

# **NDIS myplace portal**

## **Step-by-step Guide**

### **Introduction**

May 2024



# Table of Contents

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Table of Contents .....	2
Changes from the last version .....	3
Introduction .....	3
What can you do in myplace? .....	3
Internet Browser Requirements .....	3
Before you start .....	4
Your first login.....	4
Logging into the portal after linking with myGov .....	9
The portal via myGov website.....	9
The portal via NDIS website.....	10
myplace portal home page .....	12
Tiles .....	13
Need more help? .....	14
Logging out of myplace.....	14

## Changes from the last version

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The following updates have been made to the last published version of the myplace portal step-by-step guide:

- General updates.

## Introduction

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In October 2023 the NDIA started using a new computer system. To help deliver this new computer system, we've built a new portal called my NDIS participant portal.

The my NDIS participant portal is for participants whose plans are developed in our new computer system. For more information on the my NDIS participant portal, you can go to [my NDIS participant portal and app | NDIS Improvements](#).

If you don't have a plan in our new computer system yet, you should continue to use the NDIS myplace portal (portal) and this guide.

The **NDIS myplace portal** is a protected and secure website that can only be accessed using **myGov** account login details.

The portal allows you to manage your own information, plan details and plan budget.

**Note:** The information used in the screenshots throughout this guide is for instructional purposes and does not represent actual participants.

## What can you do in myplace?

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As a NDIS participant you can use the myplace portal to:

- View and update your contact details;
- View your NDIS plan, including information about your funded supports;
- View and manage your current plan budget;
- Request payment for self-managed supports;
- Search and locate registered service providers;
- Create and manage service bookings with registered service providers;
- Manage your consent to share all or part of your plan with service providers;
- Upload and view documents;
- Print your plan;
- View the Planning Support Booklets; and
- MyGov inbox.

## Internet browser requirements

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You can access the myplace portal via the internet and is supports latest stable browser version:

- Microsoft Edge

- Mozilla Firefox
- Google Chrome
- Apple Safari

## Before you start

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To log in to the myplace portal, you will need a **myGov** account and an **NDIS activation code**.

You can request an activation code when you become a participant or an authorized representative, by contacting the NDIS on 1800 800 110 (Monday-Friday, 8am – 8pm).

Your activation code is temporary and will expire after 10 days. If you lose your code or it expires, you can contact the NDIS and request a new code.

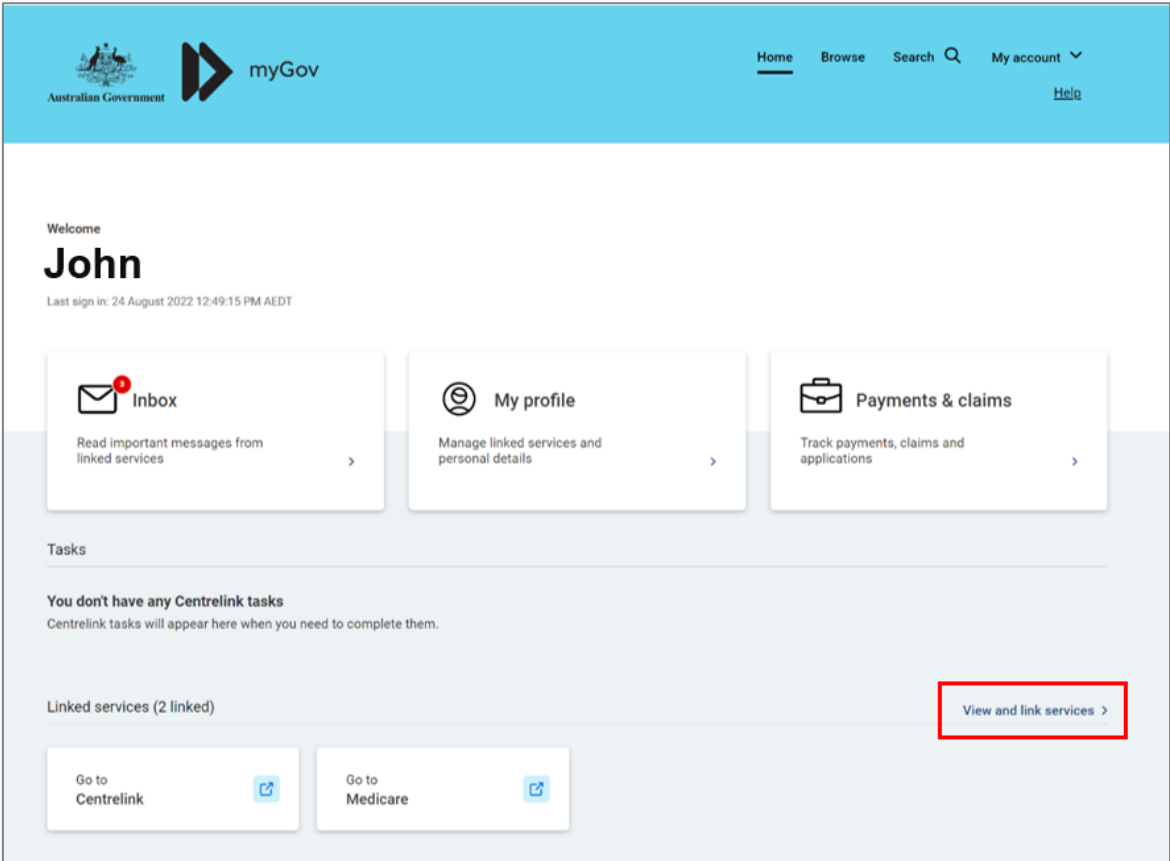
Before logging in for the first time, you will need to link your myGov account to the National Disability Insurance Scheme. You will then be required to input your activation code; the activation code is only required the first time you sign in to the portal.

