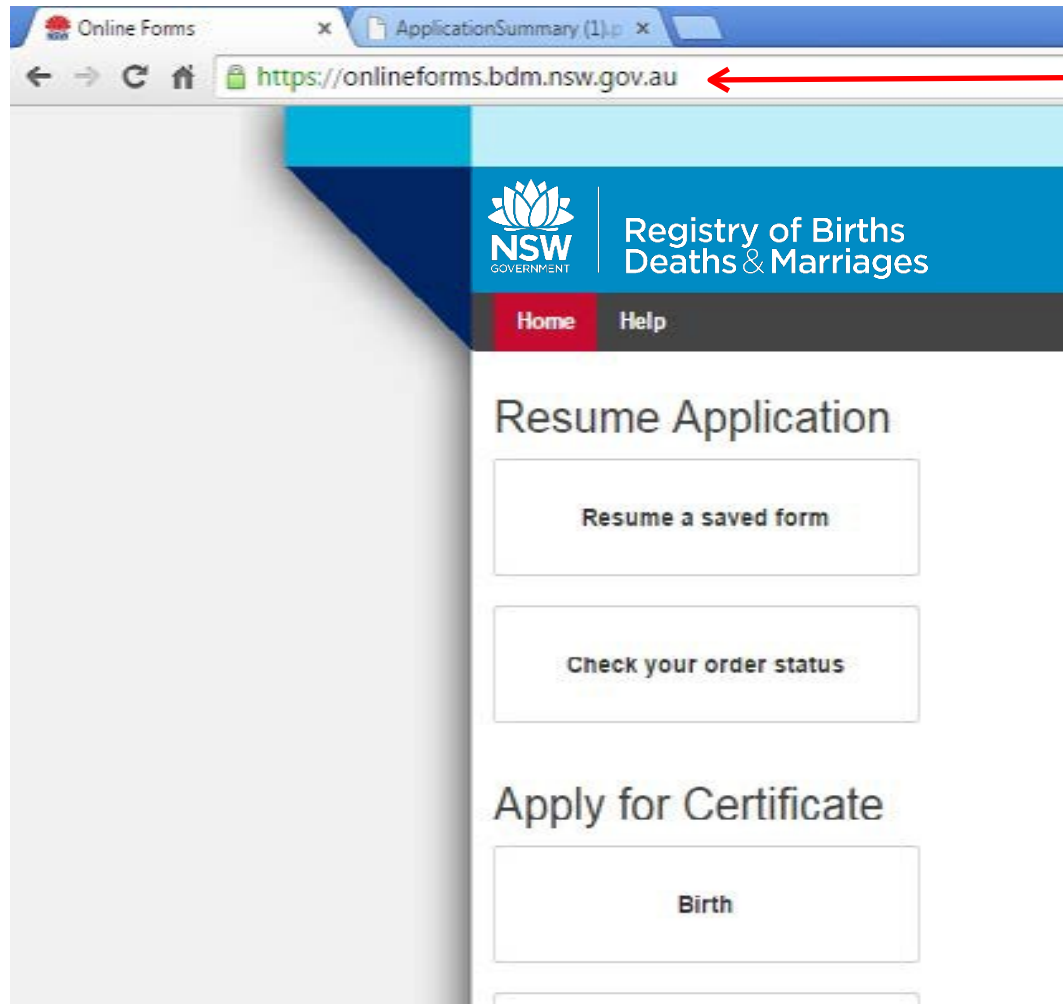


# Help Guide

**Attaching further documents  
to an online form...**



# Getting started



In your web browser enter:  
[onlineforms.bdm.nsw.gov.au](https://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@bmail.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



reCAPTCHA  
[Privacy](#) - [Terms](#)

Select **I'm not a robot**

Submit

# Check your order status



## Check your order status

To view the application status, you need to provide the Reference Number (ORN) which was provided when you submitted the application.

Email address:

Online ID:

