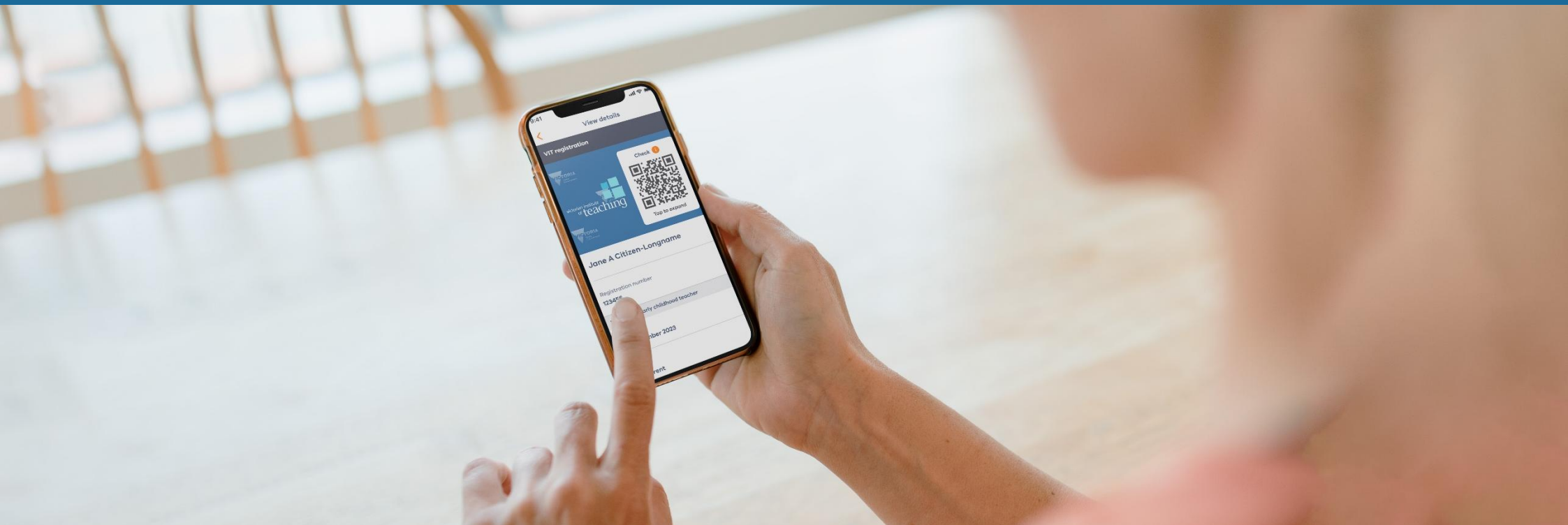


User guide

Digital registration cards



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Introduction

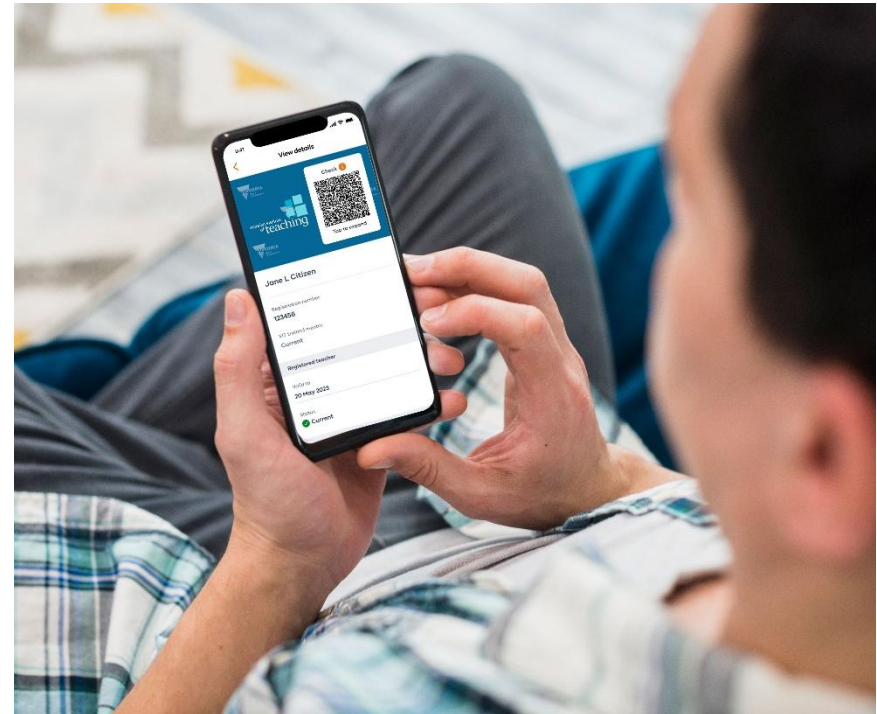
Say goodbye to [physical cards](#) and hello to convenience! VIT registration is going digital – making it easier than ever for Victorian teachers and early childhood teachers to prove their registration status, right from their smartphone.

No more waiting for the mail. No more lost cards. No more wondering if your registration is current. Your [digital VIT registration card](#) lives in the Service Victoria app, right alongside your other digital credentials, including your Victorian digital driver licence.

And it's always up to date – pulling live data from VIT's registration system – meaning employers can scan your QR code and instantly verify your status.

The [register of teachers](#), [Employer portal](#) and digital registration cards are all linked to VIT's teacher registration system and updated immediately upon a change in registration, and therefore the only safe and accurate methods to prove a teacher's registration status.

This user guide includes instructions that will assist you to access your new digital registration card, including setting up, using and managing your digital card in the Service Victoria app wallet. The guide also includes resources to support you throughout the transition from physical to digital registration cards.



