Help Guide

Attaching further documents to an online form...
Getting started

In your web browser enter: onlineforms.bdm.nsw.gov.au

You will see the page on the left
Check your order status

Resume Application

- Resume a saved form
- Check your order status

Select: Check your order status
Check your order status

To view the status of your application, you will need to enter the Online Reference Number (ORN) which was provided when you submitted the application. This ORN was also sent to the email address you provided us.

Email address
john.citizen@bmail.com

Online reference number (ORN)
B3219297851

Forgotten your ORN?

☐ I’m not a robot

Submit

You will see the Check your order status screen

Enter your Email Address and Online reference number (ORN)

Select I’m not a robot
Check your order status

To view the application status, you will be prompted to enter your Reference Number (ORN) which was provided when you submitted your application.

Email address:
john.doe@abc.com

Online reference:
B56645

Forgot?

Submit

Select all images with a store front.

Your screen will be similar to this. Select the images as instructed.

An example is **Select all images with a shop front**. Then select **Verify**.
Check your order status

Once you have completed the image selection, select **Submit**. You will then see the below screen and can view your application status.

**Application for a Birth Certificate**

Your application status

- Your application has been submitted and we are currently validating your proof of identity documents

**ORDER DETAILS**

**APPLICATION**

- Application Type
  - Birth Certificate - Ordinary

- Priority
  - No

- View friendly application form

**SUBJECT DETAILS**

- Family home
- Citizen
- First Given Name
- John
Order status – More Info Required

You can now see your application status on this screen. The status of your application will be More Info Required.
To attach further documents, Select Action.
Identification

Please see list below of the documents the Registry will need to prove your identity before processing the application. For more information about how the Registry protects your privacy, please visit our website.

Category 1
- Australian Birth Certificate
- New Zealand Citizen Certificate together with Passport
- Australian Citizen Certificate
- New Zealand Birth Certificate

Category 2
- Australian Drivers License (Current)
- Australian Passport (Current)
- Proof of Age Card
- Foreign Passport

Category 3
- Firearms License (Current)
- Medicare Card
- Security Guard/Crowd Control License
- Tertiary Education Institution ID Card
- Centrelink or Department of Veterans Affairs Card

Category 4
- Recent Utility Account
- Lease Agreement (Current Address)
- Rates Notice (Current Address)

You will then see the Identification screen.

Identification you previously supplied is automatically ticked and pre-selected.

You must have three identification documents selected.
What identification to attach

In your “Request for information from BDM” email, you will see a PDF attachment.

Open this PDF to see what identification you need to submit.

<table>
<thead>
<tr>
<th>Category</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Category 2, e.g. Driver’s Licence, Passport</td>
</tr>
<tr>
<td>Category 3</td>
<td>e.g. Medicare card, Pension card, Student Card</td>
</tr>
<tr>
<td>Category 4</td>
<td>e.g. Utility account</td>
</tr>
</tbody>
</table>

To provide additional identification, access your online application at: [https://onlineforms.bdm.nsw.gov.au](https://onlineforms.bdm.nsw.gov.au) and select Check your order Status.

Yours faithfully

John Smith

Client Services Officer
(02) 9039 9955

NSW Registry of Births Deaths & Marriages

Attaching further documents
Identification

If your identification has expired or is not valid and you wish to supply another, unselect the invalid identification previously submitted and then select the new identification you wish to attach.

Category 1
- Australian Birth Certificate
- New Zealand Citizen Certificate together with Passport
- Australian Citizen Certificate
- New Zealand Birth Certificate

Category 2
- Australian Drivers License (Current)
- Australian Passport (Current)
- Proof of Age Card
- Foreign Passport

Category 3
- Firearms License (Current)
- Medicare Card
- Security Guard/ Crowd Control License
- Tertiary Education Institution ID Card
- Centrelink or Department of Veterans Affairs Card

Category 4
- Recent Utility Account
- Lease Agreement (Current Address)
- Rates Notice (Current Address)

Only unselect the identification which is no longer valid as you still need to have three forms of identification.

If you need to supply a scan of the same identification you originally submitted then select Next.

Note: You may choose to supply the same identification due to your previous scan not being clear enough or your identification was expired and you have since renewed.
Authorisation and ID requested

If you are not authorised to apply for the requested certificate you may be asked to provide a letter giving you authorisation and 3 forms of identification from an authorised person.

If this applies to you, the screen on the left will be displayed.

You will need to follow the same steps for Adding Attachments in the following slides.
**Add Attachments**

Please attach the required documents. Please note that the Registry can only start processing your application once all documents are submitted and verified.

**AUSTRALIAN DRIVERS LICENSE (CURRENT) OF THE APPLICANT**

Where is this?

**Document Number**

112233

[Remove Attachment] Drivers Licence.pdf

**MEDICARE CARD OF THE APPLICANT**

Where is this?

**Document Number**

22223333

[Remove Attachment] Medicare.pdf

**RECENT UTILITY ACCOUNT OF THE APPLICANT**

Where is this?

**Document Number**

44666677

[Remove Attachment] Utility Bill.pdf

---

You are only required to attach identification requested in the email you received from the Registry.

You **do not** need to Remove Attachment for valid documents already previously submitted.

Documents you have previously submitted will still be accessible in the Registry’s system.

To remove an invalid form of identification or to attach another document, select **Remove Attachment**.

If you are attaching a different identification document enter the new **Document Number**.
Add Attachments

Please attach the required documents. Please note that the Registry can only start processing your application once all documents are submitted and verified.

**MEDICARE CARD OF THE APPLICANT**

Where is this?

Document Number

22223333

Remove Attachment: Medicare.pdf

**RECENT UTILITY ACCOUNT OF THE APPLICANT**

Where is this?

Document Number

44556677

Remove Attachment: Utility Bill.pdf

**AUSTRALIAN PASSPORT (CURRENT) OF THE APPLICANT**

Where is this?

Document Number

Choose File: No file chosen

Select Choose File.
Add Attachments

Select the new file you wish to attach and click **Open**. Can be JPEG, PDF or TIFF file. Maximum file size is 20MB.

Filenames must be alphanumeric with no spaces, dashes, or underscores. Example: `mypassport19.jpg`
Add Attachments

If you are attaching a different identification document enter the new Document Number and then select Next.

Repeat the Add Attachment steps if you are required to attach more than one further identification document.
You will then see the screen on the left. Your application status will now be **Received**.

The Registry will review your submitted identification and either finalise or request more information from you.