**Note:** Instructions for creating a myGov account can be found on the myGov website.

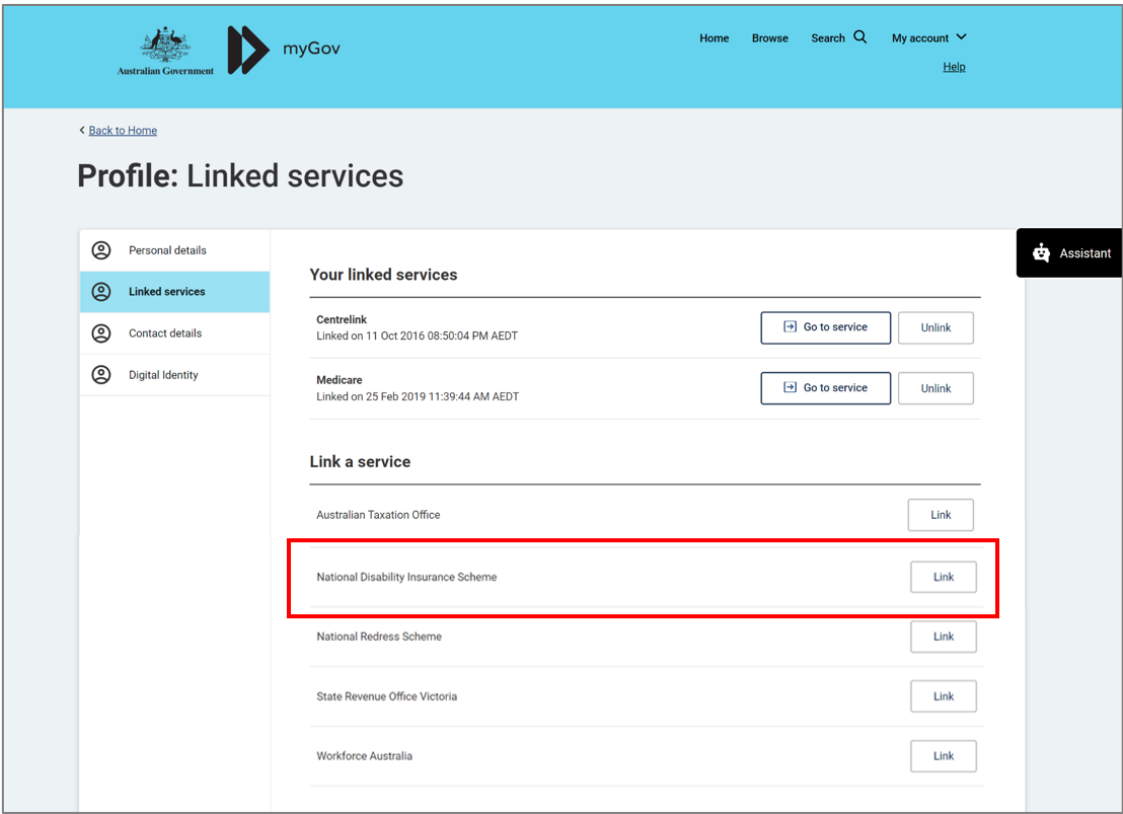
## Your first login

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1. Sign into myGov (my.gov.au) using your existing username and password.
2. To link your myGov account to the NDIS, click the **View and link Services** link at the bottom-right of the page.

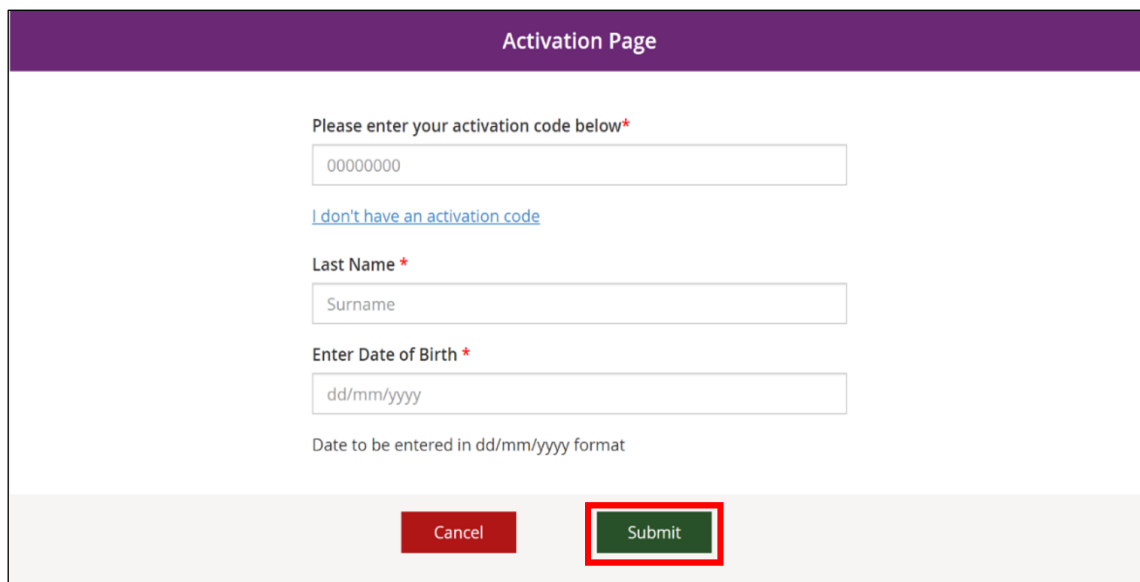


3. Then choose **National Disability Insurance Scheme** from the **Link a service** list.



4. Type in your NDIS Activation Code, your Last Name, and your Date of Birth, then click the **Submit** button at the bottom of the screen. You only need to put in the NDIS activation code the first time you access the portal. This screen will not display again.

**Note:** You can contact the NDIS on 1800 800 110 and request an activation code.



5. The **Terms and conditions** will be displayed the first time you sign into the portal or when there have been updates that you need to be aware of. Move the scrollbar to read the **Terms and conditions**.
6. Once you have read the **Terms and conditions**, select the checkbox next to **I have read and agree with the terms and conditions** and press the **I agree** button to continue.

Please read and agree to the terms and conditions.  
If you do not agree to them, you cannot use the participant portal.  
Use the scrollbar to view the terms and conditions.

