

# **RBDM User Guide**

## **Using the Service Provider Portal**

### **Identification Sighting**

(Justices of the Peace & Commissioners for Declarations)

## **Pimpama Shopping Centre**

Updated December 2025

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## 1. Pre-requisites

- You have registered online as a RBDM Online Service Provider, and your application has been accepted. If you need to sign up, refer to the JP How-to Sign-Up Guide for details on how to register.
- You have read, understood and agree to the terms stated in the RBDM Online Service Provider Roles and Responsibilities Agreement during the sign-up process.

## 2. Accessing the Service Provider Portal

- a. Access the [Service Provider Portal](#) and select **Sign-up / Login**

*Google Chrome is the preferred browser, if you use another browser you might have difficulty using the system.*

 **TIP**

Save the link as a favourite / bookmark in your browser for future access.

- b. Enter your Queensland Digital Identity (QDI) **email address** and **password** and select **Continue**.

### 3. Identification Sighting

- a. Start the identification sighting by selecting **Identification Sighting** on the **Summary of Services** page.

- b. **Complete the Fill out the sighting** form by confirming the following details with the customer:

**Important:** All fields marked with an asterisk\* are mandatory and must be completed.

- Applicant Given Name(s) – leave blank for customers with one name
- Applicant Family Name \*
- Home Address \*
- Applicant's preferred contact mobile (if known)
- Receipt Number \*
- Priority\* – has the priority box been ticked on their receipt? (Screenshot below)

- Personal ID \*
- Community ID \*
- Home Address Evidence ID \*
- JP in the Community site the applicant is attending \*
- Additional information – use this field to capture other relevant information to support the processing of the application

**Important:** If you start filling out the sighting form but don't submit it within 1 hour, it will automatically expire and be cancelled. If this happens, you will receive a message notifying you of this cancellation.

- c. When you have completed the online identification sighting form, review the information to ensure you have entered the details correctly and then select **Submit to RBDM**. You will receive a confirmation text from RBDM.

If the customer provided a mobile phone number, RBDM will notify the customer by SMS once they have completed the ID verification process.



**TIP**

If you make a mistake, you can cancel your request and start over by selecting **Cancel Sighting**.

- d. You can see your submitted requests in **Your outstanding tasks** on the **Summary of Service** page.

Your outstanding tasks

Show 10 ▼ entries Search:

|                                  |                     |
|----------------------------------|---------------------|
| IV11830 - Citizen                | Status: In progress |
| <button>Cancel sighting</button> |                     |

Showing 1 to 1 of 1 entries Previous 1 Next

- e. Remember to **Log out** when you have finished for the day.

**Log out**

## f. Troubleshooting

- a. If you are experiencing any technical issues, please contact [BDMSERVICEPROVIDER@justice.qld.gov.au](mailto:BDMSERVICEPROVIDER@justice.qld.gov.au).