

System issue update: workaround available for myplace participant portal log-in issue

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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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