



NZ Verify

Whakatūturu

Training Pack

A resource library for
organisations preparing
staff to verify digital
credentials



New Zealand Government
Te Kāwanatanga o Aotearoa

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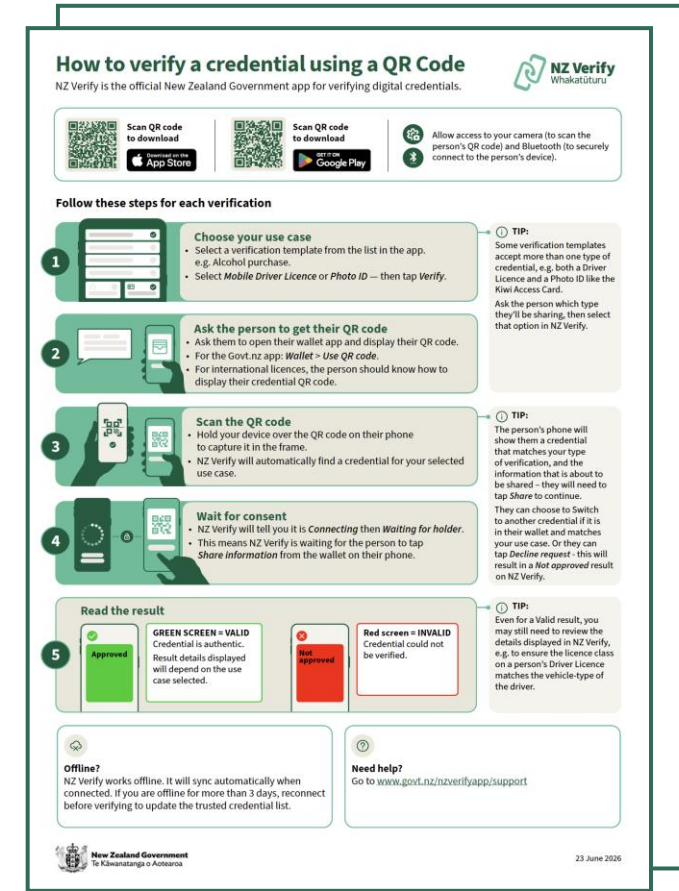
Using this training pack



Kia ora, and welcome.

This pack will help prepare your people to use the NZ Verify app to verify digital credentials with confidence.

- It is intended to be used as a “slide library”. Pick the slides that suit your team and delete the rest.
- Pair it with the NZ Verify ‘How-to’ guide, which gives staff the in-the-moment steps. You can download this from www.govt.nz/about/nz-verify-app/get-help.
- In Section two, use only the verification template slides relevant to your organisation — for example, hospitality teams may need age-restricted purchases, while other organisations may need Driver Licence or Proof of Identity checks.
- The Support section includes optional FAQ slide(s) — delete or add your own.



Section one:

About the NZ Verify app



What is NZ Verify



The NZ Verify app is the official New Zealand Government app for in-person verification of digital credentials.

It was created by the Government Digital Delivery Agency (GDDA), part of the Public Service Commission.

It lets your organisation confirm that a person's digital credential is genuine, current, comes from a trusted issuer, and hasn't been tampered with.

The NZ Verify app is not:

- ✗ a digital wallet — it doesn't hold or share credentials. That's the role of apps like the Govt.nz app.
- ✗ a data collector – it does not store copies of (for example) a person's credentials, name, DOB, address, or photo.
- ✗ a tool for verifying physical credentials, such as physical copies of driver licences or passports.

NZ Verify can verify a credential in any compliant digital wallet, not just the one in the Govt.nz app.

How verification works

When a person presents their device with their digital wallet to you, it starts a communication between your two devices.

The Govt.nz app will automatically select a credential that matches your verification request. If there are multiple matches, the person is prompted to select one. The NZ Verify app then runs a series of automatic checks on the selected credential.

You don't need to remember these checks individually — NZ Verify runs them automatically every time.



1. Cryptographic check — confirms the credential's digital signature against the issuing authority's public key.



2. Trust check — confirms the issuing authority is on a list of trusted issuers maintained by GDDA.



3. Validity check — confirms the credential hasn't expired or been revoked.



4. Acceptability check (for some verification cases) — assesses whether the credential is acceptable for the intended purpose and confirms the person meets specific requirements, such as a minimum age.



5. Result — if every check passes, the NZ Verify app will display a "Valid" message - or "Approved" if step 4 is applicable - along with certain details from the presented credential, e.g. a name and photo for Photo ID.

