15 October 2024

The National Disability Insurance Agency (NDIA) is connecting the my NDIS app to myGov.

We are connecting the my NDIS app to myGov because this is a simple and secure way to access all Australian government services.

By 4 November 2024, all users need to connect their myGov account to access the my NDIS app.

Existing users who do not connect by 4 November 2024 will be blocked until they follow the steps to connect to myGov.

New users will be able to follow the steps in the my NDIS app to register and connect to myGov.

To connect you will need your:

- myGov sign in details - myGov username or email and password or
- myGov Digital ID.

You can follow these instructions to connect:

1. Open the my NDIS app.
2. Select the sign in to myGov button. This will take you to the sign in with myGov screen.
3. Enter your myGov username or email and password or myGov Digital ID.
4. Select sign in.
5. Enter your second sign in option.
6. Once you have done this, your myGov account will connect to the my NDIS app.
7. Select continue to use the my NDIS app.

You only need to connect your my NDIS app and myGov account once. After this, you can keep signing into the my NDIS app as you did before. For example by using your fingerprint, Face ID or PIN.

If you are a nominee or child representative, you must sign into the app using your own NDIS account and your own myGov account. You must not use the participant's account.

Learn more about how to sign into the my NDIS app.

If you have any problems connecting to myGov or with your my NDIS app please call us on 1800 800 110 or contact us for help.

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