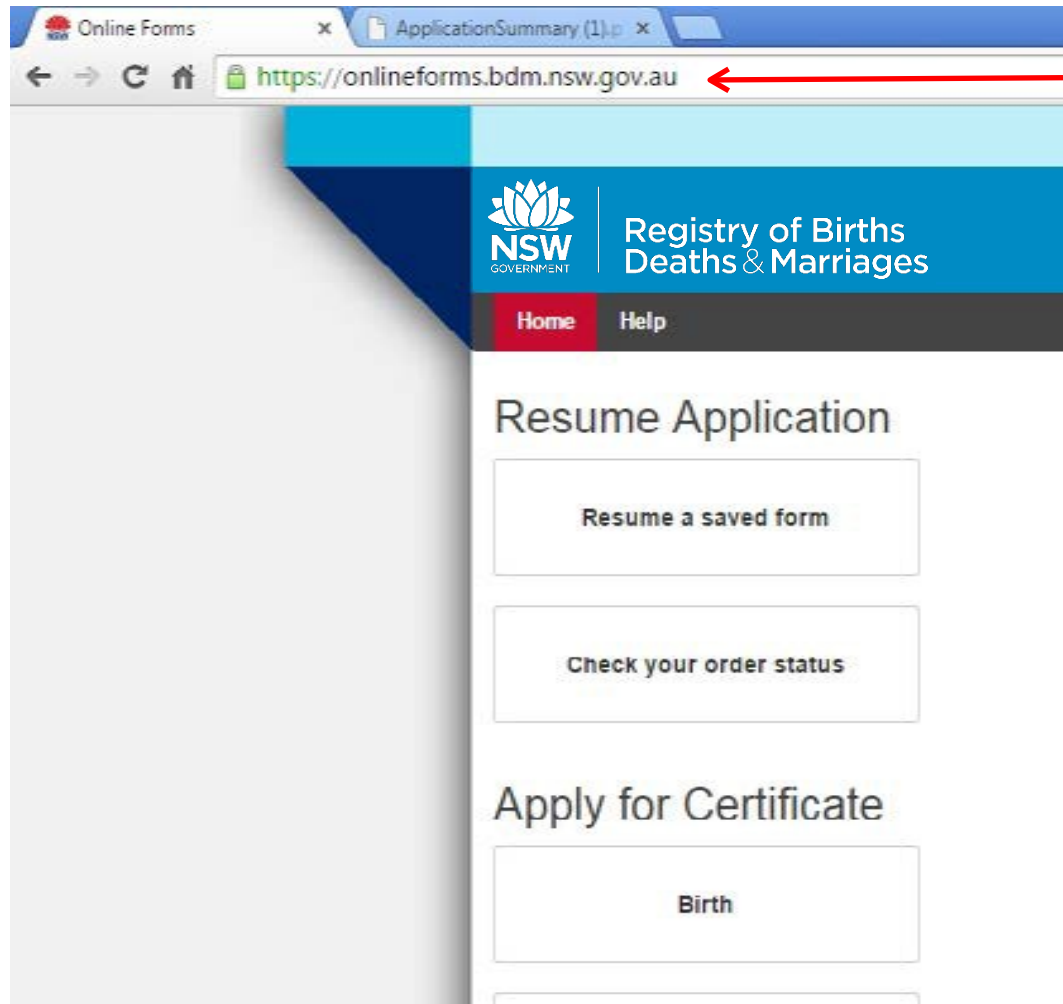


Help Guide

**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

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@gmail.com

You will see the **Check your order status** screen

Online reference number (ORN)

B3219297851

Enter your **Email Address** and **Online reference number (ORN)**

[Forgotten your ORN?](#)

I'm not a robot



Select **I'm not a robot**

Submit

Check your order status



Check your order status

To view the app

Reference Number (ORN) which was provided when you submitted led us.

Select all images with a store front.

Email address: john.c

Online ID: B6564

Forgotten password?

Submit

VERIFY

The screenshot shows a web interface for checking an order status. It includes a search bar for a Reference Number (ORN), a grid of 10 images for selection, and a 'VERIFY' button. The images include a 'KFC' store, a 'Novel' store, a building with 'PERTALOKAN AMAYA' signage, a modern building, a residential house, and a shopfront with a blue sign.

