# Transcript – How to sign in to the

# my NDIS app on your phone

How to sign in to the my NDIS app on your phone.

Find the my NDIS app on your phone by finding the purple NDIS logo or type 'my NDIS' into your phone search bar.

There are five simple steps to sign in to the my NDIS app on your phone.

Step 1 - Getting started.

Open the app - Select the app icon to open it.

When you open the my NDIS app, there will be a welcome message.

Select 'Continue to Sign in' at the bottom of the screen.

You will then see the Terms and Conditions.

Please note - once you have finished reading the Terms and Conditions and scrolled to the bottom of the page, then the 'I Agree' button will become active.

By clicking 'I Agree', you are confirming you have read and agree with the Terms and Conditions.

You will then see the Privacy Notice.

Once you have finished reading the notice, the 'I Agree' button will become active for you to confirm you have read and agree with the Privacy Notice.

Select 'I Agree' and you will see the 'Sign in' screen.

Step 2 - Sign in.

To sign in, enter your NDIS number, last name and date of birth.

You can find your NDIS number on your plan which is located in the myplace participant portal.

Next, to verify it is you, it will ask to confirm your mobile phone number.

If there is more than one mobile number listed, you will need to confirm your mobile number from the list.

If you need to update your mobile number, you can do so using the myplace portal or by contacting NDIS on 1800 800 110.

Select 'Send code' and a 6-digit security code will be sent to your mobile number by SMS.

The SMS will have 'my NDIS' as the sender.

Do not reply to this SMS.

If you do not enter your code within 5 minutes, the code will time out.

You can request a new code by selecting 'Resend code'.

Enter the 6-digit code sent to your mobile phone by SMS and select 'Confirm code'.

You will only have to enter the 6-digit code the first time you log into the app.

After you enter your 6-digit code, you will need to set up your PIN number.

Step 3 - Set up your PIN number.

You must set up a PIN number to make sure the information in your app is kept safe.

When setting up the PIN, type in any 4 numbers that will be easy to remember.

Then, select the button 'Next: Confirm PIN'.

Re-enter the PIN to confirm it and select the 'Save PIN' button.

You can change your PIN number in the Account setting once you are logged into the app.

If you can't remember your PIN, select the 'Forgot PIN' button.

If your phone has Fingerprint or Face ID set up, you can set this up to unlock the my NDIS app.

To set up Fingerprint or Face ID in the my NDIS app, go to 'Account', then 'Settings'.

Select the 'Yes' button, next to 'Sign in with Face ID or Fingerprint method'.

If your iPhone or Android phone does not have Fingerprint or Face ID, you will not see this option.

Step 4 - Choosing the participant.

If you are a nominee or a child representative acting on behalf of more than one participant, you will need to select which participant profile to view.

Please note - every time you log off and sign back into the app, you will be asked to select a profile.

If you are a participant, nominee or child representative with a single profile, it will take you straight to the budget screen ready for use.

Step 5 - View your budget.

When you're signed in, the app will display your budget.

If you need help setting up your my NDIS app, contact the NDIS on 1800 800 110.

[End transcript]