

When you sign in to the app for the first time, we use a code sent by SMS to confirm your information. This will be sent to the mobile phone number we have recorded for you.

From there you will set up a PIN. Please remember this PIN as you will need to use it to sign in to the app.

Watch the video: [How to sign into the my NDIS app](#)

[Transcript for 'How to sign in to the my NDIS app on your phone'](#)

[Transcript for 'How to sign in to the my NDIS app - Auslan'](#)

### **Where can I find my NDIS number?**

You can find your NDIS number in the myplace portal under my contact details in 'About Me'.

### **How do I check if my current mobile number is listed with the NDIS?**

You can check your mobile number in the myplace portal under my contact details in 'About Me'.

### **I have not received a code or the code does not work.**

Try requesting a new code. If the new code does not work, please call the NDIA on 1800 800 110.

### **How many attempts can I have to sign in?**

You have 5 attempts to sign in to your profile. After 5 attempts you will be locked out for an hour before you can try again.

### **Can I use my fingerprints or face recognition, to sign in to the app?**

Yes. You can use biometric sign-in (like fingerprints or eye scan) if it is available on your phone.

**Can I disable my PIN?**

No. Your PIN can't be disabled. You can change it in the 'Account' section of the app under 'Settings'.

**My screen gets cut off when confirming my PIN. How do I stop this?**

If you tilt your phone to landscape this will keep the screen at full view and allow you to confirm your PIN.

**I am a child representative or nominee. Which details do I use to sign in to the app?**

If you are a child representative or nominee, you will need to use your own NDIS number and personal details.

**I can't see my child or participant listed in the app.**

Call the NDIS on 1800 800 110 and we will help you with this.

**Why do I keep seeing a system maintenance and software update notification every time I start a new session even though I select 'Dismiss'?**

You need to update the app to the newest version

This notification appears when there is a new version of the my NDIS app. If you have an older version of the app this message will appear each time you login.

**Can I use the app on my iPad?**

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The app can be used on an iPad, but it is best used on a smartphone as not all features may work correctly on an iPad.

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