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

An example is **Select all images with a shop front.** Then select **Verify.**

Check your order status

The screenshot shows the 'Check your order status' page. At the top left is the NSW Government logo and the text 'Registry of Births Deaths & Marriages'. Below this is a navigation bar with 'Home' and 'Help' links. The main heading is 'Check your order status'. Below the heading, there is a paragraph: 'To view the status of your application, you will need to enter the Online Reference Number (ORN) for the application. This ORN was also sent to the email address you provided.' There are two input fields: 'Email address' with the value 'john.citizen@bmail.com' and 'Online reference number (ORN)' with the value 'B6564995865'. Below these fields is a link 'Forgotten your ORN?'. At the bottom left is a 'Submit' button. At the bottom right is a reCAPTCHA widget with a green checkmark and the text 'I'm not a robot'.

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

The screenshot shows the 'Application for a Birth Certificate' page. At the top left is the NSW Government logo and the text 'Registry of Births Deaths & Marriages'. Below this is a navigation bar with 'Home' and 'Help' links. The main heading is 'Application for a Birth Certificate'. In the top right corner, there is a blue box with the text 'ONLINE REFERENCE NUMBER B4202213097'. Below the heading, there is a red arrow pointing right with the text 'Your application status'. To the right of the arrow is the heading 'Your application status' and a green checkmark icon followed by the text 'Your application has been submitted and we are currently validating your Proof of Identity documents'. Below this is a list of sections: 'YOUR ORDER DETAILS', 'APPLICATION', 'Application Type', 'Priority', and 'SUBJECT DETAILS'. Under 'Application Type', the text is 'Birth Certificate - Ordinary'. Under 'Priority', the text is 'No'. Under 'SUBJECT DETAILS', there are two fields: 'Family Name' with the value 'Citizen' and 'First Given Name' with the value 'John'. At the bottom, there is a link 'View printer friendly application form'.

Order status – More Info Required

Application for a Birth Certificate

ONLINE REFERENCE NUMBER
B3219297851

Your application status

Your application status

> Your application has been submitted and we are currently validating your Proof of Identity documents

YOUR ORDER DETAILS

APPLICATION

Application Type

Birth Certificate - Ordinary

Priority

No

[View printer friendly application form](#)

SUBJECT DETAILS

Family Name

Halprin

First Given Name

Oliver

STATUS

Type	Quantity	Status	Action
Birth Certificate - Ordinary	1	More Info Required	Action

COMMUNICATION

Date Sent	Subject	Attachment
22/11/2016 10:32	Tax Receipt	Download

You can now see your application status on this screen. The status of your application will be **More Info Required.**

Action

To attach further documents,
Select **Action**.

STATUS

Type	Quantity	Status
Birth Certificate - Ordinary	1	More Info Required

Action

Identification

Birth Details

Applicant Details

Certificate Order

Delivery and Payment

Identification

Add Attachments

Confirm Order

Summary

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)

Next

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

John Citizen
123 West St

EDEN NSW 2551

22 November 2016

Ref: 241856/2016
ORN: B3219297851

Dear John

Thank you for your application requesting the certificate for Oliver Halprin.

Your application was received with either insufficient or expired forms of identification.

Please provide 1 form of **current** identification (refer to the Identification list on the last page of this letter).

	Category 1	e.g. Australian birth certificate, Citizenship certificate
1	Category 2	e.g. Driver's Licence, Passport
	Category 3	e.g. Medicare card, Pension card, Student Card
	Category 4	e.g. Utility account

To provide additional identification, access your online application at:
<https://onlineforms.bdm.nsw.gov.au> and select **Check your order Status**.

Yours faithfully

John Smith

Client Services Officer
(02) 9039 9955



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.

Identification

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)

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.

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

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)

Other

- Person giving authorisation - Document 1
- Person giving authorisation - Document 2
- Person giving authorisation - Document 3
- Letter of permission or authority from the person named on the certificate or their parent

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

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

Drivers Licence.pdf

MEDICARE CARD OF THE APPLICANT

Where is this?

Document Number

22223333

Medicare.pdf

RECENT UTILITY ACCOUNT OF THE APPLICANT

Where is this?

Document Number

44556677

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

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

[Remove Attachment](#) Medicare.pdf

RECENT UTILITY ACCOUNT OF THE APPLICANT

Where is this?

Document Number

[Remove Attachment](#) Utility Bill.pdf

AUSTRALIAN PASSPORT (CURRENT) OF THE APPLICANT

Where is this?

