

## Building and Construction Industry

# LINK MYSERVICENSW ACCOUNT AND VERIFY IDENTITY – WORKER GUIDE

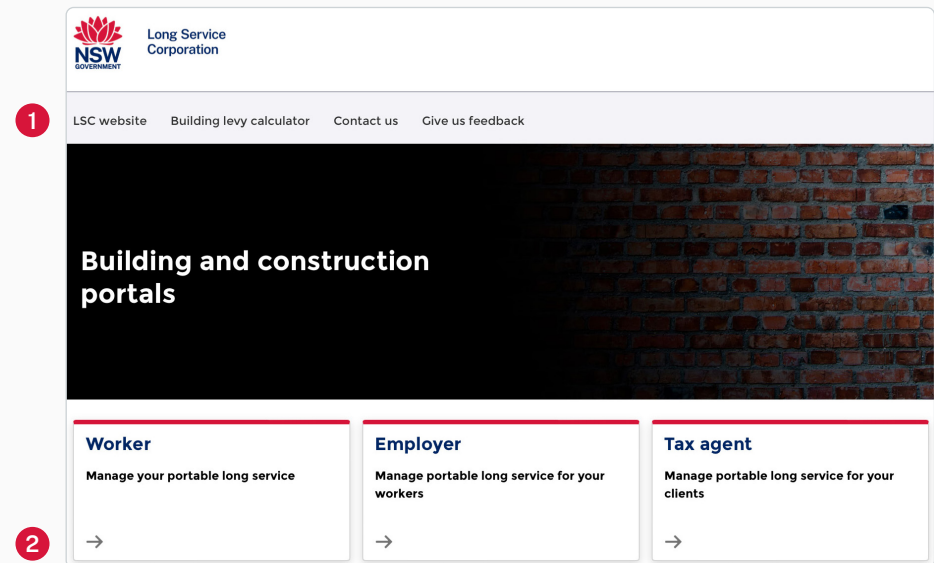
### How to link your MyServiceNSW account and verify your identity

Before starting, check the following:

- you're a registered worker with the Long Service Corporation (LSC)
- you haven't linked your LSC and MyServiceNSW accounts and/or verified your identity.

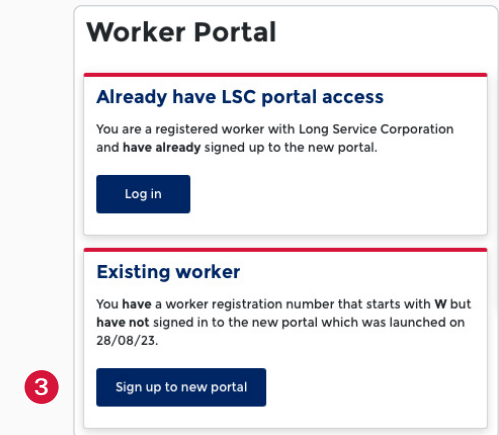
#### Log in to the worker portal

1. Go to the [Building and Construction portal](#)
2. On the Worker tile, select the grey arrow.



## Option 1 – Have not previously logged in to the portal

3. On the Existing worker tile, select the Sign up to new portal button.



**Worker Portal**

**Already have LSC portal access**

You are a registered worker with Long Service Corporation and **have already** signed up to the new portal.

Log in

**Existing worker**

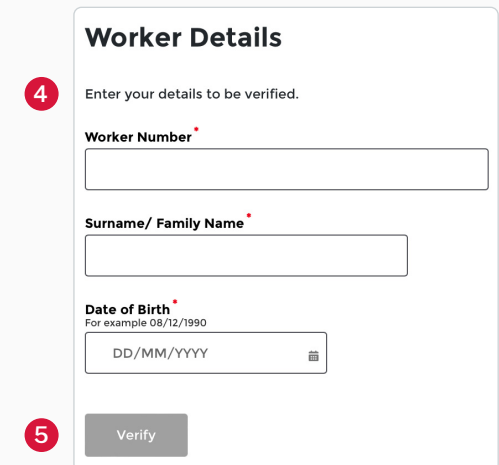
You **have** a worker registration number that starts with **W** but **have not** signed in to the new portal which was launched on 28/08/23.

