

May 2024

**portal**

June 2020

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## Changes from the last version

The following updates have been made to the last published version of the myplace portal step-by-step guide:

* General updates.

## Introduction

In October 2023 the NDIA started using a new computer system. To help deliver this new computer system, we’ve built a new portal called my NDIS participant portal.

The my NDIS participant portal is for participants whose plans are developed in our new computer system. For more information on the my NDIS participant portal, you can go to [my NDIS participant portal and app | NDIS Improvements](https://improvements.ndis.gov.au/participants/my-ndis-participant-portal-and-app).

If you don’t have a plan in our new computer system yet, you should continue to use the NDIS myplace portal (portal) and this guide.

The **NDIS** **myplace portal** is a protected and secure website that can only be accessed using **myGov** account login details.

The portal allows you to manage your own information, plan details and plan budget.

**Note:** The information used in the screenshots throughout this guide is for instructional purposes and does not represent actual participants.

## What can you do in myplace?

As a NDIS participant you can use the myplace portal to:

* View and update your contact details;
* View your NDIS plan, including information about your funded supports;
* View and manage your current plan budget;
* Request payment for self-managed supports;
* Search and locate registered service providers;
* Create and manage service bookings with registered service providers;
* Manage your consent to share all or part of your plan with service providers;
* Upload and view documents;
* Print your plan;
* View the Planning Support Booklets; and
* MyGov inbox.

## Internet browser requirements

You can access the myplace portal via the internet and is supports latest stable browser version:

* Microsoft Edge
* Mozilla Firefox
* Google Chrome
* Apple Safari

## Before you start

To log in to the myplace portal, you will need a **myGov** account and an **NDIS activation code**.

You can request an activation code when you become a participant or an authorized representative, by contacting the NDIS on 1800 800 110 (Monday-Friday, 8am – 8pm).

Your activation code is temporary and will expire after 10 days. If you lose your code or it expires, you can contact the NDIS and request a new code.

Before logging in for the first time, you will need to link your myGov account to the National Disability Insurance Scheme. You will then be required to input your activation code; the activation code is only required the first time you sign in to the portal.

**Note:** Instructions for creating a myGov account can be found on the myGov website.

## Your first login

1. Sign into myGov (my.gov.au) using your existing username and password.
2. To link your myGov account to the NDIS, click the **View and link** **Services** link at the bottom-right of the page.