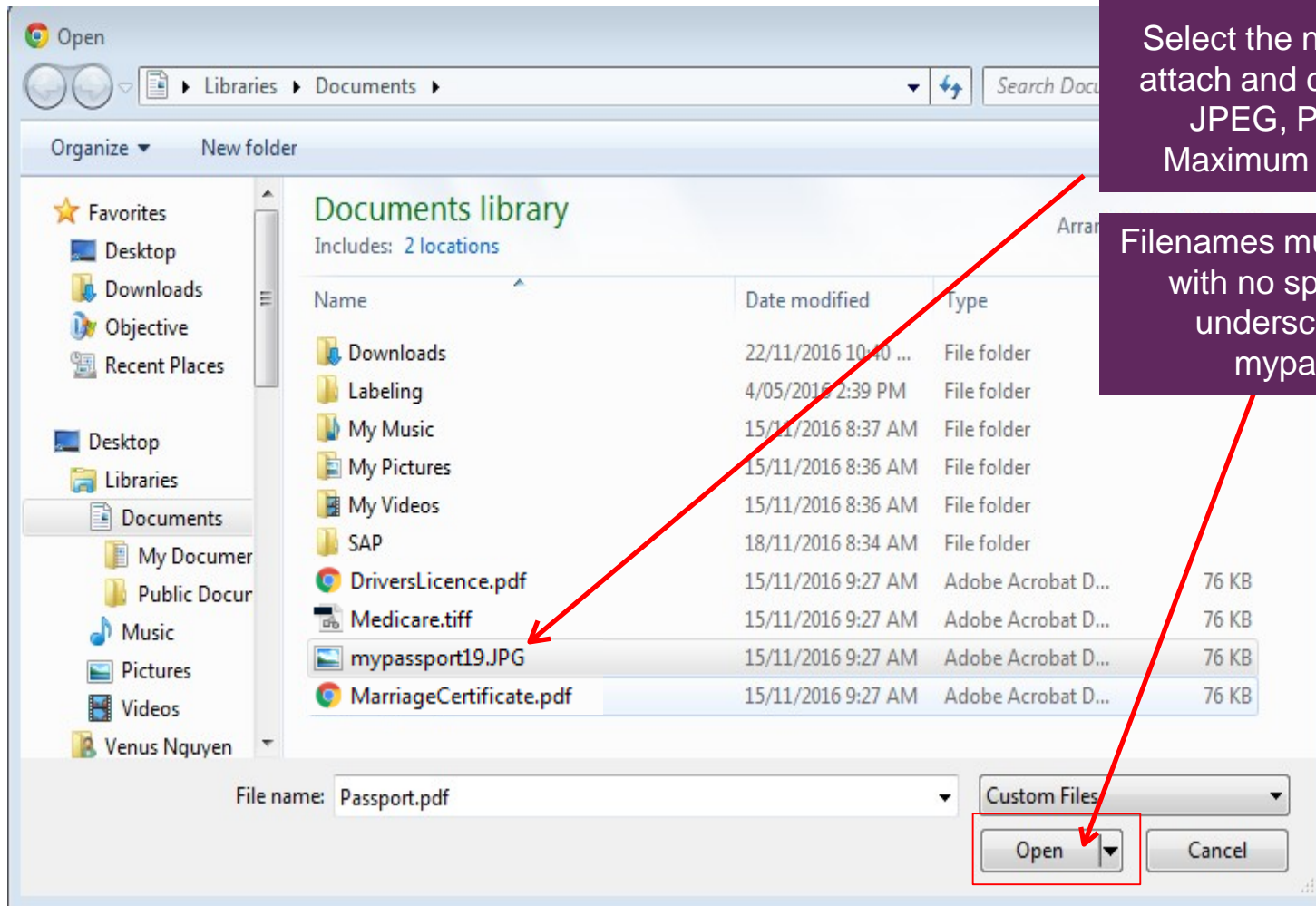
Document Number

[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

AUSTRALIAN PASSPORT (CURRENT) OF THE APPLICANT

Where is this?

Document Number

987987987

Remove Attachment Passport.pdf

Next

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.

Application Status

Your application status

> Your application has been submitted and we are currently validating your Proof of Identity documents

YOUR ORDER DETAILS

APPLICATION

Application Type

Birth Certificate - Ordinary

Priority

No

[View printer friendly application form](#)

SUBJECT DETAILS

Family Name

Jones

First Given Name

James

STATUS

Type	Quantity	Status
Birth Certificate - Ordinary	1	Received

COMMUNICATION

Date Sent	Subject	Attachment
22/11/2016 15:09	Tax Receipt	Download

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.