Your digital VIT registration card

The new digital VIT registration card is a digital version of the current physical VIT registration card. It's accessed via the Service Victoria app and displays the same registration details as a physical card.

In 2025, digital registration cards will replace the current physical cards.

If you're about to apply for teacher registration or permission to teach (PTT), or renew your registration with VIT, the following information will guide you through the process of accessing your digital VIT registration card.

Once your application for teacher registration, PTT or annual registration has been approved, you will receive a confirmation email from VIT with instructions on how to set up your new digital card via Service Victoria.

Once you have completed the process, your digital VIT registration card will be available in the Service Victoria app wallet on your smart phone or tablet whenever you need to prove your registration status.

Digital cards will be gradually rolled out to all registered teachers and early childhood teachers over 12 months and issued alongside physical cards to allow for a smooth transition period.

The transition to a digital-only solution is expected to be complete in late 2025.

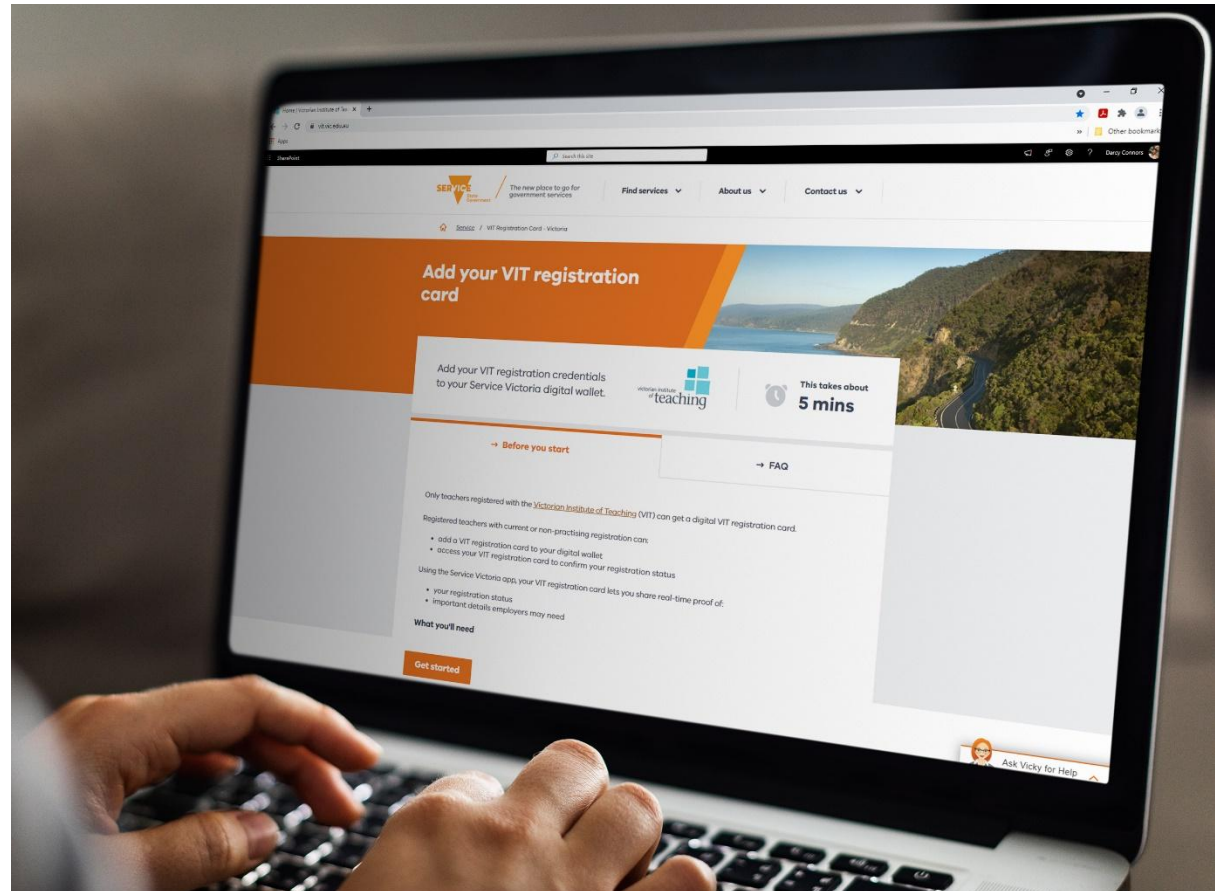
Instructions

To access your new digital card, simply open the Service Victoria app or download from the [Google Play store](#) or [Apple App store](#).

You'll be required to log in or create an account, tap 'Wallet' and follow the prompts to enter your

