

NDIS myplace participant portal

Step-by-step guide

December 2024

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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:

- Removed information and screenshots advising you can access your myGov inbox from the myplace portal.
- Minor grammar changes.

Introduction

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

The my NDIS participant portal is for participants whose plans are developed in our new NDIS business system. For more information on the my NDIS participant portal, you can go to [my NDIS participant portal and app](#).

If you don't have a plan in our new 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 you can do in myplace

As a National Disability Insurance Scheme (NDIS) participant you can use the myplace participant 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.

Internet browser requirements

You can access the myplace portal via the internet with the latest version of these browsers:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Apple Safari.

Before you start

To log into the myplace portal, you'll need a **myGov** account. Instructions for creating a myGov account can be found on [myGov](#).

To help us confirm your identity when signing into the myplace portal, you need to have at least one of the following Government services linked to your myGov account:

- Medicare
- Centrelink
- Australian Taxation Office (ATO).

Instructions to link one of these services to your myGov account can be found on [myGov](#).

You can also confirm your identity by setting up and using a myID Digital Identity with a standard or strong strength. Learn more about [myID Digital Identity](#).

Before logging into the myplace portal for the first time, you need to link your myGov account to the NDIS. You'll need an **NDIS activation code** to do this.

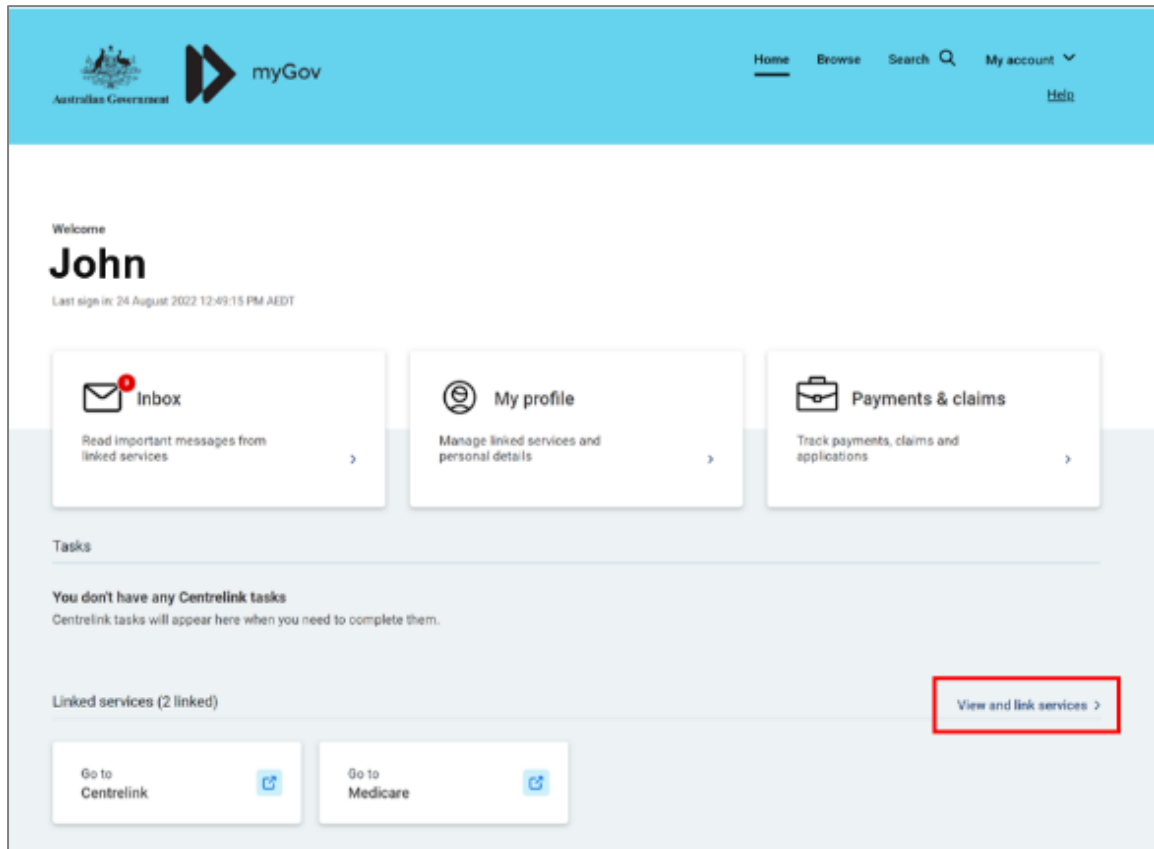
You can request an activation code by contacting the NDIS on 1800 800 110 (Monday – Friday, 8am – 8pm).

