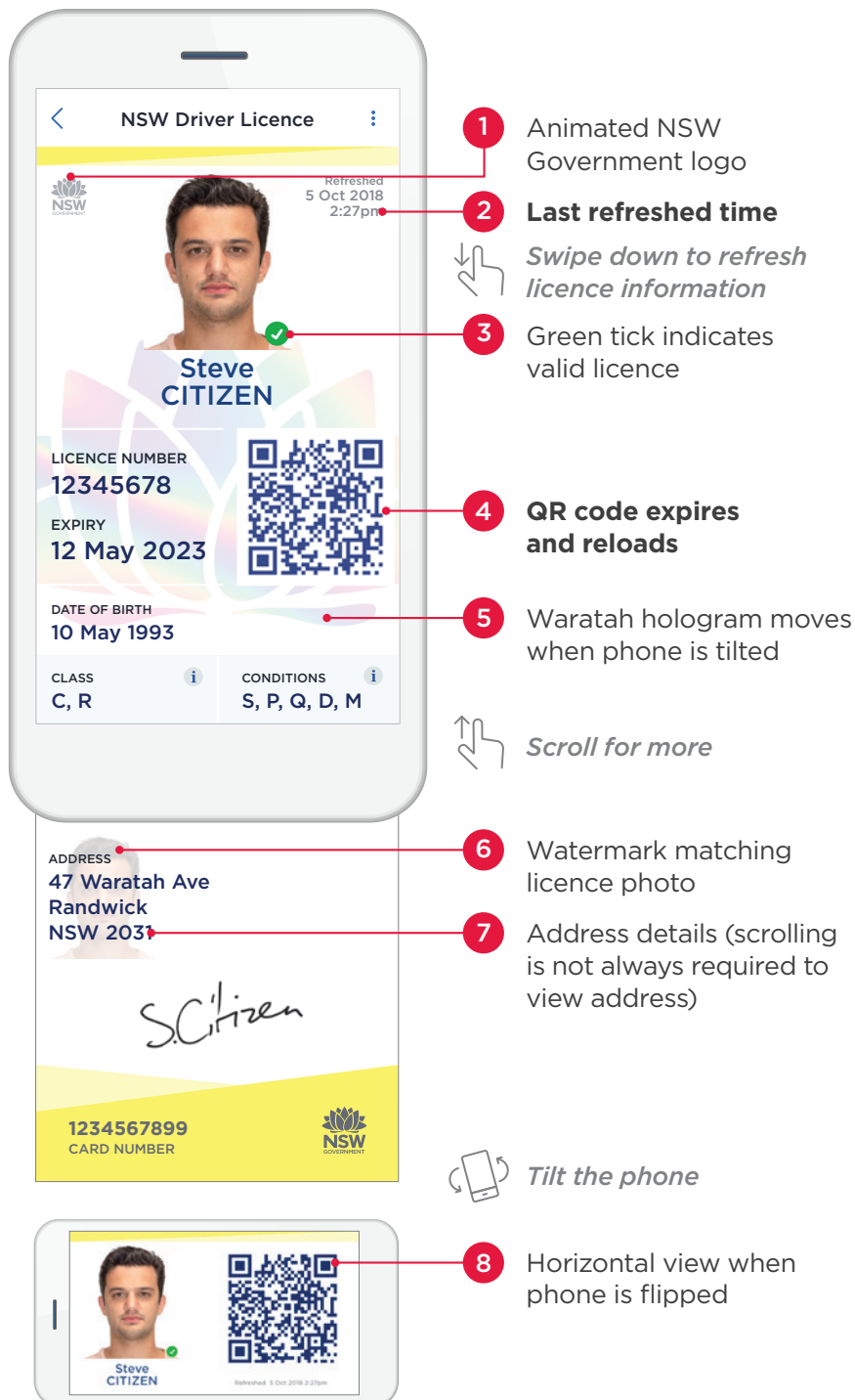


How to check the Digital Driver Licence



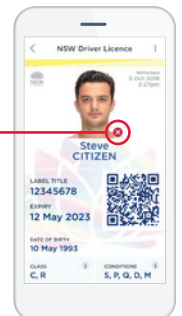
The Driver Licence contains multiple features which confirm it is authentic and current, therefore reducing the risk of identity fraud.

To ensure you are viewing the most current licence information, ask the customer to swipe down to refresh their licence. You can also verify the licence by scanning the QR code (see reverse).



