9 July 2024

The National Disability Insurance Agency is committed to protecting NDIS participant plans, funds and personal data.

One of the ways we are doing this is by linking our systems to myGov accounts to help us confirm your identity when signing into the NDIS app or portals.

To help strengthen this sign in process even more we are removing the option to use secret questions and answers to your linked myGov accounts.

All NDIS participants, nominees and child representatives who currently sign in to myGov using secret question and answer need to update their 2 factor authentication options in myGov.

We have sent a message to all secret question and answer users' myGov inbox to let them know they need to update their sign in options.

If you use the secret question and answer option, you need to update your myGov account settings and use one of the following sign in options:

- getting a code by SMS
- using a passkey
- using the myGov code generator app.

These myGov sign in options are stronger than secret question and answers. Secret question answers can be easy to find online, and this puts your accounts and participant funds at risk.

We will soon switch off the secret question option to access our NDIS portals and app.

If you have not updated your myGov settings to a stronger sign in option at this time, you will not be able to access your NDIS portal or app until you make this change.

Update your myGov settings

If you need to select a different 2 factor authentication option you can follow the below instructions to update your myGov sign in settings.

1. Sign in to your myGov account.
2. Go to My account.
3. Select Account settings.
4. Select Manage at the 2 factor authentication.
5. Enter your myGov password and select Next.
6. Select a different sign in option:
7. Get a code by SMS, or

8. myGov Code Generator app.
9. When you turn on another two-factor authentication option, select Continue at You're about to change how you sign in to myGov.

Read more about changing your 2 factor authentication option on the myGov website .

Create a myGov passkey

Passkeys are a more secure alternative to passwords. It lets you use the security features on your phone, computer or tablet to sign in to apps and websites.

You can follow the below instruction to create a passkey for myGov.

1. Sign in to myGov on your device.
2. Select the My account or Menu option.
3. Select Account settings.
4. From Sign in settings go to Passkeys and select Manage.
5. Enter your password and select Next or verify using Digital Identity and select Continue with Digital Identity.
6. From Passkeys select Create passkey, then select Next.
7. Follow the device prompts.
8. myGov will assign a passkey name, select Save.

You can read more about creating a passkey on the myGov website .

If you are unsure if you have the secret question and answer option set up, you can check this under the Settings tab in the myGov app, or online by visiting Manage sign in details | myGov .

If you need help to update your myGov sign in option please talk to your my NDIS contact, call the National Contact Centre on 1800 800 110 or contact myGov .

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