Sign up to new portal

## Verify your details

4. Enter your worker number, surname and date of birth
5. Select the Verify button.

**Note:** You'll receive an email to complete your new portal access. Once your details are verified you'll need to log in to the portal.



**Worker Details**

Enter your details to be verified.

**Worker Number**\*

Surname/ Family Name\*

**Date of Birth**\*

For example 08/12/1990

DD/MM/YYYY

Verify

## Option 2 – Have previously logged in to the portal

6. On the Already have LSC portal access tile, select the Log in button.

**Worker Portal**

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**Already have LSC portal access**

You are a registered worker with Long Service Corporation and **have already** signed up to the new portal.

[Log in](#)

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**Existing worker**

You **have** a worker registration number that starts with **W** but **have not** signed in to the new portal which was launched on 28/08/23.

[Sign up to new portal](#)

## Link MyServiceNSW account

7. Select the Continue with Service NSW button.

**Registered Worker**

**Log in with Service NSW**

**Don't have a MyServiceNSW Account?**  
Select continue with Service NSW to create one.

[Continue with Service NSW](#)

By continuing, you consent to sharing your name and email address in your MyServiceNSW Account with Long Service Corporation.

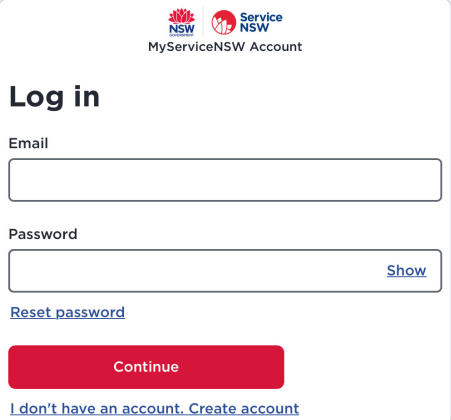
You will also have the option to verify your identity (a requirement if you are making a claim) and your LSC account will be linked with your MyserviceNSW account.

The details in your MyServicesNSW account must match the same identification details as your Long Service Corporation account. If the details do not match, you will be unable to claim using the portal.

## Log in with Service NSW

8. Enter your MyServiceNSW login email address and password
9. Select the **Continue** button.

**Note:** If you don't have a MyServiceNSW account, create one using the same email address as your LSC account.



8 **Log in**

Email

Password [Show](#)

[Reset password](#)

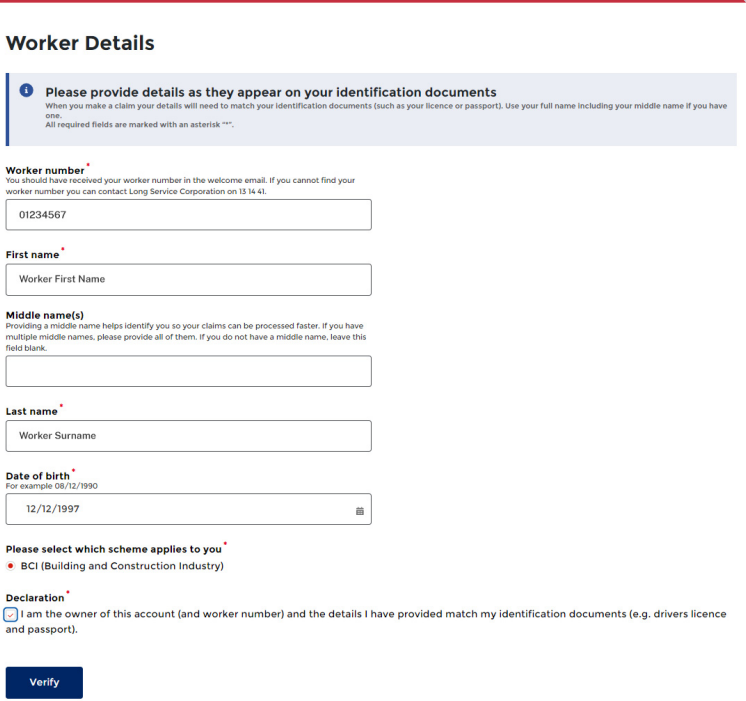
9 **Continue**

[I don't have an account. Create account](#)

## Identity check

10. Complete the **Worker Details** form
11. Verify you've read and understood the declaration by checking the box
12. Select the **Verify** button.