Privacy and security



The NZ Verify app is built on the principle that verification should never come at the cost of privacy:

No data is retained

Nothing is stored on the device or sent to a server.

No tracking

NZ Verify can't be used to track people holding the credentials and doesn't collect personal identifying information.

Screenshots blocked

Screen capture and screen recording are disabled to protect the credential holder's information.

Trusted issuers only

Before a credential can be verified using the app, it must be accredited under the Digital Identity Services Trust Framework (DISTF) legislation or be an international mobile driver licence with a publicly shared cryptographic certificate; *and* be added to GDPA's trust list of issuers.

Legal context



The NZ Verify app supports your verification process, but it doesn't replace your organisation's legal responsibilities.

- Only credentials from trusted issuers can be verified using the NZ Verify app — accredited under the Digital Identity Services Trust Framework legislation or an international mobile driver licence, *and* added to the GDDA's official trust list.
- The NZ Verify app doesn't change any existing laws about where and when digital credentials can be accepted. Some legislation will need to be updated to accept them.

For example, the Identity Verification Code of Practice, and the Sale and Supply of Alcohol regulations were updated on 1 July 2026 to allow the use of digital identity credentials for financial services and age restricted goods and services.

- Organisations remain responsible for their own legal and compliance obligations.

Section two:

Verification templates and results

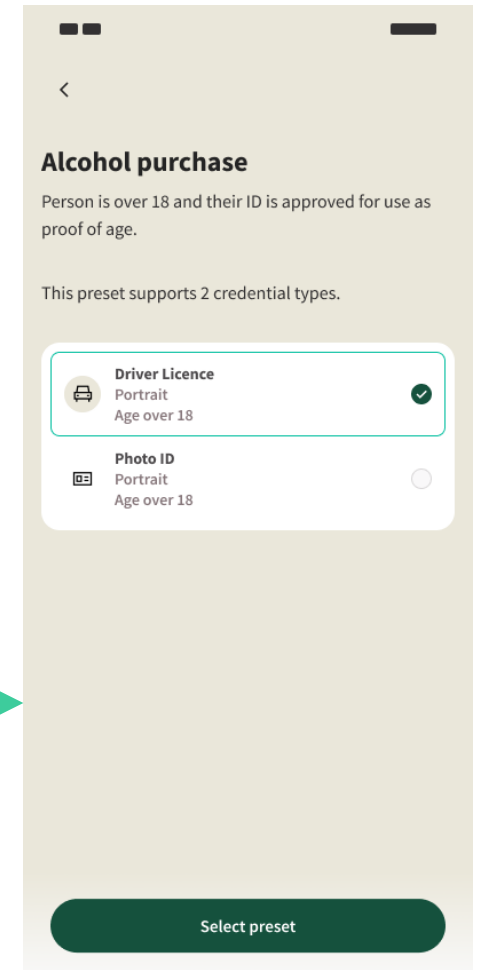
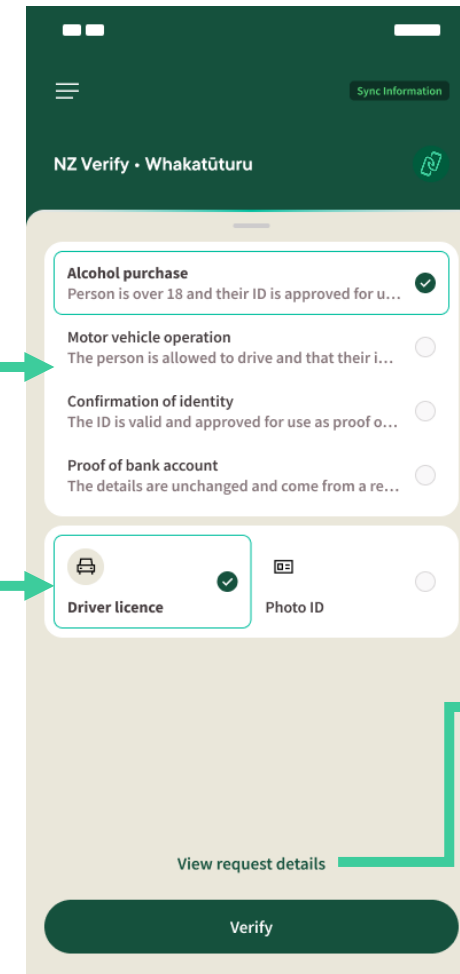


Choosing the right verification template



- Select a verification template before scanning the person's digital wallet — this tells the NZ Verify app what to check for and what information to request
- Tap *View request details* for the full description of what a template checks and what it will display.
- Some templates accept more than one credential type — for example, a Driver Licence and a Photo ID like the Kiwi Access Card. You may need to ask the person which one they have and select that option.
- *Note: This is a limitation of the current international credential standards, not a fault in the app — it can only request one credential type at a time.*
- The NZ Verify app remembers your last-used template when you reopen it — check it's still the right one before you start a new verification.

