

NDIS myplace participant portal

Step-by-step guide

Introduction

May 2025

Table of Contents

NDIS myplace participant portal.....	1
Table of Contents	2
Changes from the last version	3
Introduction.....	3
What you can do in myplace.....	3
Internet browser requirements	4
Before you start	4
Your first login.....	6
Logging into the portal after linking with myGov.....	12
Access the portal from the myGov website	12
Access the portal from the NDIS website	13
myplace portal home page.....	15
Tiles.....	16
Need more help?	17

Changes from the last version

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

- The activation code to link your myGov account to the NDIS can now be sent as a text message (SMS).
- Participant and authorised representative's details in myGov must match NDIS records or access to the portal will be denied for security reasons.
- Updates to the Terms and conditions and Privacy notice.
- When details are created or updated in our system it can take up to an hour to change in myGov. It's best to wait an hour before trying to link or access the portal for the first time or when their details have been updated.
- You should expect to see messages 'pop-up' as you use the portal. This is a new way we communicate important things to you, especially when things change.

Introduction

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

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

If you don't have a plan in our new 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 you can do in myplace

As a National Disability Insurance Scheme (NDIS) participant you can use the myplace

participant 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.

While you're using the portal, you'll get messages from us along the way. This is how we'll communicate important things to you, especially when things change.

Internet browser requirements

You can access the myplace portal via the internet with the latest version of these browsers:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Apple Safari.

Before you start

To log into the myplace portal, you'll need a **myGov** account. Instructions for creating a myGov account can be found on [myGov](#).

To help us confirm your identity when signing into the myplace portal, you need to have at least one of the following Government services linked to your myGov account:

- Medicare
- Centrelink
- Australian Taxation Office (ATO).

Instructions to link one of these services to your myGov account can be found on [myGov](#).

You can also confirm your identity by setting up and using a myID Digital Identity with a standard or strong strength. Learn more about [myID Digital Identity](#).

Before logging into the myplace portal for the first time, you need to link your myGov account

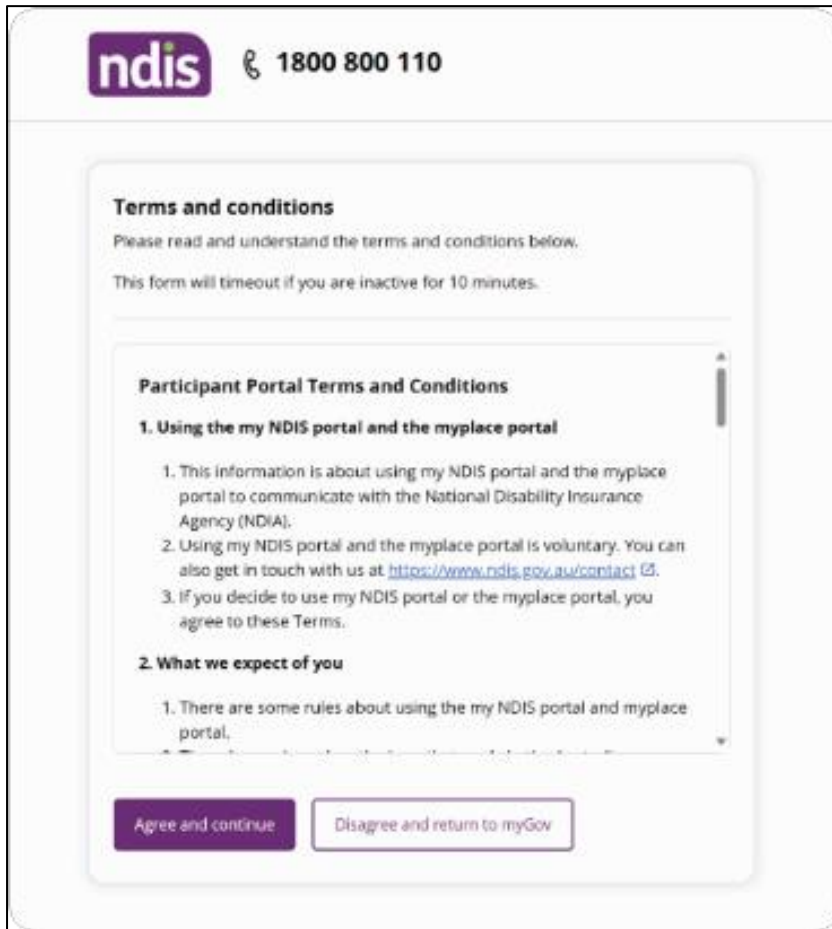
to the NDIS. You'll need an activation code to do this.