**Note:** Enter your details as they appear on your identification documents.



10 **Worker Details**

**Please provide details as they appear on your identification documents**  
When you make a claim your details will need to match your identification documents (such as your licence or passport). Use your full name including your middle name if you have one. All required fields are marked with an asterisk \*\*\*.

**Worker number** \*  
You should have received your worker number in the welcome email. If you cannot find your worker number you can contact Long Service Corporation on 13 14 41.

01234567

**First name** \*  
Worker First Name

**Middle name(s)** \*  
Providing a middle name helps identify you so your claims can be processed faster. If you have multiple middle names, please provide all of them. If you do not have a middle name, leave this field blank.

**Last name** \*  
Worker Surname

**Date of birth** \*  
For example 08/12/1990  
12/12/1997

**Please select which scheme applies to you** \*  
\* BCI (Building and Construction Industry)

**Declaration** \*  
☒ I am the owner of this account (and worker number) and the details I have provided match my identification documents (e.g. drivers licence and passport).

11

12 **Verify**

## Link your LSC and MyServiceNSW accounts

**13.** Select the **Continue with Service NSW** button to verify your identity

or

**14.** Select the **Continue without proof of identity** button, and you'll be redirected back to the worker portal.

### Access to the Long Service Corporation portal

You now have access to the Long Service Corporation portal using your MyServiceNSW account.



#### Making a claim or updating your personal details

You will need to provide your proof of identity before you can make a claim or update your personal details.

Would you like to verify your proof of identity now?

**13**

Continue with Service NSW

By continuing, you consent to sharing your name and email address in your MyServiceNSW account with Long Service Corporation.

#### Continue without proof of identity

You can still access the Long Service Corporation portal without providing proof of identity. You can provide your proof of identity at a later time.

**14**

Continue without proof of identity

## Verify identity

**15.** Read the privacy information onscreen

**16.** Select the **Continue** button.



### Portable Long Service Scheme privacy

By continuing, you agree to share the following additional details from your MyServiceNSW Account with **Long Service Corporation**, the NSW government agency that manages portable long service:

- Verified full name
- Date of birth
- Type of documents used to verify identity

How your personal information will be handled is explained in the [privacy collection notice](#).

**15**

**16**

Continue

## Verification

Follow the instructions to verify two different identity documents.

**17.** Select the first identity document, then the **Continue** button.

**Note:** You'll need to enter details for your identity documents. If you've changed your name in the past, using documents with the same details will speed up this process.

### Select your first document

Identity documents in order from most used to least used.

- ☐ Australian driver licence
- ☐ Medicare card
- ☐ Australian passport
- ☐ Overseas passport (Australian visa)
- ☐ Australian birth certificate
- ☐ Centerlink card
- ☐ Veteran Card
- ☐ Australian citizenship certificate
- ☐ Australian certificate registration by descent
- ☐ ImmiCard
- ☐ Aviation and Maritime Security Identification Card

17

Continue

## Confirmation

After successfully providing two identity documents, you'll be redirected back to the worker portal.

**18.** Select the **Continue** button.



**You'll now be taken to the Long Service Corporation worker portal.**

You will stay logged into your MyServiceNSW Account.

18

Continue

## Accounts linked and identity verified

**19.** Select the **Done** button to be redirected back to the worker portal.

### MyServiceNSW account linked

You have linked your MyServiceNSW account and verified your identity. You will be able to make a claim if you meet the criteria.

Done

19

## Need support

**20.** Raise a **Support Ticket** on the portal or call Service NSW on 13 14 41.



Long Service  
Corporation



Worker Name

Home

Service History

Claims

Support Tickets

Feedback

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