Graphical user interface, application

Description automatically generated

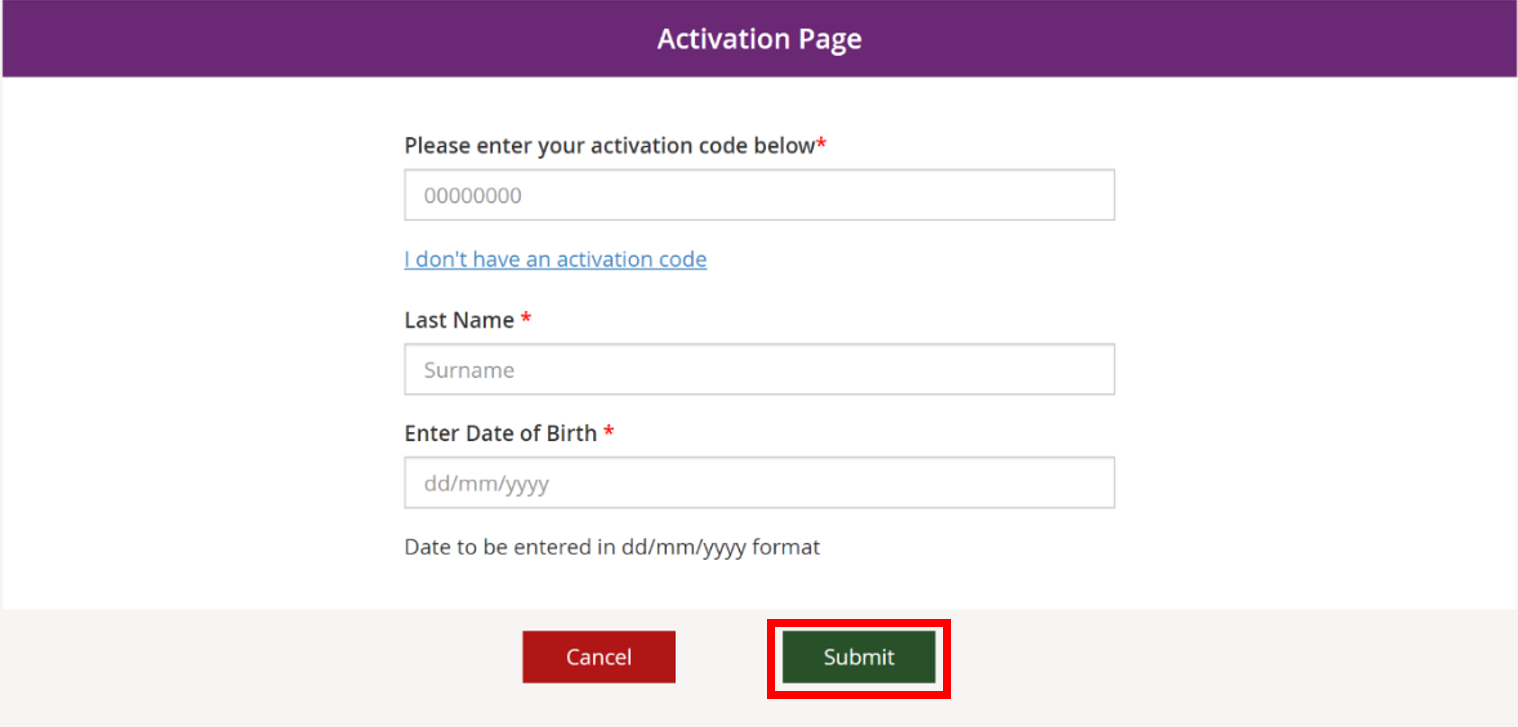
1. Then choose **National Disability Insurance Scheme** from the **Link a service** list.

