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To help deliver our new computer system, we've built a new participant portal called the my NDIS participant portal and have updated the my NDIS app.

my NDIS portal

- [Access the my NDIS portal.](#)

The new my NDIS participant portal is for NDIS plans built for Tasmanian participants in our new computer system.

The new my NDIS participant portal is more accessible and user-friendly way to:

- view your budget
- see your plan information and personal details
- make and manage claims (for self-managed plans)
- see all claims against your budget
- see messages and correspondence from NDIA.

Before you use the new my NDIS participant portal for the first time, you need to register.

You will need these details:

- Your own NDIS number
- Date of birth
- The mobile phone number or email address linked to your NDIS account.

Nominees and representatives accessing a participant's plan in the portal should use their own NDIS number.

Participants in other parts of Australia should continue to use the myplace participant portal on the homepage or the participant app.

You can watch the below videos to learn more about the my NDIS participant portal, how to register, how to log on and how to reset your password.

my NDIS app

The my NDIS app can now be used by Tasmanian participants with a NDIS plan created in our new computer system. If you have a plan in the new computer system, you will notice a new design and more accessibility features.

Existing participants and app users

If you are an existing participant in Tasmania, you can continue to use the current my NDIS app version.

You do not need to download a new version of the app or re-register for the app. Your new plan will be available in the app as soon as it is approved.

The app will ask you to accept our updated Terms and Conditions and Privacy notice.

It's a good idea to make sure you always have the latest version of the my NDIS app on your mobile phone.

You can check for updates in the [Google Play Store](#) and [Apple App Store](#).

New participants using the app for the first time

New participants using the my NDIS app for the first time will need to download the my NDIS app.

The new my NDIS app can be downloaded from the [Google Play Store](#) and [Apple App Store](#) for free.

When you sign into the my NDIS app for the first time, we will send you a code via SMS to confirm your information. This will be sent to the mobile phone number we have recorded for you.

Once you have entered the code, you will be asked to set up a PIN which you will use to sign into the app.

After signing into the app for the first time, you can set your app preferences including setting up FACE ID and Fingerprint and change your accessibility features to suit your needs.

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

For Tasmanian participants not involved in the NDIS test

Participants in Tasmania not involved in the test should continue to use the current myplace portal and the existing my NDIS app until their plan is reassessed or varied.

After you have a new NDIS plan created in our new computer system, it will be available in the app. You can also use the new my NDIS portal

For participants in other parts of Australia

Participants in other parts of Australia will continue to use the current myplace portal and/or my NDIS app.

The existing my NDIS app is still available for participants in other parts of Australia, or participants in Tasmania not involved in the test.

How-to videos: my NDIS portal

The new my NDIS portal

[Transcript for 'Introducing the new my NDIS portal'](#)

How to Register

[Transcript for 'My NDIS participant portal how to register'](#)

How to sign in

[Transcript for 'My NDIS participant portal how to sign in'](#)

How to reset your password

[Transcript for 'My NDIS participant portal how to reset your password'](#)

my NDIS portal privacy notice

This information is for NDIS participants involved in the test of new computer system and processes in Tasmania in late 2022 and early 2023.

The privacy notice explains how the NDIA will collect, use and disclose the information you provide. By registering for the my NDIS 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
- you have read and understood our Privacy Notice.

[Read the privacy notice.](#)

my NDIS Portal Terms and Conditions

This information is for NDIS participants involved in the test of new computer system and processes in Tasmania in late 2022 and early 2023.

This explains the terms and conditions of using the my NDIS portal.

By using the my NDIS portal, you are considered to have accepted the terms set out in this document.

[Read the Terms and Conditions.](#)

Frequently asked questions

Signing into the my NDIS portal

How can I register to access the portal?

Before accessing the portal for the first time, all users will need to register for the portal.

You can register for the new my NDIS participant portal when your plan is built in our new computer system.

You can register to use the new my NDIS portal on the NDIS website or by using this link:

www.ndis.gov.au/myndisportal

What information will I need to register?

To register you will need the following information:

- Your own NDIS number. If you are a nominee or child representative you will need to use your NDIS number, not the participant's number.
- Your surname
- Your date of birth

You will also need your email address or mobile phone number that is on your NDIS record. You will use this information to get a security code to complete your registration.

