

How to complete the GreenID check

01 | Navigate to the GreenID Portal

Navigate to the [GreenID portal](#), read and click on the checkbox to agree to the consent notice and click '[Get Started](#)'. Please note you will require your Case ID to complete your GreenID check. This can be found at the top left of the page on the portal.

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Verify your identity

On the following pages you will be asked to verify your identity.

Before you proceed:

1. Please refer to the GreenID Navigation Guide which is located on the Resources tab on the Secure Portal, to assist you with the identity verification check.
2. Please have an Australian/New Zealand identity document ready before you begin, such as your driver's licence or passport.
3. Please have your Case ID (e.g. AO123456C) from the Secure Portal at hand. Your Case ID will begin with AO followed by 6 digits and end with C, located at the top left corner of the page once you have logged in. We recommend that you use your mobile phone to complete this process, instead of your laptop/desktop, as this will enable a better image to be captured during the identity verification process.

Please DO NOT complete your identity verification check more than once. The Support Team will review the initial identity verification check you submit and will contact you if any further information/another ID check is required.

☐ For the purposes of identity verification and fraud prevention, you consent to the collection of your personal information and disclosure of that information to third parties. Where required, you authorise GBG as your intermediary to access certain information held about you. All information provided to GBG, will be managed in accordance with the Australian Privacy Principles and GBG's [privacy policy](#).
If you do not consent, you may be unable to access the product or service you are seeking from Deloitte assisted DMF refund program. Please refer to [Deloitte assisted DMF refund program](#) for other options.

GET STARTED →

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02 | Read the four steps

Read the four steps of the process and click '[Get Started](#)'

*We recommend using a **mobile device** to complete the identify verification check*

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✕ Cancel

Verify your identity

Verifying your identity consists of these steps:

- 1 You'll be asked to **photograph an ID card or your passport**. We will extract the details automatically.
- 2 You'll then take a **selfie**. We'll compare your ID card photo to this selfie photo.
- 3 We'll check your details against ID sources.
- 4 We may ask you to use **further identity documents** to complete your verification.

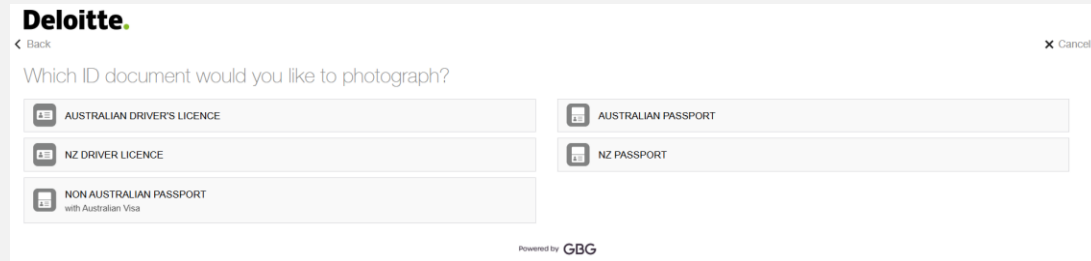
GET STARTED →

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03 | Select the ID document of your choice

Select the ID document of your choice from the list that is available, then click 'Continue' to go to the next step.

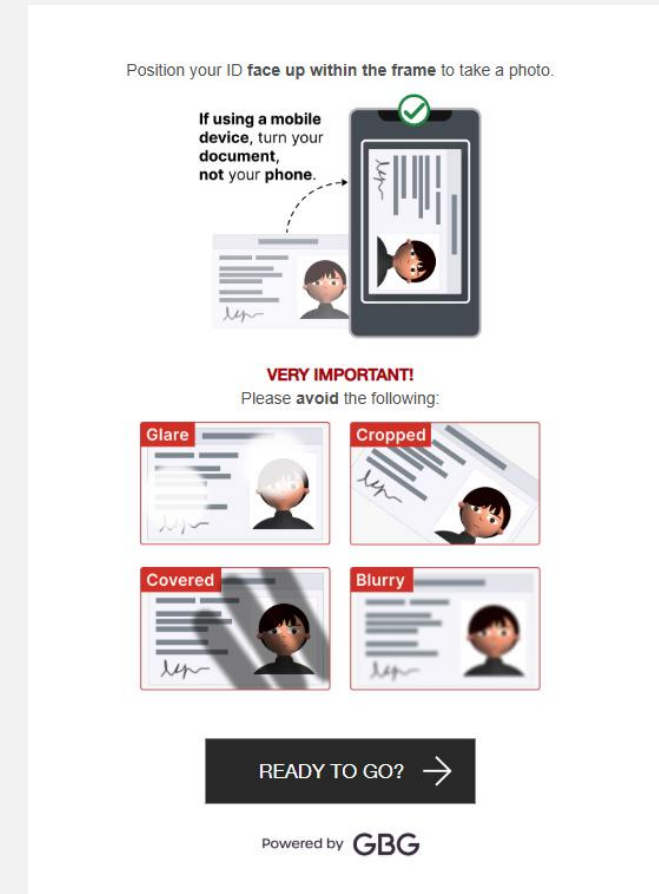
If you do not have one of the listed ID documents, please return to the DMF Refund Portal and contact the Support Team using the Message function.