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.

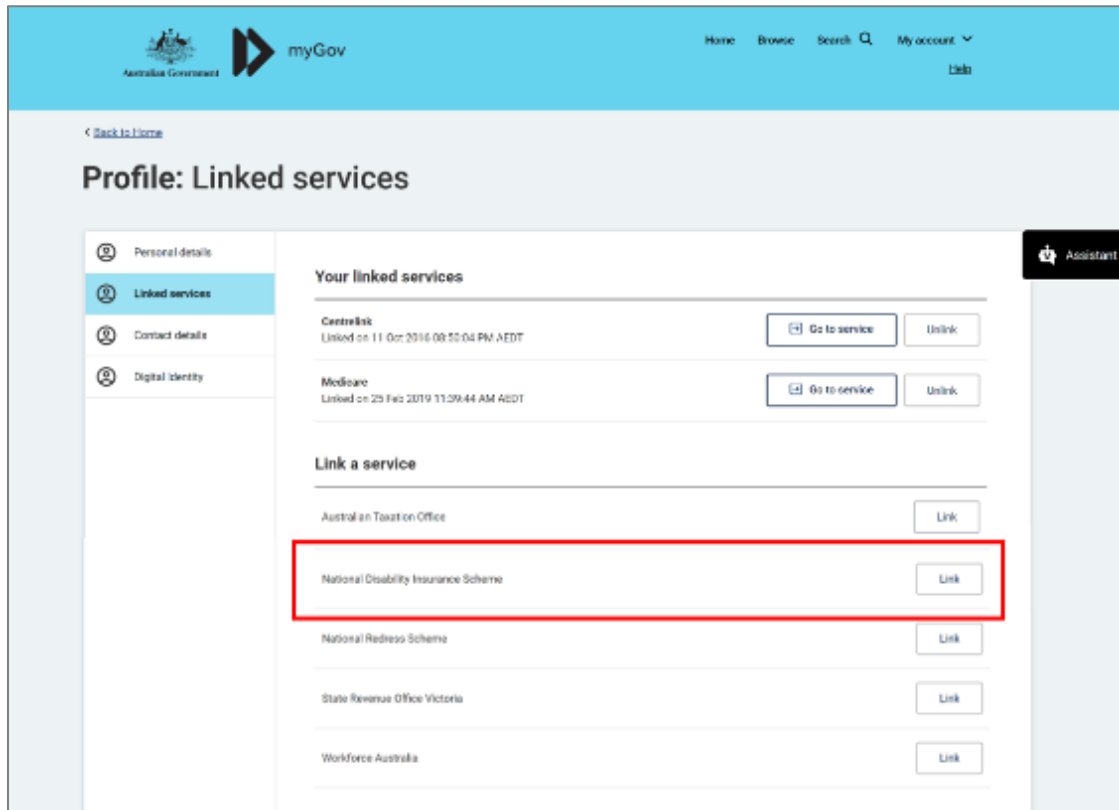
You'll be required to input your activation code to link your myGov account to the NDIS. The activation code is only required the first time you sign into the portal.

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, select **View and link services** at the bottom-right of the page.



3. Select **National Disability Insurance Scheme** from the **Link a service** list.



4. Type in your NDIS activation code, last name and date of birth, then select **Submit**. 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 to request an activation code.

