On this page:

Step 1: Create a myID and link it to your business
Step 2: Understand the difference between the provider portals
Option 1: The my NDIS provider portal
Option 2: The myplace provider portal
Option 3: The integrity portal

Step 1: Create a myID and link it to your business

As a provider, you need to create a myID and link it to your business in Relationship Authorisation Manager (RAM) to access the provider portals.

myID

myID is the Australian Government's Digital ID app. It provides a convenient and secure way for you to prove who you are online.

All provider employees who use the provider portals need to set up their own Digital ID with myID.

Learn more about setting up myID on the myID website .

RAM

RAM is an online verification service that lets you access government services on behalf of a business.

Download the myID and RAM step-by-step guide:

- myID and RAM step-by-guide (PDF 2MB)
- myID and RAM step-by-guide (DOCX 8MB)

> **Tip: Your organisation's principal authority needs to link their myID to RAM first.**
>
> Your organisation's principal authority must be the first person to link their myID to the business's ABN. They can then create and manage authorisations for others.

Step 2: Understand the difference between the provider portals

There are 3 portals available for providers to use. They are the:

- my NDIS provider portal
- myplace provider portal
- integrity portal .

The my NDIS provider portal is used for participants on our new computer system.

The myplace provider portal is used for participants on our old computer system. Providers can also use the portals to access participant information.

Some tasks can only be completed in one portal regardless of which system a participant's plan is on.

All:

- specialist disability accommodation (SDA) dwellings are enrolled with us through the my NDIS provider portal
- claim and payment enquiries are submitted through the my NDIS provider portal
- claims and payments are submitted through the myplace provider portal.

> **Tip: Some providers may need to use the integrity portal as well.**
>
> The integrity portal is for providers who need to supply extra information to support their claims. We'll send you a letter if we need you to use the integrity portal.

Option 1: The my NDIS provider portal

Use the my NDIS provider portal to:

- select and switch between active organisations
- view broadcast messages
- view notifications
- view participant details
- review and submit their reporting requirements for a request for service
- view a participant's plan and budget, where a participant has given consent
- view the provider roles for participant
- view organisation details
- download reports

- view employee details
- extract key participant information in an excel report
- review, accept and decline request for service (for support coordinators and recovery coaches only)
- request to add, extend and end a relationship with a participant (for plan managers and my providers only)
- create and manage dwelling enrolments (for SDA providers only)
- submit claims and payments enquiries.

New functions are added to the my NDIS provider portal regularly.

Step 1: Read the my NDIS provider portal step-by-step guide

The my NDIS provider portal step-by-step guide is a comprehensive resource that guides you how to navigate and complete tasks in the my NDIS provider portal. It includes screenshots of the my NDIS provider portal to show you how to complete tasks.

Download the my NDIS provider portal step-by-step guide:

- my NDIS provider portal step-by-step guide (PDF 3MB)
- my NDIS provider portal step-by-step guide (DOCX 6MB)

Step 2: Use the provider learning environment

You can use the provider learning environment if you're unsure how to complete a task in the my NDIS provider portal.

The provider learning environment is an online environment that has easy to follow walk-through tutorials. These tutorials help you learn how to navigate and complete tasks in the my NDIS provider portal.

Learn more about the provider learning environment.

Step 3: Read the my NDIS provider portal step-by-step guide for SDA

The my NDIS provider portal step-by-step guide for SDA is a comprehensive resource that guides you through how to:

- create and submit new dwelling enrolment applications

- manage dwelling enrolment applications
- action requests for additional information
- view enrolled dwellings
- modify existing enrolments
- cancel existing enrolments.

Download the my NDIS provider portal step-by-step guide for SDA:

- my NDIS provider portal step-by-step guide for SDA (PDF 2MB)
- my NDIS provider portal step-by-step guide for SDA (DOCX 6MB)

Step 4: Read and understand our collection notice

The collection notice explains how we collect, use and disclose the information you give us.

Download the my NDIS provider portal collection notice:

- my NDIS provider portal collection notice (PDF 166KB)
- my NDIS provider portal collection notice (DOCX 287KB)

Step 5: Read the terms and conditions

You must agree to the terms and conditions to use the my NDIS provider portal.

Download the my NDIS provider portal terms and conditions:

- my NDIS provider portal terms and conditions (PDF 201KB)
- my NDIS provider portal terms and conditions (DOCX 296KB)

Option 2: The myplace provider portal

You can use the myplace provider portal to access and manage your services with a participant.

