How to Complete Your Verification of Identity (VOI) with Worker Checks

Individual Checks · https://workerchecks.com/es/docs/how-to-complete-your-verification-of-identity/

How to Complete Your Verification of Identity (VOI)

Fast, mobile-friendly process — usually takes under 5 minutes.

Verification of Identity (VOI) confirms that your face matches an official ID document such as a passport or driver licence. Worker Checks uses biometric technology and the Australian Government DVS (Document Verification Service) to securely validate your identity.

What You Need Before You Begin

- A **mobile phone or tablet** with a working camera
- A **valid ID document**
  - Passport **or**
  - Australian Driver Licence
- Good lighting (no glare or shadows over your ID)

Step-by-Step — How to Complete Your VOI

1. You will receive an **SMS link** to begin your Verification of Identity.
2. Follow the link using your **mobile device** — VOI cannot be completed on desktop.
3. Take a **selfie**, then a **second selfie smiling** — this confirms “liveness”.
4. Photograph your **passport or driver licence** clearly and edge-to-edge.
5. Your document is validated through the **Government Document Verification Service (DVS)**.
6. Once approved, you will receive an **SMS and email notification**.

7. Your completed VOI will appear inside your **Worker Checks portal** — ready for download or e-sharing.

Do I Need a Mobile Phone to Complete VOI?

Yes — a mobile or tablet is required.

The camera is needed for:

- Capturing ID documents
- Biometric face scanning
- Selfie + smile liveness checks

Desktop upload is not supported.

Supported devices for biometric ID match

Worker Checks identity verification works on most modern smartphones. No app download required.

iPhone & iPad

Recommended browser: Safari

- iPhone 6s and newer
- Any iPad with a front camera
- iOS 11 or above

Android

Recommended browser: Chrome

- Samsung, Google Pixel, and most major brands
- Android 5.1 or above

Using a different browser? We've got you covered. When you tap the identity verification link sent to your mobile device, it may open in your default browser. If that browser isn't fully

supported, you'll be automatically redirected to the best one for your device — Safari on iPhone, Chrome on Android. Just follow the prompt and your verification will continue straight away.

Still having trouble? Make sure your browser has permission to access your camera. If you need help, our support team is happy to assist.

Common VOI Issues + How to Fix Them

Problem	Fix
Selfie rejected	Retake photo in brighter light, remove glasses/hat
ID blurry or cut off	Hold phone steady, fill the frame edge-to-edge
Name mismatch	Ensure ID matches full legal name used on application
DVS fail	Try alternate ID or re-submit with a clearer image

Related checks you may also need

Nationally Coordinated Criminal History Check

Employment or volunteer clearances for work, licensing or onboarding.

View more National Police Checks →

International Police Checks

Overseas police history for staff who have lived or worked outside Australia.

View International Checks →

VEVO Right to Work

Confirm a worker’s visa type and work entitlements directly from Home Affairs.

Check VEVO options →

Where to View or Share Your Verified Identity

After approval, your VOI appears inside your **Worker Checks portal**, where you can:

- Download as PDF
- E-share with employers or onboarding platforms
- Use it for ongoing credential submission

Still Need Help?

Chat