- family name
- date of birth
- VIT registration number

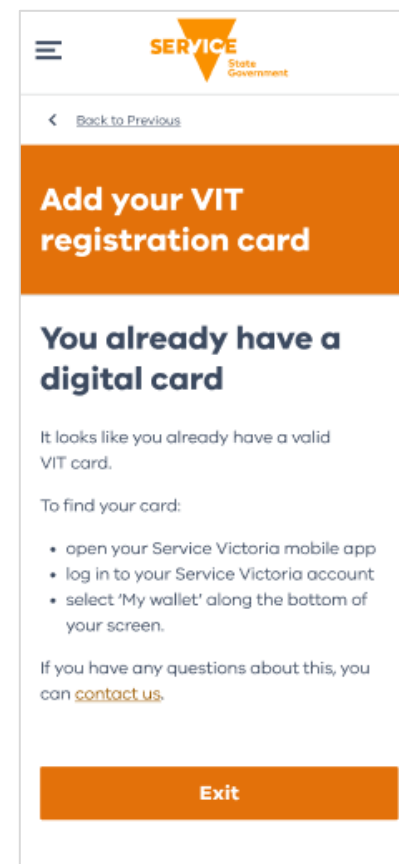
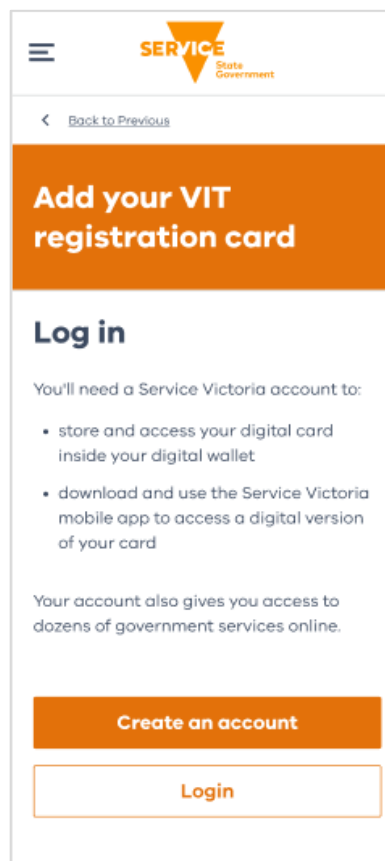
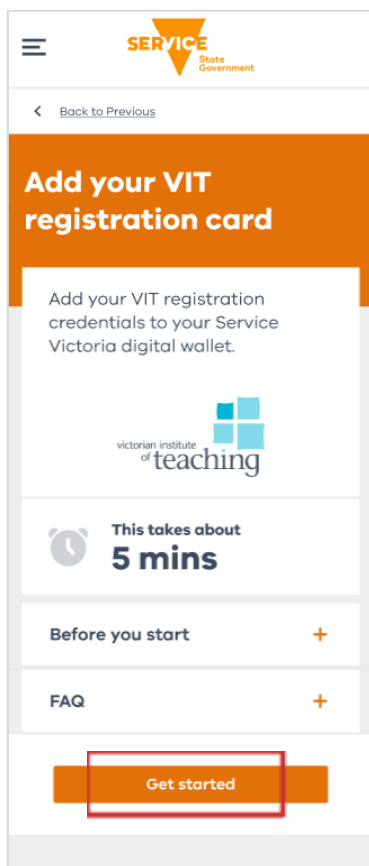
A series of how-to instructions and screenshots have been collated to support you while completing the transaction.



How to add a digital card

The following instructions outline how to set up a digital VIT registration card.

1. Open the Service Victoria app. Tap 'Wallet', then 'Add' and click on 'VIT registration card' to access the 'Add your VIT registration card' page. Tap "Get started".
2. Log in using an existing Service Victoria account or create an account.
3. Once logged in, the system will check if you already have a digital VIT registration card. If the system detects an existing card, follow the instructions that appear.



4. If you don't have an existing VIT registration card, provide your family name, date of birth and VIT registration number (as registered with VIT). Tap 'Next'.

Add your VIT registration card

Find your record

We need your family name, VIT registration number and date of birth. These details must match your MyVIT account.

Family name

Date of birth

VIT registration number

6 digits long using only numbers

Next

Back

5. If your details can be found and you're eligible, you'll be asked to perform a one-time-password (OTP) to verify the record ownership. You can choose between your mobile number or email address.

Add your VIT registration card

Confirm it's you

We'll send a security code to your registered VIT email or mobile.

Send security code to

☐ Email ab***fg@hi***mo

☐ Mobile *****604

Wrong details?

If the email or mobile above are incorrect, update your details in your [MyVIT account](#). Then tap 'Exit' to start again.

Next

Exit

6. If you don't have a mobile number linked to your MyVIT account, an email address will be the only option provided. International mobile numbers are not compatible, therefore an email address will be the only option provided.

SERVICE State Government

[Back to Previous](#)

Add your VIT registration card

Confirm it's you

We'll send a security code to your registered VIT email or mobile.

Send security code to

☒ Email ab***fg@hi***mo

Don't see your phone number?
We can only send security codes to Australian mobile numbers.

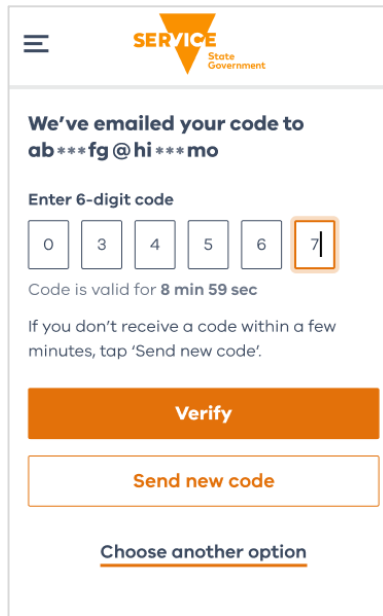
Wrong details?

If the email or mobile above are incorrect, update your details in your [MyVIT account](#). Then tap 'Exit' to start again.

Next

Exit

7. A 6-digit code will be sent to your selected communication channel. Obtain the code sent to your email or mobile and enter it on the following screen. Then tap 'Verify'.



Service State Government

We've emailed your code to
ab***fg@hi***mo

Enter 6-digit code

0 3 4 5 6 7

Code is valid for 8 min 59 sec

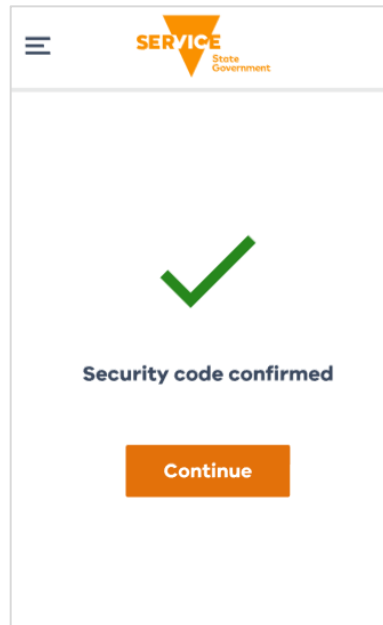
If you don't receive a code within a few minutes, tap 'Send new code'.

