

# DOCUSIGN DIGITAL ID GUIDE & FAQ



DocuSign®



August 2022

## What is DocuSign and why are they an AIA Australia partner?

DocuSign is an e-signature service that allows us to issue documents and request signatures electronically. Helping us streamline processes and become more customer-centric, DocuSign enables you to complete our forms on any device. Additionally, partnering with DocuSign empowers us to become more eco-friendly.

## What is DocuSign Digital ID?

DocuSign Digital ID is a platform that enables you to certify your identity documents when completing AIA forms electronically. DocuSign Digital ID is connected to the Australia Post Digital ID application, so you can rest assured that any information you share remains safe and secure.

## DocuSign Digital Process Guide

### Step 1

To verify yourself through DocuSign Digital ID, select 'Continue' upon entering the 'Let's Verify Your Identity' page.

Let's Verify Your Identity

Your sender only accepts this ID type. Verifying your identity should only take a few minutes.

Issued in  
Australia

ID type  
Digital ID

I don't have this ID type

How we process your information

CONTINUE

### Step 2

You can complete the DocuSign Digital ID as either a new user or an existing one. If you have previously used the app via Australia Post, please select 'Already have the Digital ID app'. If you haven't, please select 'New to Digital ID'.

Digital ID

Verifying for DocuSign

DocuSign

Verifying for DocuSign

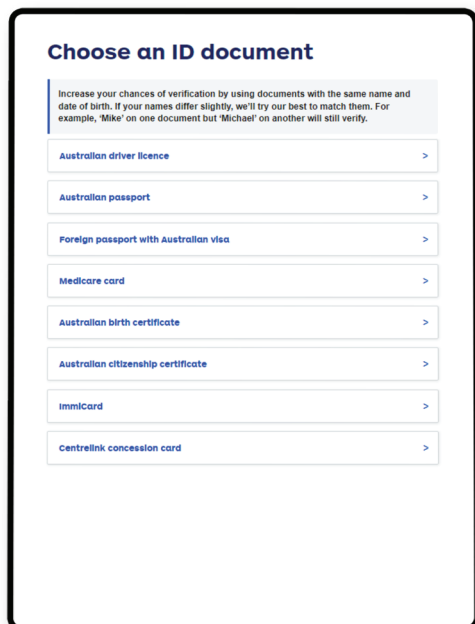
New to Digital ID? [Get started >](#)

Already have the Digital ID app? [Connect >](#)

### Step 3

Select **one** photographic ID, along with any other forms of ID to be verified through Australia Post.

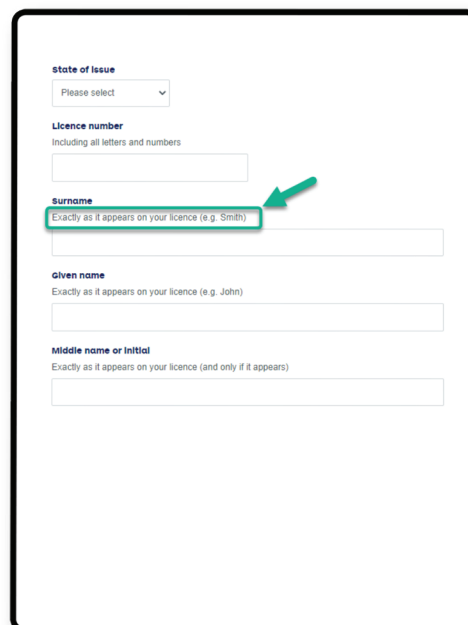
Please note, you must provide a **minimum of two** forms of ID.



### Step 4

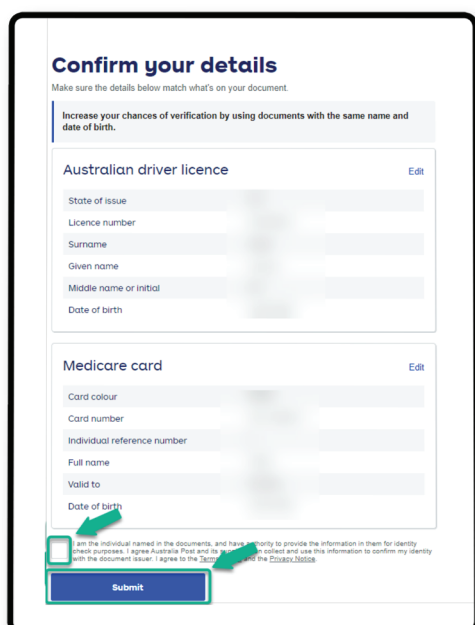
Ensure to enter your name **exactly** as it appears on your forms of ID.

The example below shows how the form will ask for your name. You must include your **surname, given name**, and any **middle names or initials**, but only if they appear on your IDs.



