank cards.

How it's used: You open the wallet app to show or use your cards.



Voice ID

What it is: A way to prove who you are by your voice on the phone.

How it's used: You say a set phrase and your voice is checked against a secure recording.

How does Digital ID work?



Digital ID works by checking your **ID documents** against official records or using secure technology.

For example, your driver licence will be checked with your state or territory government records.

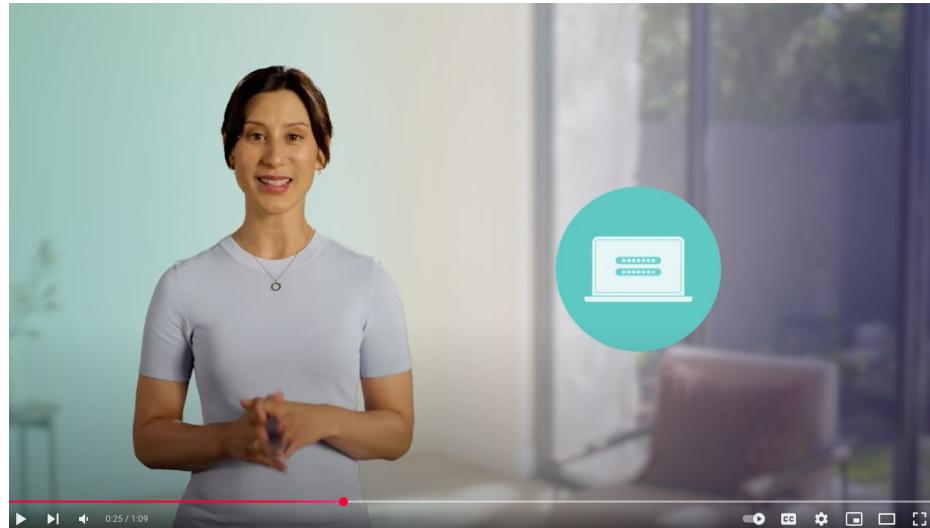
Your passport will be checked by the Australian Passport Office. These checks verify that your documents match your ID.

Once your Digital ID is set up, your information is **encrypted**, which means it is protected, and you can use it to access services again and again.



Watch and learn

How does Digital ID work?



Use the QR code to [view the video](#) on the Digital ID website.





Nick's Digital ID

An example of how Digital ID works

1. Nick downloads the Digital ID app and inputs his data



Nick shares details from his original ID documents with the Digital ID provider.

2. Nick's ID is verified



The Digital ID provider verifies Nick's details are correct and belong to him.

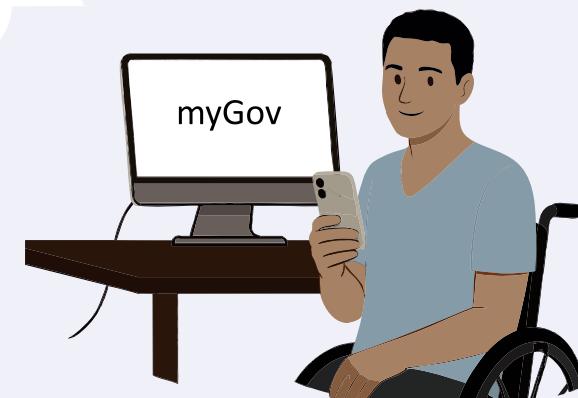
3. Nick's Digital ID is ready to reuse



When a service needs to check Nick's ID, he can use his Digital ID.

I can use my Digital ID to quickly prove who I am.

Nick has now proven who he is without sharing his original ID documents.



You can learn more about how to set up your Digital ID on page 18.



How Allira uses her Digital ID

An example of the different places you can use your Digital ID



Allira is a new mum. She set up a Digital ID when she applied for the Child Care Subsidy through myGov before returning to work.



Allira linked her Centrelink account to myGov, and can now use her Digital ID to access Centrelink through myGov.



Now she only needs to remember one password, not many — her Digital ID keeps her account safer.