Verify

[Send new code](#)

[Choose another option](#)

8. When the record ownership is verified, the OTP process is confirmed.

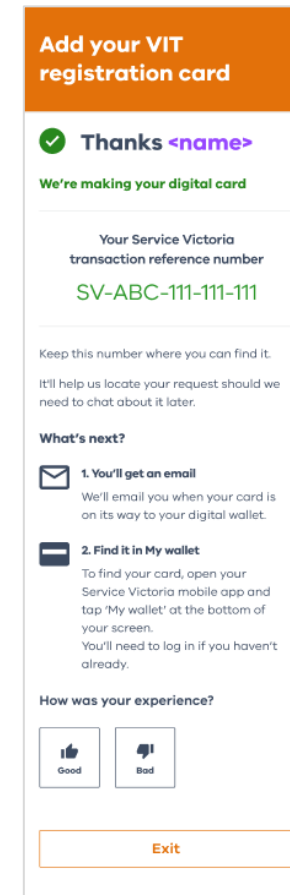


Service State Government

Security code confirmed

Continue

9. Once this check is complete, you'll see the message 'We're making your digital card'. To send feedback, tap the thumbs up or thumbs down icon, then tap 'Send feedback'. If you don't want to provide feedback, tap 'Exit'. The set-up process is now complete.



Add your VIT registration card

Thanks <name>
We're making your digital card

Your Service Victoria
transaction reference number
SV-ABC-111-111-111

Keep this number where you can find it.
It'll help us locate your request should we need to chat about it later.

What's next?

1. You'll get an email
We'll email you when your card is on its way to your digital wallet.

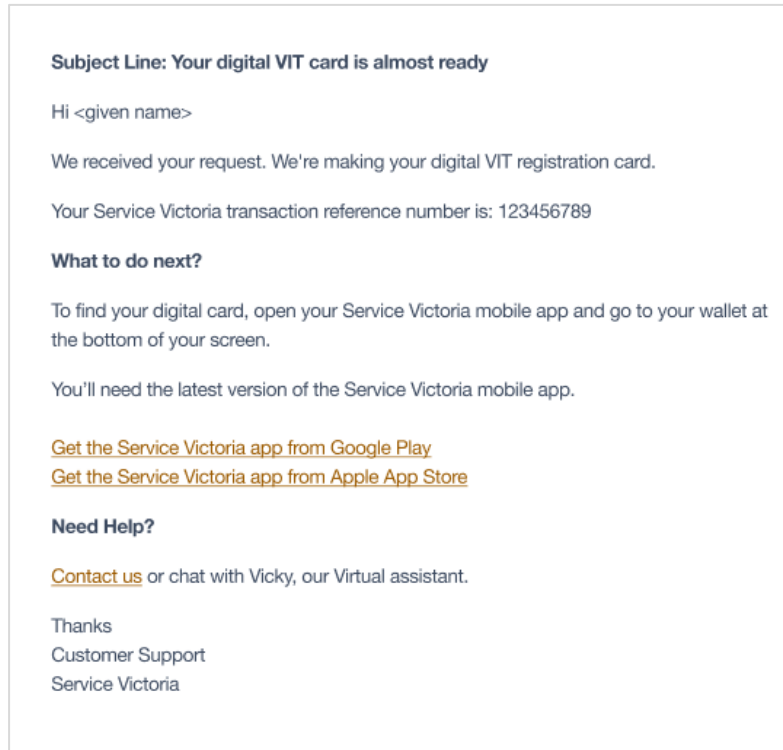
2. Find it in My wallet
To find your card, open your Service Victoria mobile app and tap 'My wallet' at the bottom of your screen.
You'll need to log in if you haven't already.

How was your experience?

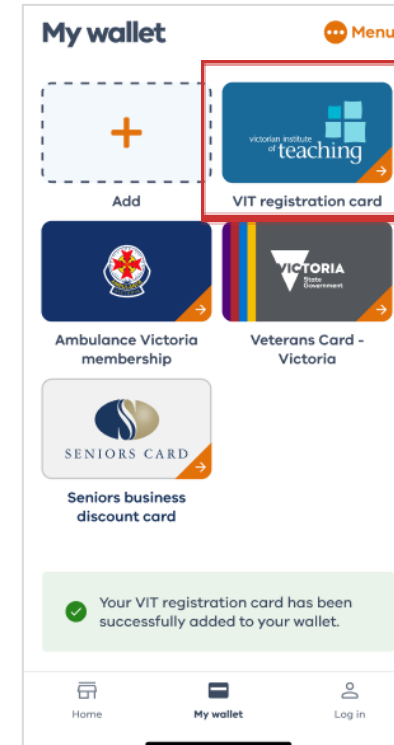
Good **Bad**

Exit

10. To use your digital VIT registration card, download and login to the Service Victoria app. Links to the appropriate app stores will be provided in the Service Victoria confirmation email.



11. Open the Service Victoria app. Tap 'My wallet' at the bottom of the screen. Usually, your digital VIT registration card will appear straight away, but it can take up to 10 minutes.