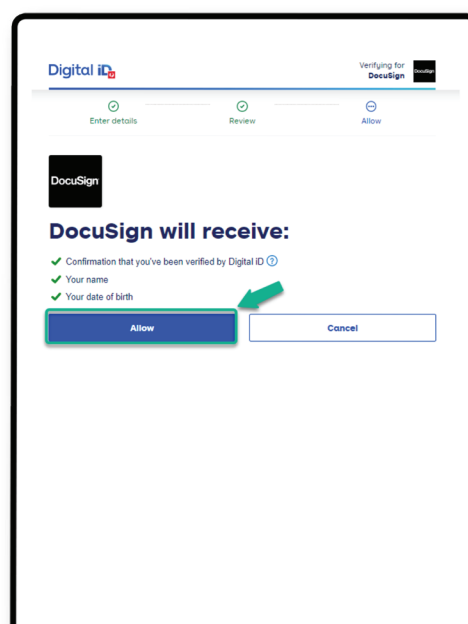
### Step 5

Once you have provided two forms of ID, please select the checkbox on the bottom left-hand side to agree to this information being verified through Australia Post and ultimately the government bodies associated with the IDs presented.



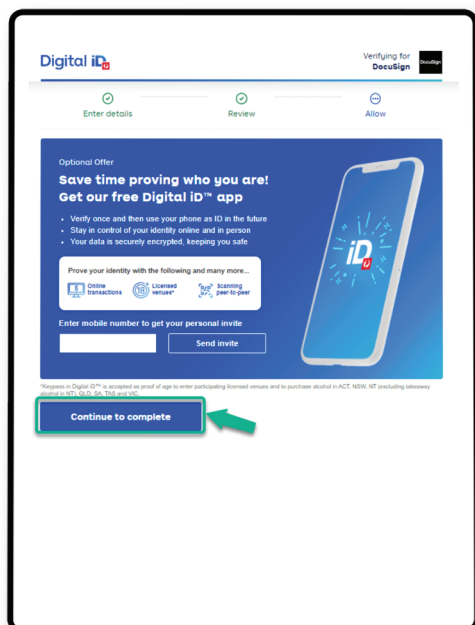
### Step 6

Once you have confirmed your details, DocuSign will ask whether the verified information can be passed back through to provide the certification results.



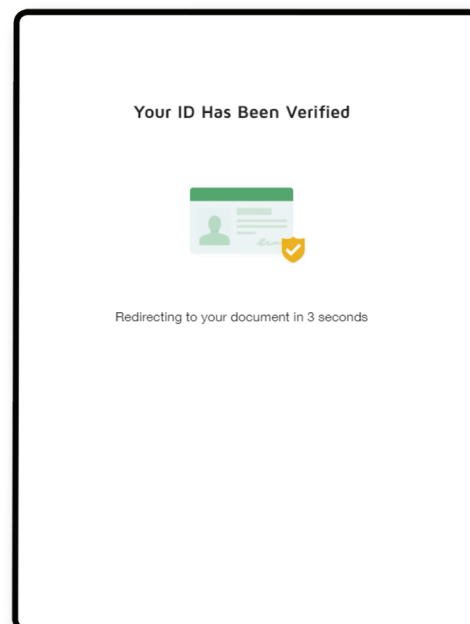
## Step 7

You'll be prompted to download the Australia Post Digital ID app. This is not required but may help if you need to use this service again in the future.

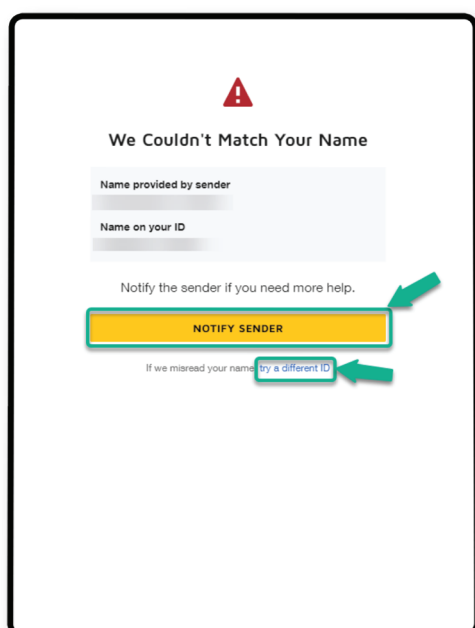


## Step 8

DocuSign Digital ID will now provide the results of your ID verification. If successful, you will receive the following response:

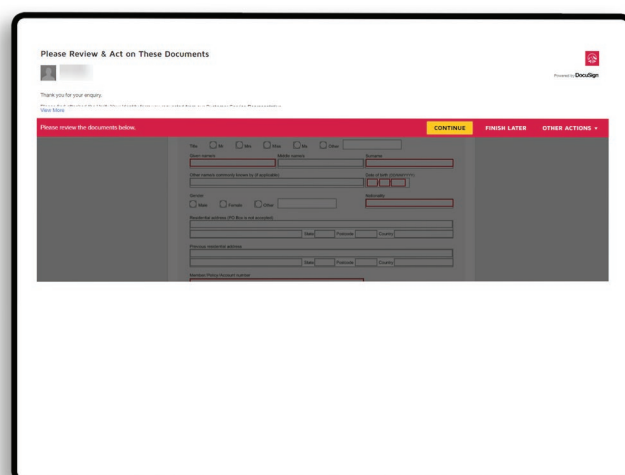


If not, DocuSign Digital ID will let you know why the certification has failed and prompt you to either 'Notify Sender' or 'try a different ID'.



