

How to Access your NDIS Portal

Have you got a MyGov account?

If **YES**, Continue to STEP 1.

If **NO**, Scroll down to **“How to create a MyGov account”**.

STEP 1: Visit <https://my.gov.au>

Shape the future of myGov. Visit [myGov Beta](#) and give us your feedback.

Australian Government **myGov**

Sign in to myGov

Using your myGov sign in details

Username or email

Enter a valid username

[Forgot username](#)

Password

Do not show others your password

[Show](#)

[Forgot password](#)

Sign in

or

Using your myGovID Digital Identity

What is myGov?

myGov is a simple and secure way to access online government services.

[Create a myGov account >](#)

Stay up to date on Coronavirus

Go to australia.gov.au for the latest:

- COVID-19 news and updates
- advice from Australian Government agencies.

STEP 2: Scroll down to **“Your Services”** and click **“Link Another Service”**.

Your services

 Australian Taxation Office	 Medicare	 Centrelink
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[Link another service >](#)

STEP 3: Scroll until you find **National Disability Insurance Scheme** and click on that.

Link a service	
Australian JobSearch	>
Child Support	>
Department of Health Applications Portal	>
Department of Veterans' Affairs	>
HousingVic Online Services	>
My Aged Care	>
My Health Record	>
National Disability Insurance Scheme	>
National Redress Scheme	>
State Revenue Office Victoria	>

STEP 4: It will now ask for an **activation code**. You will need to call the NDIS and ask for an activation code for your portal, the number to call is **1800 800 110**.

Activation Page

Please enter your activation code below*

[I don't have an activation code](#)

Last Name *

Enter Date of Birth *

Date to be entered in dd/mm/yyyy format

STEP 5: Put in your **code** you received from the NDIS, as well as your **Last Name** and **Date of Birth**.

Activation Page

Please enter your activation code below*

[I don't have an activation code](#)

Last Name *

Enter Date of Birth *

Date to be entered in dd/mm/yyyy format

Cancel Submit

STEP 6: Now you will need to agree to the terms of use.



Home

Use the scrollbar to view the terms of use.

Terms of use

Definitions

Harmful Code

Harmful Code means any form of harmful surreptitious code or other contaminants, including viruses, bugs, trojan horses, spyware or adware.

Loss

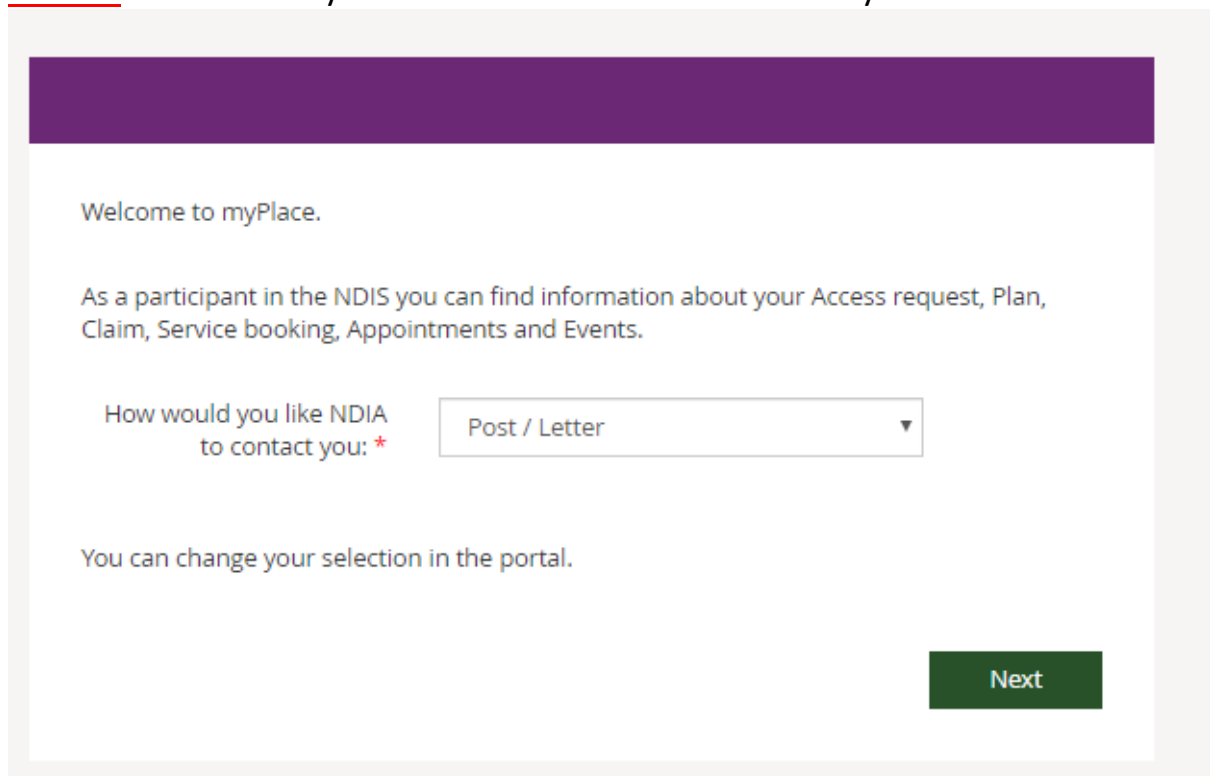
Loss means loss, damage, cost or expense (to any person or property) including consequential or indirect loss or any loss of profits, data or revenue

