Queensland Health

QGov to QDI transition

Health Provider Portal | The Viewer

What is happening?

On Sunday, 16 March 2025, the QGov identity service provided by the Queensland Government will shift to the Queensland Digital Identity (QDI).

A planned 6-hour service interruption will take place on Sunday, March 16, 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 shift means for HPP account holders

You can take certain actions before **28 February 2025** to reduce any disruptions to your access.

Be prepared

- **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 don't setup a QDI before the 28th of February?

After this date, you may need to provide additional identification or create a new QDI account to access The Viewer via the HPP.

From 1 March - 16 March changes made in QGov to existing accounts will **NOT** carry through to QDI. For example, if you happen to update your password or username between 1 March - 16 March, you will need to repeat this process once you are transitioned to QDI.

New accounts created in QGov during 1 March - 16 March will be captured in QDI (if they match).

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

What should I have ready when first using the Health Provider Portal following the transition?
Starting from 16 March, when you first log into the HPP with your QDI credentials (previously known as QGov), you might be requested to verify your personal identification. Additionally, you will 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?
Whilst QGov are transitioning to QDI, if a HPP account holder has already set up their QDI or is creating one 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).

However, 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.

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

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 option. This service will direct you through the process of creating / or updating your QDI.

What happens if I quit partway through verifying my identity, because I don't 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.

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 we 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.

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.

Can I have more than one QDI?
Yes, but you must use different verifying documents and a unique email address.

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.

I'm a non-Queensland customer (e.g. international customer) can I still setup a QDI?
Once the QDI replaces QGov digital identity for Queensland Government online services, customers will be able to use a range of documents, including international documents, to verify their identity.

My QGov identity was closed or suspended – was it migrated?
No – only active QGov accounts will be migrated.