### Terms and Conditions

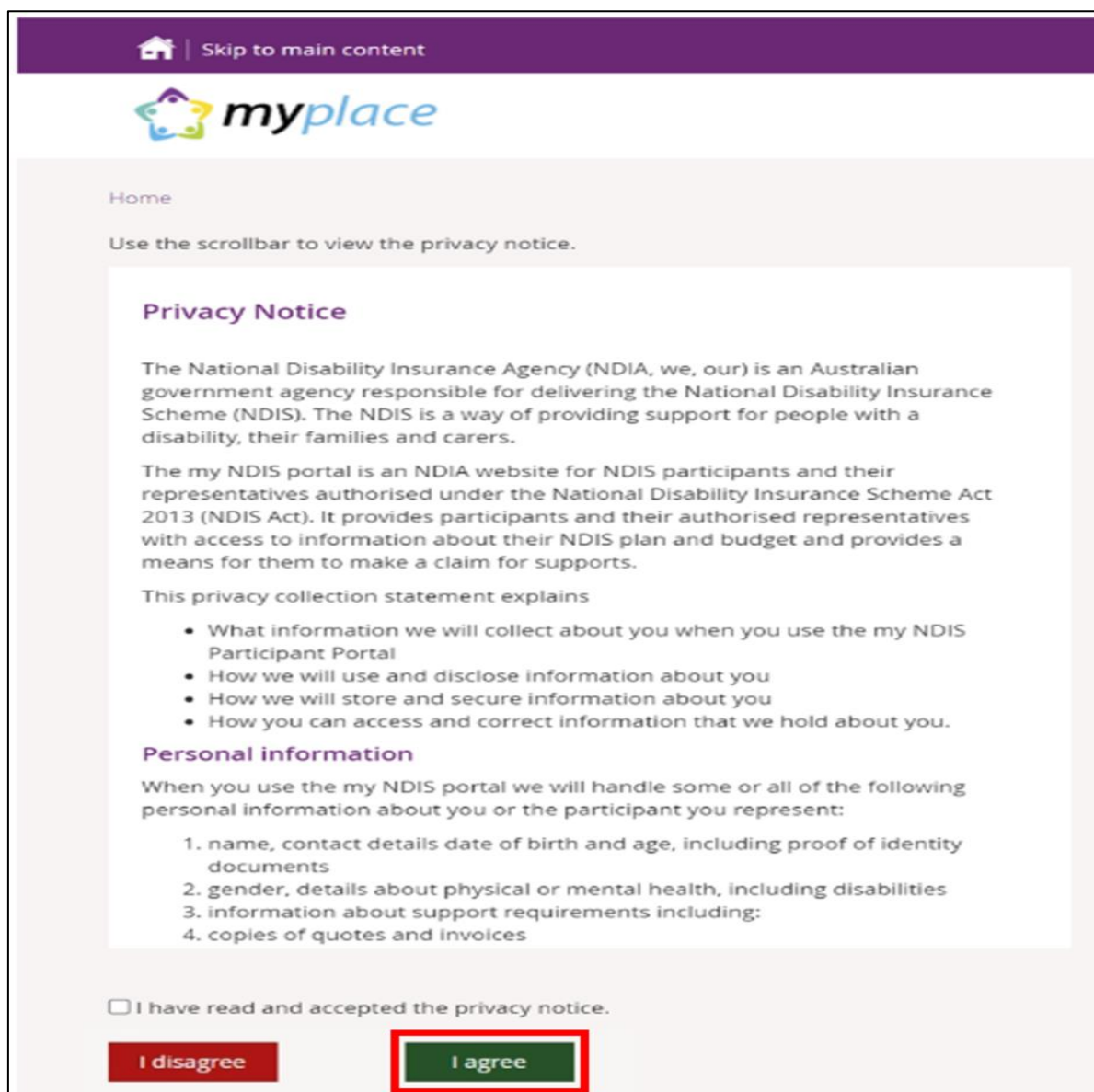
1. Using the my NDIS portal
  - a. This information is about using my NDIS portal to communicate with the National Disability Insurance Agency (NDIA).
  - b. Using my NDIS portal is voluntary. You can also get in touch with us at <https://www.ndis.gov.au/contact>.
  - c. If you decide to use my NDIS portal you agree to these Terms.
2. What we expect of you
  - a. There are some rules about using my NDIS portal.
  - b. The rules are based on the laws that apply in the Australian Capital Territory.
  - c. Sometimes, we might need to change the rules. If we do that, they will be updated here.
  - d. The rules are
    - i. you can't do anything illegal on my NDIS portal
    - ii. you can't damage my NDIS portal on purpose
    - iii. you can't send us anything that could harm my NDIS portal. This includes files, documents and any other material that can be sent electronically
    - iv. you must have a person's permission before you provide or access information on my NDIS portal about that person. If you don't, you may be committing an offence which carries a penalty of up to two year's imprisonment or a fine of \$21,600, or both
    - v. the information that you provide on my NDIS portal must be true; and
    - vi. you cannot use our intellectual property.