The screenshot shows a web interface for selecting an ID document. At the top left is the Deloitte logo, followed by a '< Back' link and a 'Cancel' button. The main heading is 'Which ID document would you like to photograph?'. Below this, there are six selectable options arranged in two columns: 'AUSTRALIAN DRIVER'S LICENCE', 'AUSTRALIAN PASSPORT', 'NZ DRIVER LICENCE', 'NZ PASSPORT', and 'NON AUSTRALIAN PASSPORT with Australian Visa'. Each option is preceded by a small document icon. At the bottom right, it says 'Powered by GBG'.

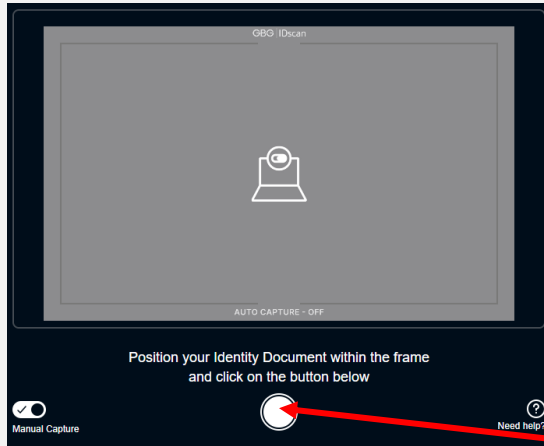
04 | Read the requirements

Read the requirements for the photo of your selected ID document then click 'Ready To Go?'.



05 | Take a photo of your ID document

Proceed to take a photo of your ID Document using your web cam or mobile device camera. **You will have to provide permission for GreenID to access your device camera.** Hold your ID Document up to your camera and it will automatically take a photo when it is of good enough quality.



There is also a button if you wish to take the photos manually. You will have three attempts to take photos, following this GreenID will upload the best photo taken.

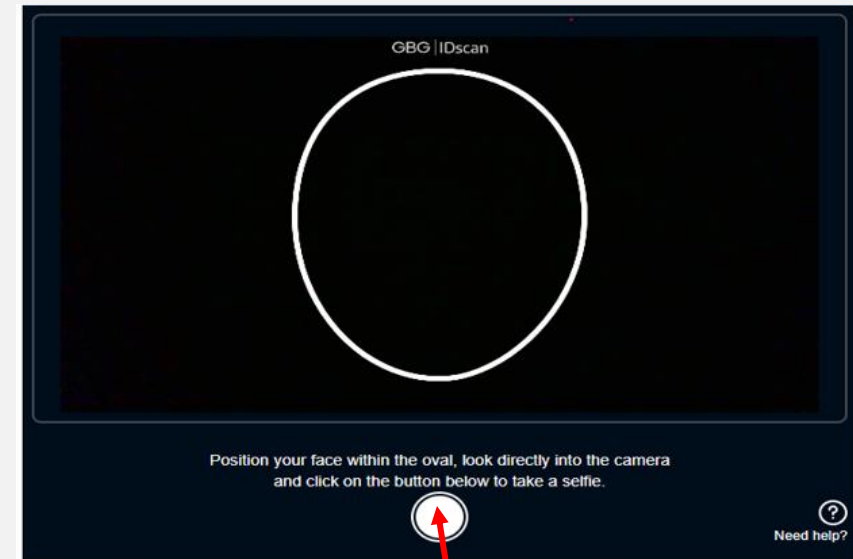
Please ensure that each photo you take is:

- **Not blurry**
- **Not glossy or reflective**
- **Not covered**
- **In the frame.**

Once the three photos are taken, you will be automatically taken to the next step.

06 | Take a selfie

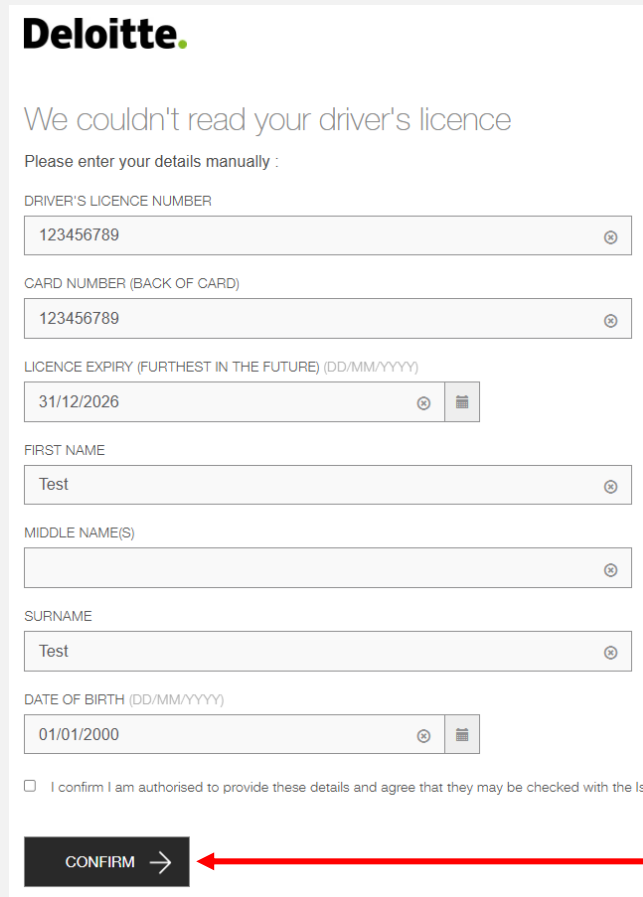
You will then be prompted to take a 'selfie' of your face within the oval shape on the screen. Once completed, you will be automatically taken to the next step.



