ndis

Participant portal – Reactivate myplace portal access

Reactivate myplace portal access

It is important that nominees and child representatives access myplace by using their correct account details, not the participant's details. This enables us to protect participant privacy, while ensuring nominees and child representatives can still access the information they need to. It also helps us to improve the myplace portal for participants, their nominees and child representatives.

Please use these instructions to unlink the existing NDIS myplace portal account from your myGov account, and relink using your new activation code instead. You will need a new activation code. If you haven't received a new activation code please contact the NDIA directly on 1800 800 110.

Reactivate myplace portal access

Unlink myGov and myplace

1. Log into myGov (my.gov.au)

2. To unlink your myGov account from your NDIS account, click the **Services** link at the top of the page and then select the **Unlink** button to the right of **National Disability Insurance Scheme** from the **Your linked services** list.
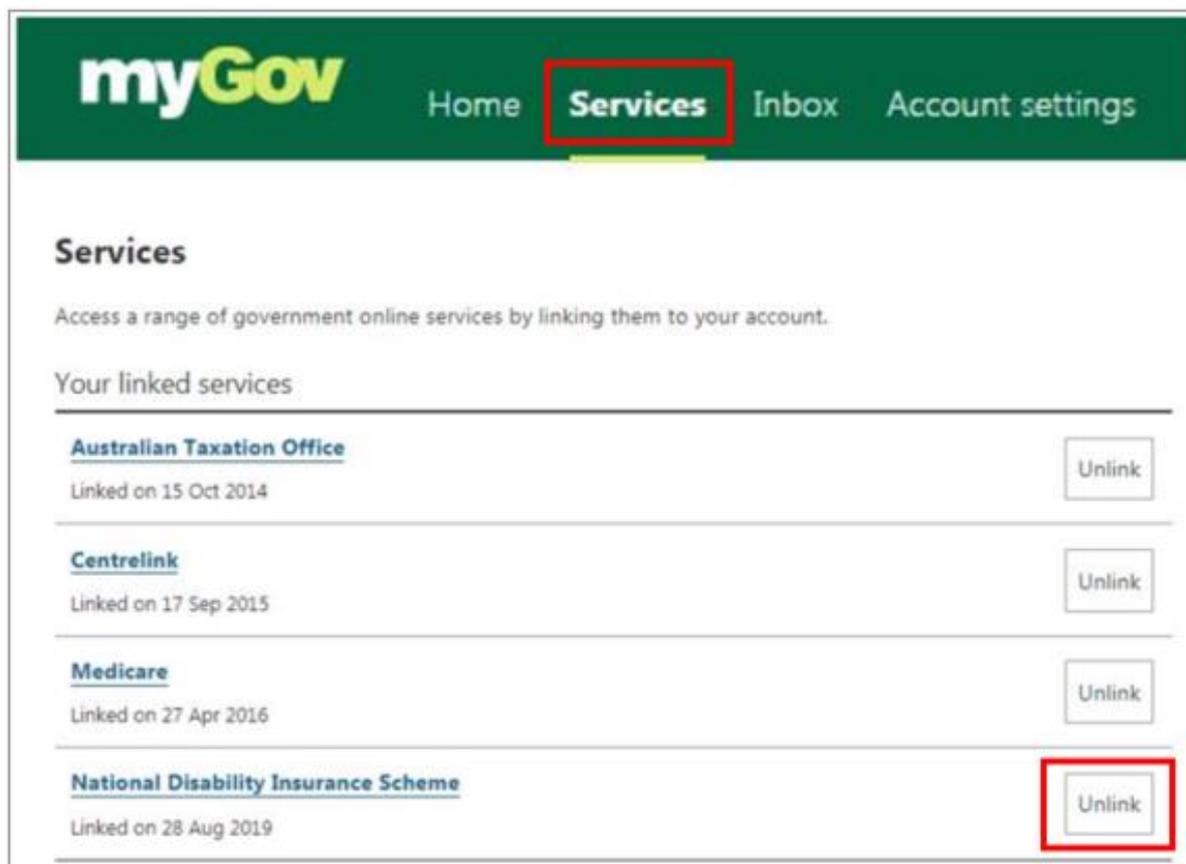

3. An Unlink NDIS from your account alert message will appear asking you to confirm unlinking. Select **Confirm**.

4. A message will appear confirming you have successfully unlinked National Disability Insurance Scheme services from myGov.