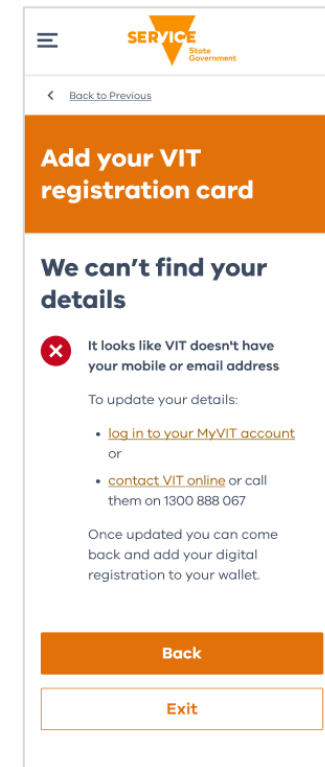
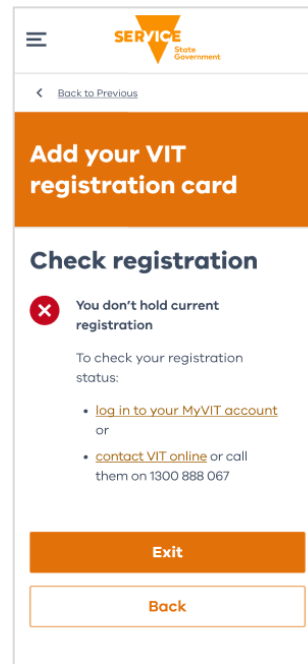
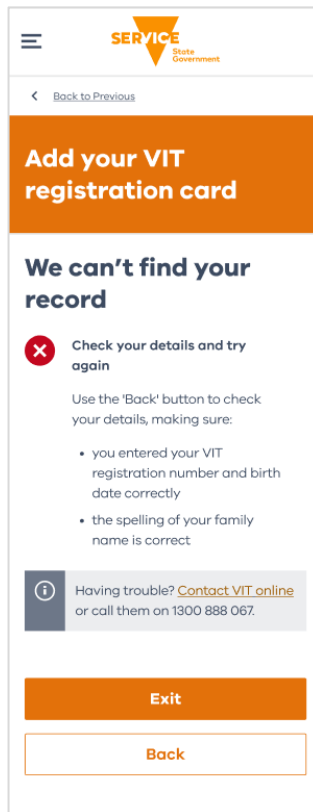


Error messages

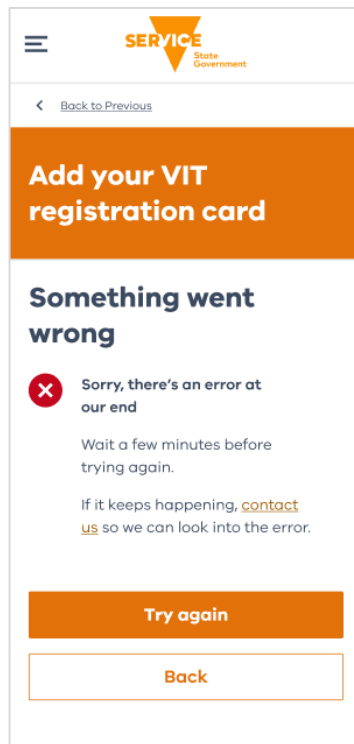
Finding a record

The following error messages outline an issue when attempting to find a record to access a digital VIT registration card.

1. This error message displays when you've entered your family name, date of birth or VIT registration number incorrectly.
2. This error message displays when you don't hold current registration, and a digital VIT registration card cannot be generated.
3. This error message displays when you don't have a mobile phone number or email address linked to your MyVIT account.



4. This error message displays when a technical issue occurs with the Service Victoria app. You can tap “Try again” or restart the transaction from the beginning. You can also contact Service Victoria should the issue persist.



Important

1. The details entered on the 'Find your record' screen must match those in your MyVIT account. Use the back button to check the details you've entered are correct. If these details are correct, check that the details on your MyVIT account match or update the details. You can restart the process by re-entering your details and then tapping the next button.
2. You're required to login to your MyVIT account or contact VIT to check your registration status.
3. Mobile number and email address are required to verify the record ownership using the OTP. If your MyVIT account does not contain a mobile number or email address, you will need to update your details via your MyVIT account. Once your details are updated, click back. You can restart the process by re-entering your details and then tapping the next button.

Note: You don't need a mobile phone number to create a MyVIT account, however an email address is required to create a MyVIT account. This error should not occur, as every MyVIT account requires an email address.

Using a one-time password (OTP)

The following error messages outline an issue when attempting to verify the record ownership using an OTP to access a digital VIT registration card.

1. This error message displays when you have entered an OTP too many times and are required to choose an alternative communication method (mobile or email address) to try again.
2. This error message displays when a technical issue occurs with the OTP. You can wait a few minutes to try again. You can also contact Service Victoria should the issue persist.
3. This error message displays when the code has timed out because you have taken too long to use it. You can choose your email address or mobile phone to start again.

The screenshot shows the 'Add your VIT registration card' screen. At the top, there is a 'Back to Previous' link. Below the title, the text reads 'Confirm it's you' and 'We'll send a security code to your registered VIT email or mobile.' A red-bordered box contains the error message: 'Too many incorrect attempts' followed by 'You've entered that code incorrectly more than [X] times using your <email/mobile>. Choose <mobile/email> to try a different way.' Below this, there are two radio buttons for 'Send security code to': 'Email ab***fg@hi***mo' and 'Mobile *****604'. A section titled 'Wrong details?' states: 'If the email or mobile above are incorrect, update your details in your [MyVIT account](#). Then tap 'Exit' to start again.' At the bottom, there are two buttons: 'Next' and 'Exit'.

