



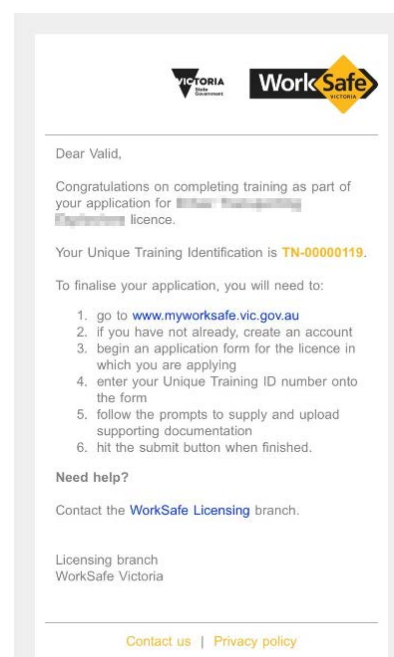
Quick Reference Guide

myWorkSafe portal – licence application process for
UBE, Pyro, DTE and HRW licences



How to apply for a Blasting explosives (UBE), Drive explosives (DTE), Pyrotechnician (PYRO) licence in the myWorkSafe portal

1. Go to the WorkSafe website here: <https://www.worksafe.vic.gov.au/>
2. Click **Apply for a licence**. Scroll down to the **All licences, registrations and notifications section**.
3. Click on the tile of the licence you wish to apply for.
4. Click on the **Apply or renew** button at the top of the screen.
5. **Log in** to your myWorkSafe account or **Create account** (instructions above).
6. Select **A new licence** under I wish to apply for.
7. Complete your profile:
 - a. Enter your DOB, home address and phone number.
 - b. Click **Update Profile**.
 - c. Read your details to ensure they are correct and click **Confirm**.
8. Complete training:
 - Enter in your **Training ID** and click **Verify** – this will have been emailed to you and looks like the example on the right.
 - **If you don't have a Training ID, type 0000** in to the field, click **Verify**. This will fail and will enable the certificate upload function.
 - Click **I have a paper certificate** checkbox.
 - Click **Continue**.
9. This licence requires you to complete a hard copy 100 point ID and reference check.
 - a. Click on the hyperlinks to download the forms.
 - b. Print out the form, complete and post back to WSV.
 - c. Click the checkbox **I will verify my identity offline and post my forms when complete**.
 - d. Click **Continue**.
10. Fill out the application form by clicking **Start application**.
 - a. **Answer all of the questions by either checkboxes or uploading documentation**.



Note: you may be required to upload documentation at this point, please read the information provided before starting (at the top of the page).

11. There are a number of pages to click through by clicking **Next** button.
12. **Pay** and **submit**.

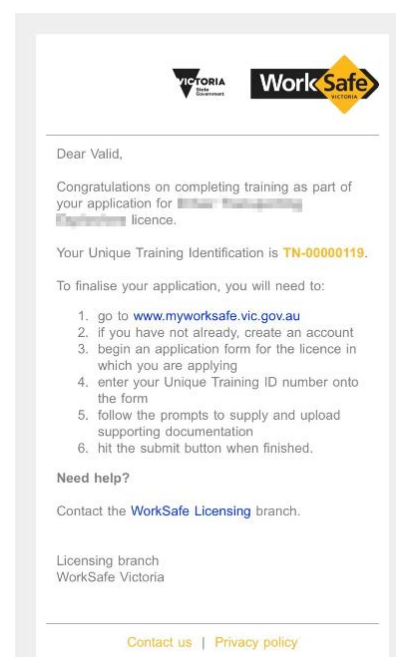


How to apply for a High Risk Work (HRW) licence in the myWorkSafe portal

1. Go to the WorkSafe website here: <https://www.worksafe.vic.gov.au/>
2. Click **Apply for a licence**. Scroll down to the **All licences, registrations and notifications section**.
3. Click on the tile of the licence you wish to apply for.
4. Click on the **Apply or renew** button at the top of the screen.
5. **Log in** to your myWorkSafe account or **Create an account** (instructions above).
6. Select **A new licence** under I wish to apply for.
7. Complete your profile:
 - a. Enter your DOB, home address and phone number.
 - b. Click **Update Profile**.
 - c. Read your details to ensure they are correct and click **Confirm**.
8. Complete training:
 - Enter in your **Training ID** and click **Verify** – this will have been emailed to you and looks like the example on the right..

IF YOU DO NOT HAVE A TRAINING ID YOU CANNOT PROCEED. Please continue your application via the Australia Post channel.

