

# **NDIS myplace provider portal**

**System and error messages self-help guide for providers**

November 2022

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## Changes from the last version

The following updates have been made to the last published version of the myplace provider portal system and error messages guide:

As of November 2022:

Additional text in What does it mean? and What should you do? has been added to the following chapter

- End a Service Booking chapter (pages 21 and 22)
- Create payment request chapter (page 29)
- Participant Lookup (page 50)

## Introduction

The *myplace provider portal self-help guide to system and error messages* aims to help you understand:

- The meaning of the error messages displayed in the myplace provider portal
- What to do when each error message is displayed.

For more detailed guidance on using the myplace provider portal, please refer to the [Complete version - Using the myplace provider portal step by step guide](#) available in the [NDIS website](#).







The error message tables below describe the error messages displayed in the NDIS myplace provider portal:

- Screen name – the heading at the top of the screen on which the message appears
- Message displayed – the wording of the message itself, which may be in a pop-up box, at the top of the screen, or near the field in error
- Type of message – whether the message is for an error which prevents you progressing, for confirmation to warn you of the consequences, or for information
- What does it mean? – an explanation of why you got the message
- What should you do? – describes suggested response(s) to the message

If you need further information on how to manage a particular message, search the 'Message Displayed' column for a few words from the message, or search the 'Screen Name' column for the screen. Once you have located the message, check the last two columns for more detail of what occurred, and how to proceed.

NOTE: Some errors do not display a consistent message, these are shown in italics in the Message Displayed column. If you can't find the message by searching for the message text, try scrolling through the messages for the Screen Name.

## How to contact NDIS

Contact the NDIS by		
 <p><a href="#">NDIS Webchat</a></p> <p>You can live chat with us about:</p> <ul style="list-style-type: none"> <li>• myplace provider portal</li> <li>• Service bookings</li> <li>• Payment requests</li> <li>• Quotes</li> <li>• Referrals</li> <li>• Request for service</li> <li>• Searching for a register provider</li> </ul>	 <p><b>Phone</b> 1800 800 110</p> <p>You can call us about:</p> <ul style="list-style-type: none"> <li>• myplace provider portal</li> <li>• Service bookings</li> <li>• Payment requests</li> <li>• Quotes</li> <li>• Referrals</li> <li>• Request for service</li> <li>• Searching for a register provider</li> <li>• Submitting a general enquiry, feedback, compliment or a complaint</li> </ul>	 <p><a href="#">provider portal</a></p> <p>You can use the provider portal to:</p> <ul style="list-style-type: none"> <li>• Submit a payment enquiry</li> <li>• Submit a general enquiry, feedback, compliment or a complaint</li> <li>• Search for a provider</li> <li>• Upload documents</li> </ul>
 <p><b>Email us</b> <a href="mailto:enquiries@ndis.gov.au">enquiries@ndis.gov.au</a></p> <p>You can email us about :</p> <ul style="list-style-type: none"> <li>• Submitting a general enquiry, feedback, compliment or a complaint</li> <li>• Emailing a document, form report or letter</li> </ul>	 <p><b>Contact and Feedback form</b> <a href="#">NDIS Online Form</a></p> <p>You can use the Online form to:</p> <ul style="list-style-type: none"> <li>• Submit a general enquiry, feedback, compliment, or a complaint</li> <li>• Request a call back</li> </ul>	 <p><b>Mailing address</b></p> <p>National Disability Insurance Agency GPO Box 700 Canberra ACT 2601</p> <p>You can mail us:</p> <ul style="list-style-type: none"> <li>• Compliment, complaint or provide feedback,</li> <li>• Document, form, report, or letter</li> </ul>

## Provider Portal Error Codes

### Select Provider

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Select Provider	The organisation ID could not be found. The organisation either no longer exists or is not linked to your account. Call 1800 800 110 to report the problem.	Error	The organisation you selected either no longer exists or isn't linked to your account. For example, another user may have updated the organisation, or its links.	Link the organisation to your account through 'Link to my Organisation' tile.  If the organisation does not exist, you will need to apply to the NDIS Quality and Safeguards Commission.

## Profile

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Profile	You have successfully updated your personal contact details.	Confirmation	You successfully updated your contact details in the 'About Me' section of your Profile.	No further action required.
Profile	System error occurred. Please try again later.	Error	There was an internal system error which prevented it finding and/or displaying the organisation data.	Wait for a short time then try again, or contact NDIS to report the problem and have it investigated.
Profile	You have successfully updated your organisation's details.	Confirmation	You successfully updated your organisation's details.	No further action required.
Profile	System error occurred. Please try again later.	Error	There was an internal system error which prevented it adding the role.	Wait for a short time then try again, or contact NDIS to report the problem and have it investigated.
Profile	Profile details have been updated successfully.	Confirmation	The person's roles were successfully updated (either added or removed).	No further action required.
Profile	You have successfully updated the bank account details for <Organisation Name>.	Confirmation	You have successfully updated your organisation's bank details.	No further action required.

## Edit Contact Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Edit Contact Details	You need to re-enter your telephone number (including the area code) as 10 digits, no spaces.	Error	You have either not supplied a phone number or it is not in the correct format (10 digits with no spaces).	Re-enter your phone number as 10 digits no spaces e.g. 0211112222.
Edit Contact Details	You need to re-enter your mobile number as 10 digits, starting with '04', no spaces.	Error	You have either not supplied a mobile number or it is not in the correct format (10 digits starting with 04, no spaces).	Re-enter your mobile number as 10 digits starting with '04', no spaces.
Edit Contact Details	You need to enter a valid email address (e.g. your.name@organisation.com.au) with fewer than 256 characters.	Error	You have either not supplied an email address or it is not in the correct format (i.e. address must be < 256 and valid to receive mail).	Enter a valid email address (e.g. <a href="mailto:your.name@organisation.com.au">your.name@organisation.com.au</a> ) with fewer than 256 characters.
Edit Contact Details	Update failed, please contact support.	Error	There was an internal system error which prevented your update of contact details.	Wait for a short time then try again, or contact NDIS to report the problem and have it investigated.
Edit Contact Details	Are you sure you want to exit the Edit Contact Details process?	Confirmation	You selected Cancel on the Edit Contact Details screen.	Select 'Yes' to cancel the updates (you will lose all data you



## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
	You will lose any data you entered.			entered), or select 'No' to continue updating.