The screenshot shows the 'Add your VIT registration card' screen. At the top, there is a 'Back to Previous' link. Below the title, the text reads 'Confirm it's you' and 'We'll send a security code to your registered VIT email or mobile.' A red-bordered box contains the error message: 'Sorry, there's an error at our end' followed by 'Wait a few minutes before trying again. If it keeps happening, [contact us](#) so we can look into the error.' Below this, there are two radio buttons for 'Send security code to': 'Email ab***fg@hi***mo' and 'Mobile *****604'. A section titled 'Wrong details?' states: 'If the email or mobile above are incorrect, update your details in your [MyVIT account](#). Then tap 'Exit' to start again.' At the bottom, there are two buttons: 'Next' and 'Exit'.

The screenshot shows the 'Add your VIT registration card' screen. At the top, there is a 'Back to Previous' link. Below the title, the text reads 'Confirm it's you' and 'We'll send a security code to your registered VIT email or mobile.' A red-bordered box contains the error message: 'Code has timed out' followed by 'Codes stay valid for [X] minutes. Choose your email or mobile to start again.' Below this, there are two radio buttons for 'Send security code to': 'Email ab***fg@hi***mo' and 'Mobile *****604'. A section titled 'Wrong details?' states: 'If the email or mobile above are incorrect, update your details in your [MyVIT account](#). Then tap 'Exit' to start again.' At the bottom, there are two buttons: 'Next' and 'Exit'.

4. This error message displays when you have tapped 'Verify' without entering the 6-digit code.

The screenshot shows the 'Verify' screen of the SERVICE State Government app. At the top, the SERVICE logo is visible. Below it, a message states: 'We've emailed your code to ab***fg@hj***mo'. Underneath, there is a prompt 'Enter 6-digit code' followed by six empty input boxes. A red error message is displayed: 'We can't help you without this info'. Below this, it says 'Code is valid for 8 min 59 sec' and 'If you don't receive a code within a few minutes, tap 'Send new code''. At the bottom, there are three buttons: 'Verify' (orange), 'Send new code' (white with orange border), and 'Choose another option' (white with orange border).

5. This error message displays when you have entered the wrong 6-digit code. You can check the code and try again.

The screenshot shows the 'Verify' screen of the SERVICE State Government app. At the top, the SERVICE logo is visible. Below it, a message states: 'We've sent an SMS with your code to *****604'. Underneath, there is a prompt 'Enter 6-digit code' followed by six empty input boxes. A red error message is displayed in a box: 'Wrong code. Check the <message/email> we sent and try again.' Below this, it says 'Code is valid for 8 min 59 sec' and 'If you don't receive a code within a few minutes, tap 'Send new code''. At the bottom, there are three buttons: 'Verify' (orange), 'Send new code' (white with orange border), and 'Choose another option' (white with orange border).

6. This error message displays when you've had too many attempts using both communication channels with the wrong details. If your details are incorrect, you can update them in your MyVIT account or contact Service Victoria for further assistance.

The screenshot shows the 'Can't verify code' screen of the SERVICE State Government app. At the top, the SERVICE logo is visible. Below it, there is a 'Back to Previous' link. A large orange banner at the top reads 'Add your VIT registration card'. Below this, the title 'Can't verify code' is displayed. A red error message with a 'X' icon states: 'Too many attempts or you may have the wrong details'. Below this, it says 'If your email or mobile are incorrect, update your details in your MyVIT account.' and 'If you need help contact us.' At the bottom, there are three buttons: 'Try again' (orange), 'Update VIT details' (white with orange border), and 'Exit' (white with orange border).

7. This error message displays when you took too long to use the code. You can contact Service Victoria if you didn't receive a code.

The screenshot shows the 'Add your VIT registration card' screen. At the top is the Service Victoria logo and a 'Back to Previous' link. Below the title bar is an orange header with the text 'Add your VIT registration card'. The main content area has a heading 'Can't verify code' followed by an error icon (a red circle with a white 'X') and the message 'You took a little too long'. Below this is a sub-message: 'Tap 'Try again' for another go.' There is an information icon (a blue circle with a white 'i') next to a grey box containing the text 'Didn't receive a code? [Contact us](#) for assistance.' At the bottom are three buttons: 'Try again' (orange), 'Update VIT details' (white with an orange border), and 'Exit' (underlined).

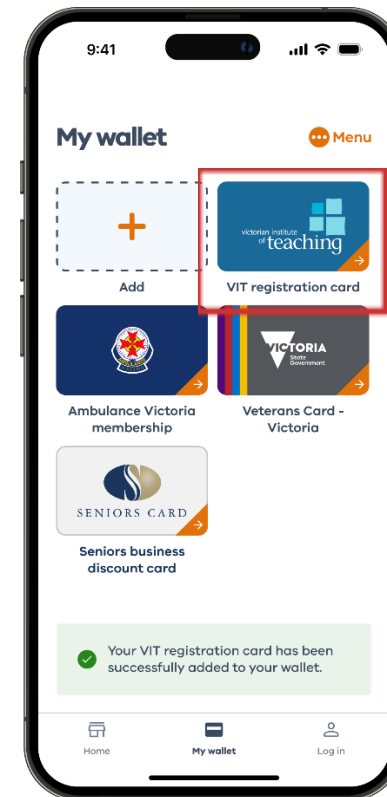
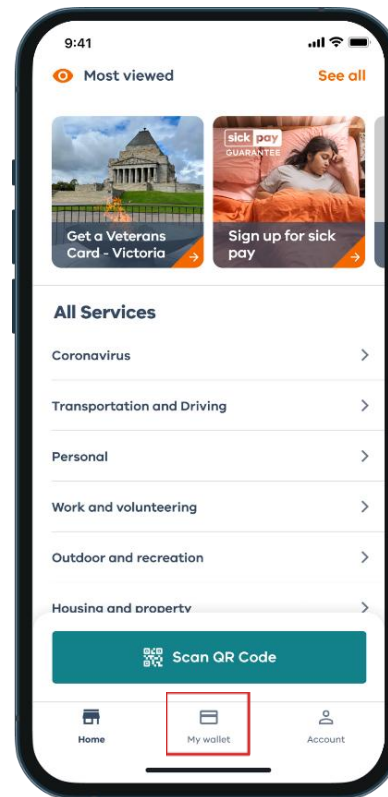
8. This error message displays when you attempt to verify the record ownership without entering a code. You cannot access your digital VIT registration card without completing the security check.