This code can be sent by SMS to the mobile phone number you've given us. If you can't get the SMS for any reason, you can contact the NDIS on 1800 800 110 (Monday – Friday, 8am – 8pm).

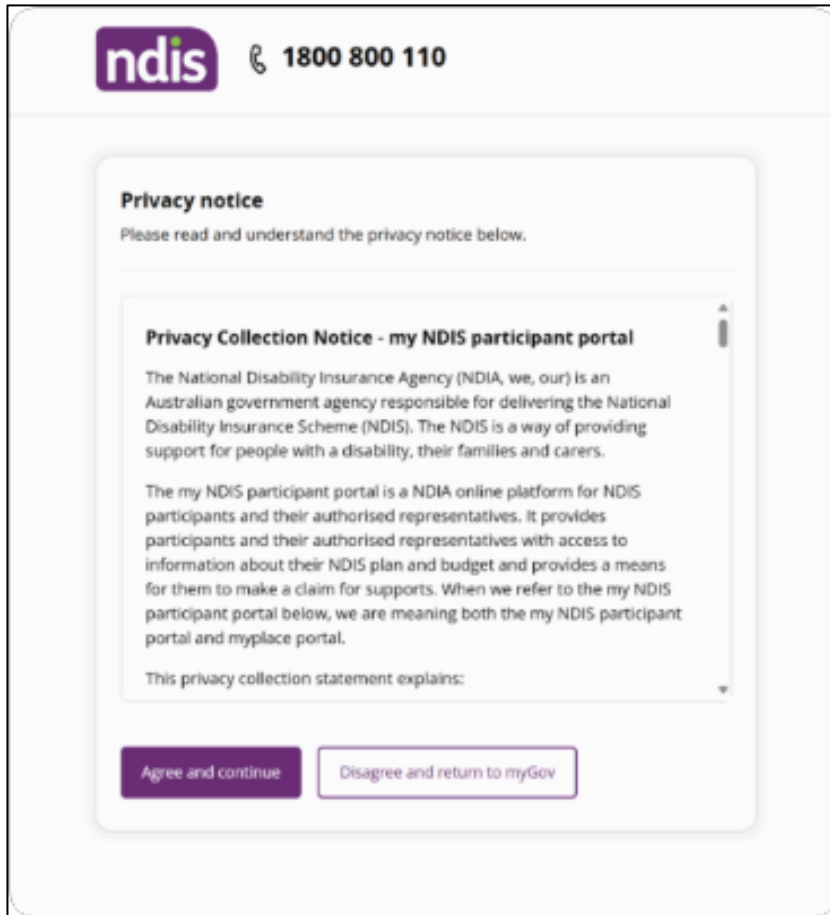
Your activation code is temporary and will expire after 10 days. If you lose your code or it expires, you can contact the NDIS and request a new code.

Your first login

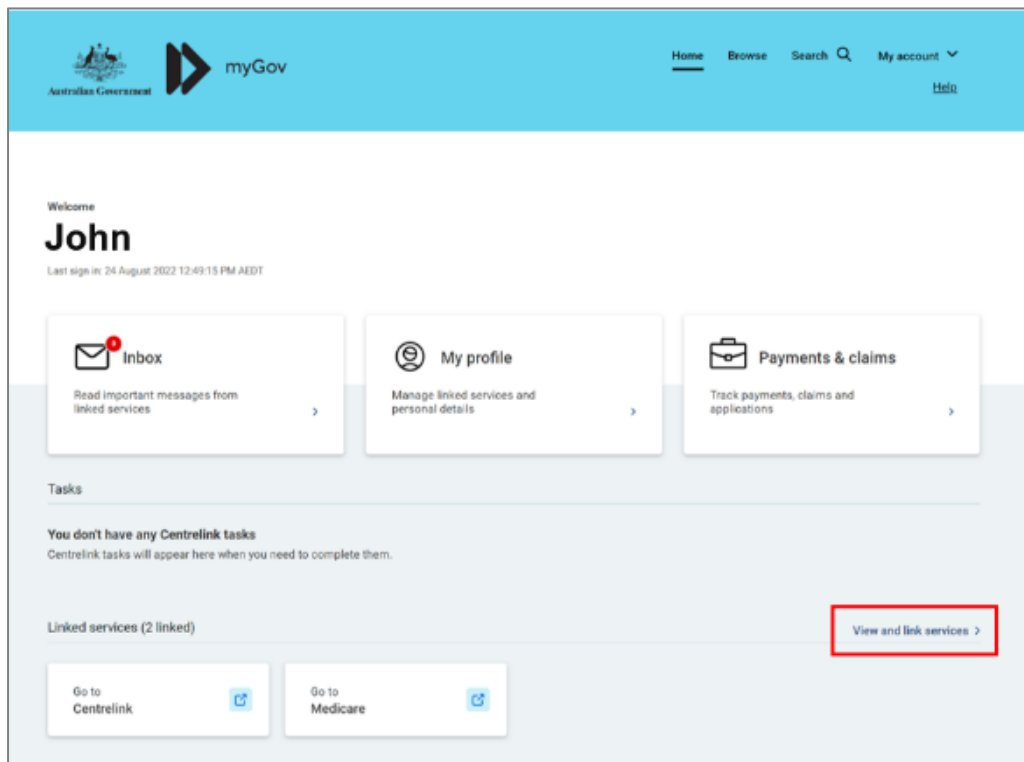
1. Sign into myGov (my.gov.au) using your existing username and password.
2. The **Terms and conditions** will be displayed. Once you've read the **Terms and conditions**, select **Agree and continue** or **Disagree and return to myGov**.