## Step 9

Once processed, you'll be redirected to the relevant AIA form for completion. Once you complete the form, there will be no further requirements needed to certify your identity.



Your name on the ID must exactly match what was submitted through DocuSign. If not, you may continue to receive this message after submitting other forms of ID.

## What types of ID are accepted through DocuSign Digital ID?

Please refer to the list below for the forms of ID accepted by Australia Post DocuSign Digital ID:

- Australian Driver's Licence
- Australian Passport
- Foreign Passport with Visa
- Medicare Card
- Australian Birth Certificate
- Australian Citizenship Certificate
- ImmiCard
- Centrelink Concession Card



NEW SOUTH WALES INTEGRATED BIRTH CERTIFICATE		REGISTERED NUMBER 100012345
This certificate registers the Person's legal Name and Legal Parents.		
1. Name	2. Date of Birth	3. Date of Birth
4. Name after Adoption	5. Date of Birth	6. Date of Birth
7. Name	8. Date of Birth	9. Date of Birth
10. Name after Adoption	11. Date of Birth	12. Date of Birth
13. Name	14. Date of Birth	15. Date of Birth
16. Name after Adoption	17. Date of Birth	18. Date of Birth
19. Name	20. Date of Birth	21. Date of Birth
22. Name after Adoption	23. Date of Birth	24. Date of Birth
25. Name	26. Date of Birth	27. Date of Birth
28. Name after Adoption	29. Date of Birth	30. Date of Birth
31. Name	32. Date of Birth	33. Date of Birth
34. Name after Adoption	35. Date of Birth	36. Date of Birth
37. Name	38. Date of Birth	39. Date of Birth
40. Name after Adoption	41. Date of Birth	42. Date of Birth
43. Name	44. Date of Birth	45. Date of Birth
46. Name after Adoption	47. Date of Birth	48. Date of Birth
49. Name	50. Date of Birth	51. Date of Birth
52. Name after Adoption	53. Date of Birth	54. Date of Birth
55. Name	56. Date of Birth	57. Date of Birth
58. Name after Adoption	59. Date of Birth	60. Date of Birth
61. Name	62. Date of Birth	63. Date of Birth
64. Name after Adoption	65. Date of Birth	66. Date of Birth
67. Name	68. Date of Birth	69. Date of Birth
70. Name after Adoption	71. Date of Birth	72. Date of Birth
73. Name	74. Date of Birth	75. Date of Birth
76. Name after Adoption	77. Date of Birth	78. Date of Birth
79. Name	80. Date of Birth	81. Date of Birth
82. Name after Adoption	83. Date of Birth	84. Date of Birth
85. Name	86. Date of Birth	87. Date of Birth
88. Name after Adoption	89. Date of Birth	90. Date of Birth
91. Name	92. Date of Birth	93. Date of Birth
94. Name after Adoption	95. Date of Birth	96. Date of Birth
97. Name	98. Date of Birth	99. Date of Birth
100. Name after Adoption	101. Date of Birth	102. Date of Birth

## What if my name is different on my ID compared to what's registered with the Australian Government bodies (e.g., Medicare, Australian Passport Office, VIC Roads, Service NSW, etc)?

DocuSign Digital ID will request for the name registered with the Australian Government bodies. If you're unsure, please contact the associated organisation for the ID being registered with DocuSign Digital ID for confirmation.

## What if I don't want to verify my identity through DocuSign Digital ID?

If you do not wish to verify yourself through DocuSign Digital ID, please contact the AIA Customer team to support you with your request, as this can be achieved through providing a hard-copy certified ID.

## Can my information be stored in DocuSign for future use?

No. Digital ID verification is required every time a customer completes a form that needs certified ID. DocuSign will not store your data and you will need to re-enter this information each time a request for certified ID is made.

## If there is a Power of Attorney (POA) / Guardianship, can they complete the Digital ID step?

No. Digital ID can only be completed by the primary account holder, as the details on the request and the IDs need to match. A POA / Guardianship will need to have the forms of ID certified with a justice of peace, and then send the hard-copy certified IDs to AIA Australia.

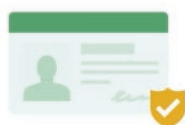
## What if I need to update incorrect details on the form, can it be edited?

No. Once the form is completed, it cannot be edited. If you need to make corrections, you will need to send your amendments to AIA Australia in writing.

## How do I know if I've been successfully verified?

If you've been successfully verified, you will receive a notification indicating that 'Your ID Has Been Verified'.

**Your ID Has Been Verified**



Redirecting to your document in 3 seconds