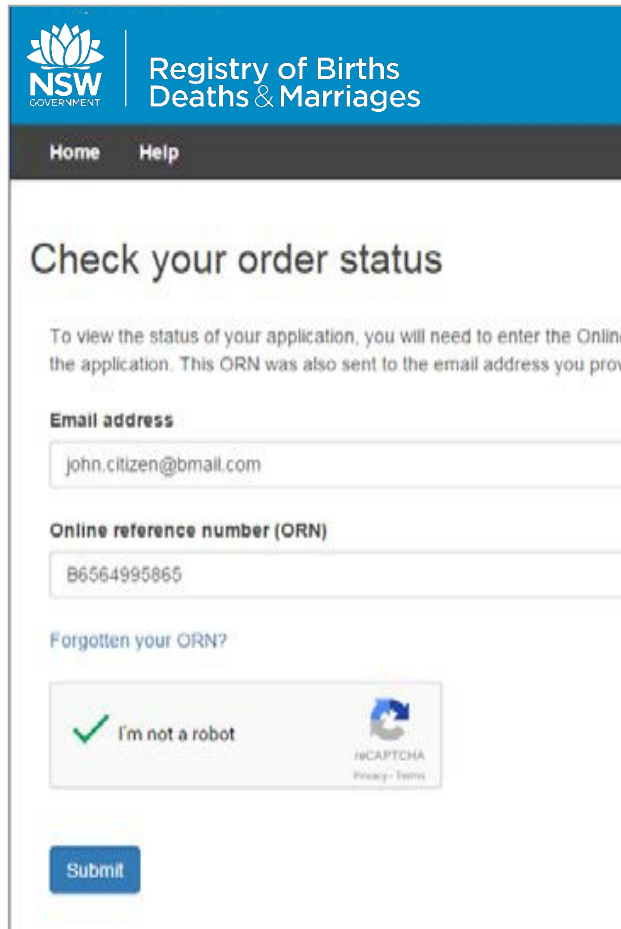
Forgot your ORN? ☐

**Select all images with a store front.**

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

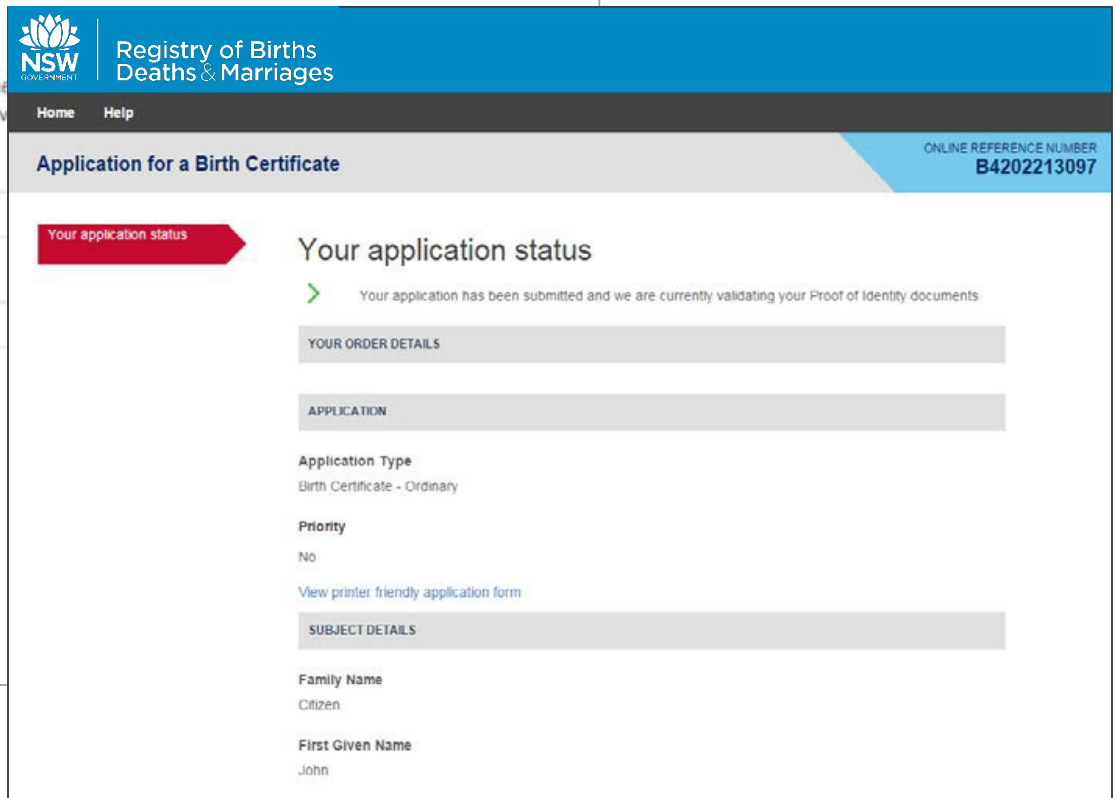
An example is **Select all images with a shop front.** Then select **Verify.**

# Check your order status



The screenshot shows the 'Check your order status' page. At the top is the NSW Government logo and the text 'Registry of Births Deaths & Marriages'. Below this are 'Home' and 'Help' links. The main heading is 'Check your order status'. A message states: '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 is a link 'Forgotten your ORN?'. A reCAPTCHA box contains a green checkmark, the text 'I'm not a robot', and the reCAPTCHA logo with links for 'Privacy' and 'Terms'. A blue 'Submit' button is at the bottom.