To take the 'selfie', press the **white button** when your face is shown within the oval.

07 | Double check all your details are correct

Review the details captured from your ID document. If they are correct, proceed to click '**Confirm**'. If your details are not correct, you can directly edit the details, then proceed to click '**Confirm**'.



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We couldn't read your driver's licence

Please enter your details manually :

DRIVER'S LICENCE NUMBER

123456789

CARD NUMBER (BACK OF CARD)

123456789

LICENCE EXPIRY (FURTHEST IN THE FUTURE) (DD/MM/YYYY)

31/12/2026

FIRST NAME

Test

MIDDLE NAME(S)

SURNAME

Test

DATE OF BIRTH (DD/MM/YYYY)

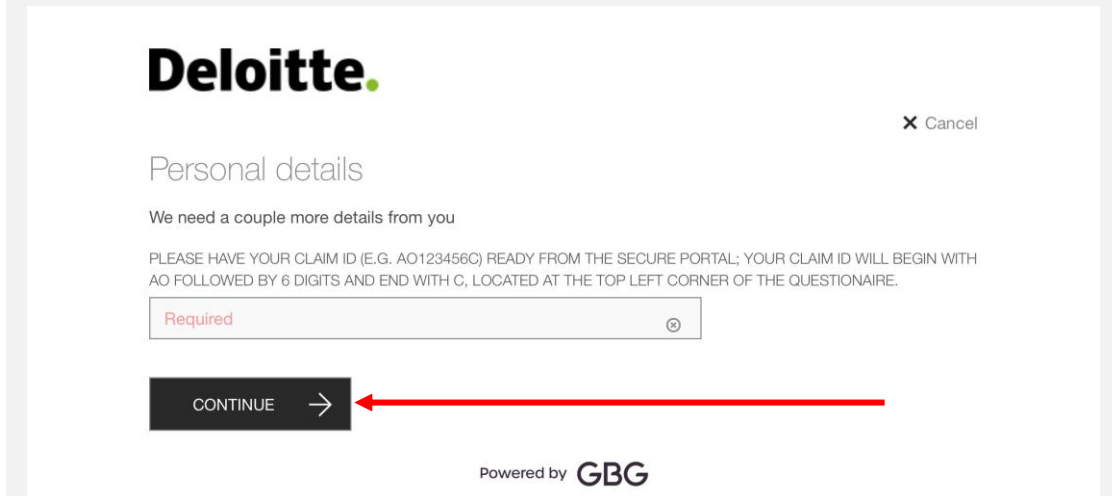
01/01/2000

☐ I confirm I am authorised to provide these details and agree that they may be checked with the Iss

CONFIRM →

08 | Provide your Case ID

Insert your Claim ID from the Portal into the text field and then click '**Continue**'. The Claim ID can be found in your claim dashboard or in the top left-hand corner of the screen when completing the questionnaire. Your Claim ID begins with 'AO' followed by 6 numbers and ends with a 'C'.



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Personal details

We need a couple more details from you

PLEASE HAVE YOUR CLAIM ID (E.G. AO123456C) READY FROM THE SECURE PORTAL; YOUR CLAIM ID WILL BEGIN WITH AO FOLLOWED BY 6 DIGITS AND END WITH C, LOCATED AT THE TOP LEFT CORNER OF THE QUESTIONNAIRE.

Required

CONTINUE →

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09 | Your ID Check is complete

If you receive a **“You’re all done!”**, you can go back to the Portal and complete the questionnaire.

The Support Team will then review your identity check and will contact you if any further information is required.

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You're all done!

Thank you for submitting your identity verification check. The Support Team will review your identity verification check and will contact you if any further information is required. You may now close this window.

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You may receive a message which says: **“Please try again”** or **“Something went wrong.”**

In these instances, please **DO NOT TRY AGAIN**. The Deloitte Team will assess your identity verification and reach out if any additional information is needed.

Please try again



We couldn't verify you using the data you submitted from your passport, so we need you to try again.

You can photograph the same document, or try a different one.