She uses her Digital ID to log in to Centrelink through myGov and update her payment details.



Allira uses her Digital ID to access her My Health Record. She doesn't need another password.

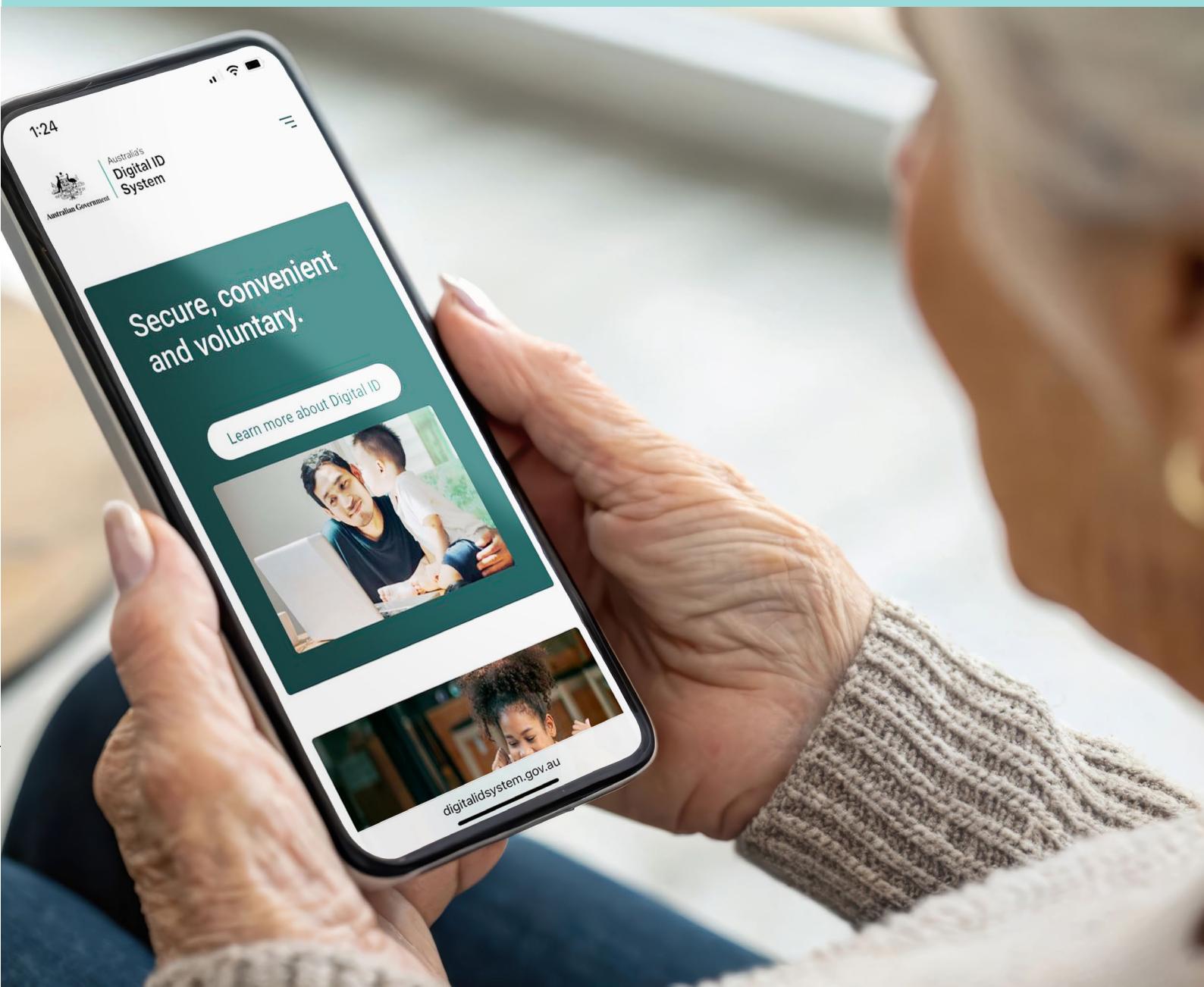


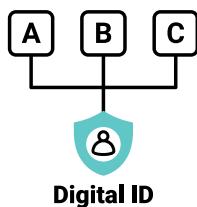
Allira takes time off work to care for her sick child, but can't get a medical certificate. She uses her Digital ID to access myGov and completes a digital Commonwealth statutory declaration to support her carers leave application.