### Edit Organisation Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Edit Organisation Details	Are you sure you want to exit the Edit Organisation Details process? You will lose any data you entered.	Confirmation	You selected Cancel on the Edit Organisation Details screen.	Select 'Yes' to cancel the updates (you will lose all data you entered), or select 'No' to continue updating.
Edit Organisation Details	A system error occurred. Try again later, or call 1800 800 110 to report the problem.	Error	There was an internal system error which prevented the automated setting of the role start date.	Wait for a short time then try again, or call 1800 800 110 to report the problem and have it investigated.

## Edit Bank Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Edit Bank Details	You have not provided an account name. You must provide an account name that is no more than 40 characters long and that only uses alphabetic characters (letters) and spaces.	Error	You tried to update the Bank Details without supplying an Account name.	Enter a valid account name, with no more than 40 characters. The account name must only have alphabetic characters (letters) and spaces.
Edit Bank Details	The account name you provided is too long. You must provide an account name that is no more than 40 characters long and that only	Error	The Account name you supplied is longer than 40 characters.	Enter a valid account name, with no more than 40 characters. The account name must only have alphabetic characters (letters) and spaces.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
	uses alphabetic characters (letters) and spaces.			
Edit Bank Details	The account name cannot contain numbers or special characters. You must provide an account name that is no more than 40 characters long and that only uses alphabetic characters (letters) and spaces.	Error	The Account name you supplied contains characters other than letters and spaces.	Enter a valid account name, with no more than 40 characters. The account name must only have alphabetic characters (letters) and spaces.
Edit Bank Details	You have not provided a BSB. You must provide a BSB that is valid and current. The BSB need to be 6 digits long, no spaces.	Error	You tried to update the Bank Details without supplying a BSB.	Enter the organisation bank account BSB as 6 digits, no spaces.
Edit Bank Details	The BSB you provided is too long. You must provide a BSB that is just 6 digits long, no spaces.	Error	The BSB you supplied is longer than six digits.	Enter the organisation bank account BSB as 6 digits, no spaces.
Edit Bank Details	The BSB you provided is not numeric. You must provide a BSB that is 6 digits long, no spaces.	Error	The BSB you supplied is contains characters other than digits.	Enter the organisation bank account BSB as 6 digits, no spaces.
Edit Bank Details	The BSB you provided is not a valid BSB. You must provide a BSB	Error	The BSB you supplied is not valid and current.	Check the BSB for the account number is correct and enter the

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
	that is valid and current. The BSB must be 6 digits long, no spaces.			organisation bank account BSB as 6 digits, no spaces.
Edit Bank Details	You must provide an account number.	Error	You tried to update the Bank Details without supplying an Account Number.	Enter the organisation account number as up to 12 digits, no spaces.
Edit Bank Details	Bank account number cannot be more than 12 digits in length.	Error	The Account number you supplied is longer than 12 characters.	Enter the organisation account number as up to 12 digits, no spaces.
Edit Bank Details	The account number you provided is not numeric. You must provide an account number that is up to 12 digits long, no spaces.	Error	The Account number you supplied contains characters other than digits.	Enter the organisation account number as up to 12 digits, no spaces.
Edit Bank Details	The start date cannot be empty. Please enter a start date for these banking details.	Error	There was an internal system error which prevented the automated setting of the start date for the bank details.	The start date must be in the format DD/MM/YYYY.  Wait for a short time then try again, or contact NDIS to report the problem and have it investigated.

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Edit Bank Details	A system error occurred. Try again later, or call 1800 800 110 to report the problem.	Error	There was an internal system error which prevented the automated setting of the start date for the bank details.	Wait for a short time then try again, or contact NDIS to report the problem and have it investigated.
Edit Bank Details	The start date is not a valid date. Please correct.	Error	There was an internal system error which prevented the automated setting of the start date for the bank details.	The start date must be in the format DD/MM/YYYY.  Wait for a short time then try again, or contact NDIS to report the problem and have it investigated.
Edit Bank Details	<i>Varied, but may be no text in an error box, technical system message similar to 'PARSE APPLICATION DATA Error during XML =&gt;....'</i>	Error	There was an internal system error which prevented it finding and/or displaying the bank details.	Wait for a short time then try again, or contact NDIS to report the problem and have it investigated.
Edit Bank Details	Are you sure you want to exit the Update Bank Details process? You will lose any data you entered.	Confirmation	You selected Cancel on the Edit Bank Details screen.	Select 'Yes' to cancel the updates (you will lose all data you entered), or select 'No' to continue updating.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Edit Bank Details	Existing Bank Approvals pending for {BP number}	Error	There is an existing request to update bank details in the system.	Check with your organisation's Primary Contact, and wait until the existing request has been processed before retrying.

### Inbox

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Inbox	Failed to move messages.	Error	A system error occurred which caused a failure in moving the message(s) to or from trash.	Wait for a short time then try again, or contact NDIS to report the problem and have it investigated.
Inbox	The message(s) you selected could not be moved. Try again later, or call 1800 800 110 to report the problem.	Error	A system error prevented your messages being moved.	Try again later, or call 1800 800 110 to report the problem.
Inbox	You must select one or more messages before attempting to move them to the trash. Check the box beside the messages you want to remove, or check 'From' at the	Error	You tried to move messages to or from trash without selecting any messages.	Select one or more messages by checking the box to the left of the messages (or at the top of the page for all on the page). Then select 'Move to Trash'.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
	top of the list to remove all messages on the page.			
Inbox	The system could not find any messages for the selected filter. Try selecting 'Show: All' or 'Filter: All'.	Information	Your organisation currently has no messages in the inbox that match your selections.	If you think there should be messages, try expanding your search. Remove the filter on type (Filter: All), switch from Show Unread to Show All (Show: All) and then search. Or check whether there are any messages in Trash.