Once registered you can sign into the new my NDIS participant portal using either your NDIS number or email address and a password you have chosen.

Once I've registered, what information will I need to log in?

Once registered you can login to the my NDIS participant portal using the following information:

- Your username which can be your own NDIS number or your recorded email address
- Your unique password which must be:
 - At least 7 characters in length
 - Include at least one letter and one number.
 - Special characters can also be used but are not essential

When I login why do I have to enter my date of birth as well as my username and password?

If your email address is recorded against more than one NDIS account, for example, a child and their child representative, you will be prompted to also include your date of birth, so the right account is accessed.

Where can I find my NDIS number?

You can find your NDIS number in the myplace portal under my contact details in 'About Me'.

Alternatively, you can call our National Contact Centre on 1800 800 110 to request your NDIS number.

How many attempts can I have to sign in?

You have 5 attempts to sign into your profile. After 5 attempts you will be locked out for an hour before you can try again.

I am a child representative or nominee – which details do I use to register and sign into the portal?

If you are a child representative or nominee, you will need to use your own NDIS number and personal details.

I can't see my child or participant listed in the portal. What do I do?

Please make sure you are logged in using your own NDIS number. If you are a nominee or child representative you will need to use your NDIS number, not the participant's number.

Can I use the portal on my tablet or mobile phone?

Yes, the my NDIS portal is responsive and will work on your tablet or mobile phone. We suggest you use your desktop computer.

Do I log in to the new portal through myGov?

No, you can register to use the new my NDIS portal on the NDIS website or by using this link: www.ndis.gov.au/myndisportal

Can I still use the myplace portal?

Once you have a new plan, you will only be able to view that plan information in the new my NDIS portal. You will not be able to see your old plan in the new my NDIS portal.

Can I still log into the myplace portal?

You can continue to access the myplace portal and your other myGov member services via your myGov account.

This is how you can see your previous plan and information including claims history, previous correspondence, and your list of uploaded documents.

When should I use the myplace portal?

You can continue to use the myplace portal to view your past NDIS plans including:

- Viewing your payment request history for your past NDIS plans
- Viewing your plan documents for your past plans
- Viewing your documents list
- Submitting a payment request for a support during a previous plan period within 90 days of plan expiry.
- Your service bookings
- Your previous correspondence/inbox and
- Previous funding reports.

Can I still use the my NDIS app?

We are working to update the my NDIS app so you can see your new plan.

We'll let you know when the my NDIS app is available to use with your new plan.

When will all my important information be available on the new portal?

We will build and deliver more features in the my NDIS participant portal so you can complete all your activities in one portal.

This will happen over time, and we will keep portal users updated as new features become available.

Making claims

How can I claim from a previous plan?

Once you have registered and signed into the my NDIS participant portal or my NDIS app, you will only be able to make a claim against your self-managed funds in your current plan.

To claim from a previous plan, you will need to log into the myplace portal via myGov.

You can claim from your self-managed budget in the my NDIS participant portal.

Can I copy and paste the ABN from a tax invoice on my phone?

Yes. You can copy the ABN from a file or tax invoice on your computer and then paste the number into the ABN field in the my NDIS portal.

Can I still make a claim if the payee does not have an ABN?

Yes.

Do I need to enter the ABN every time I make a claim?

No. After the claim is submitted, the payee name and ABN are saved in your payee list.

Next time you make a claim for the same payee, you can choose them from your payee list and their name and ABN will be included in the claim.

I cannot find the payee on my payee list, do I choose “new payee”?

Yes, if the payee is not on your payee list, please create a new payee.

Do I have to upload a receipt or invoice for each claim?

No, uploading a receipt or invoice is optional.

What size and type of documents can I upload for a claim?

You can upload a maximum of 5 files per claim. They must be in doc, docx, xls, xlsx, csv, pdf, jpeg, jpg, jpe, gif, bmp, png, xml or txt format and be under 5MB each.

I forgot to add the receipt/invoice when I submitted the claim. Can I upload a receipt or invoice later?

Yes, you can upload a receipt or invoice to a claim you have already submitted.

What dates can I make a claim for?

You will need to make the claim between the start and end dates of your current plan.

