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Step 1: Create a myID and link it to your business

Before you can access the provider portals, you need to create a myID and link it to your business in Relationship Authorisation Manager (RAM).

What is myID?

myID is the Australian Government's Digital ID app. It provides a convenient and secure way for you to prove who you are online.

All provider employees who use the provider portals need to set up their own Digital ID with myID.

Learn more about setting up myID on the [myID website](#) .

What is RAM?

RAM is an online verification service that lets you access government services on behalf of a business.

Download the myID and RAM step-by-step guide:

- [myID and RAM step-by-guide \(PDF 2.32MB\)](#)
- [myID and RAM step-by-guide \(DOCX 7.73MB\)](#)

Tip: Your organisation's principal authority needs to link their myID to RAM first.

Your organisation's principal authority must be the first person to link their myID to the business's ABN. They can then create and manage authorisations for others.

Step 2: Understand the difference between the provider portals

There are 2 portals providers can use to view participant information:

- The [my NDIS provider portal](#)
- The [myplace provider portal](#) .

The my NDIS provider portal is used for participants on our new computer system. The myplace provider portal is used for participants on our old computer system.

There are some functions that can only be completed in one portal. This is regardless of whether a participant has a plan on the old or new computer system.

All:

- specialist disability accommodation (SDA) dwellings are enrolled with us through the my NDIS provider portal
- claim and payment enquiries are submitted through the my NDIS provider portal
- claims and payments are submitted through the myplace provider portal.

Option 1: The my NDIS provider portal

Providers can use the my NDIS provider portal to:

- select and switch between active organisations
- view broadcast messages
- view notifications
- view participant details
- review and submit their reporting requirements for a request for service
- view participant plan and budget, where a participant has given consent
- view the provider roles for participant
- view organisation details
- download reports
- view employee details
- extract key participant information in an excel report
- review, accept and decline request for service (for support coordinators and recovery coaches only)
- request to add, extend and end a relationship with a participant (for plan managers and my providers only)
- create and manage dwelling enrolments (for SDA providers only)

- submit claims and payments enquiries.

New functions are added to the my NDIS provider portal regularly.

Step 1: Read the my NDIS provider portal step-by-step guide

The my NDIS provider portal step-by-step guide is a comprehensive resource that guides you through how to navigate and complete tasks in the my NDIS provider portal. The guide includes screenshots of the my NDIS provider portal to show you how to complete tasks.

Download the my NDIS provider portal step-by-step guide:

- [my NDIS provider portal step-by-step guide \(PDF 3.53MB\)](#)
- [my NDIS provider portal step-by-step guide \(DOCX 5.72MB\)](#)

Step 2: Use the provider learning environment

If you're unsure how to complete a task in the my NDIS provider portal, you can use the [provider learning environment](#).

The [provider learning environment](#) is an online environment that has easy to follow walk-through tutorials. These tutorials help you learn how to navigate and complete tasks in the my NDIS provider portal.

Step 3: Read the my NDIS provider portal step-by-step guide for SDA

The my NDIS provider portal step-by-step guide for SDA is a comprehensive resource that guides you through how to:

- create and submit new dwelling enrolment applications
- manage dwelling enrolment applications
- action requests for additional information
- view enrolled dwellings
- modify existing enrolments
- cancel existing enrolments.

Download the my NDIS provider portal step-by-step guide for SDA:

- [my NDIS provider portal step-by-step guide for SDA \(PDF 1.91MB\)](#)
- [my NDIS provider portal step-by-step guide for SDA \(DOCX 5.58MB\)](#)

Step 4: Read and understand our collection notice

The collection notice explains how we collect, use and disclose the information you provide.

Download the Collection notice for my NDIS provider portal:

- [Collection notice for my NDIS provider portal \(PDF 166.25KB\)](#)
- [Collection notice for my NDIS provider portal \(DOCX 287.18KB\)](#)

Step 5: Read the terms and conditions

To use the my NDIS provider portal, you must agree to the terms and conditions.

Download the terms and conditions for my NDIS provider portal:

- [Terms and conditions for my NDIS provider portal \(PDF 200.77KB\)](#)
- [Terms and conditions for my NDIS provider portal \(DOCX 296.35KB\)](#)

Option 2: The myplace provider portal

Providers can use the myplace provider portal to view and manage their services with a participant.

