

24 October 2023

Please find below details of 2 upcoming planned outages.

Planned outages allow us to update and improve our systems.

### **Outage 1: Multi-system outage**

#### **Impacted systems**

- my NDIS app
- myplace participant portal
- myplace provider portal

#### **Start date and time**

Thursday 26 October at AEDT 8 pm

#### **Finish date and time**

Friday 27 October at AEDT 2 am

#### **Outage window**

6 hours

#### **Impact on users**

These systems will be down during the outage window.

Please plan around this if required.

### **Outage 2: Major disruption to myplace participant portal**

#### **Impacted system**

- myplace participant portal

### Start date and time

Thursday 26 October at AEDT 8 pm

### Finish date and time

Sunday 29 October at AEDT 11:59 am

### Outage window

Up to 64 hours

### Impact on users

The myplace participant portal will be down during these times, or for most of it.

Please plan around this if required.

During this outage, you can:

- use the [my NDIS app](#) (noting this will be offline from Thursday 26 October AEDT 8 pm to 2 am the following day – 6 hours)
- call the NDIS on 1800 800 110 for support, during opening hours.

The National Contact Centre is open Monday to Friday, 8 am to 8 pm (local time).

Find out more about contacting the NDIS on the [Contact webpage](#).

Thank you for your patience.

We are sorry for the disruption.

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## Related articles

Category

- Notification

### Upcoming multi-system outage to myplace portals and my NDIS app

Date

12 October 2023

### Upcoming multi-system outage to myplace portals and my NDIS app

Date

20 July 2023

Category

- News

### Upcoming system outage to myplace portals

Date

5 July 2023

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