Do It Yourself VOI Tool for Property Transfers

User Guide

Australia Post - Identity Services
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Classification: for client use only
1 Introduction

This user guide refers to the processes for Users (Users) including Conveyancers, Lawyers and Mortgagees (CLM), to access the Do it Yourself Verification of Identity (VOI) Tool (DIY VOI Tool) in the course of verifying a PBI’s identity to:

- a) record the contact details of a Person Being Identified (PBI);
- b) capture digital copies of documents;
- c) upload digital copies of documents to the VOI Report Portal, and
- d) view and manage verification of identity VOI Reports.

1.1 Key contact and escalation

1.1.1 Support contact

The following indicates the key contact for assistance and issue resolution.

For any support related queries contact Australia Post by phone (1300 364 543) or e-mail to LandTitleVOI@auspost.com.au
2 Accessing the DIY VOI Tool

2.1 Compatibility

The do-it-yourself VOI Tool is compatible with most tablets, desktop computers, mobile phones and internet browsers.

2.2 How to log into and out of the DIY VOI Tool

The do-it-yourself VOI Tool is accessible from within the Property VOI portal. You’ll need your unique username and password, which were contained in the welcome pack e-mail you were sent as part of the registration process with Australia Post:

2. Enter your username and password
3. Click the ‘Log in’ button

You’ll then be presented with a dashboard where the do-it-yourself VOI Tool can be accessed by clicking the ‘Do-it-yourself VOI’ tile:
If you’ve also registered for Australia Post’s in-store VOI checks (by returning your completed Referral Agreement), an additional ‘Your VOI forms’ tile will be available to generate VOI forms for your clients.

After a period of inactivity you’ll be automatically logged out of the Property VOI portal. Here are two more ways to log out:

1. Click ‘Log out’ located in the top-right corner of the page, then click ‘Log out’.
2. Close your internet browser window.

We recommend that you log out from the Property VOI portal at the end of each session.

Keep in mind that if you exit the DIY VOI Tool without completing an in-progress VOI check, all personal information you’ve entered will be lost.
3 Updating your password

3.1 How to update your password

We recommend you change your password upon first login and on a regular basis. To change your default password:

1. Access the Property VOI dashboard.
2. Click on the ‘Access reports’ link on the VOI reports tile.

![Property VOI dashboard with 'Access reports' link highlighted](image)

3. A separate VOI report repository (FileBound) window will then open and your username will appear in the toolbar, in the top right-hand corner.

![FileBound window with username highlighted](image)

4. Hover the mouse pointer over your username on the toolbar to display a list of user options.
5. Click ‘Password’ in the displayed menu to open the Password tab.
6. Type your existing password in the Current Password box.
7. Type your new password in the New Password box.

Note: FileBound indicates the strength of the new password that you have specified. Your new password must:
- Be at least 8 characters long
- Include one uppercase letter
- Include one number
- Include one special character

8. Re-type the new password in the Confirm New Password box.
9. Click ‘Save’.

Your new password will take effect immediately and will be required upon next login to the Property VOI portal.

More information on the use of the Property VOI portal and VOI reports can be found in the ‘VOI reports’ hyperlink in the footer of the Property VOI portal.
4 How to use the DIY VOI Tool

4.1 Perform a VOI Check

From the Property VOI portal dashboard, click on the ‘Get started’ link on the ‘Do-it-yourself VOI’ tile.

You will now be presented with the screen on which you're required to record your client's personal information and provide confirmation that you've obtained your client's consent to capture their personal information.

1. Obtain your client’s consent to record and use their personal information for the purpose of the identity verification check.
2. Enter the client’s details into the relevant fields, as instructed on-screen.
   
   *Note that an Australian mobile phone number is required; it will be used to verify that the client is present – by requiring a code to be entered in the following ‘Mobile Verification’ step of the DIY VOI process.*

3. After entering the required client details, click the consent acknowledgement check box (confirming you’ve obtained your client’s consent to record their personal information).
4. Click the ‘Submit details’ button.
4.2 Mobile verification

After clicking ‘Submit details’ on the previous screen, a SMS containing a verification code will be sent to the client's mobile phone number; that code must be entered in order to proceed with the identity verification check.