The screenshot shows the 'Add your VIT registration card' screen. At the top is the Service Victoria logo and a 'Back to Previous' link. Below the title bar is an orange header with the text 'Add your VIT registration card'. The main content area has a heading 'Leaving us?' followed by an error icon (a red circle with a white 'X') and the message 'You cant register without doing a one-time security check'. Below this is a sub-message: 'You'll lose your progress and still have to pass security if you come back to try again.' There is an information icon (a blue circle with a white 'i') next to a grey box containing the text 'Didn't receive a code? [Contact us](#) for assistance.' At the bottom are three buttons: 'Try again' (orange), 'Update VIT details' (white with an orange border), and 'Exit' (underlined).

How to view your registration details

The following instructions outline how to access your digital VIT registration card to view your registration details.

1. Unlock your smart phone and find the Service Victoria app. Tap on the Service Victoria app to open it.
2. Tap 'My wallet' at the bottom of the screen. If you're not already logged into your Service Victoria account, you'll be prompted to log in.
3. Tap "VIT registration card".



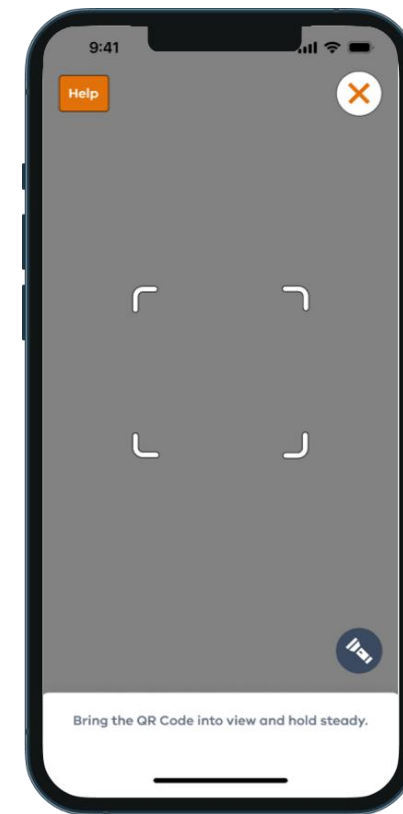
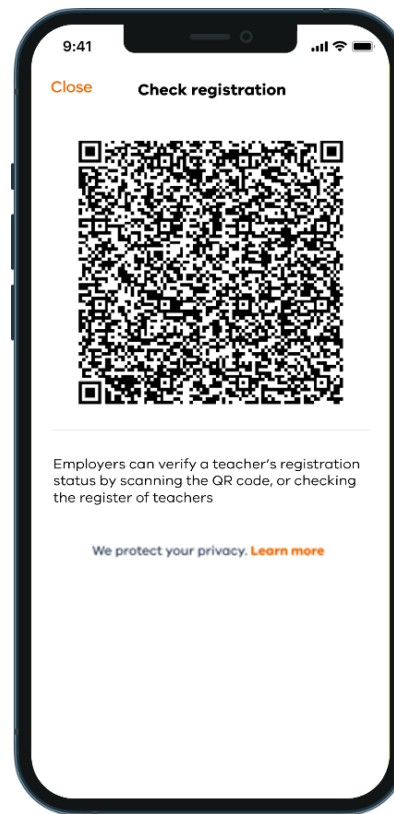
4. Pull down to refresh or click the 'Tap here to refresh' button on the bottom of the card. Take note of the registration details (current or non-practising status, expiry date etc).



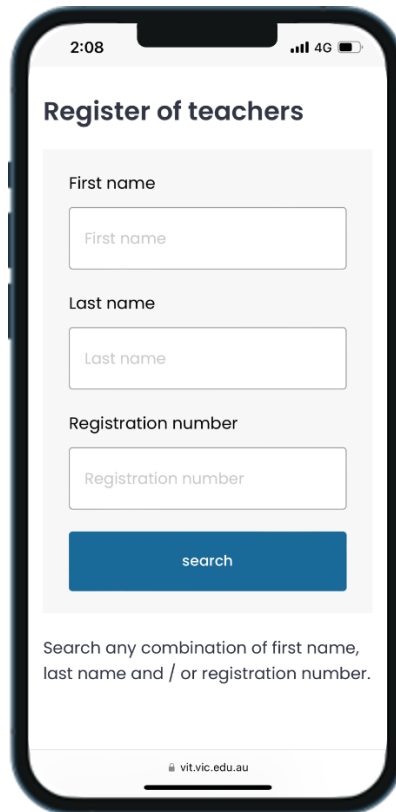
How to use the QR code

The following instructions outline how to use the digital VIT registration card QR code to verify your teacher registration.

1. Open your digital VIT registration card and pull down to refresh or click the 'Tap here to refresh' button on the bottom of the card. Locate the QR code on the top right-hand side.
2. Tap the QR code to expand.
3. Using the Service Victoria app scanner on another device, scan the QR code.



4. You will be directed to the register of teachers where registration details can be checked and verified.



The image shows a smartphone screen with a web application titled "Register of teachers". At the top, the status bar shows the time "2:08", signal strength, "4G", and battery level. The app header is "Register of teachers". Below the header, there are three input fields: "First name", "Last name", and "Registration number". Each field has a placeholder text matching its label. Below these fields is a blue button labeled "search". At the bottom of the form area, there is a note: "Search any combination of first name, last name and / or registration number." The footer of the app shows the URL "vit.vic.edu.au".