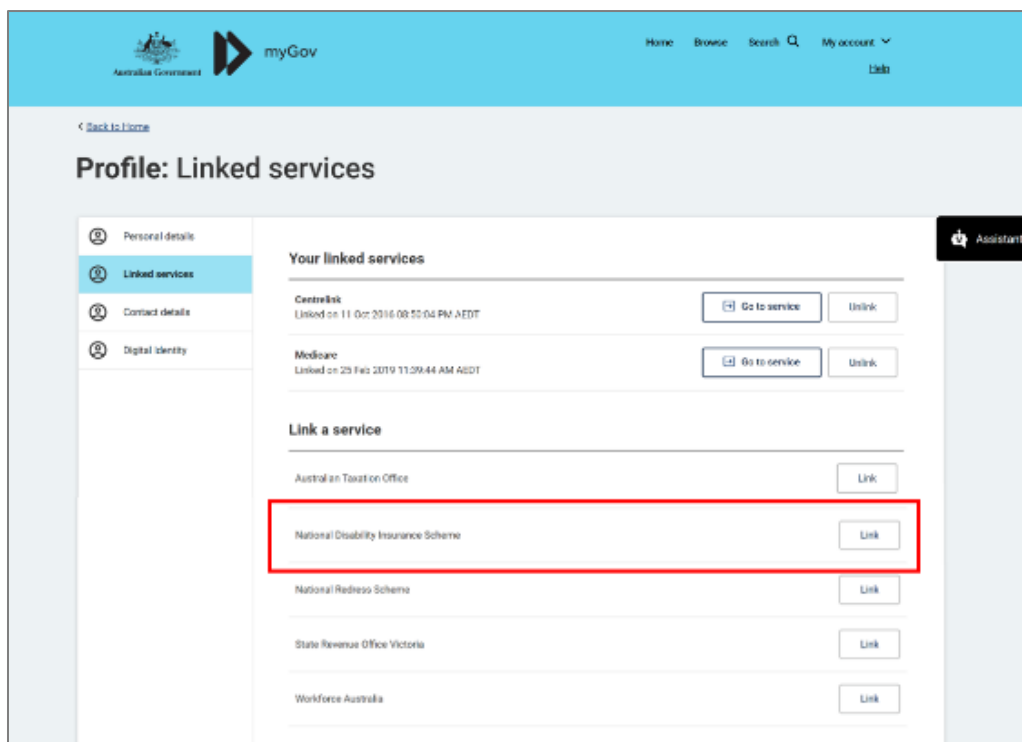
3. The **Privacy notice** will display. Once you've read the **Privacy notice**, select **Agree and continue** or **Disagree and return to myGov**.