Like Allira, you can use your Digital ID to access services.



SECTION 2: Setting up your Digital ID





How to choose which Digital ID to use

There are many types of **Digital IDs** in Australia.

The organisations that offer Digital ID products are called **providers**. You can choose which one is right for you and the services you want to access.



Choosing a trusted provider

The government has checked some Digital ID providers to ensure they are trustworthy. These providers may show the Digital ID **Accreditation Trustmark**, so you know they are trusted and safer.



If your chosen provider is not **accredited** you can visit the Digital ID provider's website for information on their privacy and security policies and procedures.

What is the Digital ID Accreditation Trustmark?

It's important to know that your Digital ID provider is trustworthy. That's where the Digital ID trustmark comes in.

The trustmark is like a stamp of approval for providers who meet strong standards for privacy, cyber security, fraud control and other safety issues. The trustmark means they are **accredited**.

Accredited Digital ID providers displaying the trustmark have gone through strict checks, so you know they're safer to use.

You can also find an up to date list of accredited providers on the [Digital ID Accredited Entities Register](#).

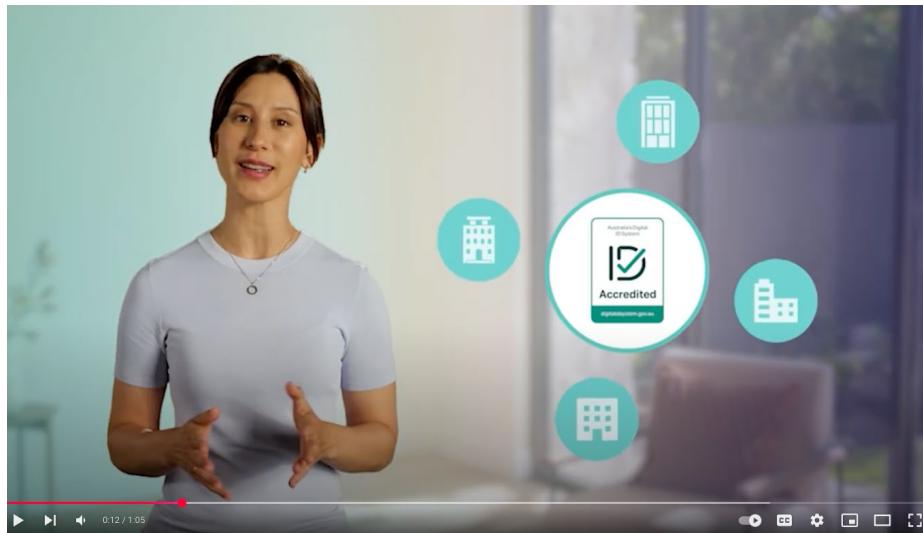




Watch and learn

What is the Digital ID trustmark?

Use the QR code to [view the video](#) on the Digital ID website.



