# **my NDIS Participant Portal – How to reset your password**

[Narrator] my NDIS Participant Portal – How to reset your password.

Welcome to the my NDIS participant portal.

This video will show you how to reset your password to re-enter the my NDIS participant portal.

In order to sign into the portal or to reset your password, you need to make sure that you have registered for the portal.

When you register to the my NDIS participant portal, you are asked to create a password that gives you access to the portal.

When signing into the portal, you have five attempts to enter the correct password. If your password is incorrect, you will receive an error message that tells you how many attempts you have left.

After five failed sign in attempts, you will be locked out of your account for one hour.

To avoid having your account locked, you can select the ‘Forgot password’ link. This will start the password reset process.

After you reset your password, you cannot reset it again for 24 hours.

Once you are on the ‘Forgot your NDIS password’ page, you will be asked to enter your NDIS number, last name and date of birth.

If you are a child representative or nominee, make sure you use **your own** NDIS number and **not the NDIS number** of the participant you are representing.

Your NDIS number is a nine-digit number that is unique to you. If you are unsure what your NDIS number is, please contact the NDIA on 1800 800 110.

When all information is entered in the required fields, select ‘Continue’.

You will now see a page that requires you to enter a six-digit security code. This helps us to verify that it is you who is attempting to reset your password.

You can request to have your six-digit security code sent to your email address or the mobile phone number recorded against your NDIS customer record.

In this example, we have selected to have our six-digit security code sent to our mobile phone via SMS.

You can request your code to be sent to your email by clicking ‘send the code to my email instead’.

Once you have received the code, enter it into the ‘enter code’ field and select ‘Continue’.

You will be taken to the password reset page.

On this page, there will be some help text to show you the criteria that needs to be met in order to reset your portal password. Your new password needs to be at least seven characters and have a combination of numbers and letters.

When you have met the required criteria for your new password, the colour of the text will change from black to green, with a small tick next to the text.

You will then need to confirm your password in the ‘Confirm password’ field. Here, you need to retype your new password to ensure it matches the password typed above.

If your password does not match, you will receive an error message.

Once the passwords match, you can click ‘Sign in’.

You have now successfully updated your password. The new password you have created during this process is the password you will use to sign into the portal.

Remember, if you are having difficulty, you can contact the NDIA on 1800 800 110 for help.

[End Transcript]