Graphical user interface, application

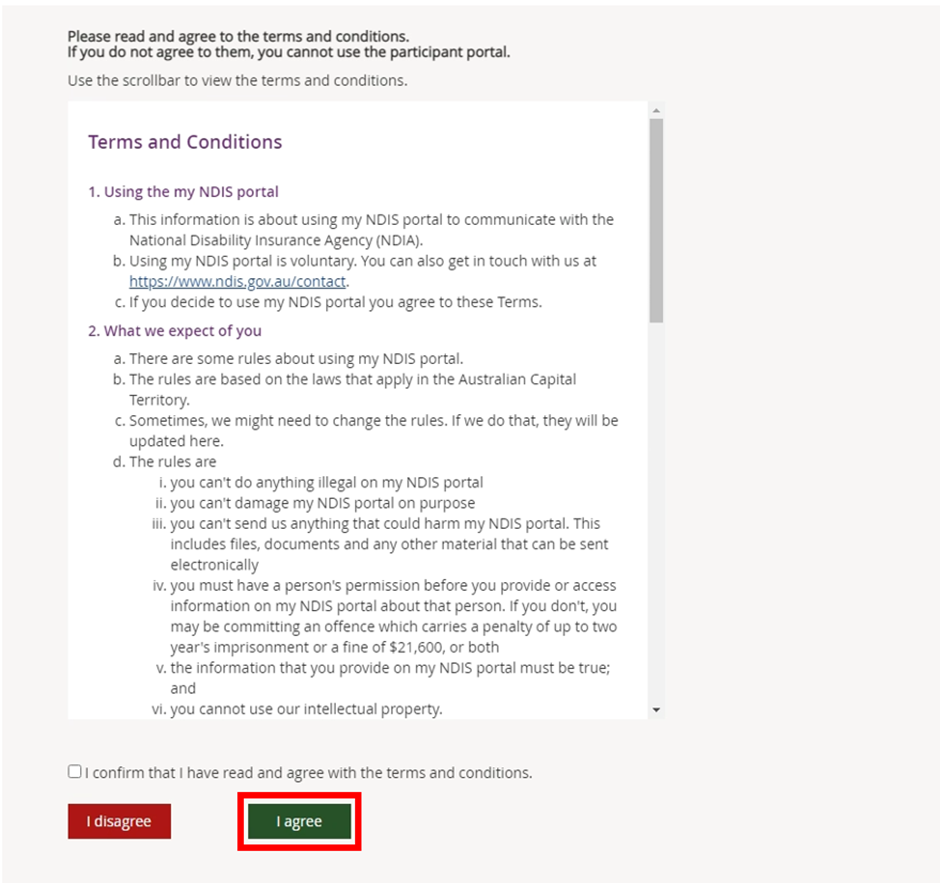
Description automatically generated

1. Type in your NDIS Activation Code, your Last Name, and your Date of Birth, then click the **Submit** button at the bottom of the screen. You only need to put in the NDIS activation code the first time you access the portal. This screen will not display again.

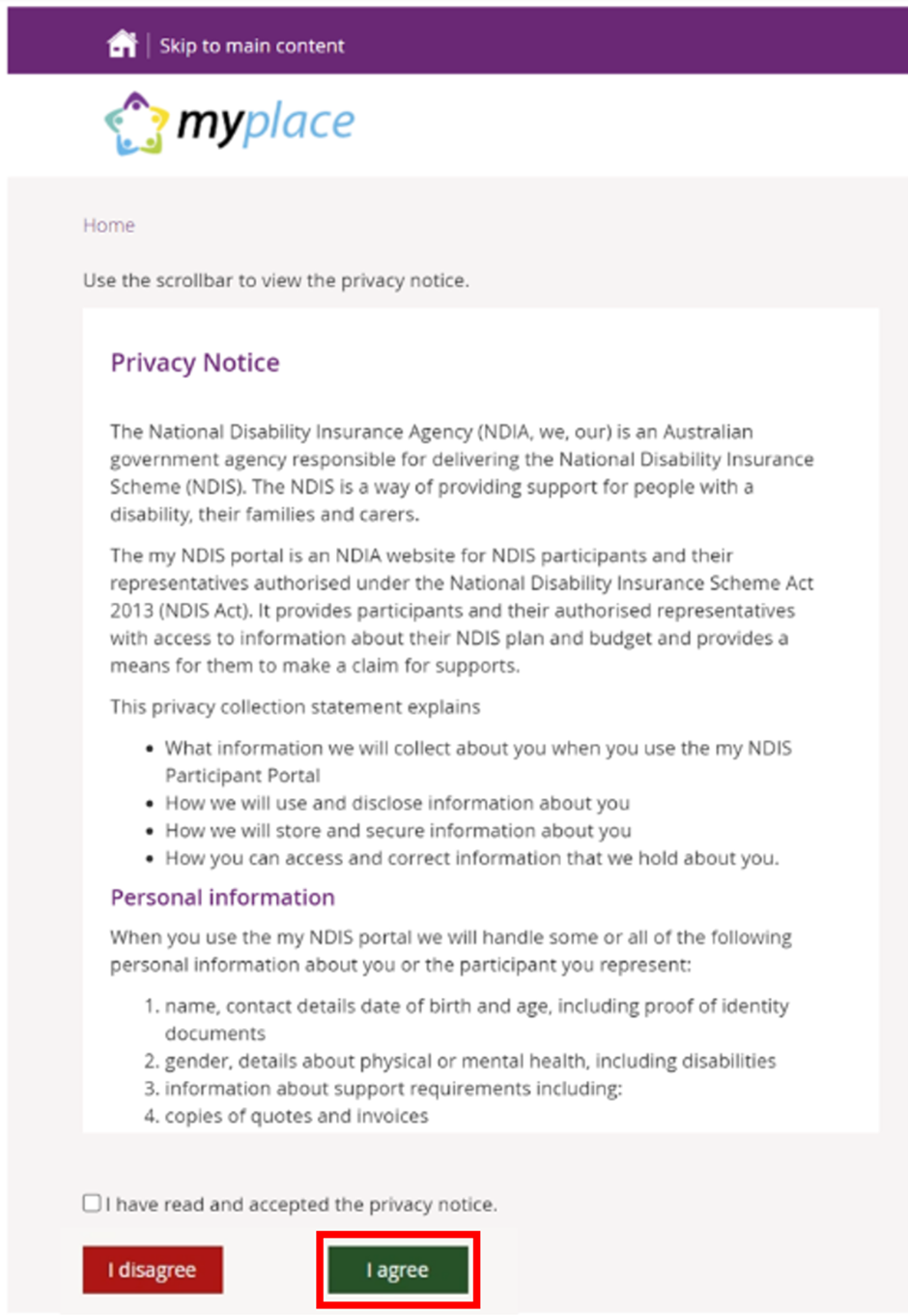
**Note:** You can contact the NDIS on 1800 800 110 and request an activation code.