Enter the 6-digit Australia Post verification code received by SMS and click ‘Verify’.
4.3 Document capture

You'll then be taken to the ‘Document capture’ screen, where you must select the appropriate document category – for the identity documents presented by your client – in order to proceed with document sighting.

If you're unsure of the appropriate document categories, you can view the list of available document combinations by clicking on the ‘View categories and options’ hyperlink (you may also refer to Section 7 of this User Guide).

1. Select the applicable document category from the Category drop-down list by clicking the list to view the available options.
2. Once a document category has been selected, the available identity documents will dynamically change to ensure only a valid combination of acceptable documents are available for upload.
3. Repeat the following steps for each required document (to satisfy the requirements of the document category you selected earlier/above):
   a. Select the appropriate document type from the drop-down list.
   b. Click the ‘Add’ button.
Depending upon the device you're using for the identity verification check, you'll either be prompted to upload an existing image from local storage or you'll be given the option to take a photo (using your mobile device).

Most document types – including PDF (maximum 10 pages), JPEG, BMP, GIF and PNG – are accepted.

The images you upload will be included in the VOI Report produced at the conclusion of the identity verification check, ensure all images are clear and any text is legible.

Where applicable, you can upload images of additional supporting documentation such as a Client Authorisation form, any Land Registry documents, a passport-style photo of the client or the client's signature.

Once you've sighted and uploaded all of the necessary verification of identity documents (to satisfy the category you selected at the start of the ‘Document capture’ process), you must read the displayed attestation statement.
4. To complete the 'Document capture' process and proceed to payment, select the 'Submit' button.

By selecting 'Submit' you agree to the attestation statement – which will appear on the first page of the associated VOI Report.
5 Pay

5.1 Enter payment details

You'll then be presented with the method-of-payment screen; payment must be made to complete the identity verification check and produce a VOI Report for your client.

1. Enter your credit card details in the payment screen.
2. Click the 'Pay' button to authorise payment.

5.2 Successful payment

Upon successful payment, you'll be returned to the beginning and a confirmation message will be displayed.
A payment confirmation email containing the tax invoice will be sent to your registered email address.

A second e-mail will be sent to your registered email address advising you when the VOI Report (for the DIY identity verification check you've just completed) has been delivered to the VOI report repository.

5.3 Adding credit card details for next time

1. Enter the credit card details you wish to save in the Tool (including the CSV).
2. Select the 'Save this card' checkbox before clicking the 'Pay' button.
3. The credit card details will be saved and available for future payments.

5.4 Deleting credit card details

1. To delete a stored credit card, click on the 'Delete stored credit cards' link.

   2. Click on the 'Remove' link for the stored credit card you wish to remove.

   3. Click the 'Remove' button.
4. The selected credit card will be deleted.
6 Viewing VOI Reports

6.1 How to view a VOI Report

To view VOI Reports (for identity verification checks completed by you):

1. Access the dashboard of the Property VOI portal.
2. Click the ‘Access reports’ button found next to the VOI reports tile. This opens a new window containing the VOI report repository.

3. Click the magnifying glass icon, located in the toolbar at the top of your screen, to undertake a search and display all of your VOI Reports.
4. The list of VOI Reports that meet the search criteria will appear in the order of the date loaded into the VOI Report Portal.

5. To view a specific VOI Report, click on the document icon for the client whose VOI Report you wish to view.

6. The client’s VOI Report will then be displayed in a separate window.
7. Scroll through the pages to view the information contained therein.

More information on the use of the VOI report repository can be found in the 'VOI reports' hyperlink in the footer of the Property VOI portal.
7 Document categories

7.1 Document categories that a Person Being Identified is to present

Do It Yourself Verification of Identity for Property Transfers

The Person Being Identified (PBI) should produce two Category 1 documents in accordance with the VOI Standard**, if these have been issued.