Reactivate myplace portal access
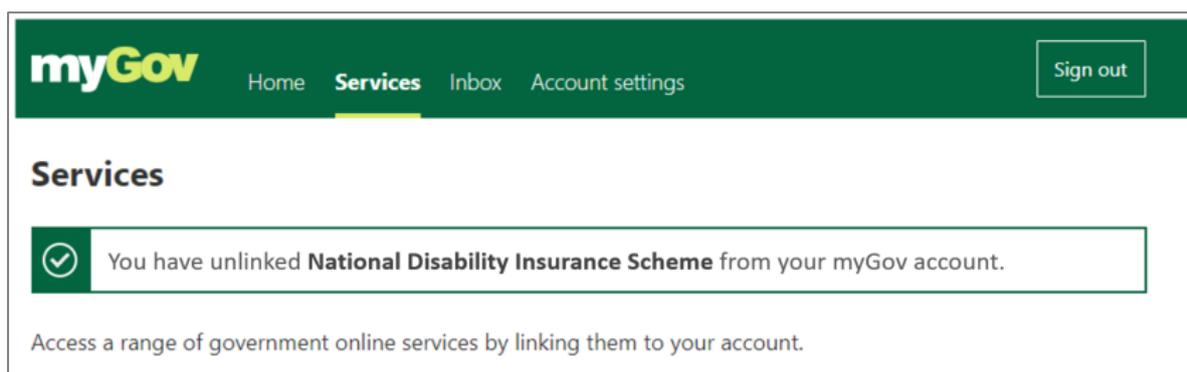
5. Sign out of myGov.

Relink myGov and myplace with new activation code

1. Sign into myGov (my.gov.au) using your existing user name and password.

2. To link your myGov account to your NDIA record, click the **Services** link at the top of the page and then choose **National Disability Insurance Scheme** from the **Link a service** list.
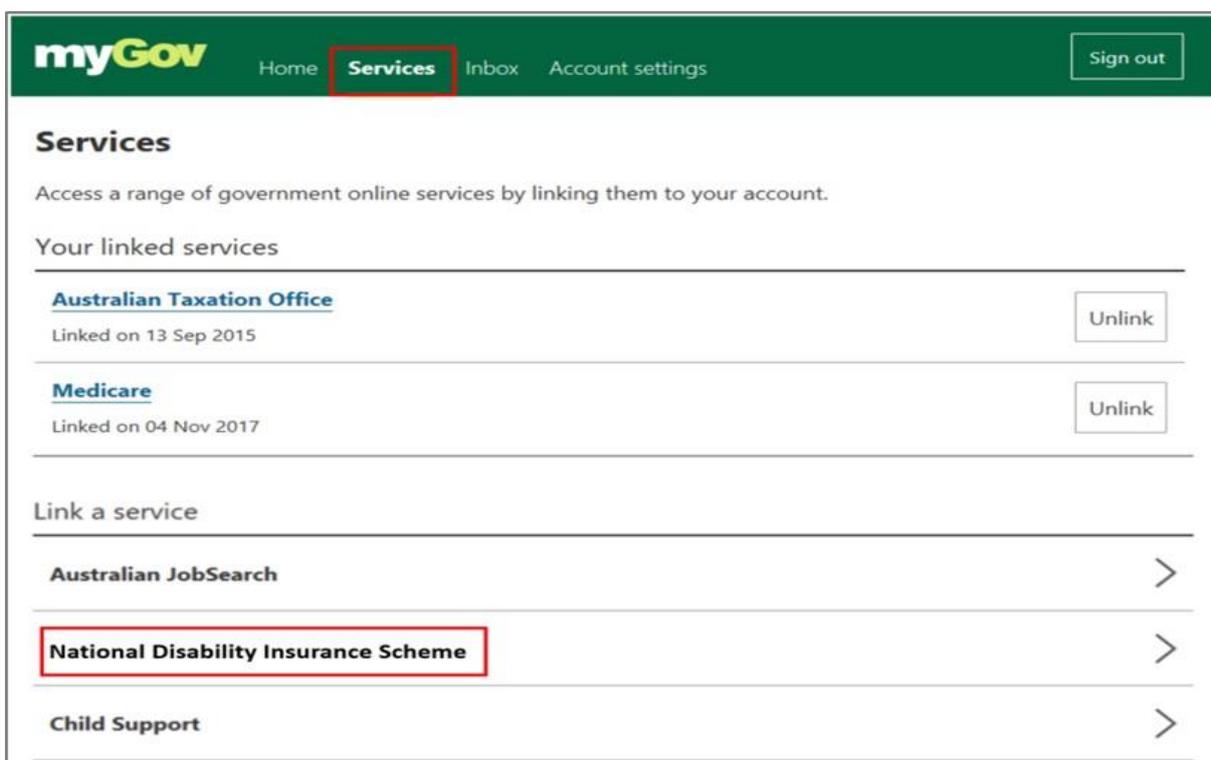