Agency

Agency means any agency (including departments) of the Australian Government.

Participating Agencies

STEP 7: Choose how you would like the NDIA to contact you.



Welcome to myPlace.

As a participant in the NDIS you can find information about your Access request, Plan, Claim, Service booking, Appointments and Events.

How would you like NDIA to contact you: *

Post / Letter ▼

You can change your selection in the portal.

Next

STEP 8: You now have your NDIS portal set up!

How to create a MyGov account

If **NO**, you will need to create a MyGov account.

STEP 1: Type into your browser, <https://my.gov.au>

STEP 2: Choose “Create a MyGov account”

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Australian Government **myGov**

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[Forgot username](#)

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[Ask a question](#) ^

STEP 3: Agree to the Terms of Use



[< Back](#)

Terms of use

Step 1 of 5

By creating a myGov account, you are agreeing to be bound by the [terms of use](#).

You are also agreeing to how Services Australia collects, uses and discloses your personal information, as set out in the [privacy notice](#).

The terms set out your responsibilities as a myGov account holder and our responsibilities as the service provider of myGov.

By clicking 'I agree', this means you have read and understood the full terms of use and agree to comply with them.

Cancel

I agree

STEP 4: Put in your email address.



[< Back](#)

Enter an email

Step 2 of 5

Enter the email address you will use to sign in to your myGov account. We will email you a code that you will need to enter on the next screen.

We will send an email to this address if you receive a message in your myGov inbox.

Email address

Cancel

Next

STEP 5: Enter the code that was sent to your email.

[< Back](#)

Enter code

Step 2 of 5

We sent a code to [REDACTED]

Code

Cancel

Next

STEP 6: Enter your mobile number.

[< Back](#)

Enter your mobile

Step 3 of 5

myGov will send you a one-time use code to use each time you sign in to your account.

If you don't have a mobile number or mobile coverage, you'll need to answer secret questions to sign in. Select [skip this step](#), if you can't use a mobile number.

Mobile number

Australian mobile numbers contain 10 digits and begin with 04. Norfolk Island mobile numbers contain 9 digits and begin with 67235

Cancel

Next

STEP 7: Enter the code that was sent to your mobile number.

[< Back](#)

Enter code

Step 3 of 5

We sent a code to **0427 477 605**

Code

Enter the code we sent to you

Cancel

Next

STEP 8: Create a secure password.

[← Back](#)

Create password

Step 4 of 5

Your password must have at least 7 characters and include at least 1 number.

Do not show others your password.

Password

[Show](#)

Re-enter password

[Show](#)

[Help creating a password](#)

Cancel

Next

STEP 9: Create your secret question, make sure you right down the EXACT same way that you typed it, it is case sensitive.

Create secret question 1

Step 5 of 5

Create 3 questions and answers that you can easily answer and others are unlikely to know.

If you need to answer your secret questions in the future, the answers must be an exact match to those you here.

- What is the name of the first street I lived in?
- Where did I go on my first holiday?
- What was my favourite childhood book?
- What was the first single/album I bought?
- What was the name of my first pet?
- What was the full name of my first boyfriend/girlfriend?
- What was my favourite place to visit as a child?

Write my own question

Question

STEP 10: Your MyGov account is now set up! Make sure you right down BOTH usernames.

Success



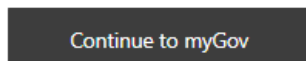
You can use either of these as your username:

- [REDACTED]
- [REDACTED]

What to do now

You can:

- link government services to your myGov account
- update your settings to tell us how you want to sign in securely
- choose whether to receive inbox notifications by text message or email.



STEP 11: Now go back to the top of this document to learn how to link your NDIS portal.