The following slides cover all the templates — use only the one(s) that apply to your organisation.



Age-restricted purchases

Use case	Purpose	Accepted credentials		Displays
Alcohol purchase	Confirms the person is 18 or over as required by the Sale and Supply of Alcohol Act.	Photo ID	Meeting standard+, strong+, or very strong assurance as determined by the Trust Framework Authority.	Portrait Age over 18
		Driver Licence	New Zealand Driver Licence only. Overseas driver licences are not legally allowable as proof of age.	Portrait Age over 18
Other 18+ restrictions Tobacco or vape purchase, instant games, class 4 gambling (gaming machines), use of tanning beds	Confirms the person is 18 or over for other age-restricted activities.	Photo ID	Meeting standard+, strong+, or very strong assurance as determined by the Trust Framework Authority.	Portrait Age over 18
		Driver Licence	New Zealand Driver Licence only. Overseas driver licences are not legally allowable as proof of age.	Portrait Age over 18

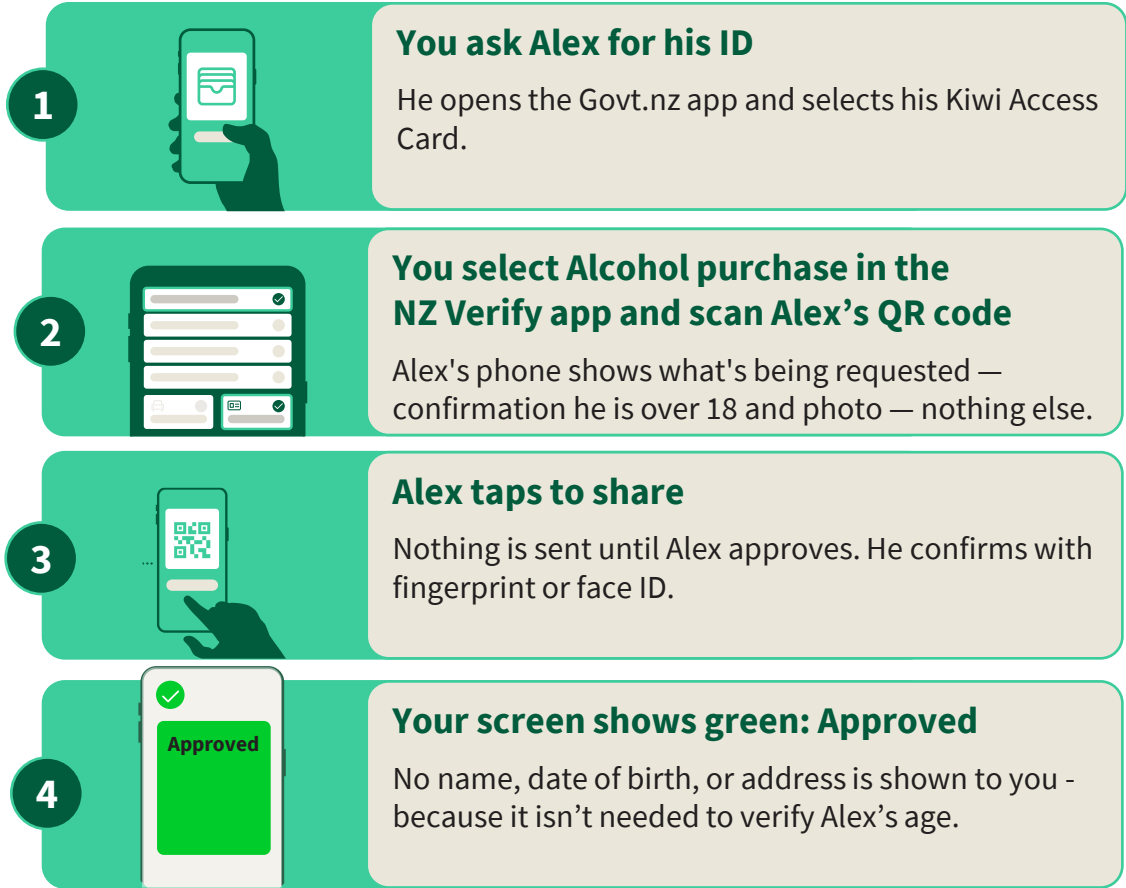
What it looks like from the other side

This is a quick look at the same moment (using the NZ Verify app to check a person is over the age of 18 years), from your customer's point of view. It might be useful context for your front-line.



