17 October 2024

From 18 October 2024, we will remove the secret question and answer sign in option to linked myGov accounts.

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.

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 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
- Digital ID
- 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.

myGov passkeys will be available for my NDIS app users from 9am AEDT Friday 18 October 2024

Passkeys are a more secure and accessible alternative to passwords.

It lets you use the security features on your phone, computer or tablet to sign in to apps and websites.

More information about passkeys is available on the myGov website .

You can find instructions on how to set up a passkey below.

Update to a code by SMS

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 passkey or sign in with your Digital ID

1. Sign in to your myGov account
2. Go to My account
3. Select Account settings
4. Select Connect to create a Digital ID or Manage to create a passkey
5. Follow the steps to setup your Digital ID or passkeys.

For more information go to Sign in to myGov .

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 by calling 132 307.

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