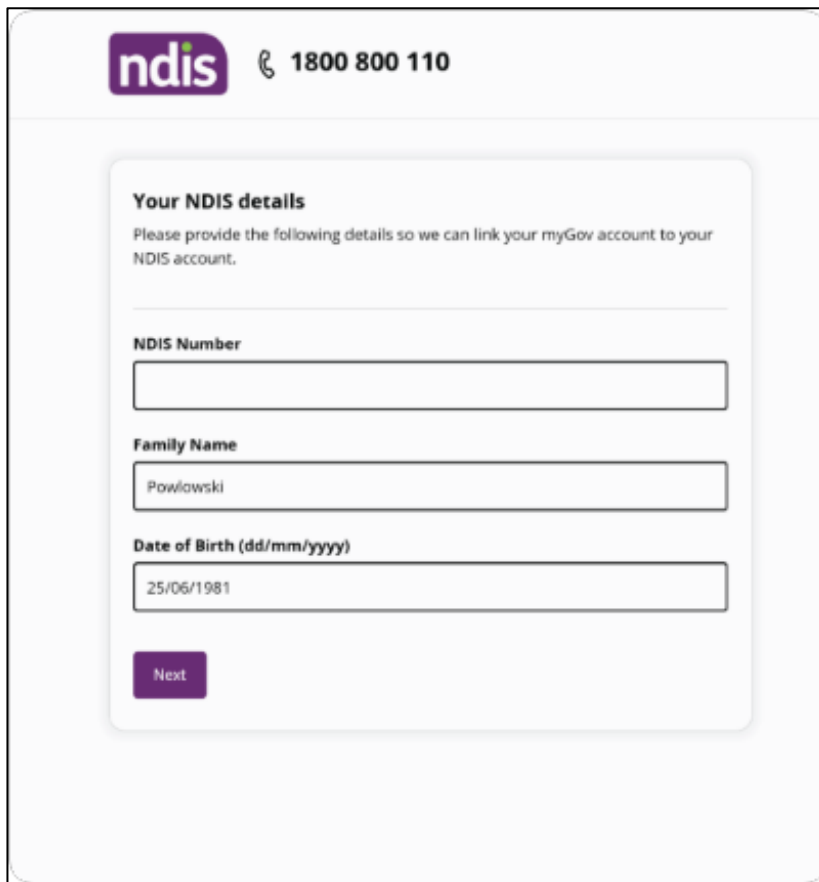
- To link your myGov account to the NDIS, select **View and link services** at the bottom-right of the page.



- Select **National Disability Insurance Scheme** from the **Link a service** list.

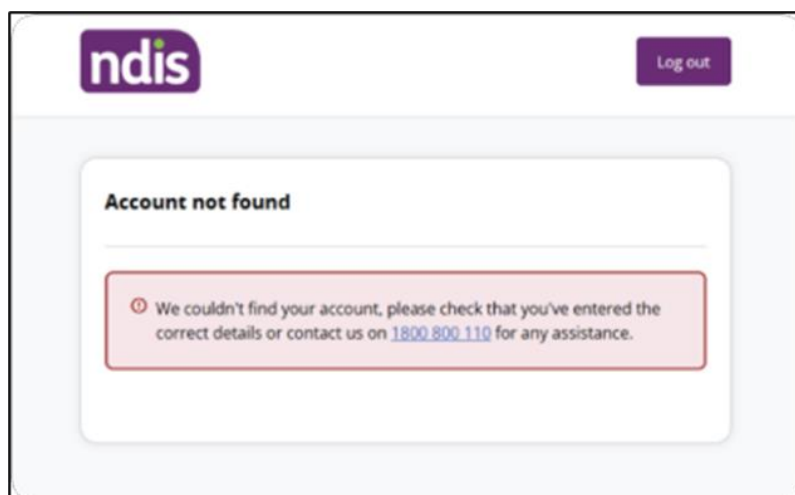


6. Enter your **NDIS Number**, **Family Name** and **Date of Birth**. Select **Next**.



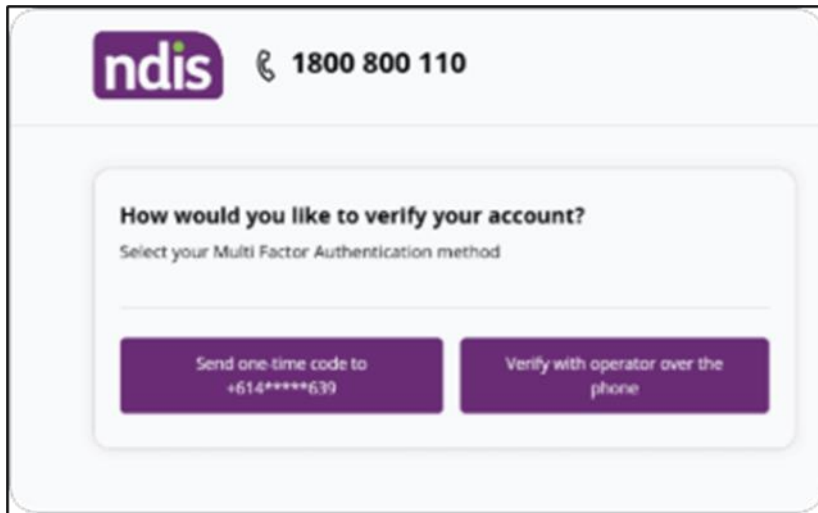
The screenshot shows the NDIS myplace portal registration form. At the top left is the NDIS logo and the phone number 1800 800 110. The form is titled "Your NDIS details" and asks the user to provide details to link their myGov account. It contains three input fields: "NDIS Number" (empty), "Family Name" (filled with "Powlowski"), and "Date of Birth (dd/mm/yyyy)" (filled with "25/06/1981"). A purple "Next" button is located at the bottom left of the form area.