3. Type in your **new NDIS Activation Code**, your Last Name, and your Date of Birth, then click the **Submit** button at the bottom of the screen. You only need to put in the NDIS activation code the first time you access the portal. This screen will not display again.

Reactivate myplace portal access

Activation Page

Please enter your activation code below

00000000

I don't have an activation code

Last Name

Surname

Enter Date of Birth

dd/mm/yyyy

Date to be entered in dd/mm/yyyy format

Cancel   Submit

4. The Terms of Use 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 up and down to view the Terms of Use.

5. Once you have read the Terms of Use, select the checkbox located next to **I have read and accepted the terms of use** and press **Accept** button to continue.

Reactivate myplace portal access

The portal home page displays.
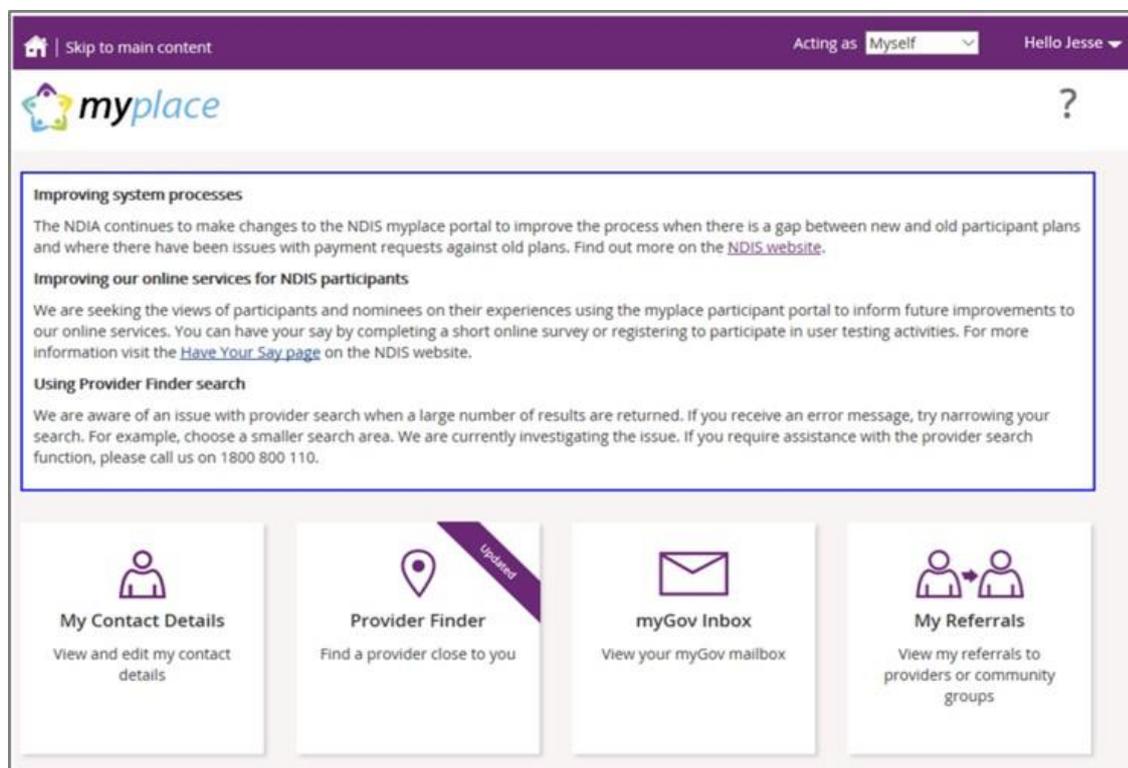
Once complete, you will have reactivated your NDIS myplace portal account using your correct details.

If you require any further support you can contact the NDIA directly on 1800 800 110.