Use the myplace provider portal to:

- view your contact details
- view, add and edit NDIS registration details, including updates to registration groups and professions
- link another registered provider organisation, if applicable
- view messages from us
- instant message with your linked participants

- create and manage service bookings
- create and check payment requests
- view and respond to quotes from us
- view referrals made to your organisation
- view and action support coordination requests for service
- upload required documents
- submit and review enquiries, feedback, compliments or complaints
- download reports about all your service bookings and participants.

Step 1: Use the myplace provider portal

The myplace provider portal step-by-step guide includes screenshots of the myplace provider portal to show you how to complete tasks.

Download the myplace provider portal step-by-step guide:

- myplace provider portal step-by-step guide (PDF 10MB)
- myplace provider portal step-by-step guide (DOCX 16MB)

The myplace provider portal guide is a comprehensive resource that shows you how to navigate and complete tasks in the myplace provider portal.

Download part 1: using the myplace provider portal:

- Part 1: using the myplace provider portal (PDF 2MB)
- Part 1: using the myplace provider portal (DOCX 2MB)

Step 2: Maintain your information in the myplace provider portal

The maintaining your information guide shows you how to access and maintain your profile, registration details, outlets and my organisation in the myplace provider portal.

Download part 2: maintaining your information:

- Part 2: maintaining your information (PDF 882KB)
- Part 2: maintaining your information (DOCX 1MB)

Step 3: Manage your correspondence

The managing your correspondence guide shows you how to manage your inbox in the myplace provider portal.

Download part 3: managing your correspondence:

- Part 3: managing your correspondence (PDF 395KB)
- Part 3: managing your correspondence (DOCX 296KB)

Step 4: Administer your services

The administering your services guide shows you how to:

- find your active participants
- view a participant's plan
- view and manage service bookings
- view and manage payment requests
- view and respond to quotations
- view referrals to your organisation
- view and action support coordination requests for service
- use the provider finder
- upload evidence
- download and view reports.

Download part 4: administering your services:

- Part 4: administering your services (PDF 8MB)
- Part 4: administering your services (DOCX 14MB)

Step 5: Identify and fix any system errors

The provider portal system and error messages guide helps you identify and fix any errors that come up.

Download the provider portal system and error messages guide:

- Provider portal system and error messages guide (PDF 1013KB)
- Provider portal system and error messages guide (DOCX 662KB)

Step 6: Request bulk payments

The bulk payments function lets you submit multiple requests for payment in a single file. Complete the bulk payment request template and upload it to the myplace provider portal.

Use the bulk payment request self-help guide to learn how to submit requests for bulk payments and troubleshoot bulk payment rejections.

Download the bulk payment request self-help guide for providers:

- Bulk payment request self-help guide for providers (PDF 2MB)
- Bulk payment request self-help guide for providers (DOCX 3MB)
- Bulk payment request template (CSV 1KB)

Step 7: Read and understand our privacy notice

The myplace provider portal privacy notice explains how we collect, use and disclose the information you provide.

By accessing the myplace provider portal, you confirm you:

- have read and understood our privacy notice
- understand how we'll use and disclose your information
- understand how we'll store and secure your information.

Download the myplace provider portal privacy notice:

- myplace provider portal privacy notice (PDF 33KB)
- myplace provider portal privacy notice (DOCX 47KB)

Step 8: Read the terms and conditions

You must agree to the terms and conditions to use the myplace provider portal.

Download the myplace provider portal terms and conditions:

- myplace provider portal terms and conditions (PDF 89KB)
- myplace provider portal terms and conditions (DOCX 52KB)

Option 3: The integrity portal

You may be asked to provide us with extra information and evidence through the integrity portal.

We'll send you a letter if you need to use the portal. It'll explain how to use it and what information we need.

Learn to use the integrity portal

The integrity portal step-by-step guide is a comprehensive resource that guides you through how to navigate and complete tasks in the integrity portal.

It includes screenshots of the portal to show you how to complete tasks.

Download the step-by-step guide to using the integrity portal:

- Step-by-step guide to using the integrity portal (PDF 1.1MB)
- Step-by-step guide to using the integrity portal (DOCX 1.9MB)

Related information

How to view plans in the my NDIS provider portal

What is the provider learning environment

How to make a payment request

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