



greenID user guide

Digital verification of identity service

Department of Climate Change,
Energy, the Environment and Water



Acknowledgement of Country

Department of Climate Change, Energy, the Environment and Water acknowledges the Traditional Custodians of the lands where we work and live.

We pay our respects to Elders past, present and emerging.

This resource may contain images or names of deceased persons in photographs or historical content.

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Environment and Heritage

Department of Climate Change,

Energy, the Environment and Water

Locked Bag 5022, Parramatta NSW 2124

Phone: +61 2 9995 5000 (switchboard)

Phone: 1300 361 967 (Environment and Heritage enquiries)

TTY users: phone 133 677, then ask for 1300 361 967

Speak and listen users: phone 1300 555 727, then ask for 1300 361 967

Email info@environment.nsw.gov.au

Website www.environment.nsw.gov.au

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Find out more at:

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1. Introduction

This guide assists customers to use the department's verification of identity (VOI) service to verify their identity using biometrics. The department's VOI service is called greenID.

This guide outlines how to complete VOI using green ID and how to seek support.

2. What is greenID?

greenID is a product provided by digital identity and address verification provider GBG ANZ Pty Ltd (GBG).

greenID performs an automated biometric VOI. To do this, greenID verifies your:

- likeness against your identity documents
- biographic information on your identity document against the original government record using the Australian Government's Document Verification Service (DVS).

3. Benefits of using greenID

VOI completed through the greenID digital VOI service is the department's preferred standard to prove your identity. The benefits of using greenID are:

- it is free to use
- your VOI will be valid for 2 years
- you do not need to have your identity documents re-certified every 6 months by Australia Post or a Justice of the Peace
- you do not need to attach identity documents to each application to transfer, retire or seek an assessment of reasonable equivalence for biodiversity credits.

4. How to use greenID

greenID VOI is done online.

[Click here to open greenID.](#)

You will need a:

- valid Australian drivers licence or Australian passport
- smartphone with a working camera
- non-white background for document photos in good lighting.

You will need your physical drivers licence card or passport. Digital versions cannot be used.

It is possible to complete your VOI on a laptop or desktop computer with a working webcam, however, using a smartphone is recommended.

The process takes approximately 5 minutes to complete. You need to complete the process in one session. You cannot save your progress and return later.

4.1 Open greenID on your smartphone

Open greenID in a secure browser. Microsoft Edge, Chrome or Safari are the recommended browsers.

Read and agree to the consent (Figure 1).

Click **Get started**.



Verify your identity with GBG

On the following pages you will be asked to verify your identity. Please have your identity documents ready before you begin, such as your driver's license or passport.

- ☐ 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 DCCEEW. Please refer to [DCCEEW](#) for other options.

GET STARTED →

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Figure 1 Read and agree to the consent on greenID

4.2 Enter your details

Enter all of your details and click **Submit details**.

First name, Surname, Address, Date of birth and **Email** are mandatory (Figure 2).

Include your middle name if you have one.

Review and check your information.



Verify your identity

A form titled "Verify your identity" with a light gray background. It contains several input fields: "FIRST NAME", "MIDDLE NAME", and "SURNAME" at the top, each with a corresponding text box. Below these is the "ADDRESS" field, which has a placeholder text "Start typing and select from the list that appear:". At the bottom left is the "DATE OF BIRTH (DD/MM/YYYY)" field, and at the bottom right is the "EMAIL" field. A dark gray button with the text "SUBMIT DETAILS" and a right-pointing arrow is located at the bottom left of the form area.

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Figure 2 Enter your details and submit

4.3 Verify your identity

4.3.1 Scan your identity document

Read the steps that you will need to complete to verify your identity (Figure 3).

Click **Get started**.



✕ 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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Figure 3 Read the instructions to verify your identity

Select the type of identity document you want to use (Figure 4). You will progress to the next page.



✕ Cancel

Which ID document would you like to photograph?



AUSTRALIAN DRIVER'S LICENCE



AUSTRALIAN PASSPORT

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Figure 4 Choose to use your Driver's Licence or Passport

Read the instructions for scanning your identity document (Figure 5).

