# **my NDIS Participant Portal –How to sign in**

[Narrator] my NDIS Participant Portal – How to sign in.

Welcome to the my NDIS participant portal.

This video will guide you on how to complete the sign in process.

Before signing in to the my NDIS participant portal you need to make sure that you have registered for the portal.

To register, click the ‘Register here’ link at the bottom of the sign in page. Follow the registration instructions and create your own password to log in to the portal.

Once you have completed the registration process, you can now sign into the portal.

To sign into the portal, you will need:

* your email, or your NDIS number; and,
* your password created during the registration process.

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 on 1800 800 110.

In this first demonstration, we have used the NDIS number to sign in.

Once you have entered your NDIS number, you can now enter your password that you created during the registration process.

You can check your password by selecting the ‘eye’ symbol to the right of the password field. This will reveal your password in text form.

Once you have entered your password, you can click ‘Continue’.

You will now see a page that asks you to enter a six-digit security code. This six-digit code helps us to verify that it is you who is attempting to sign in.

You can request to have your six-digit security code sent to your email address or the mobile phone number recorded against your NDIS customer record.

We have requested the six-digit security code be sent to an e-mail address. If you choose to have it sent to an e-mail address, your email address will be partially obscured on this screen for security purposes.

When you have received the six-digit security code you can retrieve it and enter it in to the ‘Enter code’ field.

Your code will expire after 30 minutes. If you do not enter the code within 30 minutes, you can request a new code by clicking ‘Send a new code’.

If you do not have access to your email address, the email address is wrong, or it has not been received for another reason, you can request the code be sent to the mobile phone number linked to your NDIS customer record.

Once you have entered the code, click ‘Continue’.

You are now signed in to the my NDIS participant portal.

We will now repeat the sign in process using the email address instead of the NDIS number.

We have provided the email address as a sign in option as it can sometimes be easier to remember than the NDIS number. The email address may be more familiar for some users and can make signing into the portal an easier process.

Once you have entered your email address, followed by your password, click ‘Continue’.

If you are a child representative or nominee who acts on behalf of a participant, your email address may be linked to your own customer record and the participant(s) who you represent.

If this is the case, the portal will ask for some extra information to make sure it takes you to the right account. To make sure it is taking you to the right account, the portal will ask you to enter your date of birth.

You will need to enter your date of birth in DD/MM/YY format.

Once you have entered your date of birth, you will need to enter your password again and click ‘Continue’.

You will then be taken to the page that asks you to enter a six-digit security code for two factor authentication.

In this case, it will be sent to your email address.

If you would like it to be sent to the mobile phone linked to your NDIS customer record, you can click ‘Send the code to my mobile instead’.

You can then click ‘SMS my code’, which will result in the six-digit code being sent via SMS to your mobile phone.

Once you have received the code, you can enter it in the ‘Enter code’ field and click ‘Continue’.

You have now successfully signed in to the my NDIS participant portal.

[End Transcript]