Note: when your details are created or updated in our system, it can take up to an hour for the change to appear in myGov. These details must match for security reasons. You should wait at least one hour before trying to sign in to the portal. If your details don't match, you'll see the following error message.



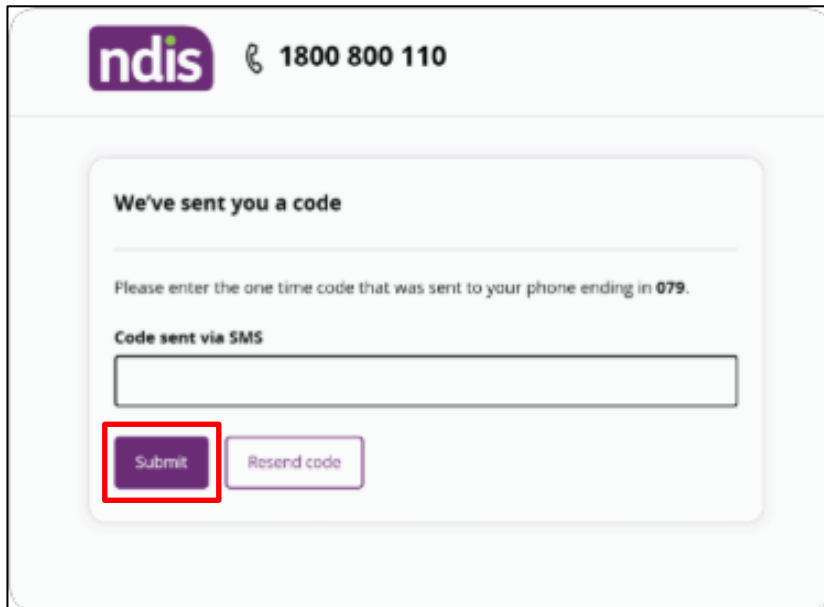
The screenshot shows the NDIS myplace portal error message. At the top left is the NDIS logo and a "Log out" button. The error message is titled "Account not found" and is displayed in a red box. The text reads: "We couldn't find your account, please check that you've entered the correct details or contact us on [1800 800 110](tel:1800800110) for any assistance."

7. Select **How would you like to verify your account?**



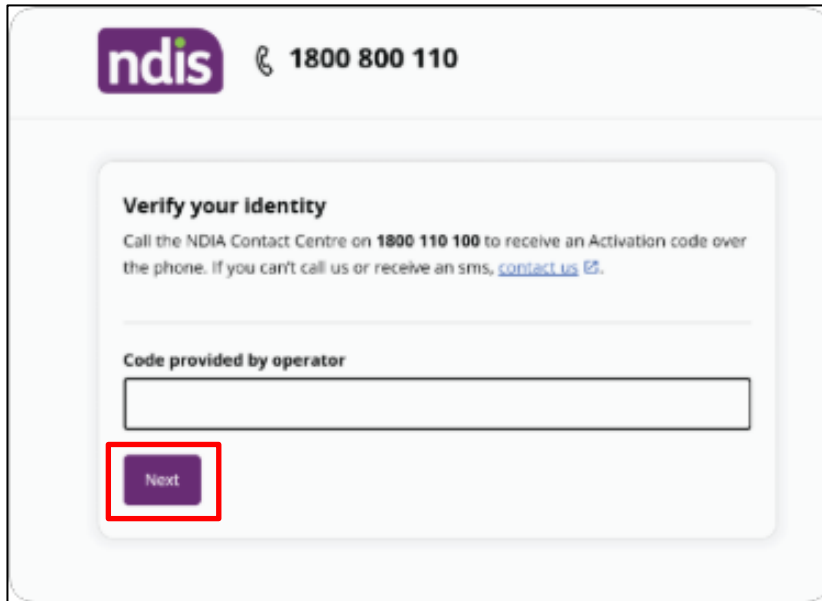
The screenshot shows the NDIS myplace portal interface. At the top left is the NDIS logo and the phone number 1800 800 110. The main heading is "How would you like to verify your account?" with the subtext "Select your Multi Factor Authentication method". Below this are two purple buttons: "Send one-time code to +614*****639" and "Verify with operator over the phone".