## Add Service Booking

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Add Service Booking	You have tried to create a Plan Management service booking. Plan managed service bookings can only be created by Plan Managers who already have a standard service booking for Plan Management in	Warning	Plan managed service bookings can only be created by Plan Managers who already have a standard service booking for Plan	Plan managers can resolve this issue by completing these two tasks in order:

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
	place with the participant. Call 1800 800 110 for further information.		Management in place with the Participant.	<ol style="list-style-type: none"> <li>1. Creating a Standard service booking with the financial intermediaries fees (monthly fees and setup cost fees) and</li> <li>2. Creating a plan managed service booking for each of the participant funded supports.</li> </ol> <p>Please refer to <a href="#">Part 4: Administering Your Services</a> for information regarding the plan managed booking process.</p>
Add Service Booking	You did not select a Service Booking type. Select 'Standard Booking' from the Service Booking Type dropdown unless you are a Plan Manager and creating a Plan Managed booking.	Error	Service Booking Type not selected.	<p>Select 'Standard Booking' from the Service Booking Type drop down box.</p> <p>Plan managers can resolve this issue by completing these two tasks in order:</p> <ol style="list-style-type: none"> <li>1. Creating a Standard service booking with the</li> </ol>



## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
				<p>financial intermediaries fees (monthly fees and setup cost fees) and</p> <p>2. Creating a plan managed service booking for each of the participant funded supports.</p> <p>Please refer to <a href="#">Part 4: Administering Your Services</a> for information regarding the plan managed booking process.</p>
Add Service Booking	The participant does not have a plan that covers the entire period for the dates you entered. To ensure you are paid for services under a new plan yet to be approved, obtain written agreement from the participant that clearly states their agreement for you to continue to provide services.	Information	Participant does not have a plan that covers the entire period between the start and end dates.	<p>If the plan has expired and you were providing services to the participant, create a service booking within the plan dates. You might need to create more than one service booking.</p> <p>If you are unable to create a service booking you will need to contact the Participant</p>

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Add Service Booking	The service booking start date you provided is after the service booking end date. Check your dates and update either the start date or end date or both to fit within the participant's plan.	Error	Service booking start date is after service booking end date.	Check the dates you have entered and update either start date, end date or both to fit within the Participant's Plan.
Add Service Booking	This service booking is retrospective. If you intended it to be retrospective, select Find Plan to continue, otherwise update the start and end dates.	Error	The service booking type was selected after the dates were entered on a retrospective booking.	If the service booking is intended to be retrospective. Re-enter the dates and continue.
Add Service Booking	You have not selected a category in the Support budget dropdown. Select the one this part of the service booking covers.	Error	You have not selected a category in the Support budget drop down.	The valid categories for this Participant are in the support budget drop down. Select the one this part of the service booking covers.
Add Service Booking	Enter the amount that needs to be allocated. The amount is the unit cost. The total will be calculated by multiplying the unit cost by the quantity.	Error	You have not entered the amount that needs to be allocated to cover this support item.	The amount is the unit cost. The total will be calculated by multiplying the unit cost by the quantity.  Unit cost x Quantity = Allocated amount

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Add Service Booking	Support Item <Support Item> is included in an existing service booking <service booking number> from <service booking start date> to <service booking end date> and cannot be added to this service booking.	Error	You have created a payment request with the same details as another payment request-	You will need to cancel the paid payment request for the same support line item and consolidate the multiple support line items for the same day under one payment request.  Or Contact NDIS for assistance.
Add Service Booking	Support Category <Category> amount <Amount value> exceeds the Funds Management amount	Error	There are not enough funds left in the participants' budget to create the service booking.  Or You have created a category level service booking for a support which is funded in the participants plan at stated line-item level.	Contact the participant to discuss support options.  Or If the support is a stated support, create service booking at the line-item level. You might need to contact the participant to provide the description of the line item listed in the plan.  Or Contact NDIS for assistance

## View Service Booking Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
View Service Booking Details	This service booking is inactive, as its end date has already passed. You are not able to change the end date now. Create a new service booking to cover the extended date range.	Warning	The service booking has already ended and therefore the end date cannot be changed.	Create a new service booking to cover the required date range.
View Service Booking Details	The Service Booking end date has changed to <Service Booking End Date displayed>. Funding within the Service Booking may have reduced from <Date displayed>.	Alert	An alert will appear when viewing service bookings where an end date has changed automatically. Funding within the service booking may be automatically reduced after 90 days of the plan expiry date.	You are encouraged to request payment for services provided to participants within 90 days of the service/support.  Review the service booking details, and if you are unable to submit your payment request for the full amount, contact NDIS.

## End a service booking

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
End a service booking	<p>Service booking cannot be ended after SOA* end date dd.mm.yyyy (Date shown is the end date of plan)</p> <p>*SOA = Social application (participant's plan)</p>	Error	The start and end dates of the service booking do not align with the Participant's plan dates.	<p>Check that the service booking start and end dates are within the plan start and end dates.</p> <p>Or</p> <p>Contact the NDIS for assistance.</p>
End a service booking	<p>Following this update, Quantity, Allocate Amount (unit price) and End Date for this service booking cannot be changed again. You will not be able to provide supports through this service booking after 29/09/2018. Do you want to continue?</p>	Warning	<p>The warning message will display when you select the 'Submit' button.</p> <p>You will not be able to change the Quantity, Allocated Amount (unit price) and End Date for this service booking once you have selected 'Yes'.</p>	<p>Calculate the correct accrual amount before updating the end date of the service booking. The accrual amount is the number of outstanding services to be claimed against a service booking. If the accrual amount is incorrect, there might be a delay in processing the payment request.</p> <p>Select "Yes" if you would like to continue with the Service Booking Update End Date request.</p>

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
				Select 'No' if you do not want to continue with the Service Booking Update End Date.