The screenshot shows the 'Activation Page' with a purple header. The form contains the following elements:

- A text prompt: 'Please enter your activation code below*' followed by a text input field containing '00000000'.
- A blue link: '[I don't have an activation code](#)'
- A text prompt: 'Last Name*' followed by a text input field containing 'Surname'.
- A text prompt: 'Enter Date of Birth*' followed by a date input field containing 'dd/mm/yyyy'.
- A note below the date field: 'Date to be entered in dd/mm/yyyy format'.
- At the bottom, there are two buttons: a red 'Cancel' button and a green 'Submit' button, which is highlighted with a red rectangular box.

5. The **Terms and conditions** will be displayed the first time you sign into the portal or when there have been updates you need to be aware of. Scroll down to read the **Terms and conditions**.
6. Once you've read the **Terms and conditions**, select the checkbox next to **I confirm that I have read and agree with the terms and conditions**. Select **I agree**.

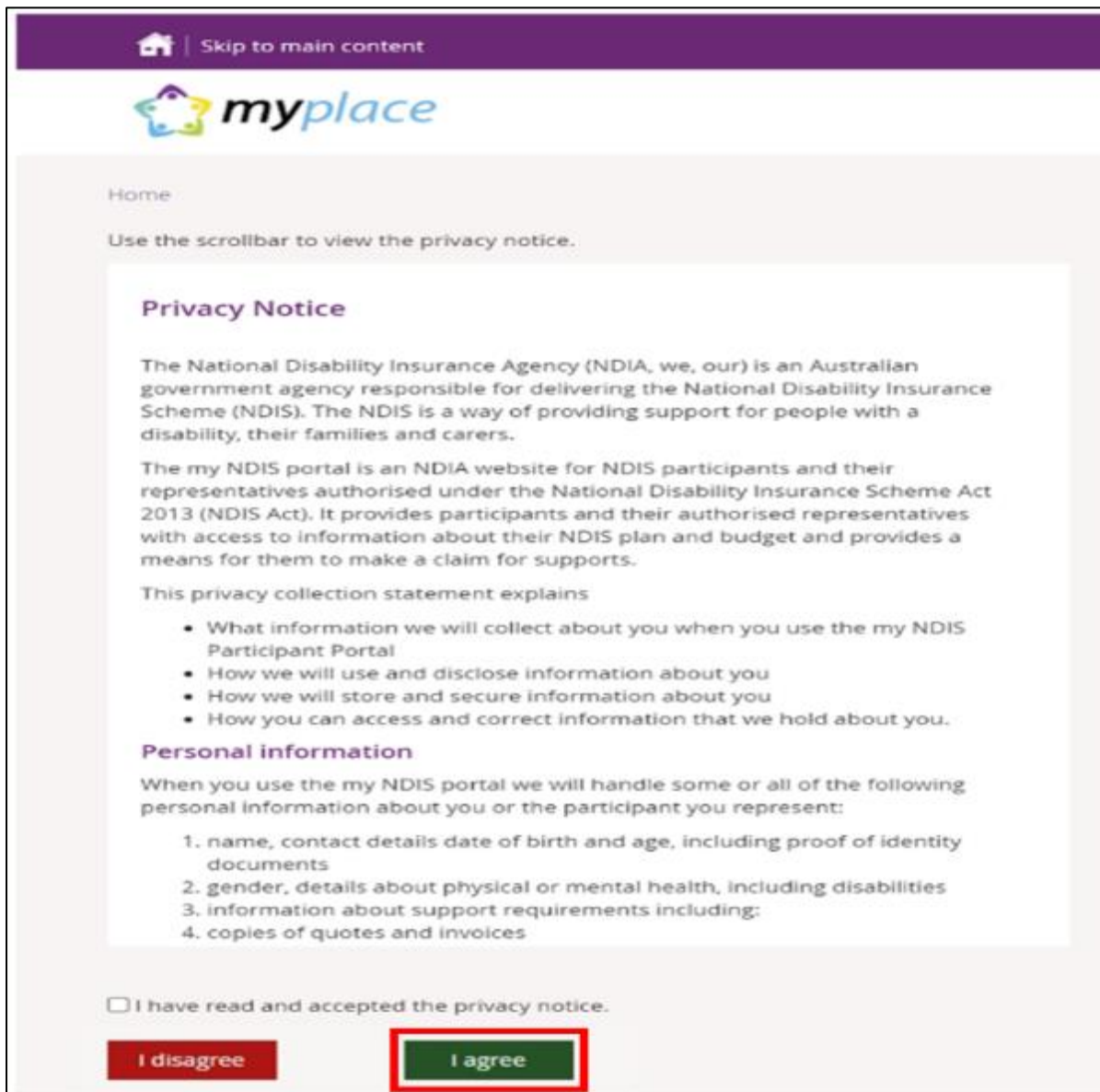
Please read and agree to the terms and conditions.
If you do not agree to them, you cannot use the participant portal.
Use the scrollbar to view the terms and conditions.