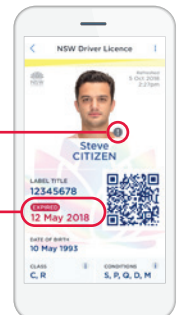
What happens to the Digital Driver Licence if a licence is suspended or cancelled?

A suspended licence will have a red cross on the status indicator.



A cancelled or disqualified licence will not be shown on the Service NSW app.

An expired licence will have a grey exclamation mark on the status indicator and the expiry date highlighted in red.



Important information

Avoid handling a customer's phone. If you have difficulty viewing or scanning ask the customer to adjust the phone to make checking easier.

If you have any concerns about the Digital Driver Licence you can either:

- ask for the plastic card
- follow industry or organisational protocol.

For more information

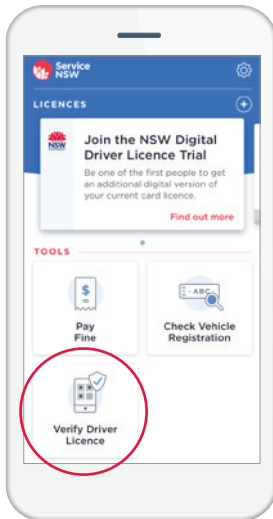
service.nsw.gov.au/digital-driver-licence

This guide is intended for use during the Digital Driver Licence trial period only.

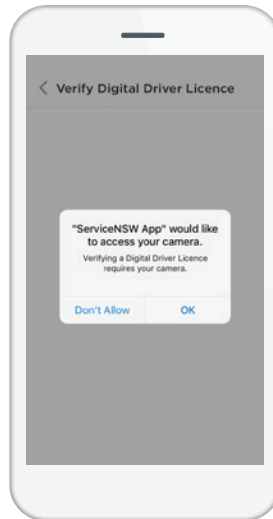
How to verify the Digital Driver Licence



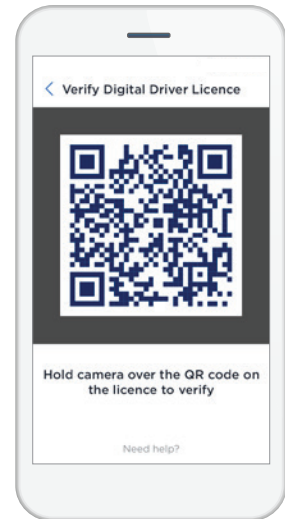
1 Download the Service NSW app on your smartphone. Open the app, select 'Verify Driver Licence' from the home screen.



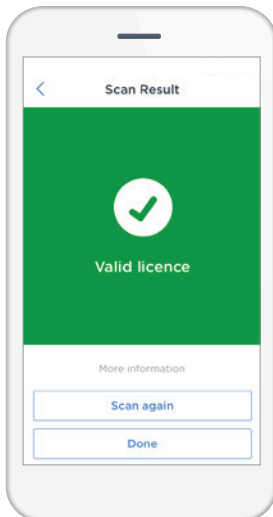
2 The app will ask to access your camera, tap 'OK'.



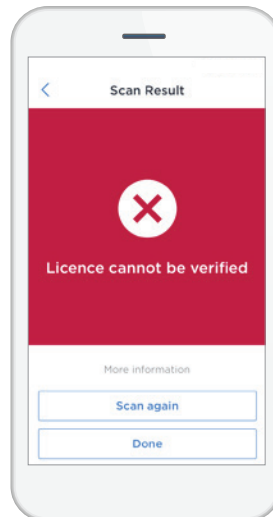
3 Focus the camera on the Digital Driver Licence QR code to scan.



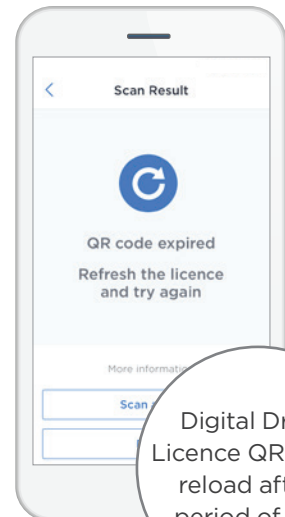
4 The scanner will verify the QR code token and provide one of the following results:



OR



OR



Digital Driver Licence QR codes reload after a period of time

5 Tap the 'Scan again' button to restart.

If you have any concerns about the Digital Driver Licence you can either:

- ask for the plastic card
- follow industry or organisational protocol.

For more information

service.nsw.gov.au/digital-driver-licence

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