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Step 1: Download, install, and open the app

Before you get started

To use the my NDIS app, you'll need to have:

- iOS 16.6 or above, if you use an Apple phone or tablet
- Android 11.0 or above, if you use an Android phone or tablet.

> **Tip: What to do if your device or operating system is older.**
>
> You can:
>
> - update your phone's operating system to the latest version
> - use the my NDIS participant portal or myplace participant portal on a desktop computer
> - contact us if you need help.

Download the app

If you have an Apple device, download the app from the Apple app store .

If you have an Android device, download the app from the Google Play store .

To sign in, use the correct NDIS number

You need your NDIS number to sign in.

You have to enter your own NDIS number and personal details, not the NDIS number and details of the participants you support, if you're signing in as a child representative or nominee.

Tip: Can’t find your NDIS number?

Your NDIS number is on your plan. Call us on 1800 800 110 if you need help finding your NDIS number.

Sign in and set your preferences

When you sign in to the my NDIS app for the first time, we’ll send you a code by SMS to confirm your information.

Set up a PIN

Once you’ve entered the code, you’ll be asked to set up a PIN. This is what you’ll use to sign in to the app.

Connect your myGov account

You need to connect the my NDIS app to a myGov account to keep using it.

If you already have a myGov account for other government services such as Medicare, you can connect the same myGov account to the my NDIS app.

If you don’t have a myGov account, you’ll need to create a myGov account .

To connect the my NDIS app to your myGov account, you need to enter your myGov username or email and password, or myGov digital identity.

You only need to connect the my NDIS app to your myGov account once.

Set up face ID and fingerprint recognition

After signing in to the app for the first time, and if your device supports accessibility functions, you can set up face ID and fingerprint recognition.

Tip: Make sure we have the right phone number.

Because we’ll SMS you a code the first time you sign in, it’s a good idea to check we have your most up-to-date phone number. You can check your details in the:

- my NDIS participant portal under ‘my contact details’ in ‘about me’

- myplace participant portal under ‘my contact details’ on the home screen once you log in.

Step 2: Access your plan and budget

Access your plan

Your NDIS plan is available in the app under the ‘plan’ icon at the bottom of the screen.

This will show you your:

- NDIS number
- plan start date
- plan reassessment date
- goals.

Access funding by support category

Your budget is on the homepage

The homepage of the app shows you your budget.

Funding is broken down into each support category

It also shows you how much funding is available in each support category.

> **Tip: Already an app user?**
>
> You don't need to download a new version of the app or re-register for the app if your NDIS plan is moved to our new computer system. The app will recognise your NDIS number when you sign in.

You’ll be able to better use the self-serve functions in the NDIS service hub in the my NDIS mobile app to:

- submit enquiries
- upload documents
- track enquiries.

Step 3: Make a claim (for self-managed participants)

Use your funding

Once you've signed in to the app, choose the 'claims' button at the bottom of the homepage.

When the claim page opens, choose 'make a claim' at the top of the page.

Enter claim details

You'll need to enter the:

- date your support began and the date it ended
- support category it falls under
- payment amount
- provider, business or person's name, ABN and a description of the support
- evidence of the claim, like an invoice or receipt.

Step 4: Manage your plan

Keep a record of your claims

You need to keep records of things like invoices and receipts, dates and any notes you have about the NDIS supports you claim if you're self-managed. We may ask you to provide evidence of your claims.

Keeping records also helps you keep track of how much money you've spent and how much funding you have left.

Accessibility statement

Learn about how we support accessibility and what the my NDIS app's accessibility features are in the accessibility statement.

Download the accessibility statement:

- Accessibility statement (DOCX 24KB)

Videos

my NDIS app overview

Learn about the my NDIS app in this video.

Transcript for 'my NDIS app overview'

The my NDIS app

Learn more about the my NDIS app in this video.

Transcript for 'The my NDIS app'

You can find more videos about the my NDIS app on our YouTube channel.

Related information

How to use the participant portals

What are NDIS support budgets

How to make a claim

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