If you select **Send one time code to** your mobile phone, enter the code at **We've sent you a code**. Select **Submit**.

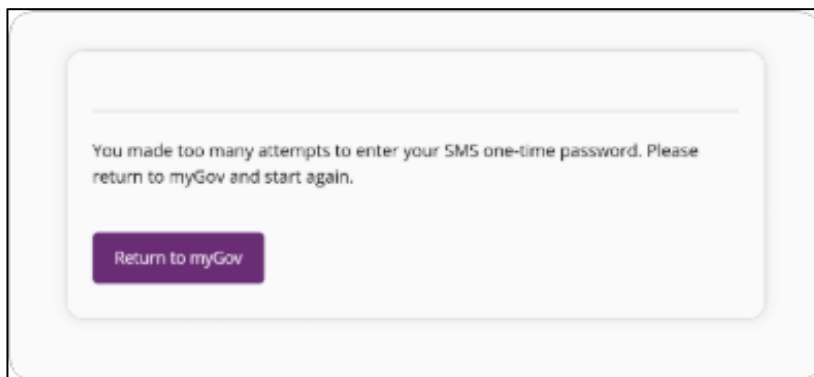


The screenshot shows the NDIS myplace portal interface for code entry. At the top left is the NDIS logo and the phone number 1800 800 110. The main heading is "We've sent you a code". Below this is the instruction "Please enter the one time code that was sent to your phone ending in 079." and the text "Code sent via SMS". There is a text input field for the code. Below the input field are two buttons: "Submit" (highlighted with a red box) and "Resend code".

If you select **Verify with operator over the phone**, call 1800 110 100 and enter the code at **Verify your identity**. Select **Next**.



Note: if you enter the wrong code more than 3 times you'll get the following error message. You'll have to restart the process to get a new code.



8. The portal home page displays.

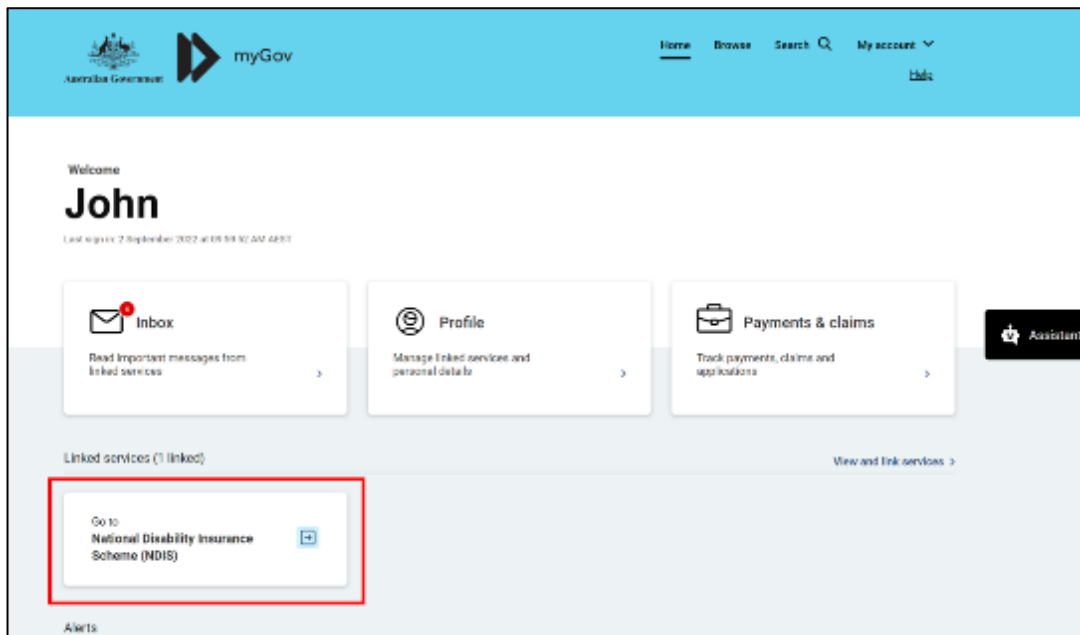
If you need any further support, you can phone the NDIS on 1800 800 110 or [contact us](#).

