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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 will 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 1 portal.

The my NDIS participant portal is for participants with plans developed 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](#).

If you do not have a plan in our new computer system, you will use the myplace participant portal.

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.

If you are a nominee or child representative, you need to use your own myGov account to access the my NDIS participant portal. You must not use the participant's myGov account.

Click 'Sign in'.

When you don't have a linked myGov account

Before you access either participant portal, you will need a myGov account linked to the NDIS.

Create a myGov account

If you don't already have one, you will need to create a myGov account. You can find out how to do this by going to the [create a myGov account page](#).

If you already have a myGov account, you can use the same myGov account to access the my NDIS participant and myplace participant portals once they are 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

When you link the my NDIS participant or myplace participant portal to your myGov account for the first time, you will be asked to enter an NDIS activation code.

You will have 2 options when receiving your activation code:

- calling us on 1800 800 110
- send your code to your mobile phone.

Your activation code when requested if you call us is temporary and expires after 10 days.

The SMS code you directly request through when linking your participant, is only available for 15 minutes. If it is not used in that time, you will have to request the code again.

Tip: Make sure we have the right phone number

Because we will SMS you an activation code, it's a good idea to check we have your most up-to-date phone number. You can do this by calling us on [1800 800 110](tel:1800800110).

Link your myGov to the NDIS

Now you have your activation code, sign in to your myGov account.

On the myGov homepage, look for the 'view and link services' link at the bottom right of the page.

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

Once you are signed in you will see the homepage.

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

From the homepage of the myplace participant portal, you can click on the below options 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

Once you have an approved NDIS plan, this is where you can view the details of your 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.

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

Once you have an approved plan, this is where you can create, view and manage your service bookings with registered NDIS service providers.

In the my NDIS participant portal

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

On the right-hand side of the homepage, you will see the following Quick Links:

Make a claim

This links allows you to make a claim. You will 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 their NDIS plans.

Learn more about [how to use the my NDIS app](#).

Step 4: If you need help

If you need help using the participant portals, you can:

- call us on [1800 800 110](tel:1800800110)
- submit an enquiry through our [service hub](#)
- talk to your [my NDIS contact](#).

Videos

Learn more about the my NDIS participant portal in these videos.

my NDIS participant portal overview

[Transcript for 'my NDIS participant portal overview'](#)

When to use the my NDIS participant portal

[Transcript for 'When to use the my NDIS participant portal'](#)

Related information

[How to use the my NDIS app](#)

[What are NDIS support budgets](#)

[How to make a claim](#)

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