Examples of Digital IDs

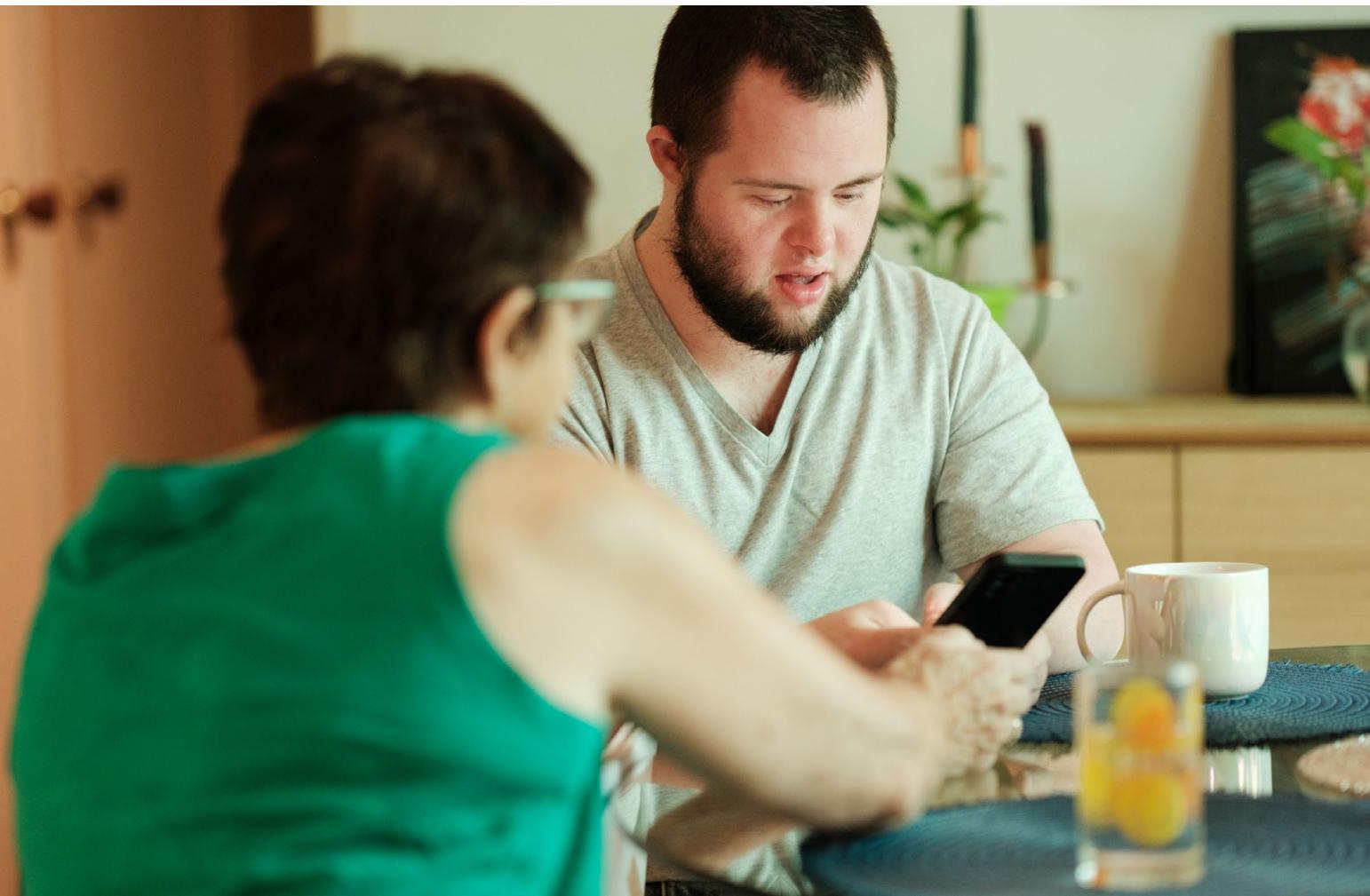
Here are a number of different accredited Digital ID providers and examples of where you might use them.

You will find more information about the types of services you can use on each provider's website.

| Accredited Digital IDs (as at December 2025) | Examples of services you can use |
|---|---|
|  <p>myID myid.gov.au</p> |  <p>myGov, Centrelink, ATO, Aged Care, ServiceWA app</p> |
| <p>RatifyID ratifyid.com</p> | <p>Business contracts</p> |
| <p>IDVerse idverse.com</p> | <p>Mortgage brokers, mobile phone contracts</p> |



For the latest list of accredited providers, visit digitalidsystem.gov.au.