☐ I confirm that I have read and agree with the terms and conditions.

I disagree

I agree

7. The **Privacy Notice** will be displayed. Once you have read the **Privacy Notice**, select the checkbox next to **I have read and agree with the Privacy notice** and press **I agree** button to continue.



Home | Skip to main content

**myplace**

Home

Use the scrollbar to view the privacy notice.

### Privacy Notice

The National Disability Insurance Agency (NDIA, we, our) is an Australian government agency responsible for delivering the National Disability Insurance Scheme (NDIS). The NDIS is a way of providing support for people with a disability, their families and carers.

The my NDIS portal is an NDIA website for NDIS participants and their representatives authorised under the National Disability Insurance Scheme Act 2013 (NDIS Act). It provides participants and their authorised representatives with access to information about their NDIS plan and budget and provides a means for them to make a claim for supports.

This privacy collection statement explains

- What information we will collect about you when you use the my NDIS Participant Portal
- How we will use and disclose information about you
- How we will store and secure information about you
- How you can access and correct information that we hold about you.

### Personal information

When you use the my NDIS portal we will handle some or all of the following personal information about you or the participant you represent:

1. name, contact details date of birth and age, including proof of identity documents
2. gender, details about physical or mental health, including disabilities
3. information about support requirements including:
4. copies of quotes and invoices

☐ I have read and accepted the privacy notice.

**I disagree** **I agree**

8. The portal home page displays.

If you need any further support, you can phone the NDIS on 1800 800 110 or [contact us](#).

