

QGov to QDI transition

Health Provider Portal | The Viewer

What is happening?

The Queensland Government QGov identity service is how health professionals log in and authenticate access to Queensland Government systems such as The Health Provider Portal | The Viewer.

On **Sunday, 6 April 2025**, QGov is transitioning to the Queensland Digital Identity (QDI).

A planned 6-hour service interruption will take place on **Sunday, April 6, from 6:00am**. Users of the Health Provider Portal (HPP) will be **UNABLE** to register for or access The Viewer through the HPP during this downtime.

What this means for HPP account holders

To prepare for the change from QGov to QDI, health professionals should create their Queensland Digital Identity now.

- **If you already have a QDI** - check your details as QGov and QDI must match for a successful merge to occur.
- **If you do not have a QDI, create one via the Queensland Digital Licence app** - [Creating and securing your QDI](#).
*Tip: use an email address that only you have access to and can be used ongoing e.g., a **personal email** instead of a work email address.*
- **Close any unused QGov accounts** - [close QGov accounts](#), and ensure you only have one QGov account linked to your preferred email address.

Note: The way your existing QGov accounts change will depend on their current setup - [Transitioning from the QGov identity system](#).

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.

What will happen if I do not setup a QDI before 6 April?

Following this date, individuals who do not have an existing QDI at the time of transition will need to either re-verify their identification documents or set up a new QDI account to access The Viewer through HPP.

What is QDI?

The **Department of Transport and Main Roads (TMR)** originally developed the **Queensland Digital Identity (QDI)** 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:

- for transition questions **call** the 24-hour support centre on **13QGOV** (13 74 68)
- **online** self help [Troubleshooting – QDI transition](#)
- for **QDI** account support **call 1800 317 389**
- **visit** one of the TMR service centres for QDI support [Transport and motoring service centres](#)

Frequently asked questions

Health Provider Portal | The Viewer

What should I have ready when first using the Health Provider Portal following the transition?

Starting from 6 April, when you first log into the HPP with your QDI credentials (previously QGov), you might be requested to verify your personal identification.

Additionally, you may need to validate your professional registration information, so make sure you have all necessary documents and details readily available, along with your mobile phone for Multi-Factor Authentication (MFA).

Which is the best number to call for QGov and QDI support?

If a HPP account holder has **questions** on the transition and what this means for them the **13 QGOV (13 74 68)** number is better.

However, whilst QGov are transitioning to QDI, if a HPP account holder has already set up their QDI the QDI **1800 317 389** number is the best choice - this is because it would be associated currently with the Queensland Digital Licence (a TMR product).

Note: The Queensland Health team managing the Health Provider Portal | The Viewer are unable to provide technical support for QGov and QDI.

Where can I find more resources?

Prior to the transition, all materials needed for managing QGov accounts are available at [Frequently asked questions | QGov account](#)

For QDI account management visit the official QDI website [Digital identity | Queensland Government](#).

Note: Following the transition, the QDI website will be enhanced with more support pages, general information, and resources, including two accessible 'Easy Read books' complemented with visuals.

Queensland Digital Identity

How do I create a QDI?

The only way to create or update your QDI is by accessing a Queensland Government online service that has QDI as a login choice. This service will direct you through the process of creating / or updating your QDI.

[Creating and securing your Queensland Digital Identity](#)

Note: The **only way** to get a QDI prior to transition is to download the Digital Licence app — customers must hold a Queensland Driver Licence, Photo Identification Card or Marine Licence to be eligible.

What happens if I quit partway through verifying my identity, because I do not have one of the documents on hand?

That's okay – the system will remember where you got up to. When you have the required document available, log back in to your QDI, and you will be at the point where you left, so you can continue.

When I was verifying my identity, it said my credential had already been used. What do I do?

Any credential (such as your Driver Licence) can only be used once to verify an identity when creating/updating a QDI. If you are getting this message, and you previously downloaded and set up the Digital Licence app, it means you already have a QDI and used that credential to verify your identity.

You can use this QDI to access HPP by logging in with your email address and password (which was set when you obtained the Digital Licence), and it already has the highest level of security applied. If you have never obtained the Digital Licence app, please contact [Queensland Government](#).

When I was creating my QDI, it asked me if I wanted to use a Passkey – what is that?

A Passkey is a method that a mobile device uses to authenticate you, as an alternative to a password or PIN. It is a highly secure method of signing into a service or site, using your face scan or fingerprint touch, depending on your device or platform.

Regardless of whether you choose to use a Passkey or not, you will still be able to create a QDI.

I am having issues providing 100 points of identification

Once the QDI replaces QGov digital identity for Queensland Government online services, there will be an expanded list of documents customers can use to digitally verify their information.

I'm a non-Queensland customer (e.g. international customer) can I still setup a QDI?

Yes, once the QDI replaces QGov customers will be able to use a range of documents, including international documents, to verify their identity.

Why do I need to re-verify my documents?

In some situations, your personal documents will need to be re-verified, as part of the process of securing your Queensland Digital Identity. This is to ensure all credentials for all Queensland Digital Identities are verified consistently, so that QDI can protect your and everyone else's private information in a safe and secure way.

Why do I need to verify a second document?

We appreciate that it is an extra verification step, however, the added security is vital to keep your private information safe and secure, which is a top priority.

I do not have or want to use a mobile phone for MFA?

If customers are unable or unwilling to use a mobile phone for MFA, they can choose to use an Authenticator App instead, which can be accessed on both mobile devices and desktop computers. The selected choice will establish their default MFA configuration.

How can I find an existing QDI account and pinpoint the email address I used to sign up?

The QDI is currently only associated with the Queensland Digital Licence. If a customer cannot remember what email they signed up with they will need to call **1800 317 389** and the TMR contact centre will confirm their identity and be able to look in the QDI portal to inform them of what email is associated with their QDI.

How can I change the email address and/or phone number for my existing QDI?

Customers must contact the TMR contact centre on **1800 317 389** (Monday to Friday from 8am to 4.30pm, excluding public holidays) to have them updated.

If my QDI is inactive, what happens?

If you do not log in to your QDI for 5 years, you will be sent a reminder, asking you to log in to keep your QDI active. If you still do not do this, your QDI may be suspended until you log in.

Can I delete/deactivate my QDI?

You can apply to delete your QDI. Where Queensland law permits, TMR will delete your QDI if requested. Where TMR are legally unable to delete your QDI, TMR will deactivate it. To apply to delete or deactivate your QDI, you will need to do one of the following:

- call 1800 317 389 (Monday to Friday from 8am to 4.30pm, excluding public holidays)
- visit one of the customer service centres, during opening hours.

Please contact TMR if you wish to reactivate it.

My QGov identity was closed or suspended – was it migrated?

No – only active QGov accounts will be migrated.