Identification documents presented must contain matching personal information, be original and current (except for an expired Australian Passport which has not been cancelled and was current within the preceding two years).

If the PBI cannot satisfy Category 1 requirements, they must produce documents from the next highest category possible.

<table>
<thead>
<tr>
<th>Australian citizen or resident</th>
<th>Non Australian citizen or resident</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1</td>
<td>Category 2</td>
</tr>
<tr>
<td>ONE of the following</td>
<td>ONE of the following</td>
</tr>
<tr>
<td>• Australia passport</td>
<td>• Foreign passport</td>
</tr>
<tr>
<td>• Foreign passport</td>
<td>• Passport</td>
</tr>
<tr>
<td>AND ONE of the following</td>
<td>AND ONE of the following</td>
</tr>
<tr>
<td>• Medicare card</td>
<td>• Medicare card</td>
</tr>
<tr>
<td>• Centrelink card</td>
<td>• Centrelink card</td>
</tr>
<tr>
<td>• Driver licence</td>
<td>• Driver licence</td>
</tr>
<tr>
<td>• Birth certificate</td>
<td>• Birth certificate</td>
</tr>
<tr>
<td>• Change of name certificate</td>
<td>• Change of name certificate</td>
</tr>
<tr>
<td>Category 3</td>
<td>Category 4 (a)</td>
</tr>
<tr>
<td>ONE of the following</td>
<td>ONE of the following</td>
</tr>
<tr>
<td>• Australian passport</td>
<td>• Australian passport</td>
</tr>
<tr>
<td>• Foreign passport</td>
<td>• Foreign passport</td>
</tr>
<tr>
<td>AND ONE of the following</td>
<td>AND ONE of the following</td>
</tr>
<tr>
<td>• Medicare card</td>
<td>• Medicare card</td>
</tr>
<tr>
<td>• Centrelink card</td>
<td>• Centrelink card</td>
</tr>
<tr>
<td>• Driver licence</td>
<td>• Driver licence</td>
</tr>
<tr>
<td>• Birth certificate</td>
<td>• Birth certificate</td>
</tr>
<tr>
<td>• Change of name certificate</td>
<td>• Change of name certificate</td>
</tr>
<tr>
<td>Category 4 (b)</td>
<td>Category 4 (b)</td>
</tr>
<tr>
<td>ONE of the following</td>
<td>ONE of the following</td>
</tr>
<tr>
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<td>• Australian passport</td>
</tr>
<tr>
<td>• Foreign passport</td>
<td>• Foreign passport</td>
</tr>
<tr>
<td>AND ONE of the following</td>
<td>AND ONE of the following</td>
</tr>
<tr>
<td>• Medicare card</td>
<td>• Medicare card</td>
</tr>
<tr>
<td>• Centrelink card</td>
<td>• Centrelink card</td>
</tr>
<tr>
<td>• Driver licence</td>
<td>• Driver licence</td>
</tr>
<tr>
<td>• Birth certificate</td>
<td>• Birth certificate</td>
</tr>
<tr>
<td>• Change of name certificate</td>
<td>• Change of name certificate</td>
</tr>
<tr>
<td>Category 6</td>
<td></td>
</tr>
<tr>
<td>• Foreign passport</td>
<td></td>
</tr>
<tr>
<td>AND ONE of the following</td>
<td></td>
</tr>
<tr>
<td>• Medicare card</td>
<td>• Medicare card</td>
</tr>
<tr>
<td>• Centrelink card</td>
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<tr>
<td>• Driver licence</td>
<td>• Driver licence</td>
</tr>
<tr>
<td>• Birth certificate</td>
<td>• Birth certificate</td>
</tr>
<tr>
<td>OR</td>
<td></td>
</tr>
<tr>
<td>• Change of name certificate</td>
<td></td>
</tr>
</tbody>
</table>

* Must be issued by the Registry Birth, Deaths and Marriages. Documents issued by a celebrant are not acceptable.