

# JPs in the Community

## Queensland Life Event Identification Point (QLEIP)

### Sign up instruction manual

## Pimpama Shopping Centre

Updated December 2025

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# BDM online service provider – signup instructions

## Purpose

Registry of Births, Deaths and Marriages (RBDM) customers may apply for certificates online at <https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/birth-death-and-marriage-certificates>. To finalise their application, a customer is required to present their proof of identification (POI) to an authorised person for verification of identity.

RBDM have partnered with the Justices of the Peace Branch (JPB) to provide additional options to RBDM customers to finalise their online certificate applications using selected JPs in the Community sites.

## Tips & Important Information

- To access RBDM's Service Provider Portal you must:
    - have a Queensland Digital Identity (QDI). You will need 2 forms of identification.
    - sign up to access the RBDM Service Provider Portal.
- Note:** You will find step-by-step guides in this document to assist with the sign-up process.
- Customers must have purchased their Qld life event certificate online.
  - Customers must present the receipt (electronically or hard copy) for their online order to the JP/Cdec.
  - The JP/Cdec must sight the POI of the applicant as shown on the order receipt.
  - Applicant must be the same as person presenting POI.
  - Once POI confirmation has been received by RBDM, it will be assessed and if compliant, processed and posted.
  - RBDM will contact the customer on the phone number provided to resolve any compliance issues.

## Required Tools

- Internet connection
- Device (Smartphone, Tablet, laptop)

**Note:** At the end of this process remember to record your username and password securely as you will need it to login each time.

## Background

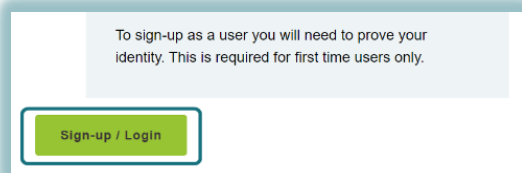
The Service Provider Portal has two (2) steps:

1. Register as an online service provider with the Queensland RBDM.
2. Complete the sight the identification of the RBDM customer who has purchased a Queensland life event certificate online and submit confirmation of the sighting to RBDM.

## Create a Queensland Digital Identity (with 2 Australian identity documents)

- a. Ensure you have your two Australian or state-issued identity documents with you to provide your digital identity. You will also need access to your inbox and your mobile phone to set up multi-factor authentication.
- b. Open the [Service Provider Portal](#) in your browser and select **Sign-up/Login**.

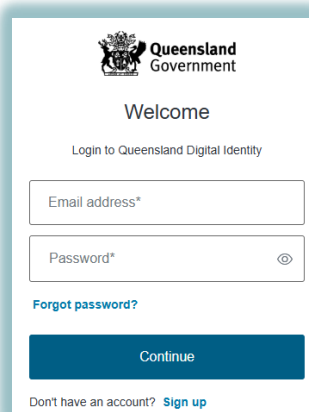
*Google Chrome is the preferred browser, if you use another browser you might have difficulty using the system.*



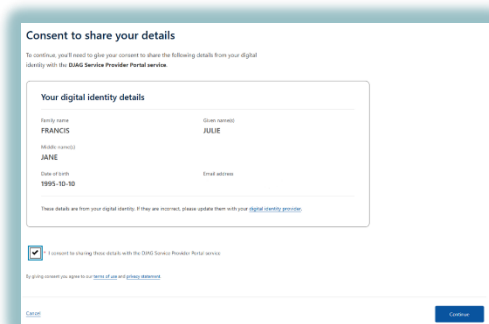
### TIP

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

1. You be directed to the **Login to Queensland Digital Identity** page. Select **Sign up** located underneath the **Continue** button. Enter your email address and create a password.



2. Complete the QDI sign up process. If you need assistance with QDI registration, refer to <https://www.qld.gov.au/digital-identity/creating-and-securing-your-queensland-digital-identity>.
3. Once you have successfully verified your identity, the **Consent to share your details** with RBDM will appear. Provide consent by ticking the box and select **Continue**.