1. The **Terms and conditions** will be displayed the first time you sign into the portal or when there have been updates that you need to be aware of. Move the scrollbar to read the **Terms and conditions**.
2. Once you have read the **Terms and conditions**, select the checkbox next to **I have read and agree with the terms and conditions** andpressthe **I agree** button to continue.



1. The **Privacy Notice** will be displayed. Once you have read the **Privacy Notice**, select the checkbox next to **I have read and agree with the Privacy notice** and press **I agree** button to continue.



1. The portal home page displays.

If you need any further support, you can phone the NDIS on 1800 800 110 or [contact us](https://www.ndis.gov.au/contact).

## Logging into the portal after linking with myGov

Once you have linked your myGov account to the NDIS, you can access the portal via the myGov website (my.gov.au) or via NDIS website (ndis.gov.au).

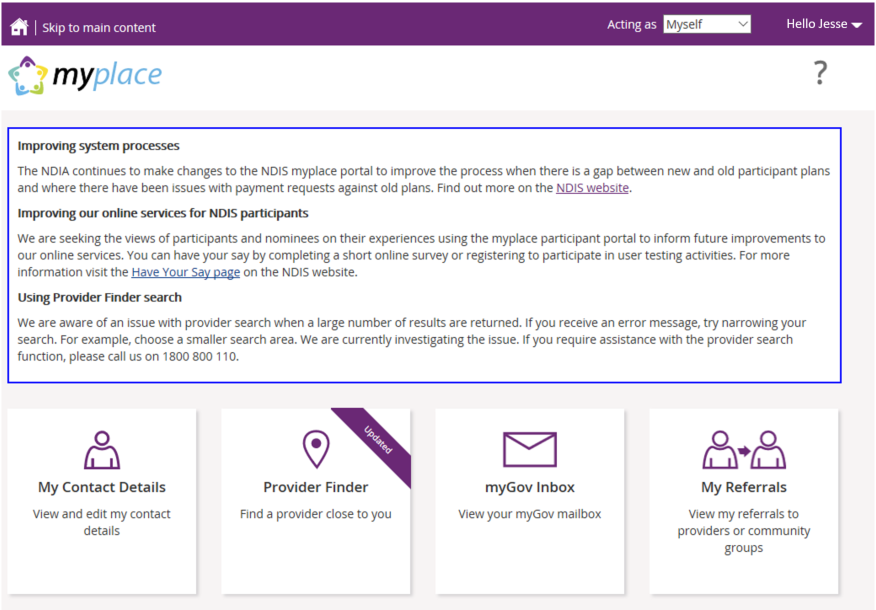
### The portal via myGov website

1. Log into myGov ([my.gov.au](http://www.my.gov.au))
2. Select **NDIS** under **Linked services**.

Graphical user interface, application, Word

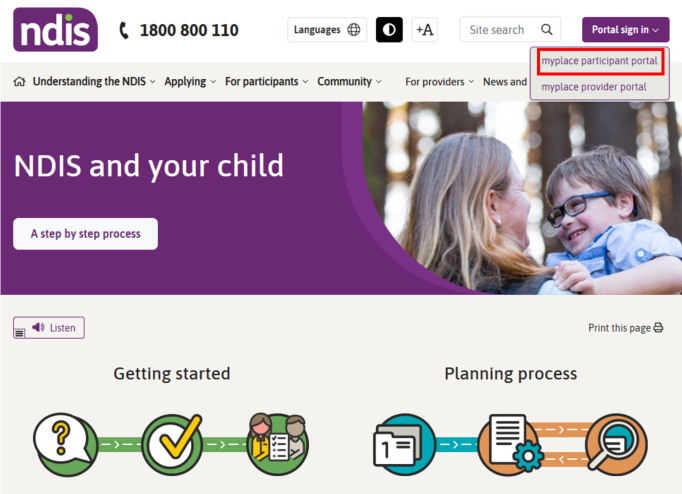
Description automatically generated

The portal home page displays.