9. This licence requires you to complete an online identity check which is performed on a smart phone.
 - a. Prove your identity by clicking on **Start ID check**. This will start with you entering a mobile phone number of the phone they would like to conduct the ID check on. This will require them to take photos of their ID (passport) and themselves to prove it is them.
 - b. This component of the application is performed by Services Vic.



10. Fill out the application form by clicking **Start application**.
 - a. **Answer all of the questions by either checkboxes or uploading documentation.**

Note: You may be required to upload documentation at this point, please read the information provided before starting (at the top of the page).

11. There are a number of pages to click through by clicking **Next** button.
12. **Pay** and **submit**.



How do I complete the IDV?

Note: IDV needs to be conducted on compatible smart phones.

The steps below outline the full IDV process.

1. Click '**Start Identity Verification**'.
2. Enter mobile number and click '**Send SMS**'.
3. On the phone, click the link within the SMS.
4. Click '**Continue**' on the 'Your phone' screen.

Note: If the phone compatibility fails you can try again with a different phone (ask a friend or family member).

5. Choose one of the four origin document types; Australian passport, Foreign passport with visa, Australian birth certificate or ImmiCard.

6. If **passport** was chosen as the origin document:
 - a. Click 'use my camera' to take a photograph of the main passport page (incl. photo and details)
Note: client may be prompted to allow Service VIC to access camera and microphone, they must select ok.

- b. Click '**use my camera**' to take a photograph of yourself.
Note: This is 'selfie' style, front on and side on, in a well-lit area, no shadow on the person's face and a white background is recommended.

- c. If origin document is processed successfully the client will be asked to confirm the origin document details (passport number, name etc) and can click '**Use these details**'.
 - d. The client will need to click yes or no to '**Driver licence**'.
 - e. If yes was selected and all documents are processed successfully the client will be asked to confirm the supporting document details and can click '**Use these details**' – their IDV will end here.
 - f. If no was selected the client will need to click yes or no to '**Medicare card**'.

6. If **birth certificate** was chosen:
 - a. Confirm the issuing state.
 - b. Click 'use my camera' to take a photograph of the document
Note: client may be prompted to allow Service VIC to access camera and microphone, they must select ok.

- c. Click '**use my camera**' to take a photograph of yourself.
Note: This is 'selfie' style, front on and side on, in a well-lit area, no shadow on the person's face and a white background is recommended.

- d. If origin document is processed successfully the client will be asked to confirm the origin document details (passport number, name etc) and can click '**Use these details**'.
 - e. The client will need to click yes or no to '**Driver licence**'.
 - If no was selected, **they must provide Medicare card details**
 - If yes was selected and all documents are processed successfully the client will be asked to confirm the supporting document details and can click '**Use these details**'.
 - f. The client will need to click yes or no to '**Medicare card**'.
 - If yes was selected the client will



- g. If yes was selected the client will need to confirm their Medicare details.
Note: if neither driver licence nor Medicare card was processed then the client cannot proceed.
- h. They will be required to provide one more supporting document.

- need to confirm their Medicare details.
- If no was selected, **they can't proceed with the IDV.**

IDV Failure – **document/photograph issues**

7. If at any point your documents aren't recognised you will be given three attempts to photograph them.
- Following three failed attempts an error message will appear on your phone and will also display in your application in the portal.
 - You must download the 'Manual WSV 100 point ID check form', print it out and complete it manually. This form then needs to be sent via post to the Licensing team to process and continue with the online application for the licence.
 - On the portal, check the box next to 'I have submitted the Manual WSV 100 point check form'. You can continue the process, they will be asked to upload a passport photo of themselves later on in the application.

Note: photo must be a passport photo.

IDV Failure – **Names do not match**

If the origin documents and supporting documents names don't match, the client will be required to prove their name change with another document.

- a. Click 'Prove name change'.
- b. Choose one of the two options; Marriage certificate, Certificate of name and click 'Next'.
- c. Click 'use my camera' to take a photograph of the document.

Note: Ask the client to ensure their myWorkSafe portal name matches these documents, if not ask them to edit their profile first.

IDV Success:

- A screen showing 'Proof of identity complete'.
- Click '**Continue**' and return to processing the application in the portal.



IDV Process not working

- If you are having issues with the IDV process, you will need to fail the IDV process three times, you will then have the option to complete a manual ID check.
- Manual ID check - on the licence application, click on the **100 point Manual ID Check** link and print the ID form.
- Check the checkbox for a manual ID check.
- Complete the form along with a passport-sized photo and send back in the post to the Licensing team.
- Continue with the online application.