Terms and Conditions

1. Using the my NDIS portal
 - a. This information is about using my NDIS portal to communicate with the National Disability Insurance Agency (NDIA).
 - b. Using my NDIS portal is voluntary. You can also get in touch with us at <https://www.ndis.gov.au/contact>.
 - c. If you decide to use my NDIS portal you agree to these Terms.
2. What we expect of you
 - a. There are some rules about using my NDIS portal.
 - b. The rules are based on the laws that apply in the Australian Capital Territory.
 - c. Sometimes, we might need to change the rules. If we do that, they will be updated here.
 - d. The rules are
 - i. you can't do anything illegal on my NDIS portal
 - ii. you can't damage my NDIS portal on purpose
 - iii. you can't send us anything that could harm my NDIS portal. This includes files, documents and any other material that can be sent electronically
 - iv. you must have a person's permission before you provide or access information on my NDIS portal about that person. If you don't, you may be committing an offence which carries a penalty of up to two year's imprisonment or a fine of \$21,600, or both
 - v. the information that you provide on my NDIS portal must be true; and
 - vi. you cannot use our intellectual property.

I confirm that I have read and agree with the terms and conditions.

7. The **Privacy Notice** will be displayed. Once you've read the **Privacy Notice**, select the checkbox next to **I have read and accepted the privacy notice**. Select **I agree**.



8. The portal home page displays.

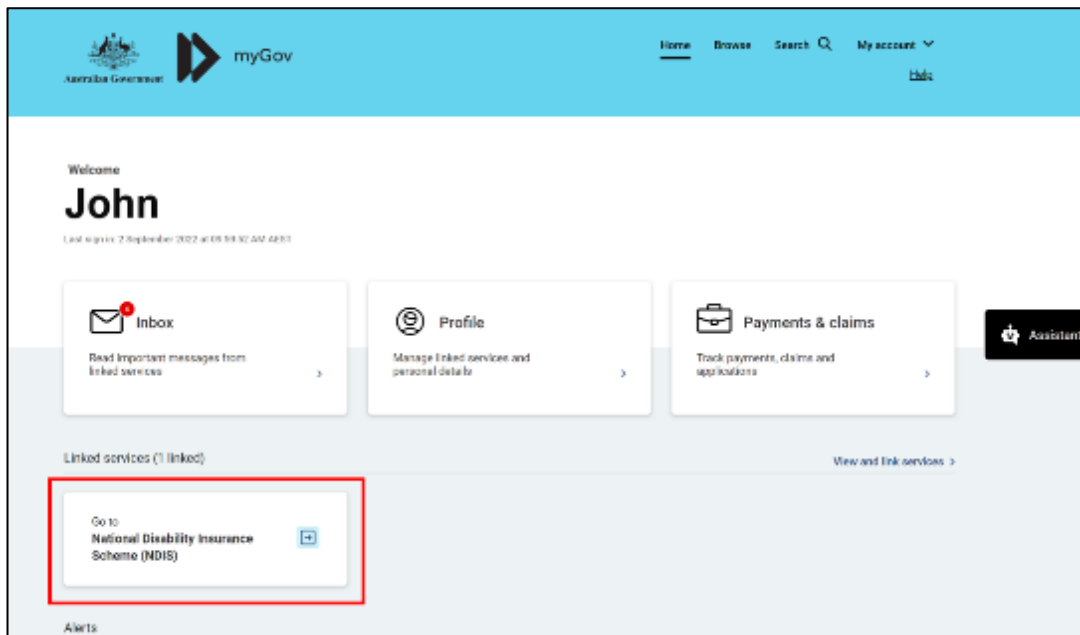
If you need any further support, you can phone the NDIS on 1800 800 110 or [contact us](#).