### Delete a service booking

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Delete a service booking	You are about to delete this service booking. This will remove it from your list of service bookings permanently. You will not be able to provide services or request payment on this service booking. Do you agree to continue? Choose yes to delete or no to cancel this action.	Warning	<p>The warning message will display when you select the 'Delete' button.</p> <p>The service booking will be removed from your list of services bookings permanently and you will not be able to provide services or request payment if you proceed with deleting the service request.</p>	<p>Select 'Yes' if you would like to delete the service booking.</p> <p>Select 'No' if you do not want to delete the service booking</p>

## Payment Request

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Payment Request	Your organisation does not have an active bank account recorded in the system. Your organisation's account manager will need to add bank account details for the organisation before any payment requests can be added.	Info	Your organisation does not have any bank details recorded in the system. You will not be able to create any new payment requests.	Your organisation's account manager needs to add the bank account for the organisation before any payment requests can be added.  Go to Profile>Bank Details>Add Bank Detail to add the Account Name, BSB and Account Number.

## Create Payment Request

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Create Payment Request	The NDIS number you provided is not valid. It should be 9 digits long, with no spaces, and start with '43'.	Error	The NDIS number you entered to find the Participant is not a valid 9-digit NDIS number.	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with '43'
Create Payment Request	You must enter the NDIS number to continue. It should be 9 digits long, with no spaces, and start with '43'.	Error	You didn't enter the NDIS number when you tried to find the Participant by number.	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with '43'

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Create Payment Request	You must provide the participant's first name and last name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.	Error	You didn't enter the First and Last names when you tried to find the Participant by name.	Enter both the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.
Create Payment Request	You must provide the participant's first name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.	Error	You didn't enter the First name when you tried to find the Participant by name.	Enter both the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.
Create Payment Request	You must provide the participant's last name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.	Error	You didn't enter the Last name when you tried to find the Participant by name.	Enter both the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.
Create Payment Request	You tried to search without entering a name or NDIS number. Use the NDIS number if you have it.	Error	You tried to search without choosing whether to search by name or NDIS number.	Choose whether to search by name or NDIS number. Use NDIS number if you have it available.
Create Payment Request	No search results have been found. Please refine the search criteria and search again.	Error	The person you have searched for does not have a service booking with your	Check that you have entered the search criteria correctly (First and Last Name, or NDIS number).



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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
			organisation, or is not a participant of the NDIS.	Check the entered Participant information. The individual must be a valid participant in the NDIS, not a nominee or a child representative.
Create Payment Request	Are you sure you want to exit the Payment Request process? You will lose any data you entered.	Confirmation	You selected Cancel on the New Payment Request screen.	Select 'Yes' to cancel the updates (you will lose all data you entered in that section), or select 'No' to continue updating.
Create Payment Request	You have successfully submitted your payment requests for processing.	Confirmation	All the payment requests you tried to submit were successfully submitted for processing.	No further action required.
Create Payment Request	There was a problem with one or more of the payment requests you have submitted. Please call 1800 800 110 for assistance.	Warning	Some of the payment requests you submitted were successful.	Go to Payment Request>View Payment Request so that you can review the unsuccessful payment requests.  Contact NDIS for assistance
Create Payment Request	Start date of support cannot be empty.	Field level error	You tried to create a payment request without specifying when the support was delivered.	Enter start and end dates for the service delivered. These must be valid dates where start date is less than or equal to end date, and the period

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
				spanned must fit wholly within the period of the service booking.  The dates must be in the format DD/MM/YYYY.
Create Payment Request	End date of support cannot be empty.	Field level error	You tried to create a payment request without specifying when the support was delivered.	Enter start and end dates for the service delivered. These must be valid dates where start date is less than or equal to end date, and the period spanned must fit wholly within the period of the service booking.  The dates must be in the format DD/MM/YYYY.
Create Payment Request	Please enter a valid value in Your Invoice Number field.	Field level error	You tried to create a payment request without specifying your organisation's internal invoice number. This is needed to enable you to cross reference payment requests.	Enter your own organisation's invoice number.
Create Payment Request	Select Support Category.	Field level error	You tried to create a payment request without	Select the Support Category from the drop-down list, this is limited to the

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
			specifying the support that was delivered.	supports available to the participant within their funded plan.
Create Payment Request	This support item was not found in chosen support category.	Field level error	You tried to create a payment request for a specified item that is not in the selected support category.	You must enter an Item Number if there is one for the service booking. Select the magnifying glass next to Item Number, then select the item.
Create Payment Request	The quantity cannot be zero.	Field level error	You tried to create a payment request without specifying the number of services delivered.	Enter quantity less than or equal to the quantity available in the service booking. Quantity must be greater than zero.  The total quantity across all payment requests for the service booking must not exceed the quantity specified in the service booking.
Create Payment Request	Invalid payment amount.	Field level error	The payment amount you are requesting is either blank or not numeric.	Enter an amount greater than zero, and less than or equal to the total for the service booking.  The total across all payment requests for the service booking must not exceed the amount specified in the service booking.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Create Payment Request	To submit you need to accept the price guide declaration.	Error	You selected then deselected the mandatory price guide declaration.	Tick the mandatory price guide declaration box and then select Submit.
Create Payment Request	Invalid ABN of Support Provider. Please check ABN number.	Error	An invalid ABN has been entered into the ABN of Support Provider field.	Check that the ABN is a valid 11-digit number. If it is an invalid ABN, you may need to contact the supporting provider or participant for clarification.
Create Payment Request	Please enter ABN of Support Provider or select ABN Not Available	Error	You have not entered an ABN number of Support Provider  OR  You have not selected the ABN Not Available.	You have to enter a valid ABN number  OR  Select ABN not Available and select an ABN exemption code.
Create Payment Request	Please select an Exemption Reason for an ABN of Support Provider not being available	Error	You have not selected an exemption reason for an ABN of Support Provider not being available.	You must select an exemption reason for an ABN of Support Provider not being available.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Create Payment Request	Single payment request is no longer available for this PACE participant. You will need to use the Bulk Payment Upload functionality to make a payment request.	Error	You tried to create a single payment request for a PACE participant.	You will need to use the Bulk Payment Upload functionality to make the payment request.