How to set up a Digital ID

A **Digital ID** can be set up with your chosen provider by following their instructions. Often, that means:

- Downloading an **app** to your mobile device.
- Setting up an account with a strong password and your personal email.
- Providing **ID documents** that prove who you are.

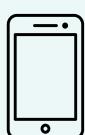
If you need help, you can ask a support person, such as a family member, friend or **carer**.

The next page is an example of how you set up your Digital ID with **myID**.

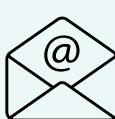
Setting up a Digital ID with myID



1. Get ready to set up myID – you will need:



a. A smart device, like an iPhone or Android phone.



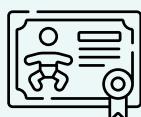
b. Personal email address that isn't used by anyone else.



c. To be 15 years or older.



d. ID documents such as a driver licence, Medicare card Australian passport or birth certificate. Your details will need to be the same across all of these documents. If they aren't the same, you will need to provide an additional document to prove why, for example a marriage certificate.



2. Download the myID app

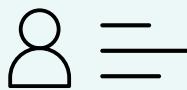
You can download the myID app from official app stores.



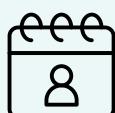
3. Enter your details



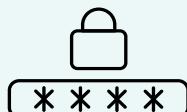
a. Personal email address – you will be sent an email with a code to verify that the email address is yours.



b. Enter your full name as it appears on your ID documents.



c. Enter your date of birth.



d. Create a strong password.



SPOTLIGHT

Creating a strong password

- A strong, long and unique password will help protect your Digital ID.
- Do not reuse an old password.
- Do not share your password with anyone.

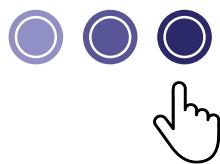
4. Confirm your identity



- a. You now have a myID with a Basic ID strength.
- b. To access more government online services, you'll need to verify your identity by submitting documents such as your driver licence, Medicare card or Australian passport.
- c. Add an ID document by entering the details for that document.
- d. To reach a Strong identity strength, you will be asked to complete a **face check** to confirm your identity.

Learn about the Digital ID strength levels below on page 21.

Digital ID strength levels



What are Digital ID strength levels?

Digital ID strength means how much personal information you share to set up your **Digital ID**. A stronger Digital ID means that a service is more sure that you are who you say you are.

You will need to provide more personal information and biometrics to create a stronger Digital ID. Biometrics might include a passport photo and doing a **face check** using your phone.

Some online services will need a stronger Digital ID. This could mean giving your biometrics (like a photo or fingerprint). The stronger your Digital ID is, the more services you can use. Some services need more proof of identity than others. When you use a stronger Digital ID, it is harder for someone else to pretend to be you.

Each service will tell you what level of Digital ID strength you need.

You don't have to upgrade your Digital ID strength if a lower level is enough for the service you need. If you don't meet the Digital ID strength needed for an online service, you can still access the service in person.



SPOTLIGHT

myID identity strengths

myID has 3 Digital ID strengths: Basic, Standard and Strong.



Basic



Standard



Strong



Basic ID strength

What it is:

- Your starting level when you first set up a Digital ID like myID.
- Allows access to a few government online services.

What you need:

- Your personal details (like your name, date of birth and email address).
- You can choose to upload one ID document – but this is not required.

✓ **Use this** if you're accessing simple services such as the Australian Electoral Commission Employment system



Standard ID strength

What it is:

- Allows access to most government online services.

What you need:

Any 2 Australian **ID documents**, such as:

- Driver licence or learner permit
- Birth certificate
- Visa (with foreign passport)
- ImmiCard
- Citizenship certificate
- Medicare card (shows after you upload one other document)
- Australian passport (can be up to 3 years expired)

Generally, your name must match on both documents.

If you have changed your name, you may be able to verify a marriage certificate or change of name change certificate.

✓ **Use this** for services such as myGov, Director ID, paying bills or making secure transactions.