Logging into the portal after linking with myGov

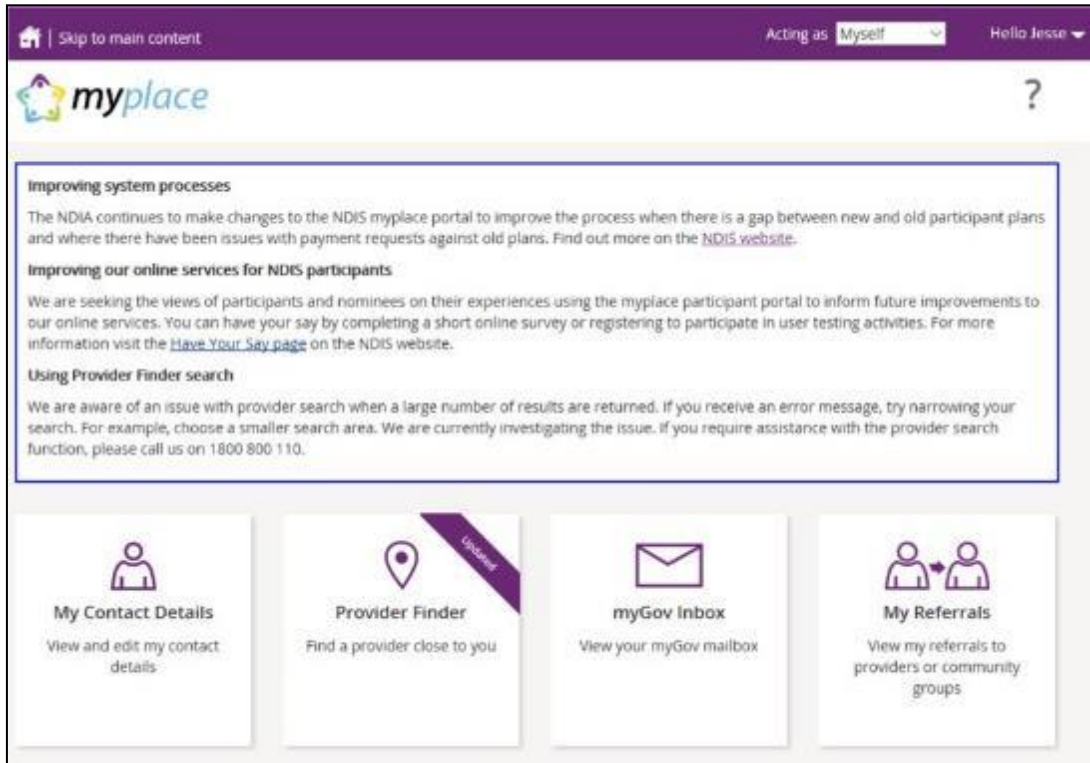
Once you've linked your myGov account to the NDIS, you can access the portal via the myGov website (my.gov.au) or via the NDIS website (ndis.gov.au).