If your support was given over more than one day, select the option 'Support ran over multiple days' and enter the start and end dates for your support.

Why was my claim rejected?

You can see the reason for the claim rejection by clicking the claim ID on the View Claims menu.

Can I delete a claim?

You can't delete a claim after submitting it. You can discard the claim before you submit it by selecting the 'discard claim' button at the top of the screen.

Can I cancel a claim that has been made?

Yes, you can cancel a claim but only when it is either paid or pending payment.

What is saved when I save a favourite claim?

When you save a favourite claim, the portal saves the payee's name, ABN (if available), description and support category.

Can I see the claims that I have submitted using the my NDIS app?

Yes. All claims can be seen in the my NDIS portal and my NDIS app regardless of which system you used to submit the claim.

Can I see the claims that I have submitted in the myplace portal?

No, you won't be able to see any claims about your previous plan. You can continue to access the myplace portal and your other myGov member services via your myGov account to see your previous plan and claims history.

Can I see the claims that providers submitted against my agency or plan managed funds?

Yes, the my NDIS participant portal and app will show all claims against your new plan.

Will my providers still be able to claim from my new plan budget?

Yes, designated and Participant-endorsed providers will be able to claim for the supports they deliver to you. Providers will only see information you agree to share with them.

Who can I contact to get help and information about the new my NDIS portal and my NDIS app?

You can contact your my NDIS contact to find out more information or get help using the my NDIS portal.

You can also contact NDIS on 1800 800 110 for general enquiries regarding the my NDIS portal.

Manage your account**I'm worried someone has used my NDIS portal and app. What do I do?**

A message on the landing screen will inform you when your sign-in details were last used, even if the sign-in was on a different device.

If you have any concerns, please contact the NDIS fraud reporting and scams hotline on 1800 650 717 or fraudreporting@ndis.gov.au.

We can help you take steps to protect your NDIS records.

Can I update any of my details in the my NDIS portal and my NDIS app?

No. You can only make changes by calling the NDIS on 1800 800 110.

Can I access my information in the my NDIS participant portal if I'm no longer a participant or a representative?

You have 90 days to use the my NDIS participant portal if you are no longer a participant or representative. If you need information after 90 days, please contact the NDIS on 1800 800 110.

How do I give feedback?

To give us feedback about the my NDIS portal, please use the 'Give feedback' in the portal.

1. In the my NDIS portal, go to 'Give feedback' at the bottom of the screen
2. Rate the portal out of 5 stars, and
3. Give us any feedback you have in the 'Tell us what you think' box.

To give feedback about the my NDIS app, please use the "Provide feedback" in the app.

1. In the my NDIS app, got to Account
2. Select "My account and settings"
3. Select "Settings"
4. Select "Provide feedback" to rate the app out of 5 stars and tell us what you think.

How can I see my entire documents history?

Your access to the myplace portal via myGov will not change. You can continue to upload documents in the myplace portal.

As we continue to improve the portal, you will be able to upload documents using the my NDIS portal.

Can I see all my myGov correspondence in the new my NDIS portal?

No. You will receive new messages and letters about your new plan in the new my NDIS participant portal. Your past correspondence will be available in your myGov inbox.

Viewing your plan and budget

How can I see what has been spent against my budget in the my NDIS portal?

You can see your budget in the my NDIS participant portal. You will also be able to see the plan dates for each budget category in your plan.

Sign into the my NDIS participant portal, and from the Home page select “Budget” from the main menu at the top of the screen.

How can I view my previous plan?

You can continue to see your previous plan and related information using the myplace portal. Your access to the myplace portal via myGov will not change.

How can I see my entire payments history?

You can see all claims against your current NDIS plan in the my NDIS participant portal.

Use the search and filter option to view claims in different budget support categories, for different time periods, providers and claim amounts.

You can continue to see your previous claims history against your old plans on the myplace portal. Your access to the myplace portal via myGov will not change.

Are my budgets remaining balance up to date?

Yes. If you make a claim from the my NDIS portal, the balance shown in the portal will update as soon as the claim has been made.

Can I see my old goals in from previous plans in the portal?

No. You can only see your current plan in the my NDIS portal.

To get information about your previous plan, please use the myplace portal or contact the NDIS on 1800 800 110.

This page current as of
19 April 2023