Strong ID strength

What it is:

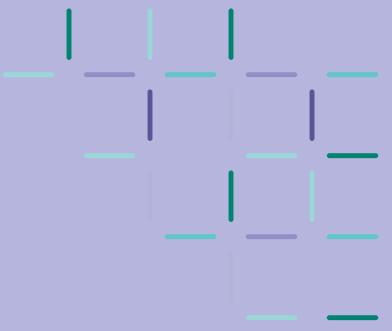
- Highest level of protection for your identity.
- Gives you access to all participating government online services who need the highest level of identity checks.
- Protects your identity using biometrics.

An example of biometric data is a photo of yourself that matches your passport.

What you need:

- Your Australian passport (current or up to 3 years expired).
- One more ID document (see list of documents under Standard ID strength).
- A **face check** (you need to take a photo of yourself that matches your passport photo).

✓ **Use this** for services such as Centrelink and applying for a tax file number.



SECTION 3: Using your Digital ID





How to use your Digital ID and give permission

Now that you have set up your **Digital ID**, you can use it again and again.

To log in to an online service (such as myGov) using your Digital ID:

1. Go to the **login** page or verification step of the service you want to use, such as **myGov**.



2. Choose the option to log in with a Digital ID.



3. You will then need to log in to your Digital ID and you will need to **verify** with a code.



4. In your browser, agree to share the information needed.

myGov





SPOTLIGHT

How to use myID to prove who you are

Margaret's Digital ID journey

Margaret uses her Digital ID to access services



1.

Margaret is applying for the Age Pension through myGov.

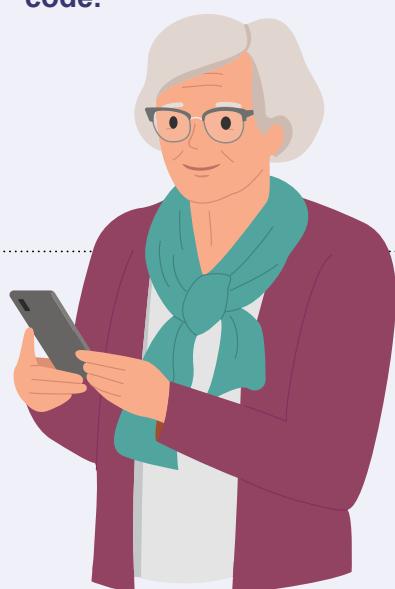


2.

She decides to sign in using her Digital ID and confirms her identity using a code.



She goes to her Centrelink account through myGov and makes her application.



I feel safer when using a Digital ID because I'm not oversharing personal information.





What information will be shared?

When you **consent** to using your Digital ID to use a service, less information is shared compared to using your **ID documents**.

You will share only the details required (often name, date of birth and contact details) rather than your entire **ID documents**.

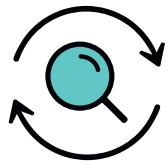
This is why using a Digital ID is safer than sharing your original ID documents with many different services.



How to log back in and manage your Digital ID

If you have downloaded a Digital ID app, you can log back in using your **biometrics** or the password you created.

Once you have logged back in, you can update information about yourself or add ID documents to increase your **Digital ID strength** level.



Checking your Digital ID history and consent

All **accredited** Digital ID providers must provide you with a way to manage your consent.

This might be a place on a website or app where you can see where your Digital ID has been used. You can take back consent to share your information with services at any time.

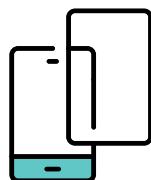
It's an easy way to stay in control if you change your mind or are worried about something.

With other ID verification options, you can't manage everything in one place. If you want to withdraw your consent, you'd need to contact each service individually.

If you have a **myID** Digital ID, you can use the Digital ID dashboard. To log in to the dashboard, visit dashboard.identity.gov.au.

Please note that if you remove your ongoing consent for a service, you will be asked to provide consent each time you need to verify who you are to that service.

Even if you deactivate your Digital ID, services will still keep the information you have previously consented to share with them.



What happens if I have a new phone?