Access the portal from the myGov website

1. Log into myGov (my.gov.au).
2. Under **Linked services**, select **NDIS**.

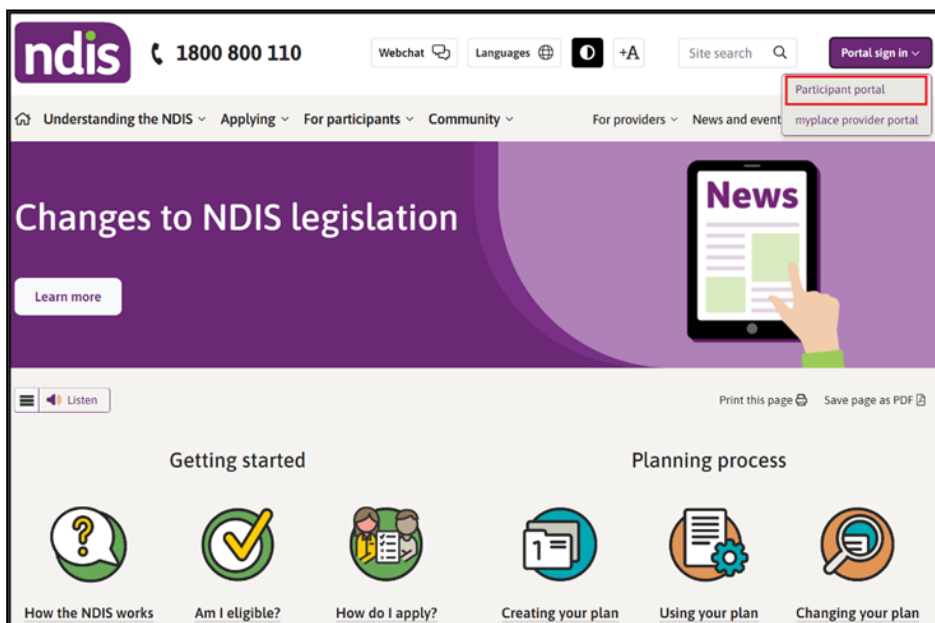


3. The portal home page displays.

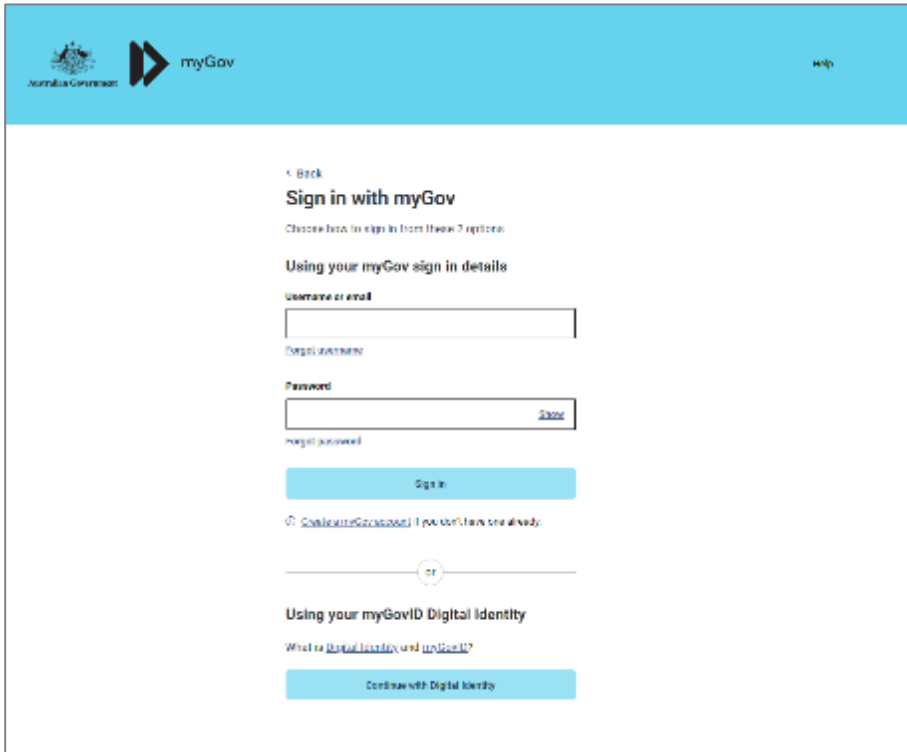


Access the portal from the NDIS website

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



3. Enter your myGov username (email or mobile number) and password, and select **Sign in**.



The screenshot shows the myGov sign-in interface. At the top, there is a blue header with the Australian Government logo, the myGov logo, and a help link. Below the header, the page title is "Sign in with myGov". A sub-header reads "Choose how to sign in from these 2 options:". The first option is "Using your myGov sign in details", which includes a "Username or email" field, a "Digital username" label, a "Password" field with a "Show" toggle, and a "Forgot password" link. A blue "Sign in" button is positioned below these fields. The second option is "Using your myGovID Digital Identity", which includes a "What is Digital Identity and myGovID?" link and a blue "Continue with Digital Identity" button. A "Back" link is located at the top left of the sign-in area.