### The portal via NDIS website

1. Go to the NDIS website ([www.ndis.gov.au](http://www.ndis.gov.au)).
2. In the top right-hand corner click on the **Portal sign in** button and then select **myplace participant portal** from the drop-down menu.



1. Enter your myGov username (email or mobile number) and password, and then click the **Sign in** button.

Graphical user interface, application

Description automatically generated

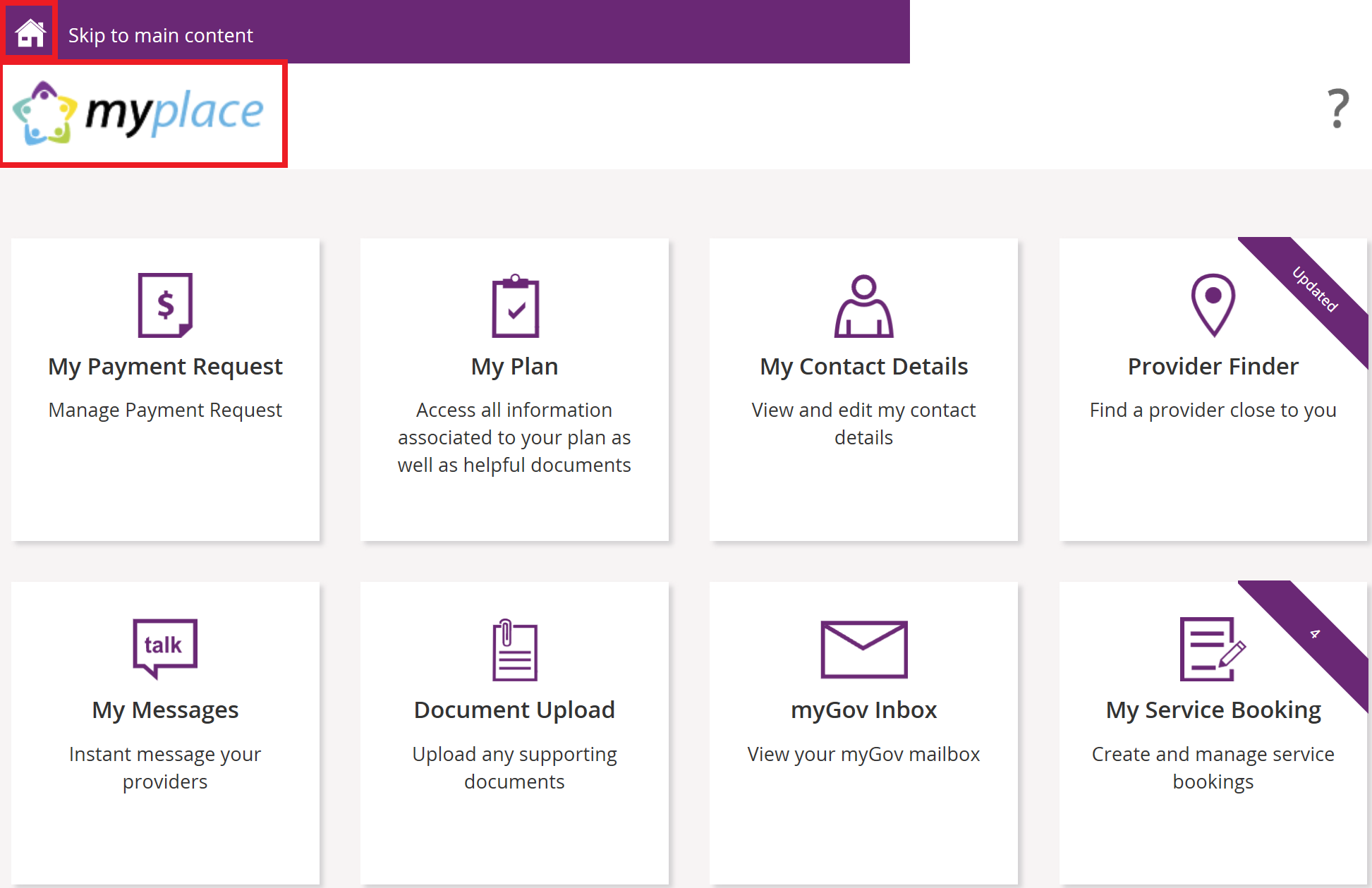
1. Depending on your myGov preferences, you will need to answer secret questions, enter a unique security code or a myGov PIN. Once answered, click the **Next** button. The home page displays.

