Queensland Health

QGov to QDI transition

Health Provider Portal | The Viewer

What is happening?

The legacy 'QGov' Customer Identity Management service is approaching end of life, and Queensland Government is transitioning to the official digital identity provider Queensland Digital Identity (QDI).

This means that, after transition, if you used to log in to Queensland Government online services using a QGov account to access the Health Provider Portal (HPP), you will be using a Queensland Digital Identity (QDI) instead.

Be prepared

QDI checklist for your transition:

- **Identify your scenario**: Check the scenarios via the QDI website to see which one applies to you.
- **Check your details**: Where applicable, QGov and QDI details should match for a successful merge.
- **Consolidate accounts**: Before the change, close QGov accounts that are no longer in use.
- **Create your QDI**: Get the Digital Licence app to create your QDI.
- **Log In with QDI:** Future access to Queensland Government online services that formerly used QGov will require QDI login credentials.

Create a digital license

Download the Digital Licence app to your device:

- iOS – Digital Licence app in the Apple App Store
- Android – Digital Licence app in the Google Play Store.

Once you download the app, signup by Creating and securing your QDI and then onboard with the app.

Multi Factor Authentication (MFA)

All QDI customers will be required to establish multi-factor authentication. This means that each time you use your QDI email address and password to log in, QDI will check that it is really you, by sending a code via SMS to your mobile.

Will I need to supply identity documents?

If you have not used the Digital Licence app ahead of the transition date, the next time you log in to use your account, QDI may request some verifying information from your government-issued identity documents.

What is QDI?

The **Queensland Digital Identity** was originally developed by the Department of Transport and Main Roads (TMR) to support the Digital Licence app.

The QDI system is modern, robust and innovative, and uses latest industry technology to safeguard your private information.

Queensland Digital Identity

Need Help?

To ensure the transition is smooth and convenient, help is available:

- **online** self help Troubleshooting - QDI

- **call** the 24-hour support centre on 13QGov (13 74 68)
  * *if you need an interpreter, call* 1800 512 451

- **visit** one of the TMR service centres Transport and motoring service centres

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