2:08 4G

Register of teachers

First name

Last name

Registration number

search

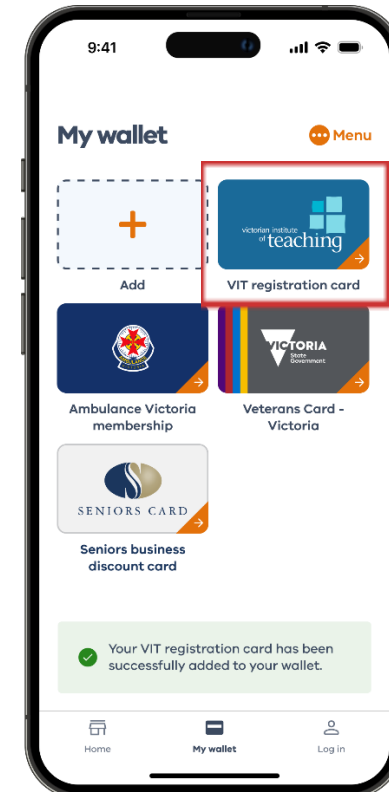
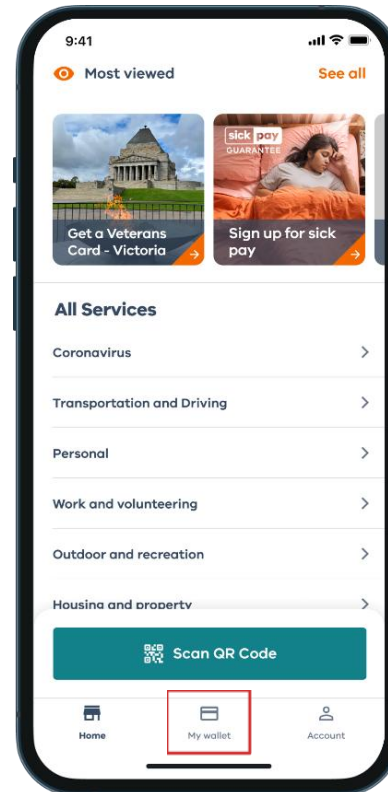
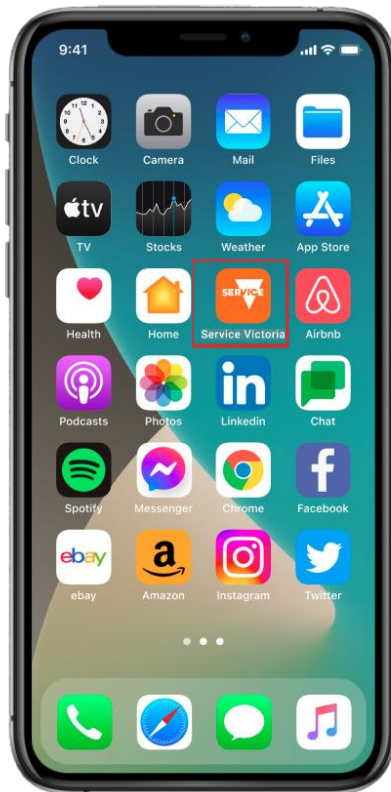
Search any combination of first name, last name and / or registration number.

vit.vic.edu.au

How to remove a digital card

The following instructions outline how to remove a digital VIT registration card from the Service Victoria app wallet.

1. Unlock your smart phone and find the Service Victoria app. Tap on the Service Victoria app to open it.
2. Tap 'My wallet' at the bottom of the screen. If you're not already logged into your Service Victoria account, you'll be prompted to log in.
3. Tap "VIT registration card".

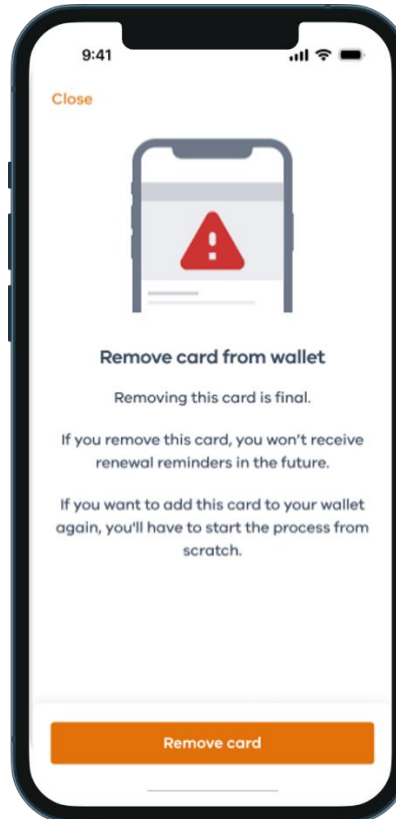


4. Tap the '...' button on the top right of the "View details" page and tap "Remove from wallet".



5. Tap 'Remove card' to proceed. You'll return to 'My wallet' and the VIT registration card is removed. Alternatively, tap "Close" to abort the remove card action.

Please note: you'll need to complete the 'Add your VIT registration card' transaction to add the card to your wallet again.



Need help?

If you're experiencing technical issues with the Service Victoria app, check you're using the latest version or [contact Service Victoria](#) for further assistance.

If you're having trouble accessing your VIT digital registration card, check your details have been entered correctly. If your VIT record can't be found, log in to your [MyVIT account](#) to confirm your registration details.

A range of resources have been developed to support you in the transition to digital registration cards including

- [support pack](#)
- [benefits of digital registration cards](#)
- [FAQs](#).

For queries relating to digital VIT registration cards, please reach out [online](#) or via [email](#).

