

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?

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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