

Notice: We are removing the option to use secret question and answers to sign in to your linked myGov account. Improve your digital security by updating your myGov sign in options now.

Learn more about this [change](#).

When you sign in to the my NDIS app for the first time, you will need to enter your NDIS number, last name and date of birth.

We will send you a code via 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.

You will then need to connect the my NDIS app to a myGov account.

If you already have a myGov account for other government services such as Medicare, you can connect the same myGov account to the my NDIS app.

If you do not have a myGov account, you will need to create one.

- [Create a myGov account external website](#) .

To connect the my NDIS app to your myGov account, you will need to enter your myGov username or email and password, or myGov digital identity.

You will only need to connect the my NDIS app to your myGov account once.

After signing into the app for the first time, you can set your my NDIS app preferences including setting up face ID and fingerprint recognition and change your accessibility features to suit your needs.

Existing my NDIS app users

If you are an existing my NDIS app user, you will start to see the option to connect a myGov account in the app.

By connecting the my NDIS app to myGov, we are improving how we check the identities of people accessing the app and protecting participant plans and personal information.

To connect the my NDIS app to your myGov account, you will need to click the myGov sign in button.

You will then need to enter your myGov username or email and password, or myGov Digital Identity.

Once you have done this, your myGov account will connect to the my NDIS app.

You will only need to do this once. After this, you can continue using the my NDIS app as you do now, and sign in using your fingerprint, face ID or PIN.

If you don't want to connect the my NDIS app to your myGov account now, you can choose the 'remind me later' button.

Privacy notice

We will collect and record your personal information when you register to use the my NDIS app.

We will also collect your myGov information when you connect the my NDIS app to your myGov account. This is so that we can record your myGov connection, and you can continue to sign in to the app using face ID, fingerprint recognition or a PIN.

Our privacy notice also explains how the NDIA collect, use and disclose the information you provide.

[Read the privacy notice.](#)

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.

Where can I find my NDIS number?

You can find your NDIS number in the

- myplace portal under my contact details in 'About Me'.
- my NDIS participant portal under my account in 'My Account'.

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'.
- my NDIS participant portal under my account in 'My Account'.

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 National Contact Centre 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 can't see my child or participant listed in the app.

Please call the National Call Centre 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?

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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