## View Payment Requests

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
View Payment Requests	No payment requests have been found for your search criteria. Try removing or expanding one or more of your search criteria or extend the date range for the submitted date.	Information	There are no payment requests that match the search criteria you entered.	Try removing or expanding one or more of your search criteria. For example, remove the status criterion, or extend the date range for submitted date.
View Payment Requests	You have successfully cancelled your payment request. If the payment request had a status of 'Paid' you will either receive an invoice from the NDIA, or the amount will be offset against future payment requests.	Confirmation	Payment request was successfully cancelled.  If the payment request had status of 'Paid' you will either receive an invoice from the NDIA, or the amount will be offset	-No further action required.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
			against future payment requests.	
View Payment Requests	System error occurred. Please try again later.	Error	There was an internal system error.	Wait for a short time then try again, or contact NDIS to report the problem and have it investigated.
View Payment Requests	You have searched for payment requests without providing sufficient search criteria. To search by submitted payment request, select the criteria to 'Search by' and enter the value in 'Search criteria'. To search by bulk payment request, either select 'File Name' in 'Search by' and enter the name of the bulk upload file; or select 'Duration' in 'Search by' and enter from and to dates. Then select 'Get Files' and choose from the files listed in the 'File Name' dropdown.	Error	<p>You tried to search for Bulk Payment Requests without either choosing a value in 'Search by' or without putting values in for the criteria.</p> <p>Or you tried to search submitted payment requests without selecting the search criteria.</p>	<p>For search by bulk payment request:</p> <ul style="list-style-type: none"> <li>• Select 'File Name' in 'Search by' and enter the name of the bulk upload file; or</li> <li>• Select 'Duration' in 'Search by', enter from and to dates, select 'Get Files', then choose from the files listed in the 'File Name' drop down.</li> </ul> <p>For search by submitted payment request</p> <ul style="list-style-type: none"> <li>• Select the criteria to 'Search by'</li> <li>• Enter the value in 'Search criteria'</li> </ul>

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
View Payment Requests	You entered a 'To' date that is before the 'From' date. You must enter a valid date range.	Error	The bulk upload 'To' date you provided is before 'From' date.	Update the 'From' and/or 'To' dates for cover a valid period, select 'Get Files', then choose from the files listed in the 'File Name' drop down.
View Payment Requests	Please input a valid From Date	Error	The 'From' date on the search for uploaded bulk payments files is empty or in incorrect format.	Enter the 'From' and 'To' dates in the format DD/MM/YYYY or select them using the calendar tool.
View Payment Requests	Please input a valid To Date	Error	To date on bulk claims search is empty or in incorrect format.	Enter the 'From' and 'To' dates in the format DD/MM/YYYY or select them using the calendar tool.
View Payment Requests	No bulk payment request files were uploaded between the dates specified, or with the file name specified. Expand your date range if required and use the Get File button to retrieve all files submitted during that period.	Error	There were no bulk payment request files uploaded between the dates specified, or with the file name specified.	Expand your date range if required and use the 'Get File' button to retrieve all files submitted during that period.
View Payment Requests	The NDIS number you provided is not a valid NDIS number. It should be 9 digits long, with no spaces, and start with '43'.	Error	The Participant's NDIS number is not in the correct format.	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with '43'.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
View Payment Requests	The Payment Request Number you provided is not a valid number. It should be 8 digits long, with no spaces, and start with '10'.	Error	When searching by submitted payment request / request number, the Payment request number is not in the correct format.	Check the payment request number. Enter as 8 digits with no spaces.
View Payment Requests	The Support Item Number you provided is not a valid number. It should be no more than 60 characters long, with no spaces. Check that it is the same as the Support Item Number in the service booking.	Error	When searching by submitted payment request and support item number, the Support Item Number is not in the correct format.	Check that the support item number is no more than 60 characters, and ensure it is the same as the support item number in the service booking.
View Payment Requests	The Invoice Number you provided is not a valid number. It must be no longer than 50 characters, with no spaces.	Error	When searching by submitted payment request and invoice number, the Invoice Number is not in the correct format.	Check that the Invoice number is longer than 50 characters.
View Payment Requests	Are you sure you would like to cancel the selected payment?  If the Payment Request has not yet been paid, select 'Yes' if you would	Confirmation	You selected Cancel on the Payment Request Details screen.	If the Payment Request has not yet been paid, select 'Yes' if you would like to stop the payment being made,



## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
	<p>like to stop the payment being made, and submit a replacement payment request.</p> <p>If the Payment Request was submitted in error, and has been paid, select 'Yes' if you want to reverse the payment (which might result in an invoice from NDIA to recover the funds paid, or these funds might be offset against future payment requests).</p> <p>Otherwise, select 'No'.</p>			<p>and submit a replacement payment request.</p> <p>If the Payment Request was submitted in error, and has been paid, select 'Yes' if you want to reverse the payment (which may result in an invoice from NDIA to recover the funds paid, or these funds may be offset against future payment requests).</p> <p>Otherwise, select 'No'.</p>

## Payment Summary

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Payment Summary	You must enter a From date. The From date must be in the format DD/MM/YYYY.	Error	The From Date entered is invalid, or no From Date was supplied.	Ensure both 'From' and 'To' dates are in the format DD/MM/YYYY, that 'To' date is no earlier than 'From' date, that 'From' date is not in the future, and that they span no more than 30 days.
Payment Summary	You entered a 'To' date that is before the 'From' date. You must enter a valid date range. Either remove the 'To' date (it will default to 30 days after the 'From' date), or ensure both 'From' and 'To' dates are in the format DD/MM/YYYY, that the 'To' date is no earlier than the 'From' date, that the 'From' date is not in the future, and that they span no more than 30 days.	Error	The 'To' Date you entered is before the 'From' Date.	Either remove the 'To' date (it will default to 30 days after the 'From' date), or ensure both 'From' and 'To' dates are in the format DD/MM/YYYY, that the 'To' date is no earlier than the 'From' date, that 'From' date is not in the future, and that they span no more than 30 days.
Payment Summary	You entered a Payment Summary date range that exceeds the limit of 30 days at any one time. Adjust either the 'From' or 'To' dates, or remove the 'To' date (it will default to 30 days after the From date).	Error	The dates entered space a period of more than 30 days.	Adjust either the 'From' or 'To' dates, or remove the 'To' date (it will default to 30 days after the 'From' date). Ensure both 'From' and 'To' dates are in the format DD/MM/YYYY, that the 'To' date is no earlier than the 'From'