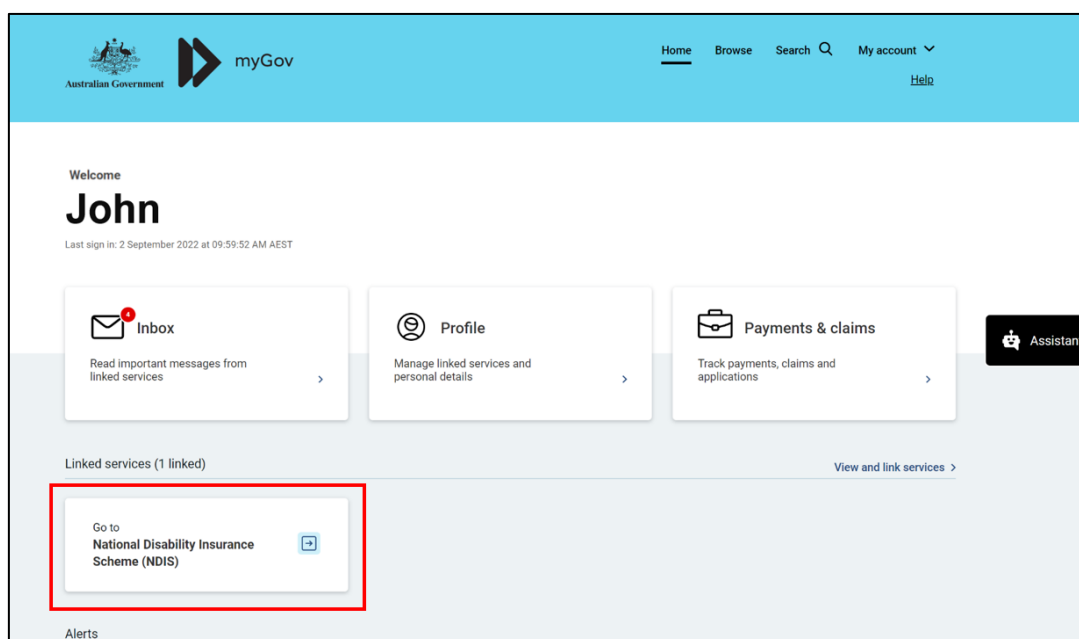


## Logging into the portal after linking with myGov

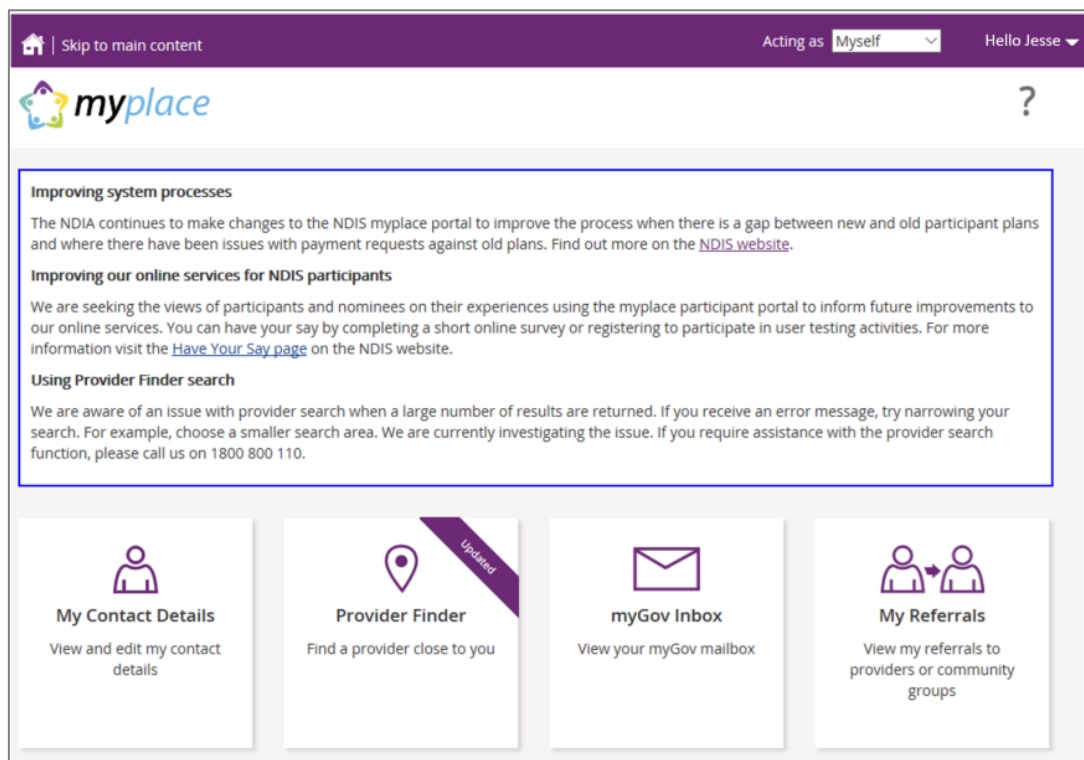
Once you have linked your myGov account to the NDIS, you can access the portal via the myGov website ([my.gov.au](https://my.gov.au)) or via NDIS website ([ndis.gov.au](https://ndis.gov.au)).

### The portal via myGov website

1. Log into myGov ([my.gov.au](https://my.gov.au))
2. Select **NDIS** under **Linked services**.



The portal home page displays.