If you use a Digital ID app and change phones, you will need to verify your ID again.

SECTION 4:

How Digital ID keeps your information safe and secure





What makes Digital ID safer and more secure?

A **Digital ID** is a safer and more secure option for **verifying** your identity.

A Digital ID is designed to be safe and protect you from **identity theft**.

Using an **accredited** Digital ID provider means information is:

- Securely **encrypted** - the information is changed into a secret code so that only the right people can read it.
- Only shared with **providers** and services with your **consent**, unless required by law or to investigate **fraud**.
- Not used for any other purposes, such as direct marketing.
- Protected by strict security rules set by the Australian Government.

Information about what services you access using your Digital ID is protected and only used to:

- Manage your Digital ID.
- Investigate and prevent fraud.

Digital ID also uses things such as strong passwords, face or fingerprint checks to make sure it's really you.

This helps stop scammers from stealing your personal details to access your accounts or services.

To find out more about privacy and security, visit the [Digital ID website](#).

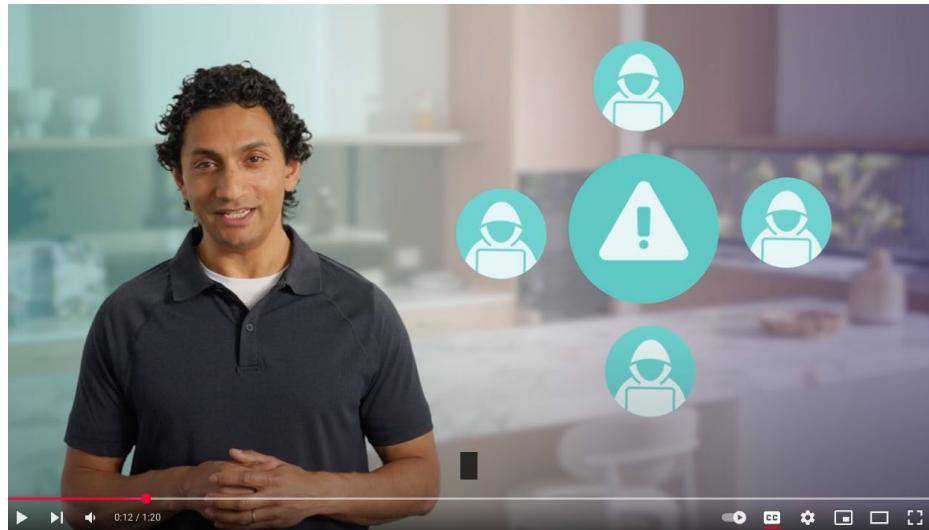


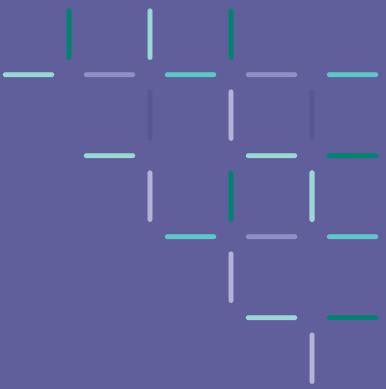


Watch and learn

How does Digital ID protect me and will it reduce fraud?

Use the QR code to [view the video](#) on the Digital ID website.





SECTION 5: Help and support





Information for carers and community workers

If you are a **carer** or support worker, you might need to help someone else understand what a **Digital ID** is.

This handbook is a great way to work through important information about Digital ID with another person.

Can I set up an account with my email for someone else as a nominee?

At the moment, each person needs to use their own email to set up a Digital ID. Using a carer's email is not currently allowed yet, but this may change in the future.



How to explain Digital ID

If you care for someone who might need help understanding Digital ID, you can explain it like this:

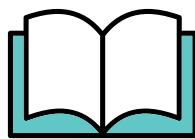
"A Digital ID is a safer way to prove who you are. It uses checked **ID documents** – such as your driver licence or passport – to help you **log in** to services more easily and securely."

