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The myplace provider portal is for registered providers to view and manage their services with a participant, including:

- making payment requests for services provided to participants
- managing and viewing details of agreements with participants
- viewing registration details
- instant messaging with participants.

The [my NDIS provider portal](#), which is accessed by Specialist disability accommodation providers, allows providers to enrol and manage SDA dwellings.

## myID and RAM

All providers and their employees must use [myID](#) and [Relationship Authorisation Manager \(RAM\)](#) to access NDIS provider portals.

myID is the Australian Government's Digital ID app used to verify your identity.

RAM is an authorisation service that allows you to act on behalf of a business online when linked with your Digital ID.

myID and RAM have replaced Provider Digital Access (PRODA).

Important reminder: If you are new to the NDIS provider portals, your myID email address will be used to populate your contact information in the portals.

You can check and update your contact email and phone to your preferred business contact information when you first access the portal.

Providers who choose not to use the NDIS provider portals via myID can still connect with us through a [range of alternative channels](#).

For instructions on how to get set up, refer to the guides below.

## myID and RAM step-by-step guide

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

## How to manage your NDIS registration, bookings and payments (step-by-step guides)

- [Part 1 - Using the myplace provider portal \(PDF 1.6MB\)](#)
- [Part 1 - Using the myplace provider portal \(DOCX 2.1MB\)](#)
- [Part 2 - Maintaining your information \(PDF 874KB\)](#)
- [Part 2 - Maintaining your information \(DOCX 1.1MB\)](#)
- [Part 3 - Managing your correspondence \(PDF 672KB\)](#)
- [Part 3 - Managing your correspondence \(DOCX 286KB\)](#)
- [Part 4 - Administering your services \(PDF 8.5MB\)](#)
- [Part 4 - Administering your services \(DOCX 14MB\)](#)

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 \(DOCX 16.33MB\)](#)

## System and error messages guide

- [Provider portal system and error messages guide \(PDF 954KB\)](#)
- [Provider portal system and error messages guide \(DOCX 603KB\)](#)

## Bulk Payment Request self-help guide

- [Bulk Payment Request self-help guide \(PDF 2MB\)](#)
- [Bulk Payment Request self-help guide \(DOCX 3.2MB\)](#)

## Bulk Payment Request template

- [Bulk Payment Request template \(CSV 1KB\)](#)

Do not delete the columns of the Bulk Payment Request template as the information captured may not upload correctly.

## myplace provider portal Privacy Notice

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

By accessing the myplace provider portal, you confirm you agree:

- to share your personal information with the National Disability Insurance Agency for the purpose of delivering supports or services to you
- to share your personal information with the Services Australia for the purpose of delivering supports or services to you
- you have read and understood our Privacy Notice.

Read the Privacy Notice:

- [myplace provider portal Privacy Notice \(DOCX 48KB\)](#)
- [myplace provider portal Privacy Notice \(PDF 34KB\)](#)

## myplace provider portal Terms and Conditions

This document explains the terms and conditions of using the myplace provider portal.

To use the myplace provider portal, you must agree to the terms and conditions set out in this document.

Read the Terms and Conditions:

- [myplace provider portal Terms and Conditions \(DOCX 53KB\)](#)
- [myplace provider portal Terms and Conditions \(PDF 93KB\)](#)

## Change system access levels for staff in my organisation

Different levels of access are not available in myplace. All users with access to myplace are able to add and update information.

## my NDIS provider portal step-by-step guide

All Specialist disability accommodation (SDA) dwellings must be enrolled with the NDIA through the my NDIS provider portal.

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The my NDIS provider portal is separate from the myPlace provider portal where providers submit payment claims and create service bookings.

The my NDIS provider portal allows providers to create SDA dwelling enrolment requests online and to view and manage the end-to-end application process.

The my NDIS provider portal step-by-step guide describes how the my NDIS provider portal works with examples of the menus and screens in the portal.

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 \(DOCX 5.58MB\)](#)

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 \(DOCX 5.72MB\)](#)

The my NDIS provider portal allows providers to:

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

## Related information

- [getting paid](#)
- [managing service bookings](#)
- [service agreements](#)

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This page current as of  
16 June 2026