4. Your QDI is now set up and you are able to sign-up as an online service provider with RBDM as per 'Signing up as an Online Service Provider' below.

## Having issues setting up your QDI? Try these troubleshooting steps below:

### Step 1

Refer to the [QDI Troubleshooting guide](#).

### Step 2

If they were unable to fix the issue after reading the troubleshooting information, ask for support.

#### By phone

You can get QDI support by calling either:

- Queensland Government 13 74 68
- QDI customer support 1800 000 658

#### In person

Visit one of the following locations:

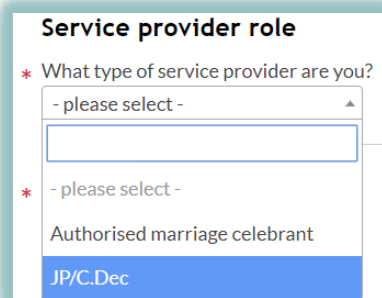
- Queensland Government Service Centres (QGSC)
  - [Brisbane City](#)
  - [Maroochydore](#)
  - [Cairns](#)
- [Department of Transport and Main Road \(TMR\) Service Centres](#)
- [Queensland Government Agent Program \(QGAP\) office](#).

## Signing up as an Online Service Provider

1. Once you have successfully set up your QDI, you will now be able to sign up as an online service provider by completing all the **mandatory fields**.

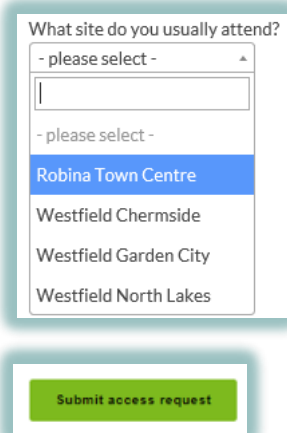
**Residential address** should be completed with Justices of the Peace Branch address;  
**Level 6, 154 Melbourne Street, South Brisbane Qld 4101.**

2. Ensure you select **JP/Cdec** from the 'Service provider role' dropdown.



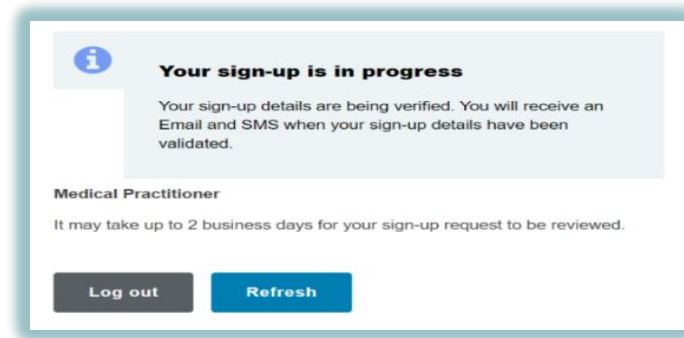
The screenshot shows a form titled "Service provider role". It contains a dropdown menu with the text "- please select -". Below the dropdown, the option "JP/C.Dec" is highlighted in blue. There is also a red asterisk and the text "What type of service provider are you?" above the dropdown.

3. Select the **site** you will be working from.



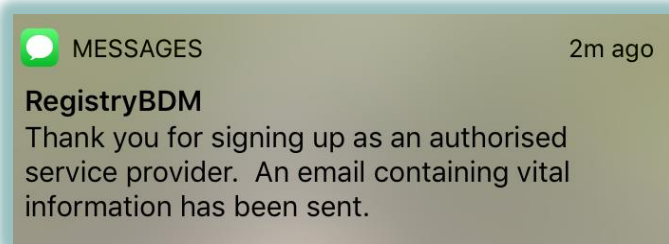
The screenshot shows a form titled "What site do you usually attend?". It contains a dropdown menu with the text "- please select -". Below the dropdown, the option "Robina Town Centre" is highlighted in blue. Other options visible are "Westfield Chermside", "Westfield Garden City", and "Westfield North Lakes". Below the dropdown is a green button labeled "Submit access request".

