7 August 2023

Further to our initial notice, some myplace participant portal users are not able to sign in from the myGov website or app.

Affected users are getting a ‘Delay in account setup’ error message.

We are working on a fix as priority.

In the meantime, we advise the following short-term solutions for those who need to view their budget or submit a self-managed claim:

- Sign in to the myplace participant portal via the ‘Portal sign in’ link on the NDIS website home page. You can find this on the top right corner of the home page.
- Use the my NDIS app. Find out more, including how to access the app, on the my NDIS app page on the NDIS website.

Another option is to wait until we resolve the log-in issues.

We thank you for your patience and are sorry for any disruption to your day.

If you have further questions, please contact us.

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