# Transcript: How to sign in to the my NDIS app - Auslan

[Narrator] There are five simple steps to sign into the my NDIS app on your phone.

**Step one: Getting started.**

Open the app. Select the app icon to open it.

When you open the my NDIS app, there will be a welcome message.

Select “Continue to Sign in” at the bottom of the screen.

You will then see the terms and conditions.

Please note once you have finished reading the terms and conditions and scrolled to the bottom of the page, then the “I Agree” button will become active. By clicking “I Agree” You are confirming you have read and agreed with the terms and conditions.

You will then see the privacy notice.

Once you have finished reading the notice the “I Agree” button will become active for you to confirm you have read and agree with the privacy notice. Select “I Agree” and you will see the “Are you a nominee or child representative?” screen.

**Step two: Sign in.**

To sign in, enter your NDIS number, last name and date of birth.

If you are signing in as a child representative or nominee, you will need to enter your NDIS number, last name and date of birth, not the participant’s you support.

You can find your NDIS number on your plan, which is in the my Place participant portal. For help finding your NDIS number contact the NDIS using the NRS on 1800 800 110.

Next to verify it is you, it will ask to confirm your mobile phone number. If there is more than one mobile number listed, you will need to confirm your mobile number from the list.

If you need to update your mobile number, you can do so using the my Place portal or by contacting the NDIS using the NRS on 1800 800 110.

Select “Send code” and a six digit security code will be sent to your mobile number by SMS. The SMS will have “my NDIS” as the sender. Do not reply to this SMS.

If you do not enter your code within 5 minutes, the code will timeout. You can request a new code by selecting “Resend code”.

Enter the six digit code sent to your mobile phone by SMS and select “Confirm code”.

You will only have to enter the six digit code the first time you log into the app.

**Step three: Set up your PIN number.**

You must set up a PIN number to make sure the information in your app is kept safe.

When setting up the PIN, type in any four numbers that will be easy to remember. Then select the button “Next: Confirm PIN”. Re-enter the PIN to confirm it and select the “Save PIN” button.

You can change your PIN number in the account settings once you are logged into the app.

If you can't remember your PIN, select the “Forgot PIN” button.

If your phone has fingerprint or face ID set up, you can use this to unlock the my NDIS app.

To set up fingerprint or face ID in the my NDIS app, go to “Account”, then “Settings”. Select the button next to “Sign in with Face ID or Fingerprint method”.

If your iPhone or Android phone does not have fingerprint or face ID, you will not see this option.

**Step four: Choosing the participant.**

If you are a participant, nominee or child representative with a single profile, you will be taken straight to the budget screen.

If you are a nominee or child representative acting on behalf of more than one participant, you will need to select which participant profile to view.

To switch between participant accounts, select “Account” and then “Switch account”.

**Step five: Viewing a budget.**

When you are signed in, the app will display the participant’s budget.

If you need help setting up the my NDIS app, contact the NDIS using the NRS on 1800 800 110.