4. Select '**Submit access request**'
5. Your sign-up request is now **in progress with RBDM** and may take up to 2 business days to process.

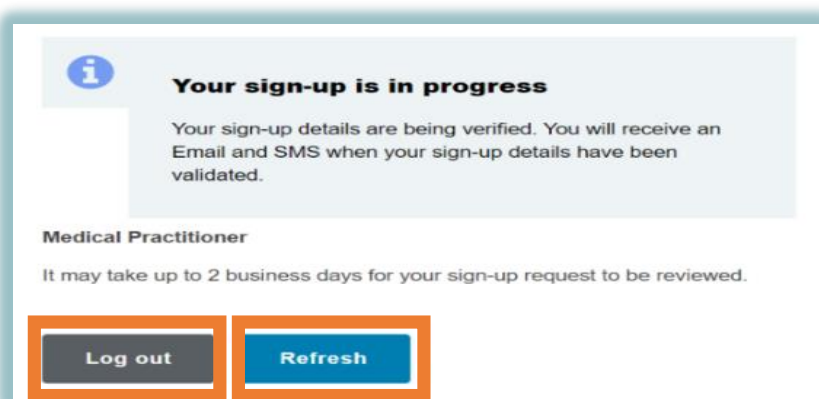


The screenshot shows a confirmation message with a blue information icon. The text reads: "Your sign-up is in progress". Below this, it says: "Your sign-up details are being verified. You will receive an Email and SMS when your sign-up details have been validated." Underneath, it says "Medical Practitioner" and "It may take up to 2 business days for your sign-up request to be reviewed." At the bottom, there are two buttons: "Log out" and "Refresh".

6. Once you have **received access** you will be **notified** either by **SMS** or by **email** registered to your account.



7. You may **logout** or leave the page open and **refresh** the screen once access has been approved.



## Frequently asked questions

### Q. Who do I contact if I have a question?

A. During business hours (8.30am – 4.30pm, Monday to Friday) you should contact RBDM through the Queensland Government Contact Centre (SSQ) on 13 QGOV (13 74 68). SSQ staff should be able to assist you with your enquiry.

If SSQ cannot assist you with your query, you will be transferred directly to RBDM for assistance. You can also call 13 QGOV (13 74 68) if you have a question about applications.

### Q. What if I have a question relating to the customers application outside of RBDM business hours?

A. If you have a question or concern relating to a customer application and it is outside of RBDM business hours, please view the identification as per usual process and ensure that details are entered into your logbook.

Call RBDM as soon as possible on the next business day to discuss your question. RBDM will contact the customer directly when viewing the request if necessary.

**Q. What if I have a technical problem with the portal?**

A. If you are having trouble accessing the portal, view the identification as per the usual process and ensure that details are entered into your logbook. You can try to access the system again at a later time and if the issue continues, contact SSQ on 13 QGOV (13 74 68) during business hours for assistance with resolving the issue or email [BDMSserviceprovider@justice.qld.gov.au](mailto:BDMSserviceprovider@justice.qld.gov.au)

**Q. Who do I contact if I can't log into my account?**

A. You should call the QDI Customer Support team on 1800 000 658 if you need assistance logging into your account. You may also use the links on the *Login or Register* page to reset your password.

**Q. What if the applicant has changed their address since making the application?**

A. You can still verify the POI, however they should be advised to contact RBDM on 13 QGOV (13 74 68) to advise of any changes to their contact/delivery information. This should be done soon after the POI verification to avoid the certificate being posted to the incorrect address.

**Q. What happens if I accidentally 'cancel signing' after the client has left?**

A. Once a customer has left your counter, there should be no reason for you to access the entry. If this does occur, you need to contact RBDM as soon as possible. You'll need to tell us the applicant's name, the receipt number and the reason it was cancelled, and we'll locate the record in our system and contact the customer directly.

**Q. Is it possible for the applicant's details to be populated by the system when I enter in the receipt number?**

A. Not at this stage. Future system enhancements may be able to do this, however it is not planned at this stage.