About Alex

- Alex has his Kiwi Access Card loaded in the Govt.nz app.
- He's used to using his phone for everything – eftpos, tickets, ID – and expects this to be just as quick.
- Alex just wants his drink. Nobody enjoys being asked to prove their age.



Why this matters for your team:

Alex didn't hand over his whole ID — just a yes/no answer to the question of if he is over 18 years old. This is the NZ Verify app's privacy protection working as intended. Understanding this will help you answer questions from your customers about what you can see.

Operating a motor vehicle

Use case	Purpose	Accepted credentials		Displays
Operating a motor vehicle	Confirms the person holds a valid driver licence issued by a trusted issuer	Driver Licence	Photo ID is not applicable for this use case. Manual check still required – a Valid result confirms the licence is genuine, current and from a trusted issuer – it does not automatically confirm the licence class or conditions match the vehicle being used.	Portrait Sex Date of birth Name Date of issue Date of expiry Issuing authority Issuing country Document number Administrative number Driving privileges

Staff should always review the licence details displayed, particularly the driving privileges section, to check that the licence class and any conditions are appropriate for the vehicle. Don't, for example, rent a truck to someone who only holds a motorbike classification.

Proof of identity

Use case	Purpose	Accepted credentials		Displays
Proof of identify (basic)	Proves a person's identity.	Photo ID	Any trusted-issuer Photo ID or Driver Licence.	Portrait and name
		Driver Licence		
Proof of identity (customer due diligence)	Proves a person's identity.	Photo ID	Any trusted-issuer Photo ID or Driver Licence.	Name, photo, date of birth, and address
		Driver Licence	Any trusted-issuer Photo ID or Driver Licence.	Name, photo, date of birth, and address, signature

Choose *customer due diligence* only where your organisation has a legal requirement to confirm date of birth or address — e.g. for regulated onboarding processes.

Understanding every result screen

Screen colour	Outcome	What it means
Green	Valid / Approved	Credential is genuine, hasn't been tampered with, and is from a trusted issuer. The requested details are displayed.
Red	Invalid / Not approved	Credential is from an untrusted issuer, has been tampered with, or is not able to be used for the specified purpose.
Orange	Unable to verify	Verification couldn't be completed — e.g. the person doesn't have the right credential type or declined to share it.
Grey	Revoked	The credential has been revoked by its issuer — e.g. when the person is removed from a role their credential asserted – like the Companies Office removing a person from a company Director role.
White	Expired	The credential is past its validity period.
Yellow	Not yet active	The credential's validity period hasn't started yet.

For age and eligibility checks, you'll only ever see “Approved” or “Not approved” — NZ Verify won't explain the specific reason.

What to do when a result isn't **Valid**



Screen colour	What to do
Orange Unable to verify	Ask if the person has the other accepted credential type (e.g. Photo ID instead of Driver Licence, or vice versa) and try again.
Grey or White Revoked or Expired	Let the person know this credential can't be used and ask for an alternative. If they have no digital alternative, ask for a physical version of the credential.
Red Invalid	Do not proceed. Treat this the same way you would an invalid physical ID.

Most people won't know why a credential didn't work, and you won't have enough information to explain the technical reason. A physical ID is always an alternate option.

Section three: Support



FAQs: Day-to-day use



FAQs

	Can I use the app on my personal phone?	Yes. Anyone can download the NZ Verify app from the Apple App or Google Play stores. The app supports modern mobile smartphones or tablets – iOS 15.6 or later; Android 7.0 and up. Your device must have a camera.
	What if I'm offline?	NZ Verify works offline and syncs automatically once reconnected. If you've been offline for more than three days, reconnect before verifying to update the trusted credential list. The app will still work, but this ensures the credential list is fully up to date.

	What if the NZ Verify app says Waiting for holder for a long time?	It's likely waiting for the person to tap <i>Share information</i> from the wallet on their own device — this is their consent step, and there's nothing further for you to do.
	What if the person doesn't know how to get their QR code?	Ask them to open their wallet app and display their QR code. In the Govt.nz app, they go to the Wallet and tap Use QR code. For international licences, the person should know how to display their credential QR code.

Need help?



Download the **NZ Verify how-to guide** for step-by-step instructions from www.govt.nz/about/nz-verify-app/get-help.



Go to www.govt.nz/nzverifyapp for help.

**You're ready to verify.
Thank you.**

