23 September 2024

On 18 October 2024, we will remove the secret question and answer sign in option to 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 sign in options in myGov before this date.

If you haven’t updated your myGov sign in option by 18 October 2024, you won’t be able to access your NDIS portal or app.

A message has been sent to all secret question and answer users’ myGov inbox. You can also check if you have secret question and answer set up under the Settings tab in the myGov app, or online by visiting the myGov website .

Learn more about how to update your myGov sign in options.

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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