8 August 2025

We’re changing how providers access the NDIS provider portals. From 10 November 2025, all providers need to use myID and Relationship Authorisation Manager (RAM). Provider Digital Access (PRODA) will be discontinued after this date.

This change will better protect participant data and ensure only the right people access NDIS systems.

What you need to do now

Providers and employees accessing NDIS systems must complete the following steps. All steps need to be completed before 10 November 2025 to maintain access to NDIS provider portals.

Step all providers and authorised employees must complete

Set up your Digital ID with myID

Everyone who accesses provider portals needs to set up a Digital ID with myID . You can visit www.myID.gov.au/setup to learn how.

- myID has 3 different levels of identity strength: ‘Basic’, ‘Standard’ and ‘Strong’. When you set up your myID, you will need to choose at least a ‘Standard’ identity strength.
- The principal authority , a director or owner of the business, will require a ‘Strong’ identity strength.

If you need support with setting up myID, phone the RAM support line on 1300 287 539 (select option 2, then option 1 for myID enquiries).

Steps the principal authority (business owner) must complete

Link your business in RAM

Once you have set up myID, (with a 'Strong' identity strength) you can link your NDIS registered business in RAM.

Find out how to link as a principal authority .

Once linked, you'll be authorised in RAM to act on behalf of the business.

If you need support to set up RAM , phone the RAM support line on 1300 287 539 and select option 3.

Authorise your employees and representatives in RAM

The principal authority can now authorise your employees and business representatives to access NDIS provider portals and act on behalf of your business in RAM.

Learn how to create an authorisation .

Once the principal authority sets up authorised administrators, both the principal authority and authorised administrator can authorise other staff in the organisation to act on behalf of the business in RAM.

Step that the authorised administrator / authorised user (authorised employees) must complete

Accept authorisation requests

If you are an authorised employee (provider staff member), you will receive an authorisation request from the provider you work for, via email.

Learn how to accept an authorisation .

If you are an employee or authorised user, you cannot access the NDIS provider portals using myID and RAM until step 1-3 have been completed by the principal authority.

Connecting to NDIS provider portals

Once you set up myID and have accepted the authorisation request for RAM you can access NDIS provider portals.

After you access the provider portal using myID on behalf of a business, you will no longer be able to act on behalf of the same business using PRODA.

This means you will be unable to access NDIS provider portals using your PRODA account. However, PRODA can continue to be used for other services.

Understand identity requirements

- Principal authorities (e.g. business owners or sole traders) will require a ‘Strong’ identity strength to link their myID to the business in RAM. This identity level requires you to hold an Australian passport (valid or expired within 3 years).
- If you are a principal authority and you don’t have an Australian passport, check first whether another principal authority can link the business and authorise you. If you are still unable to achieve a ‘Strong’ identity strength to link the business, set up your myID to a ‘Standard’ identity strength and contact the RAM support line for assistance.
- Your myID is linked to your personal identity, not your organisation, and can be used across other Australian Government services and platforms. For this reason, you should use a personal email address to set up myID, rather than a work email address. Authorisation requests in RAM from your organisation can be sent to your work email address.

Claim processes

There are no changes to how you make claims. All the functionality in the provider portals remains unchanged.

Resources to help you get started

- How to set up myID
- Video instructions on how to set up myID
- How to link to and use RAM
- Video instructions on how to log into RAM and link your business
- Set up authorisations in RAM
- Video instructions on: Set up authorisations in RAM
- Accept authorisation requests in RAM
- Video instructions on: Accept authorisation requests in RAM
- Error guide
- myID and RAM step-by-step guide (PDF 7.6MB)

More information

Find out more myplace provider portal and resources.

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