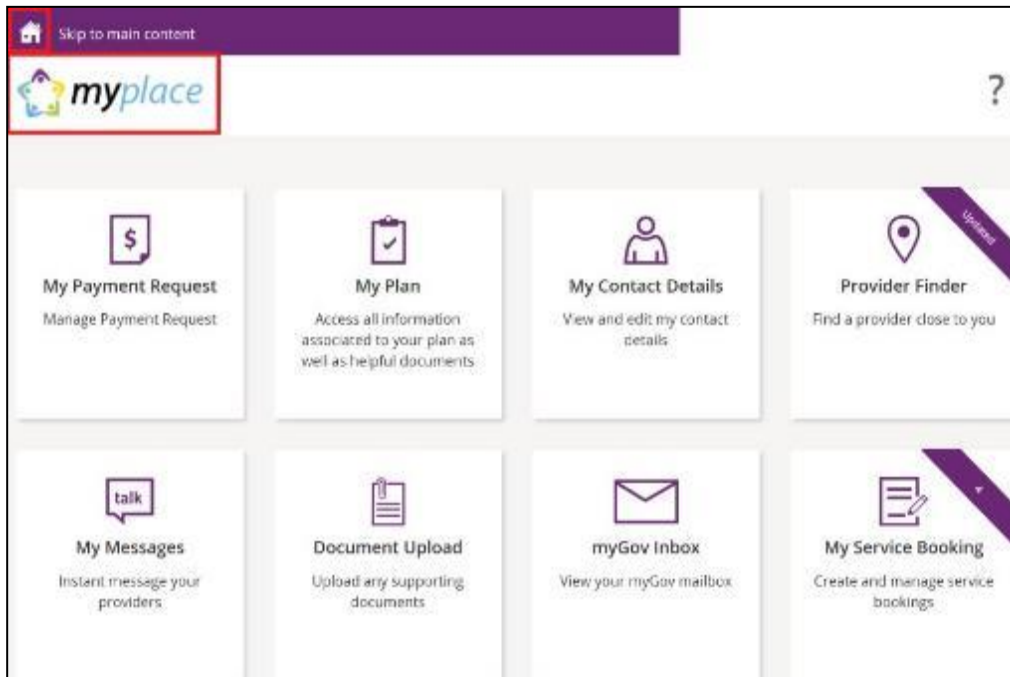
4. Depending on your myGov preferences, you'll need to enter a unique security code or a myGov PIN. Once answered, select the **Next** button. The home page displays.

myplace portal home page

The homepage displays once you've signed in. The tiles you see are specific to the stage of the pathway (your NDIS journey) you've reached, or if you're 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 NDIS business system, you may see a banner that asks you to sign into my NDIS portal.

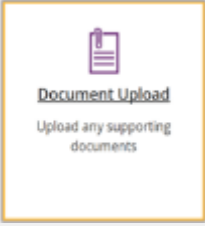

1. To return to the home page, select the **myplace** icon or select the **Home** (house) icon.



Tiles

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

Tile	Name	Function
	My Payment Request	If you're self-managing all or part of your NDIS plan, this is where you can create, view and manage your payment requests (claims).
	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.
	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.
	My Service Booking	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're self-managing).
	Provider Finder	Use the Provider Finder to find a registered NDIS service provider near you. You'll also be able to book in a service booking from this screen if the provider is taking referrals.
	My Messages	Instant messaging with your providers. (Check with your provider to make sure this function is available for you).

Tile	Name	Function
	Document Upload	Upload documents to support claims or access documentation. Maximum file size is 10MB, and the document must have a name and description. Below Document Upload is all available documents previously uploaded.
	myGov Inbox	This function is no longer available. Please log into your myGov account to view your myGov inbox.

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

Need more help?

Select **Contact Us** in the lower left corner of the screen for further information and details on how to contact us. You can also phone the NDIS on **1800 800 110** or visit your [local NDIA office](#).

