# **my NDIS Participant Portal –How to register**

[Narrator] my NDIS Participant Portal – How to register.

This video will show you how to register to the my NDIS participant portal.

Before you can sign in, you need to register to the portal and create a password.

If you haven’t already registered, you can click the ‘Register here’ link at the bottom of the page. When you click on this link, you will see the terms and conditions.

To continue with registration, you will need to read and agree to the terms and conditions. You can agree to the terms and conditions by clicking the ‘I agree’ button.

Once you have agreed to the terms and conditions, you will be taken to the privacy notice. To continue with registration, you will need to read and agree with the privacy notice. Like before, you can agree to the privacy notice by clicking the ‘I agree’ button.

On the next page, you will need to provide some personal details. These include your NDIS number, your last name and your date of birth.

If you are a child representative or nominee, make sure you use **your own** NDIS number and **not the NDIS number** of the participant you are representing.

Your NDIS number is a nine-digit number that is unique to you. If you are unsure what your NDIS number is, please contact the NDIA by visiting our contact us page on the website or by calling us on 1800 800 110.

Once you have correctly entered your NDIS number, last name and date of birth, you can click ‘Continue’.

If the information you entered is correct, we need to make sure it is you who is attempting to register to the portal.

To do this, we will send you a six-digit security code to your email address or the mobile phone provided on your customer record.

You can choose to receive your security code via email or SMS by clicking ‘SMS my code’ or ‘email my code’.

It is important to note that in order to register to the portal you will need to have an email address linked to your NDIS customer record. If you do not have an email address, you will not be able to complete the registration process or receive the security code.

If you do not have a mobile phone on your customer record, you can still continue the registration process by selecting email instead to receive the security code.

If you need to change how you receive the six-digit security code, you can click ‘Send the code to my mobile phone/email address instead’.

The security code is valid for 30 minutes. When your security code expires after 30 minutes, you can select ‘Send a new code’.

In this video, we have chosen to receive our six-digit security code via email.

Once you have received the security code, enter it into the ‘Enter code’ screen.

It is important that you check the security code is correct. If it is incorrect, you will receive an error message and will not be able to proceed with registration.

When the security code is correct, you can click ‘Continue’.

You now need to create and confirm your password for the portal.

On this page, there will be some help text to show you the criteria that needs to be met in order to create your portal password. Your new password needs to be at least seven characters and have a combination of numbers and letters.

When you have met the required criteria for your new password, the colour of the text will change from black to green, with a small tick next to the text.

You will then need to confirm your password in the ‘Confirm password’ field. Here, you need to retype your new password to ensure it matches the password typed above.

You can view your password in text format by selecting the eye symbol to the right of the password field.

If your password does not match, you will receive an error message.

This new password you have created will be needed every time you sign into the portal, so it is important to remember it.

Once the passwords match, you can click ‘Sign in’.

You have now successfully registered and will be taken to the portal.

Remember, if you are having difficulty, you can contact the NDIA on 1800 800 110 for help.

[End Transcript]