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
	Check that the 'From' and 'To' dates are both in the format DD/MM/YYYY, that the 'To' date is no earlier than the 'From' date, that the 'From' date is not in the future, and that they span no more than 30 days.			date, that the 'From' date is not in the future, and that they span no more than 30 days.
Payment Summary	You entered a 'From' date that is in the future. Payment requests cannot be submitted with future dates. Check that the 'From' and 'To' dates are both in the format DD/MM/YYYY, that the 'To' date is no earlier than the 'From' date, that the 'From' date is not in the future, and that they span no more than 30 days.	Error	The 'From' date entered is in the future. Payment requests cannot be submitted with future dates.	Ensure both 'From' and 'To' dates are in the format DD/MM/YYYY, that the 'To' date is no earlier than the 'From' date, that the 'From' date is not in the future, and that they span no more than 30 days.

## Quotations

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Quotations	Your organisation has no quotations to display.	Information	There have been no quotations sent to your organisation for response.	No further action required.
Quotations	No quotations have been found for your search criteria. Please try entering a valid 9-digit NDIS number beginning with '43' or the participant's name. Try changing your search criteria.	Error	No quotations have been found for your search criteria.	Try entering a valid 9-digit beginning with '43' NDIS number or the participant's name. Try changing your search criteria.
Quotations	The Quote Id number you provided is not a valid number. It should be up to 7 digits long, with no spaces.	Error	When searching by the Quote Id number, the Quote Id number is not in the correct format.	Check the Quote Id. Enter as 7 digits with no spaces.

## View Quotation Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
View Quotation Details	You have not provided specifications for the quotation. If	Error	You have not supplied any Specifications.	Enter the specifications for the quoted supports or 'Not applicable' (N/A).

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
	there are no specifications, enter 'not applicable' (N/A).			
View Quotation Details	You have not provided supply details for the quotation. If there are no supply details, enter 'not applicable' (N/A).	Error	You have not entered any Supply Details.	Enter the supply details for the quoted supports or 'Not applicable' (N/A).
View Quotation Details	You have not supplied a price per unit. You must provide the unit price for the quoted items in dollars and cents without the '\$'. The price must exclude GST.	Error	You have not supplied a Price per Unit.	Enter the unit price for the quoted items in dollars and cents without the \$. The price must exclude GST.  The price should be formatted as 0.00.
View Quotation Details	The price per unit that you entered is not correctly formatted. The price should be formatted as 0.00.	Error	The Price per Unit you entered is not in the correct format.	Enter the unit price for the quoted items in dollars and cents without the \$. The price must exclude GST.
View Quotation Details	You have not entered the GST per unit. You must enter the GST for the quoted items in dollars and cents without the '\$'. If the item does not attract GST, enter 0.00.	Error	You have not entered the GST per Unit.	Enter the GST for the quoted items in dollars and cents without the \$. If there is no GST, enter 0.00.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
View Quotation Details	Invalid GST amount. Please enter GST amount in 0.00 format.	Error	The GST per Unit you entered is not in the correct format.	Enter the GST for the quoted items in dollars and cents without the \$. If there is no GST, enter 0.00.
View Quotation Details	You have not entered the inclusions. Enter the inclusions for the quoted supports or enter 'Not applicable' (N/A).	Error	You have not entered the inclusions.	Enter the inclusions for the quoted supports or 'Not applicable' (N/A).
View Quotation Details	You have not entered the specific exclusions. Enter the specific exclusions for the quoted supports or enter 'Not applicable' (N/A).	Error	You have not entered any specific exclusions.	Enter the specific exclusions for the quoted supports or 'Not applicable' (N/A).
View Quotation Details	You need to select the terms of quote to continue. You should indicate whether the quote is valid for 30 days or 60 days. The quote must be valid for at least 30 days. If it is valid for more than 60 days select 60.	Error	You have not selected the Terms of Quote.	Please select whether the quote is valid for 30 days or 60 days. The quote must be valid for at least 30 days. If it is valid for more than 60 days select 60.
View Quotation Details	A system error occurred while submitting the quotation. Try again later, or call 1800 800 110 to report the problem.	Error	An internal system error has occurred during the submission of the quotation.	Wait for a short time then try again, or contact NDIS to report the problem and have it investigated.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
View Quotation Details	You have successfully submitted your quotation. Check the Quotations screen periodically to track the status.	Confirmation	Your quotation has been submitted to the NDIA.	Check the Quotations screen periodically to ensure the details are correct, and to track the status.

### Messages

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Messages	No search results have been found. The details must match a participant you currently provide services to. Enter both the NDIS number and last name and search again.	Error	No participant found when searching for a participant.	Enter both the NDIS number and the last name to find the Participant.
Messages	You tried to search without supplying the participant's NDIS number. The details must match a participant you currently provide services to. Enter both the NDIS number and last name and search again.	Error	You tried to search without supplying the Participant's NDIS number.	Enter both the NDIS number and the last name to find the Participant.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Messages	You tried to search without supplying the participant's last name. The details must match a participant you currently provide services to. Enter both the NDIS number and last name and search again.	Error	You tried to search without supplying the Participant's Last name.	Enter both the NDIS number and the Last name to find the Participant.