Click **Ready to go?**



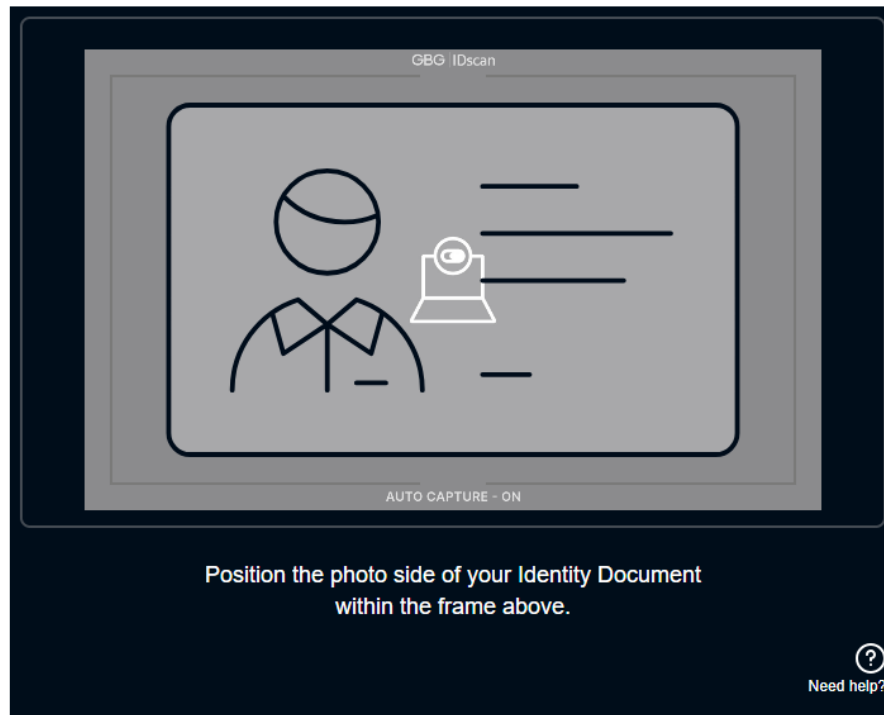
Figure 5 Read the instructions for scanning your identity document

Allow greenID to access the camera if prompted.

Click **Start auto capture** to allow greenID to scan the document and take a picture automatically (Figure 6).

If auto capture is not working, use manual capture. Follow the on-screen prompts to capture the photo.

Photograph the front of your driver's licence



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Figure 6 Photograph your identity document

Review the photo of your identity document. The identity document needs to be clear, in focus and not covered.

Click **Continue** if the photo is suitable.

Click **Change photo** if a new photo is needed.

4.3.2 Capture biometrics

Follow the on-screen prompts to take a live photograph of your face (Figure 7).

You can either retake your photo by selecting **Take another photo** or use your current photo by selecting **Use this photo** to continue.

Do not refresh or close the browser during this process.

The system will compare the photo of you with the uploaded identity document.

Take a selfie

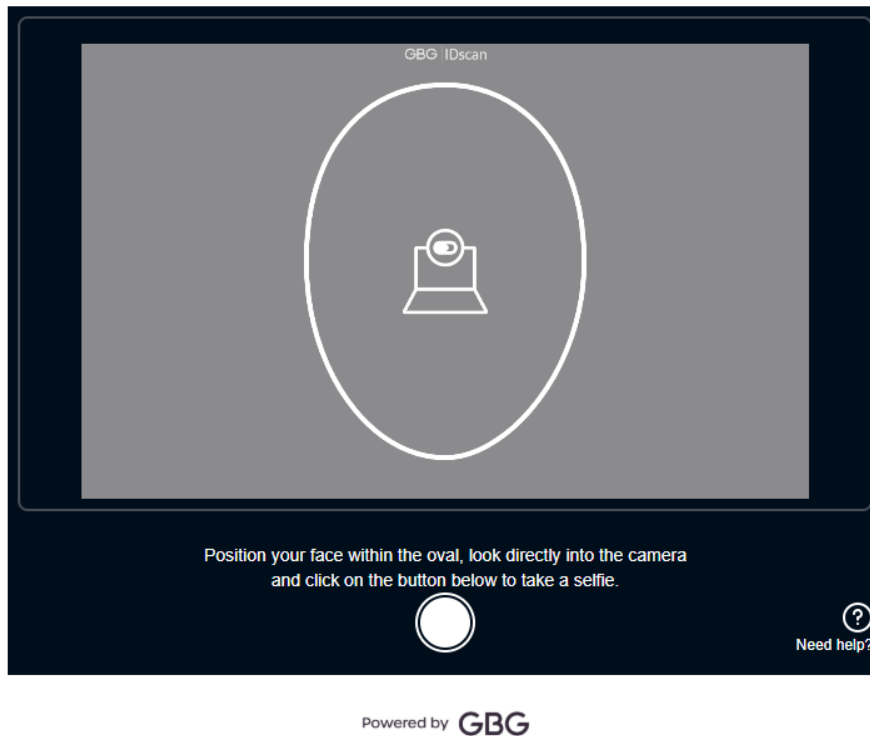


Figure 7 Photograph your face

4.4 Review and submit

The screen will display information automatically extracted from your identity document.