You can let them know:

- When creating their Digital ID their ID documents will only be checked once and they won't need to share these documents again.
- When they access services they are always in control of what information is shared.
- Less information is shared, such as only their name, date of birth and email address, not full ID documents.
- It is safer and has government checks in place to protect against identity theft.
- It is their choice and is voluntary.

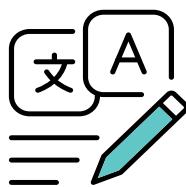


You can also visit the [Digital ID website](#) to watch videos about Digital ID.



Easy read guide

You can find an [Easy Read guide](#) to Digital ID on the website.



Other languages

You can find [translated factsheets](#) on the website in the following languages:

Arabic | عربی

Dari | دری

Farsi | فارسی

Greek | Ελληνικά

Italian | Italiano

Korean | 한국어

Simplified Chinese | 简体中文

Thai | ภาษาไทย

Traditional Chinese | 繁體中文

Vietnamese | Tiếng việt





Where to get help

Help with your Digital ID

If you need more help with your **Digital ID**, the best place to start is to contact your Digital ID **provider**.

Visit your Digital ID provider's website help page.

What to do if something goes wrong

If you are concerned about a breach of privacy, you can contact your Digital ID provider or visit the [Office of the Australian Information Commissioner](#) website.

If you think you are a victim of **identity theft**, contact your local police. The [IDCARE website](#) also provides provides identity support.

To report a **scam**, visit [SCAMWatch](#) or the [Australian Cybercrime Online Reporting Network](#) website.

More information is available on the [Digital ID support page](#).



Glossary

A glossary is a list of words used in this guide, with simple explanations to help you understand what they mean.

**Accredited/
Accreditation** Official approval from the government that a Digital ID provider meets high standards for safety, privacy and security.

App Store An app store is an online place where you can download apps for your smartphone or mobile device, such as the myID app.

**Biometric/
Biometrics** A way to verify who you are by taking a photo of your face or logging into your Digital ID by scanning your fingerprint.

Carer A person who helps someone else with their daily life, who may also help them understand or use a Digital ID.

Consent Giving permission for your information to be used and shared with service providers.

Cyber Crime Crime that happens online, such as stealing personal information or pretending to be someone else.

Digital ID A more secure way to prove who you are using verified ID documents. It helps protect your personal information and makes accessing services easier.

Easy Read A simple version of information that is easy to understand.

Encrypted A way information is changed into a secret code so that only the right people can read it.

Face Check A biometric check where you take a photo of yourself to prove your identity.

Fraud When someone uses lies or tricks to get money, information or benefits they're not supposed to have.

**ID/Identity
documents** Documents or details that prove who you are, like a driver licence, passport or Medicare card.

| | |
|---|--|
| Digital ID/Identity strength level | A measure of how much your identity has been verified. Stronger levels give you access to more services. |
| Identity theft | Using someone's personal information, such as name or birthdate, without permission, to pretend to be them, usually to steal money or access services. |
| Log in/login | The action or method of signing into a website or app using your email, password, or another method like biometrics. |
| myID | The Australian Government's Digital ID app. |
| myGov/ Centrelink/ATO | Australian Government services where you can use your Digital ID. |
| Nominee | A person (such as a carer) who might help set up or use services on behalf of someone else. |
| Personal Information | Details about you such as your name, date of birth, address and contact information. |
| Provider/Digital ID Provider | A company that provides a Digital ID product. |
| Scam/Scammers | People or messages that try to trick you into giving away personal or financial information. |
| Trustmark | A government-approved symbol that shows a Digital ID provider is safer and meets strict privacy and security rules. |
| Verify/Verification | The process of checking and proving that your ID documents and personal information are real and belong to you. |

Notes



Your feedback is welcome

To help us improve this Digital ID Handbook, we would appreciate hearing what was useful, what was unclear and if you have any suggestions.

You can share your feedback by completing a short survey via [**Digital ID feedback survey**](#) or using the QR code provided.