## Link to My Organisation

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Link to My Organisation	You must specify an ABN to perform the search. The organisation you want to link to must already be (or intend to become) a registered provider with the NDIS.	Error	You tried to search without providing an ABN for the company.	Enter the Australian Business Number (ABN) of the organisation you want to link to. The organisation must already be (or intend to become) a registered provider with the NDIS.
Link to My Organisation	Invalid details have been entered.	Error	The ABN entered does not conform to the ABN format (11 digits, no spaces).	Check the Australian Business Number (ABN) of the organisation and re-enter as 11 digits, no spaces. The Australian



## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
				Business Number (ABN) can be found on the organisation's tax invoices or through the Australian Business Register (ABR) lookup service.
Link to My Organisation	The ABN you entered is too long or contains prohibited characters. It must have 11 digits, no spaces. The ABN can be found on the organisation's tax invoices or through the ABR lookup service.	Error	ABN is too long or contains prohibited characters.	Check the Australian Business Number (ABN) and re-enter as 11 digits, no spaces. The Australian Business Number (ABN) can be through the Australian Business Register (ABR) lookup service.
Link to My Organisation	You are already linked to this organisation.	Information	You searched for the ABN of an organisation to which you are already linked.	Check the list of organisations you can act on their behalf. Select the symbol (building with circle of arrows) following 'Acting for' <current organisation> in the top right of the screen. Note the names displayed are Trading Names of the organisations, not the Legal Names.
Link to My Organisation	You are already linked to the organisation you searched for.	Information	You searched for an organisation to which you are already linked.	You are already linked to this organisation. No further action required.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Link to My Organisation	No existing registered organisation has been found. To register an organisation in you must apply to the NDIS Quality and Safeguards Commission (NDIS Commission).	Information	The ABN you supplied is valid, but the organisation is not yet registered.	Check the ABN number.  If correct, select a state and territory, click on 'Go to the NDIS Quality and Safeguards Commission" button to continue registration.
Link to my Organisation	To register an organisation in <State>, you must apply to the NDIS Quality and Safeguards Commission. Please select an Option.	Information	Registrations for the State you selected are managed through the NDIS Quality and Safeguards Commission.	Select the correct state/territory you would like to register then click on 'Intent to Register' button  If you select a state and territory, click on 'Go to the NDIS Quality and Safeguards Commission" button.

## Document Upload / Upload Evidence

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Document Upload / Upload Evidence	You have not provided a document name for the file you want to upload. This should be a reference name you give the file, not the file name with the extension.	Error	You have not provided a file name/reference for the file you want to upload.	<p>Enter a name/reference for the document. This is not the file name with extension, but is a reference for name for you.</p> <p>Ensure you can link this name to the file in future as you will need to access your own copy of the file, you will not be able to download it from the system.</p> <p>For example 'Home mods floor plan &lt;Participant's NDIS number&gt;' for the Document Name and 'HMFP nnnnnnnnn.pdf' for the file name.</p>
Document Upload / Upload Evidence	You have not selected a file to upload. Be sure that the file you upload has one of the permitted file extensions (doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pntg, xml, txt).	Error	You have not selected a file to upload.	<p>Browse for and select the file to be uploaded. Ensure your file is one of the permitted types. Allowed file extensions are doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pntg, xml, txt . All other values are prohibited.</p>

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
				If your file is not an allowed type, open the file, save as type 'PDF' and retry.
Document Upload / Upload Evidence	The file you uploaded was empty. Open your file from your storage system to verify its contents. The file needs to have one of the permitted file extensions (doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pngt, xml, txt). If your file is not an allowed type, open the file, save as type 'PDF' and retry.	Error	The uploaded file was empty.	<p>Open your file from your storage system to verify its contents. Ensure your file is one of the permitted types. Allowed file extensions are doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pngt, xml, txt . All other values are prohibited.</p> <p>If your file is not an allowed type, open the file, save as type 'PDF' and retry.</p>
Document Upload / Upload Evidence	The document selected has no extension. The valid document file format is filename.ext. Please update the filename and try again.	Error	The file you tried to upload has no file extension (e.g. .doc or .xlsx). The file extension is used to identify the type of file, and must be provided.	<p>Ensure your file is one of the permitted types. Allowed file extensions are doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pngt, xml, txt . All other values are prohibited.</p> <p>If your file is not an allowed type, open the file, save as type 'PDF' and retry.</p> <p>Do not simply rename the file with a new type as this may cause system issues.</p>

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Document Upload / Upload Evidence	The file you tried to upload has no file extension. The file needs to have one of the permitted file extensions (doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pntg, xml, txt). If your file is not an allowed type, open the file, save as type 'PDF' and retry. Do not simply rename the file with a new type as this might cause system issues.	Error	The file you tried to upload has no file extension (e.g. .doc or .xlsx). The file extension is used to identify the type of file, and must be provided.	<p>Ensure your file is one of the permitted types. Allowed file extensions are doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pntg, xml, txt . All other values are prohibited.</p> <p>If you file is not an allowed type, open the file, save as an approved application.</p> <p>Do not simply rename the file as this may cause system issues.</p>
Document Upload / Upload Evidence	The file you tried to upload has a prohibited file extension {0}. You must use on of the permitted file extensions (doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pntg, xml, txt). If your file is not an allowed type, open the file, save as type 'PDF' and retry. Do not simply rename the file with a new type as this might cause system issues.	Error	The uploaded file name has a prohibited file extension.	<p>Ensure your file is one of the permitted types. Allowed file extensions are doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, pnt, pntg, xml, txt . All other values are prohibited.</p> <p>If you file is not an allowed type, open the file, save as approved application.</p> <p>Do not simply rename the file with a new type as this may cause system issues.</p>

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Document Upload / Upload Evidence	The document could not be uploaded because it has already been uploaded, or a file of that name has been uploaded, or there was a system error during the upload.	Error	A system error has occurred at some stage in the upload process. This may be because the file has already been uploaded, or a file of that name has been uploaded.	Contact NDIS to determine whether you should re-try as the document may have been loaded despite the message.
Document Upload / Upload Evidence	You have successfully uploaded your document.	Confirmation	The file was successfully uploaded.	No further action required.