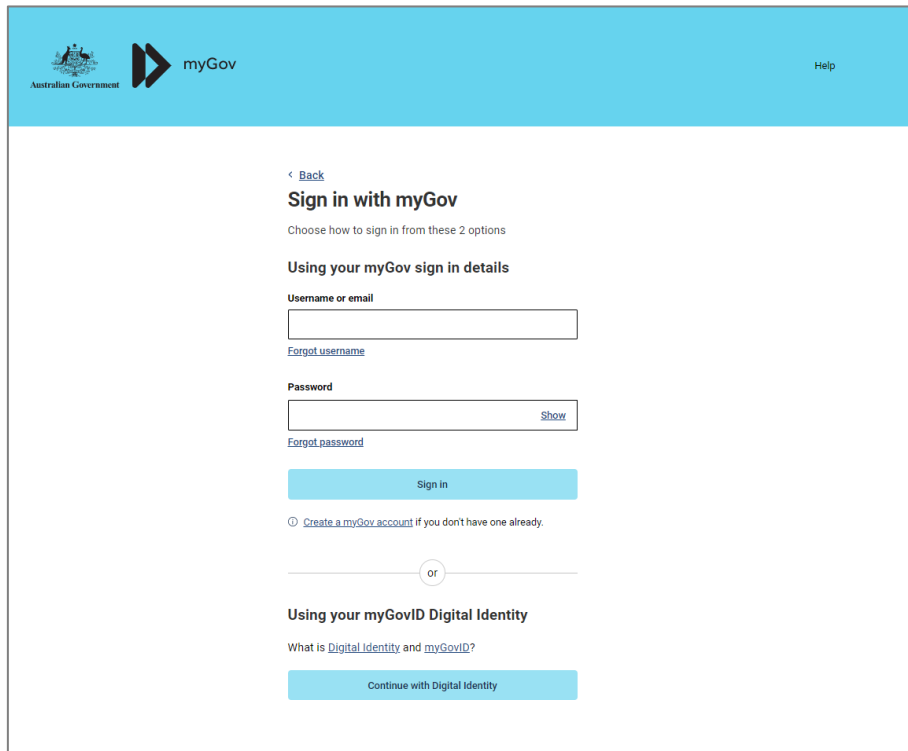


## The portal via NDIS website

1. Go to the NDIS website ([www.ndis.gov.au](http://www.ndis.gov.au)).
2. In the top right-hand corner click on the **Portal sign in** button and then select **myplace participant portal** from the drop-down menu.



3. Enter your myGov username (email or mobile number) and password, and then click the **Sign in** button.



The screenshot shows the myGov sign-in interface. At the top, there is a blue header with the Australian Government logo, the myGov logo, and a Help link. Below the header, the page title is "Sign in with myGov" with a back link. A message says "Choose how to sign in from these 2 options". The first option is "Using your myGov sign in details", which includes a "Username or email" field with a "Forgot username" link, a "Password" field with a "Show" link and a "Forgot password" link, and a "Sign in" button. Below this is a link to "Create a myGov account" with a note "if you don't have one already". A horizontal line with a circle containing "or" separates the two options. The second option is "Using your myGovID Digital Identity", which includes a link "What is Digital Identity and myGovID?" and a "Continue with Digital Identity" button.

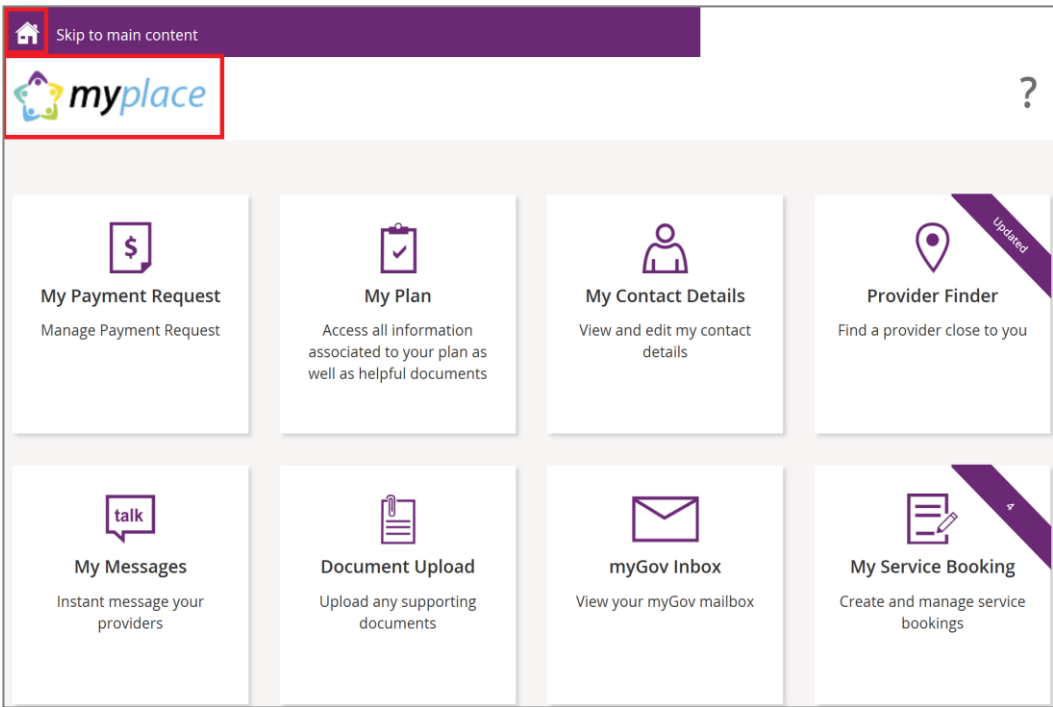
4. Depending on your myGov preferences, you will need to answer secret questions, enter a unique security code or a myGov PIN. Once answered, click the **Next** button. The home page displays.