Check that the is correct. If anything is incorrect, update the information.

Click **Continue** to proceed with verification.

Once the verification has been submitted, a confirmation screen will appear with the outcome.

If the process is successful, no further action by you is required.

If the process is unsuccessful, you may need to retry.

If further attempts are unsuccessful, you are locked out of greenID or you experience an error, please refer to the *Authority to sign and proof of identity practice guideline* for alternative methods to prove your identity.

5. How the department will review your verification of identity (VOI)

The department will review your greenID VOI when reviewing your application to transfer, retire or seek an assessment of reasonable equivalence of biodiversity credits.

The department will access greenID to review the outcome of greenID's automated biometric VOI.

The department may request additional information from you to successfully complete your VOI or request that you prove your identity another way.

Table 1 Department review process

greenID VOI status	Department review process
Verified	No further action required.
Pending review	The department will review the components of the VOI where automated checks could not be completed and require manual review.
In progress – not yet verified	The department will identify the components of the VOI that have no data yet or where checks failed. The department will advise you how to complete a new VOI that contains all the required data.

6. Common questions

6.1 What product or service am I using?

You are using greenID provided by GBG ANZ Pty Ltd (GBG) (ABN 67 111 307 361).

6.2 What is the purpose of providing my data via greenID?

You are providing your data via greenID to facilitate verification of your identity as part of an application to transfer, retire or seek an assessment of reasonable credit equivalence of biodiversity credits.

This is necessary to manage the risk of improper dealings and protect your identity.

6.3 How is my data used?

Your data is used by staff in the department to facilitate your application to transfer, retire or seek an assessment of reasonable credit equivalence for biodiversity credits.

Department staff will review your data in greenID to check that your identity has been successfully verified.

Department staff do this to confirm that the people who have applied to transfer, retire or seek an assessment of reasonable credit equivalence for biodiversity credits are the people with appropriate legal authority to do so.

6.4 Where is my data stored?

Data in greenID is stored in Australia.

6.5 Is my data being shared with anyone else or outside of Australia?

No.

6.6 What security measures are in greenID to protect my data?

GBG's Information Security Team maintains an information security program. This includes:

- technical security measures, such as intrusion detection, firewalls and monitoring
- encryption of personal data
- restricted access to personal data
- protection of physical premises and hard assets
- security measures for staff members, such as pre-screening
- a data-loss prevention strategy
- regular testing of security posture.

GBG has a 24 hours 7 days per week Security Operations Centre which responds to any event or notification for investigation. GBG is proactive in response to threats and threat actors that are likely to be attracted to the data that the organisation processes.

For more information please see [GBG's Privacy policy](#).

6.7 How long will my data be retained?

Your Personally Identifiable Information (PII) will be retained in greenID for 12 months from the date that your identity was successfully verified. This includes your full name, date of birth, address, email address and copies of your identity documents.

Your PII will be automatically deleted at 12 months.

The only information about you that remains in greenID after 12 months is a unique reference number.

Your entire customer record in greenID will be automatically deleted 24 months after the date that your identity was successfully verified.

6.8 How can I request access to or deletion of my data?

greenID will automatically delete your PII and entire customer record at 12 and 24 months respectively after your identity was successfully verified. You don't need to request for this to happen.

If you wish to have access to your PII or request that your data is deleted earlier, please contact the department with the details of your request at BOSCREDS@environment.nsw.gov.au

Please note that if you request that your data is deleted prior to expiry of the VOI, you will need to prove your identity again when you submit future applications to transfer, retire or seek an assessment of reasonable credit equivalence for biodiversity credits.

6.9 How do I re-verify my identity?

If your greenID VOI has expired, or been deleted earlier upon your request, you can re-verify your identity again using greenID or an alternative method outlined in the *Authority to sign and proof of identity practice guideline*.

7. More information

- [greenID digital Verification of Identity service](#)
- [Authority to sign and proof of identity practice guideline](#)
- [GBG Privacy Policy](#)