## Provider Finder

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Provider Finder	Please enter a suburb, postcode or address and then select an option from the dropdown list to proceed.	Error	No address was specified for provider search.	The address must be validated against the address list in the system. Please select the closest valid street address from the list to enable the search.
Provider Finder	You did not provide an address for provider search. Enter a suburb, postcode or address and then select an option from the dropdown list to proceed.	Error	No address was specified for provider search.	The address must be validated against the address list in the system. Please select the closest valid street address from the list to enable the search.

## Provider Details

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Provider Details	An error occurred retrieving outlet details: Unable to find provider with ID {id}. For your convenience you have been returned to the search page.	Error	There were no matches for the provider id you entered.	Another user may have updated the Provider, or its links.  Contact NDIS to report the problem and have it investigated

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SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Provider Details	There were no matches for your provider ID {id} so you have been returned to the search page. It might be that another user has updated the provider or its links. Call 1800 800 110 to report the problem.	Error	There were no matches for the provider id you entered.	Check that the Provider details are correct and if updates are required.  If the details are correct, you will need to contact the NDIS Quality and Safeguards Commission in any other State/Territory.
Provider Details	User attempted to retrieve outlet details, but their session has timed out.	Error	The system was unable to return the outlet details before your session timed out.	A system error has occurred which has led to your request timing out. Please retry or contact NDIS to report the problem.
Provider Details	Your request has timed out. Try again or call 1800 800 110 to report the problem.	Error	The system was unable to return the outlet details before your session timed out.	A system error has occurred which has led to your request timing out. Please retry or contact NDIS to report the problem.



## Participant Search

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Participant Search	The NDIS number you provided is not a valid NDIS number, or there is no participant with that number. It should be 9 digits long, with no spaces, and start with '43'.	Error	You have either not entered the NDIS number of the Participant, or there is no Participant with that number.	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with '43'.

## Participant Lookup

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Participant Lookup	The NDIS number you provided is not correctly formatted. It should be 9 digits long, with no spaces, and start with '43'.	Error	The NDIS number you entered is not in the correct format. It needs to be a 9-digit number.	Check the NDIS number for the participant. Enter as 9 digits, no spaces, starting with '43'.
Participant Lookup	You must provide the participant's first name and last name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.	Error	You have not entered the first and last names of the Participant.	Enter the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Participant Lookup	You must provide the participant's first name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.	Error	You have not entered the first name of the Participant. Both first and last names are needed for the search.	Enter the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.
Participant Lookup	You must provide the participant's last name to continue. The individual must be a valid participant in the NDIS, not a nominee or a child representative.	Error	You have not entered the last name of the Participant. Both first and last names are needed for the search.	Enter the first and last names exactly. The individual must be a valid participant in the NDIS, not a nominee or a child representative.
Participant Lookup	You must select Name or NDIS Number in the Search By field.	Error	You have not selected whether to search by name or NDIS number.	Choose whether to search by name or NDIS number. Use NDIS number if you have it available.
Participant Lookup	No search results have been found. Check that participant's first name and last name are correct and that the NDIS number you provided is correctly formatted. It should be 9 digits long, with no spaces, and start with '43'. Alternatively, this could be a PACE approved participant.	Error	No results were returned for the search criteria entered.	Check that the NDIS number and/or name are correct before trying again. Enter as 9 digits, no spaces, starting with '43'.  OR  Search for the participant in the my NDIS provider portal.

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
	Please use my NDIS provider portal to view the PACE plan.			

## Downloads

SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
Downloads	Partner ID is mandatory for report generation.	Error	You have not provided a partner ID to generate a report.	Provide a partner ID to generate a report.
Downloads	Reporting request ID already exists in system.	Error	The report you have requested is already available in the system.	Select the report that has already been generated for this ID.
Downloads	Please provide valid file format for report generation.	Error	You have not selected a valid file format for your download.	Select one of the 4 file format options shown. <ul style="list-style-type: none"> <li>• Print Friendly</li> <li>• CSV (Comma Separated Values)</li> </ul>

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
				<ul style="list-style-type: none"> <li>XML (eXtensible Mark-up Language)</li> <li>JSON (JavaScript Object Notation)</li> </ul>
Downloads	Please provide parameters for report generation.	Error	You have not provided parameters for report generation.	Provide parameters for report generation.
Downloads	Please provide report request ID.	Error	You have not provided a report request ID.	Provide report request ID.
Downloads	Please provide valid partner for report generation.	Error	You have not provided a valid partner for your report generation.	Enter a valid partner to generate a report.
Downloads	Please provide valid file format for download.	Error	You have not selected a valid file format for your download.	Select one of the 4 file format options shown. <ul style="list-style-type: none"> <li>Print Friendly</li> <li>CSV (Comma Separated Values)</li> <li>XML (eXtensible Mark-up Language)</li> </ul>

## Self-help guide to system and error messages



SCREEN NAME	MESSAGE DISPLAYED	TYPE OF MESSAGE	WHAT DOES IT MEAN?	WHAT SHOULD YOU DO?
				<ul style="list-style-type: none"> <li>JSON (JavaScript Object Notation)</li> </ul>
Downloads	A request for download has already been submitted.	Error	A request for download has already been submitted.	Wait until the report appears in the list, at which time it will be ready to be downloaded.
Downloads	Report preparation is already started.	Error	The report is now being prepared and cannot be cancelled.	Wait until the current operation has concluded before attempting to perform another action.
Downloads	Report is no longer valid for download.	Error	The time has lapsed for download of this report.	Generate a new report.
Downloads	Report is already processed/in progress/cancelled.	Error	A request to generate or cancel a report download is currently in operation.	Wait until the current operation has concluded before attempting to perform another action.
Downloads	You have successfully submitted a request to download a report.	Confirmation	The request for download has been submitted.	No further action required.
Downloads	You have successfully submitted a request to cancel a report.	Confirmation	The request for download has been cancelled.	No further action required.