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Step 1: Understand which portal you'll use

Participant portals are secure websites where you can access your NDIS information and plan.

There are 2 participant portal options available for you to use:

- Option 1: my NDIS participant portal.
- Option 2: myplace participant portal.

You'll access the portal linked to your current NDIS plan through the Australian Government's myGov website. You can switch between the myplace and my NDIS participant portals once signed in, but you can only claim through one portal.

The my NDIS participant portal is for participants with plans created in our new computer system. Your NDIA planner will let you know if your plan is developed in our new computer system at your plan meeting.

You'll use the myplace participant portal if you don't have a plan in our new computer system.

> **Tip: What web browser should I use?**
>
> We recommend Microsoft Edge, Chrome, Safari and Firefox for both portals.

Step 2: Sign in to or create and link your myGov account

When you have a linked myGov account

Sign in via myGov

Sign in to your participant portal.

You can also select ‘Participant portal’ link from the top right-hand corner of this website.

Once on the myGov sign in screen, enter your:

- Digital ID
- passkey
- username, email and password.

You need to use your own myGov account to access the my NDIS participant portal if you’re a nominee or child representative. You must not use the participant’s myGov account.

Click ‘Sign in’.

When you don’t have a linked myGov account

You’ll need a myGov account linked to the NDIS before you access either participant portal.

Create a myGov account

You’ll need to create a myGov account if you don’t already have one. You can find out how to do this by going to the create a myGov account page.

You can use the same myGov account to access the my NDIS participant and myplace participant portals once they’re linked.

> **Tip: Is your myGov account locked?**
>
> myGov can lock or close your account if you enter your password incorrectly multiple times, if you enter your 2-factor authentication code incorrectly multiple times or if they believe your account is compromised. Please contact myGov by calling 132 307.

Request an activation code

You’ll be asked to enter an NDIS activation code when you link the my NDIS participant or myplace participant portal to your myGov account for the first time.

You’ll have 2 options to get your activation code:

- call us on 1800 800 110
- have a code sent to your mobile phone.

An activation code request by phone call expires after 10 days.

The SMS code is only available for 15 minutes. You'll have to request the code again if it's not used in that time.

> **Tip: Make sure we have the right phone number**
>
> It's a good idea to check we have your most up-to-date phone number, as we'll SMS you the activation code. You can do this by calling us on 1800 800 110.

Link your myGov to the NDIS

Sign in to your myGov account with your activation code.

Find the 'view and link services' link at the bottom right of the myGov homepage.

Choose 'National Disability Insurance Scheme' from the list.

Enter your activation code, your last name and your date of birth, and click 'submit'.

Then agree to the terms and conditions.

Step 3: Follow the prompts in the portal

You'll see the homepage once you're signed in.

The homepage is where you can click on the actions you'd like to complete in the portal.

You'll be able to use the toggle to move between the myplace and my NDIS participant portals once signed in.

In the myplace participant portal

You can click on the below options on the homepage and follow the prompts to complete the steps.

My payment request

If you’re self-managing all or part of your NDIS plan, this is where you can create, view and manage your payment requests (claims).

My plan

This is where you can view the details of your approved plan, including support budget, my referrals and my funding report.

My contact details

View and edit your personal details, contact details, address, bank account details and consent to share your plan with providers here.

> **Tip: Keep your phone number and email address up to date.**
>
> We’ll send a one-time code to these contact details to help complete required checks before talking about or updating your personal information.

Provider finder

Use the provider finder to find a registered NDIS service provider near you.

My messages

Instant messaging with your providers.

Document upload

Upload documents to support claims or access documentation.

My service bookings

This is where you can create, view and manage your service bookings with registered providers. You can do this once you have an approved plan.

In the my NDIS participant portal

You can find recent claims and the status on the left-hand side of the my NDIS participant portal homepage.

You'll see the following quick links on the right-hand side of the homepage.

Make a claim

This link allows you to make a claim. You'll need to have the payee's ABN on hand.

View my budget

Allows you to view your current budget and the remaining balance.

View my plan

Here you can view the details of your plan, including support budget, my referrals and my funding report.

View my account

This is where you can view all your personal details to ensure they are current.

Provide feedback

Please provide any feedback about your experience in this section.

Manage relationships

You can also use the my NDIS participant portal to share your plan information with your providers and record your my providers. This feature is available to participants with plan-managed or NDIA-managed funding.

> **Tip: Haven't used the app? Try it.**
>
> The my NDIS mobile app works alongside the participant portals to help you quickly and easily manage your NDIS plans.
>
> Learn more about how to use the my NDIS app.

Step 4: If you need help

You can:

- call us on 1800 800 110
- submit an enquiry through our service hub
- talk to your my NDIS contact.

Videos

Learn more about the my NDIS participant portal in the videos below. You can find more videos about using the portals on our YouTube channel.

my NDIS participant portal – overview

Learn about the my NDIS participant portal in this video.

Transcript for 'my NDIS participant portal overview'

How to – when to use the my NDIS portal

Learn when to use the my NDIS participant portal in this video.

Transcript for 'How to – when to use the my NDIS portal '

Privacy notice

Download the privacy notice:

- Privacy notice (PDF 171KB)
- Privacy notice (DOCX 115KB)

Terms and conditions

Download the terms and conditions:

- Terms and conditions (PDF 172KB)
- Terms and conditions (DOCX 89KB)

Accessibility statement

Download the accessibility statement:

- Accessibility statement (DOCX 36KB)

Related information

How to use the my NDIS app

What are NDIS support budgets

How to make a claim

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