# myplace portal home page

The homepage displays once you have signed in. The tiles you see are specific to the stage of the pathway (your NDIS journey) you have reached, or if you are signing in as a child representative or nominee. For example, the **My Plan** tile is only available once you have an approved NDIS plan.








If you have a new plan in the new computer system, you may see a banner that asks you sign into my NDIS portal.


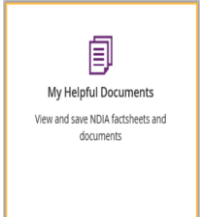
1. To return to the home page, click on the **myplace** icon or press the **Home** (house) icon.



## Tiles

The following table is a brief outline of what function each tile has within the portal.

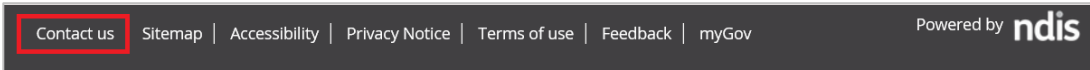
Tile	Name	Function
 <p><b>My Payment Request</b> Manage Payment Request</p>	My Payment Request	If you are self-managing all or part of your NDIS plan, this is where you can create, view and manage your payment requests (claims).
 <p><b>My Plan</b> Access all information associated to your plan as well as helpful documents</p>	My Plan	Once you have an approved NDIS plan, this is where you can view the details of your plan, including support budget, my referrals and my funding report.
 <p><b>My Contact Details</b> View and edit my contact details</p>	My Contact Details	View and edit your personal details, contact details, address, <b>How can I contact NDIA</b> , bank account details and consent to share your plan with providers here.
 <p><b>My Service Booking</b> Create and manage service bookings</p>	My Service Bookings	Once you have an approved NDIS plan, this is where you can create, view and manage your Service Bookings with registered NDIS service providers (not applicable if you are self-managing).
 <p><b>Provider Finder</b> Find a provider close to you</p>	Provider Finder	Use the Provider Finder to find a registered NDIS service provider near you. You will also be able to book in a service booking from this screen provided that the provider is taking referrals.
 <p><b>My Messages</b> Instant message your providers</p>	My Messages	Instant messaging with your providers.  (Check with your provider to make sure this function is available for you).
 <p><b>Document Upload</b> Upload any supporting documents</p>	My Document Upload	Upload documents to support claims or access documentation. Max files size is 25MB, required to have a Document name and description. Below upload document is all available documents previously uploaded.

Tile	Name	Function
	myGov Inbox	View your myGov mailbox.
	My Helpful Documents	Use My Helpful Documents to access and view useful support booklets available on the NDIS website

Select a tile displayed on the home page to go that function. For example, selecting the **My Payment Request** title will navigate you to where you can add or view your payment requests.

## Need more help?

In the lower left corner of the screen there is an option to contact the NDIS, click the **Contact Us** link for further information and detail on how to contact us. Please direct any queries to the NDIS on **1800 800 110** or visit your local NDIA office.



## Logging out of myplace

You can log out by selecting the down arrow next to your name at the top of the screen and select **Logout**.



This will return you to the NDIS website if you signed in from there or your myGov home page if you had signed in from there.