

RAA Account Verification of Identity



RAA Portal users must complete identity verification every **two years** to maintain full access to account details and features.



Follow these steps to complete identity verification:

1. Log In to the RAA Portal using the **Service NSW Log In** option (red button).
2. Select the **Identity Verification** task.
3. Review the instructions and click **Complete identity verification**.
4. You'll be redirected to the Service NSW website (log in if prompted).
5. Accept the Privacy Collection Notices and Terms and Conditions.
6. Choose and enter details for two identity documents.
7. Confirm your details and enter your mobile number and address.
8. Enter the one-time authentication code sent to you (or use your authentication app).
9. Return to the RAA Portal and click **Validate identity verification** to finish.

For information or advice, contact the friendly team at the RAA:

Phone: 1800 678 593 **Email:** rural.assist@raa.nsw.gov.au **Web:** www.raa.nsw.gov.au