Logging into the portal after linking with myGov

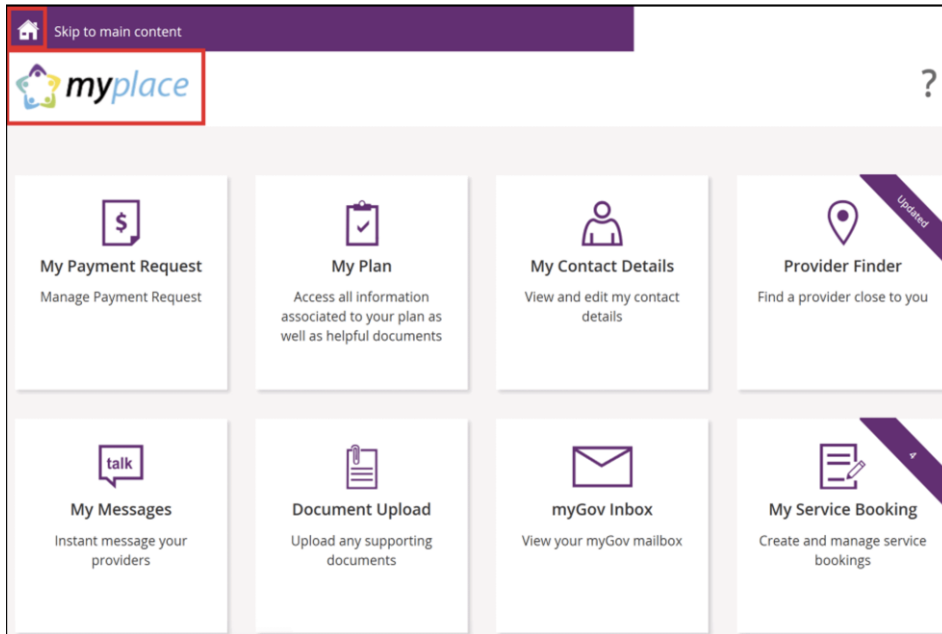
Once you've linked your myGov account to the NDIS, you can access the portal via the myGov website (my.gov.au) or via the NDIS website (ndis.gov.au).

Access the portal from the myGov website

1. Log into myGov (my.gov.au).
2. Under **Linked services**, select **NDIS**.



3. The portal home page displays.

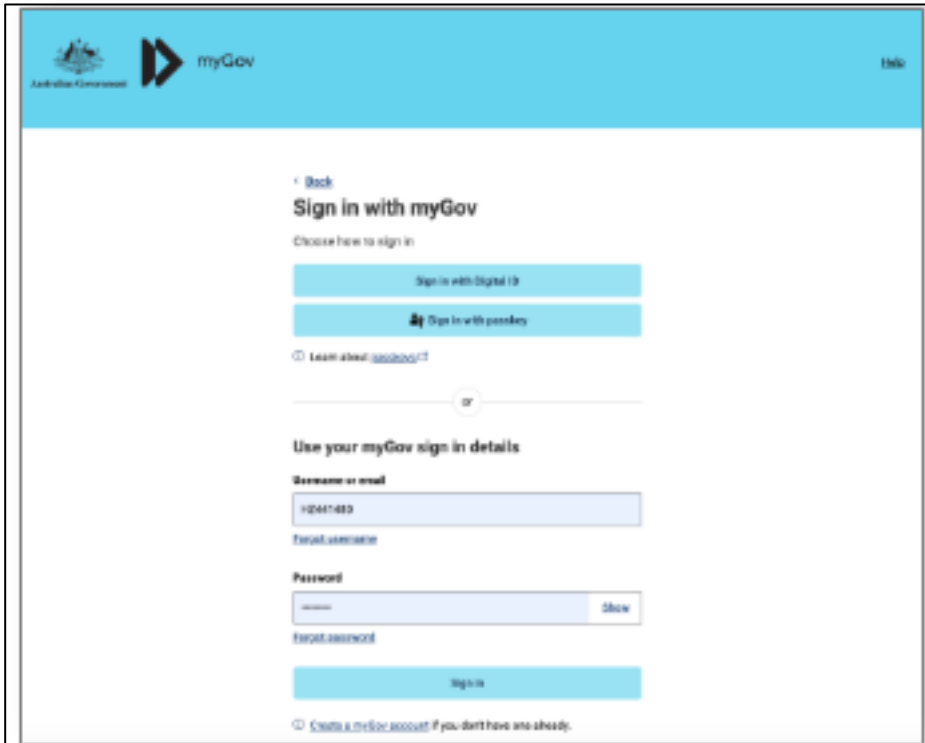


Access the portal from the NDIS website

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



3. Enter your myGov username (email or mobile number) and password, and select **Sign in**.



The screenshot shows the myGov sign-in interface. At the top left is the Australian Government logo and the myGov name. A 'Back' link is visible. The main heading is 'Sign in with myGov'. Below this, there are two options to 'Choose how to sign in': 'Sign in with digital ID' and 'Sign in with passkey'. A link to 'Learn about passkeys' is provided. An 'or' separator follows. The section 'Use your myGov sign in details' contains three input fields: 'Username or email' (with the value '123456789'), 'Password', and 'Confirm password'. A 'Show' button is next to the password field. A 'Sign in' button is at the bottom. A link 'Create a myGov account if you don't have one already.' is at the bottom left.