## myplace portal home page

The homepage displays once you have signed in. The tiles you see are specific to the stage of the pathway (your NDIS journey) you have reached, or if you are signing in as a child representative or nominee. For example, the **My Plan** tile is only available once you have an approved NDIS plan.

If you have a new plan in the new computer system, you may see a banner that asks you sign into my NDIS portal.

1. To return to the home page, click on the **myplace** icon or press the **Home** (house) icon.



## Tiles

The following table is a brief outline of what function each tile has within the **portal.**

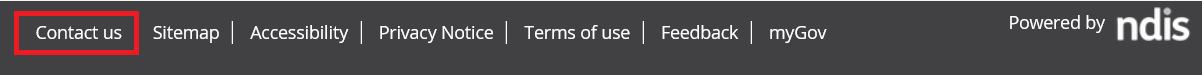
.

| **Tile** | **Name** | **Function** |
| --- | --- | --- |
| Picture showing the my payment request tile If you are self-managing all or part of your NDIS plan, this is where you can create, view and manage your payment requests (claims). | My Payment Request | If you are self-managing all or part of your NDIS plan, this is where you can create, view and manage your payment requests (claims). |
| Once you have an approved NDIS plan, this is where you can view the details of your plan, including support budget, my referrals and my funding report. | My Plan | Once you have an approved NDIS plan, this is where you can view the details of your plan, including support budget, my referrals and my funding report. |
| View and edit your personal details, contact details, address, How can I contact NDIA, bank account details and consent to share your plan with providers here. | My Contact Details | View and edit your personal details, contact details, address, **How can I contact NDIA**, bank account details and consent to share your plan with providers here. |
| Picture showing the my service booking tile, Once you have an approved NDIS plan, this is where you can create, view and manage your Service Bookings with registered NDIS service providers (not applicable if you are self-managing). | My Service Bookings | Once you have an approved NDIS plan, this is where you can create, view and manage your Service Bookings with registered NDIS service providers (not applicable if you are self-managing). |
| Picture showing the provider finder tile, Use the Provider Finder to find a registered NDIS service provider near you. You will also be able to book in a service booking from this screen provided that the provider is taking referrals. | Provider Finder | Use the Provider Finder to find a registered NDIS service provider near you. You will also be able to book in a service booking from this screen provided that the provider is taking referrals. |
| Picture showing my messages tile Instant messaging with your providers. (Check with your provider to make sure this function is available for you). | My Messages | Instant messaging with your providers.  (Check with your provider to make sure this function is available for you). |
| Picture showing the document upload tile, Upload documents to support claims or access documentation. Max files size is 25MB, required to have a Document name and description. Below upload document is all available documents previously uploaded. | My Document Upload | Upload documents to support claims or access documentation. Max files size is 25MB, required to have a Document name and description. Below upload document is all available documents previously uploaded. |
|  | myGov Inbox | View your myGov mailbox. |
|  | My Helpful Documents | Use My Helpful Documents to access and view useful support booklets available on the NDIS website |

Select a tile displayed on the home page to go that function. For example, selecting the **My Payment** **Request** title will navigate you to where you can add or view your payment requests.

## Need more help?

In the lower left corner of the screen there is an option to contact the NDIS, click the **Contact Us** link **for further information and detail on how to contact us.** Please direct any queries to the NDIS on **1800 800 110** or visit your local NDIA office.



## Logging out of myplace

You can log out by selecting the down arrow next to your name at the top of the screen and select **Logout**.



This will return you tothe NDIS website if you signed in from there or your myGov home page if you had signed in from there.