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 'Your application status' page. At the top is the NSW Government logo and the text 'Registry of Births Deaths & Marriages'. Below this are 'Home' and 'Help' links. The main heading is 'Application for a Birth Certificate'. On the right, it says 'ONLINE REFERENCE NUMBER B4202213097'. A red arrow points to the heading 'Your application status'. Below this, a green arrow and text state: 'Your application has been submitted and we are currently validating your Proof of Identity documents'. There are two expandable sections: 'YOUR ORDER DETAILS' and 'APPLICATION'. The 'APPLICATION' section is expanded, showing 'Application Type' as 'Birth Certificate - Ordinary', 'Priority' as 'No', and a link 'View printer friendly application form'. Below this is another expandable section 'SUBJECT DETAILS', which is also expanded, showing 'Family Name' as 'Citizen' and 'First Given Name' as 'John'.

# 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	<a href="#">Action</a>

### COMMUNICATION

Date Sent	Subject	Attachment
22/11/2016 10:32	Tax Receipt	<a href="#">Download</a>

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

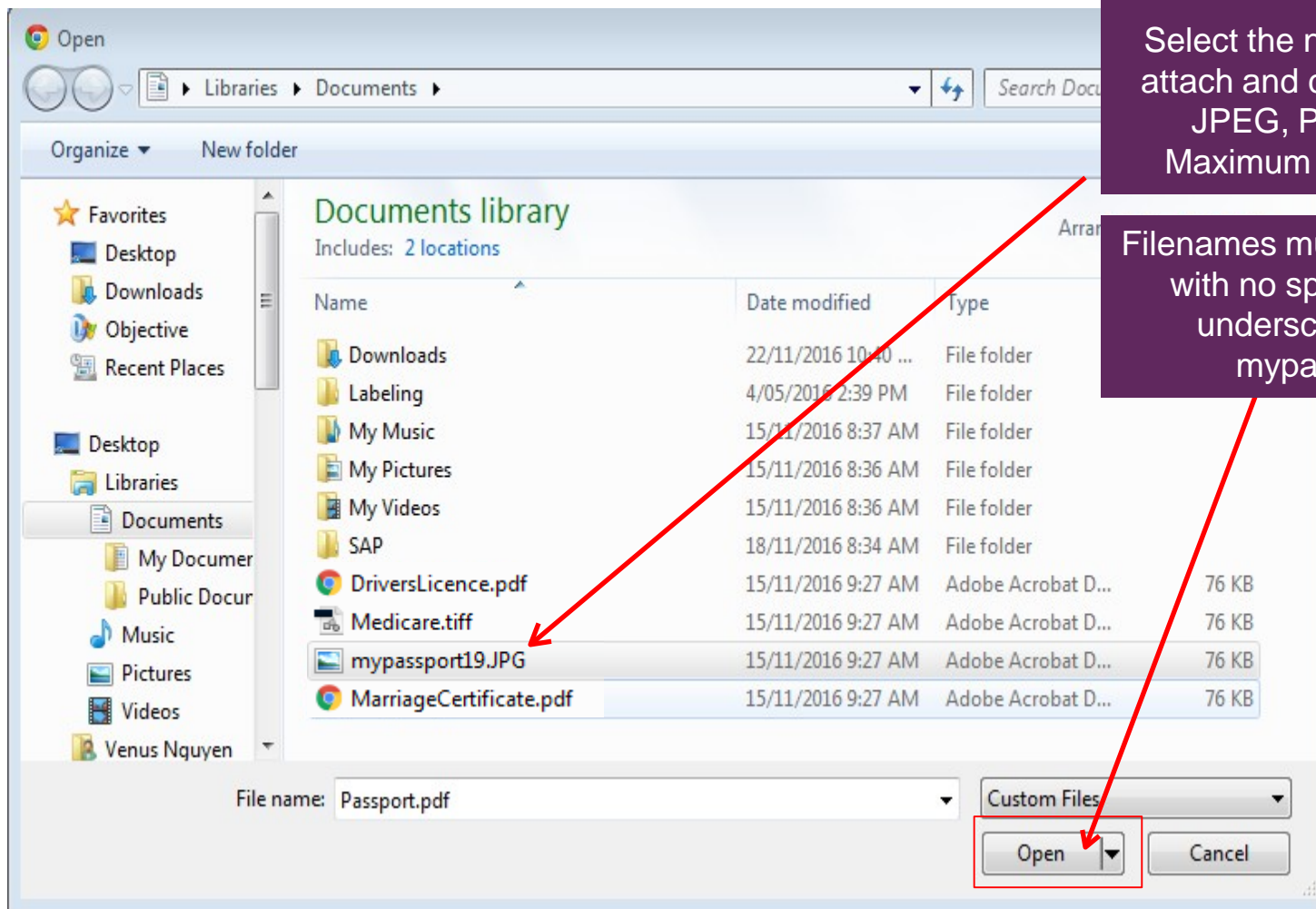
Where is this?

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	<a href="#">Download</a>

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.