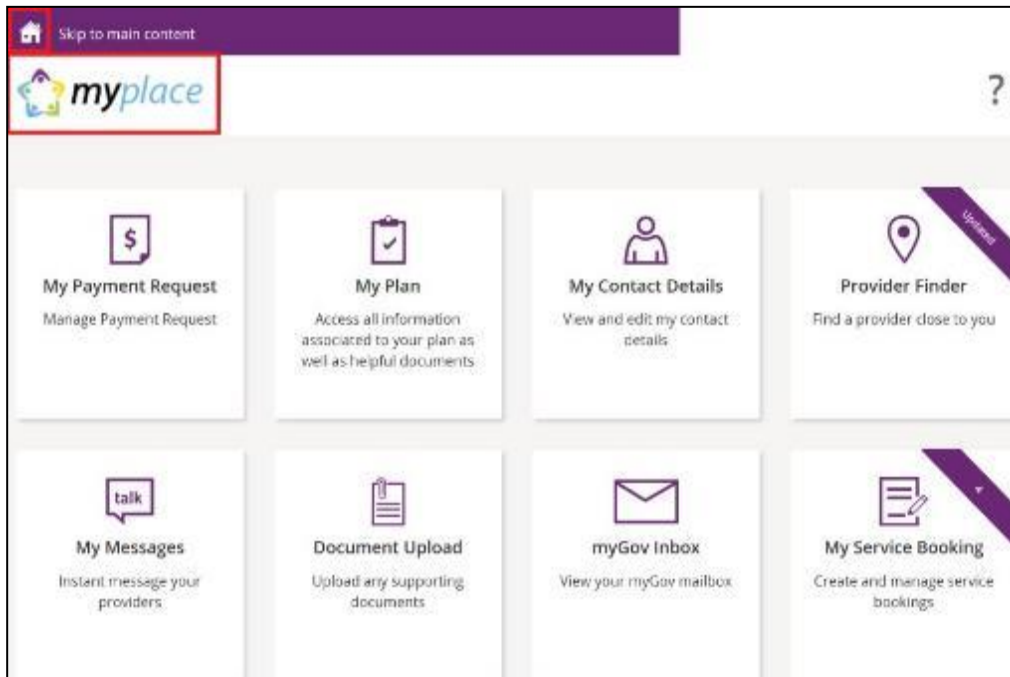
4. Depending on your myGov preferences, you'll need to enter a unique security code or a myGov PIN. Once answered, select the **Next** button. The home page displays.

myplace portal home page

The homepage displays once you've signed in. The tiles you see are specific to the stage of the pathway (your NDIS journey) you've reached, or if you're 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 NDIS business system, you may see a banner that asks you to sign into my NDIS portal.

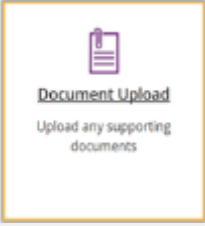

1. To return to the home page, select the **myplace** icon or select the **Home** (house) icon.



Tiles

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

Tile	Name	Function
	My Payment Request	If you're self-managing all or part of your NDIS plan, this is where you can create, view and manage your payment requests (claims).
	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.
	My Contact Details	View and edit your personal details, contact details, address, How can I contact NDIA , bank account details and consent to share your plan with providers here.
	My Service Booking	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're self-managing).
	Provider Finder	Use the Provider Finder to find a registered NDIS service provider near you. You'll also be able to book in a service booking from this screen if the provider is taking referrals.
	My Messages	Instant messaging with your providers. (Check with your provider to make sure this function is available for you).

Tile	Name	Function
	Document Upload	Upload documents to support claims or access documentation. Maximum file size is 10MB, and the document must have a name and description. Below Document Upload is all available documents previously uploaded.
	myGov Inbox	This function is no longer available. Please log into your myGov account to view your myGov inbox.

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

Need more help?

Select **Contact Us** in the lower left corner of the screen for further information and details on how to contact us. You can also phone the NDIS on **1800 800 110** or visit your [local NDIA office](#).