You can use the myplace provider portal to:

- view your contact details
- view, add and edit NDIS registration details, including updates to registration groups and professions
- link another registered provider organisation (if applicable)
- view messages received from the NDIS
- instant message with your linked participants
- create and manage service bookings
- create and view payment requests
- view and respond to quotes received from the NDIS
- view referrals made to your organisation
- view and action support coordination requests for service
- upload required documents
- submit and review enquiries, feedback, compliments or complaints
- download reports about all your service bookings and participants.

Step 1: Use the myplace provider portal

The using the myplace provider portal step-by-step guide is comprehensive resource that guides you through how to navigate and complete tasks in the myplace provider portal.

The guide includes screenshots of the myplace provider portal to show you how to complete tasks.

Download Part 1 - Using the myplace provider portal:

- [Part 1 - Using the myplace provider portal \(PDF 1.59MB\)](#)
- [Part 1 - Using the myplace provider portal \(DOCX 2.25MB\)](#)

Download the myplace provider portal step-by-step guide:

- [myplace provider portal step-by-step guide \(PDF 10.47MB\)](#)
- [myplace provider portal step-by-step guide \(DOCX 16.33MB\)](#)

Step 2: Maintain your information in the myplace provider portal

The maintaining your information guide shows you how to view and maintain your profile, registration details, outlets and my organisation in the myplace provider portal.

Download Part 2 - Maintaining your information:

- [Part 2 - Maintaining your information \(PDF 881.76KB\)](#)
- [Part 2 - Maintaining your information \(DOCX 1.01MB\)](#)

Step 3: Manage your correspondence

The managing your correspondence guide shows you how to manage your inbox in the myplace provider portal.

Download Part 3 - Managing your correspondence:

- [Part 3 - Managing your correspondence \(PDF 395.29KB\)](#)
- [Part 3 - Managing your correspondence \(DOCX 296.43KB\)](#)

Step 4: Administer your services

The administering your services guide shows you how to:

- find your active participants
- view a participant's plan
- view and manage service bookings

- view and manage payment requests
- view and respond to quotations
- view referrals to your organisation
- view and action support coordination requests for service
- use the provider finder
- upload evidence
- download and view reports.

Download Part 4 - Administering your services:

- [Part 4 - Administering your services \(PDF 8.42MB\)](#)
- [Part 4 - Administering your services \(DOCX 14.02MB\)](#)

Step 5: Identify and fix any system errors

The provider portal system and error messages guide helps you identify and fix any errors that come up.

Download the Provider portal system and error messages guide:

- [Provider portal system and error messages guide \(PDF 1013.08KB\)](#)
- [Provider portal system and error messages guide \(DOCX 662.06KB\)](#)

Step 6: Request bulk payments

The bulk payments function lets you submit multiple requests for payment in a single file. Complete the bulk payment request template and upload it to the myplace provider portal.

Use the bulk payment request self-help guide to learn how to submit requests for bulk payments and troubleshoot bulk payment rejections.

Download the Bulk payment request self-help guide for providers:

- [Bulk payment request self-help guide for providers \(PDF 1.93MB\)](#)
- [Bulk payment request self-help guide \(PDF 1.94MB\)](#)
- [Bulk payment request template \(CSV 242bytes\)](#)

Step 7: Read and understand our privacy notice

The privacy notice explains how we collect, use and disclose the information you provide.

By accessing the myplace provider portal, you confirm you:

- have read and understood our privacy notice
- understand how the NDIA will use and disclose your information
- understand how the NDIA will store and secure your information.

Download the myplace provider portal privacy notice:

- [myplace provider portal privacy notice \(PDF 33.23KB\)](#)
- [myplace provider portal privacy notice \(DOCX 47.16KB\)](#)

Step 8: Read the terms and conditions

To use the myplace provider portal, you must agree to the terms and conditions.

Download the myplace provider portal terms and conditions:

- [myplace provider portal terms and conditions \(PDF 89.03KB\)](#)
- [myplace provider portal terms and conditions \(DOCX 52.35KB\)](#)

Related information

[How to view plans in the my NDIS provider portal](#)

[What is the provider learning environment](#)

[How to make a payment request](#)

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