

NDIS Participant portal – Reactivate portal access

Introduction

It is important that nominees and child representatives access the participant portal by using their correct account details, not the participant's details. This enables us to protect participant privacy, while ensuring nominees and child representatives can still access the information they need to. It also helps us to improve the portal for participants, their nominees and child representatives.

Please use these instructions to unlink your existing NDIS portal account from your myGov account, and relink using your new activation code. Before you begin, you will need a new activation code. If you haven't received a new activation code, please contact the NDIS directly on 1800 800 110 or contact us [here](#).

Changes from the last version

The following updates have been made to the last published version of the reactivate portal access guide:

- Inclusion of Terms and Conditions and Privacy Notice process (Page 7 to 8)

Step 1: Unlink myGov and participant portal

1. Log into myGov (my.gov.au) by entering your username or email and password.

Australian Government myGov Help

< [Back](#)

Sign in with myGov

Choose how to sign in from these 2 options

Using your myGov sign in details

Username or email

[Forgot username](#)

Password

 [Show](#)

[Forgot password](#)

[Sign in](#)

[Create a myGov account](#) if you don't have one already.

2. To unlink your myGov account from your NDIS account, select **View and link services** under **Linked Services**.

Welcome

Last sign in: 17 May 2023 at 01:23:42 PM AEST

Inbox
Read important messages from linked services >

Profile
Manage linked services and personal details >

Payments & claims
Track payments, claims and applications >

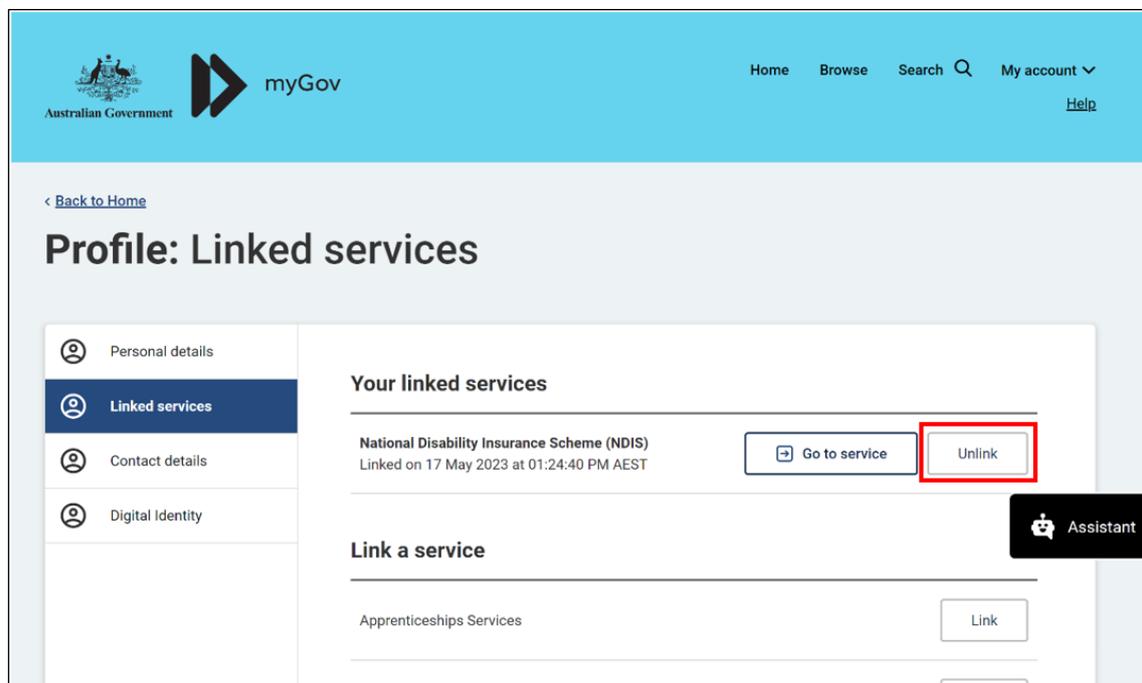
Linked services (1 linked) [View and link services >](#)

Go to **National Disability Insurance Scheme (NDIS)**

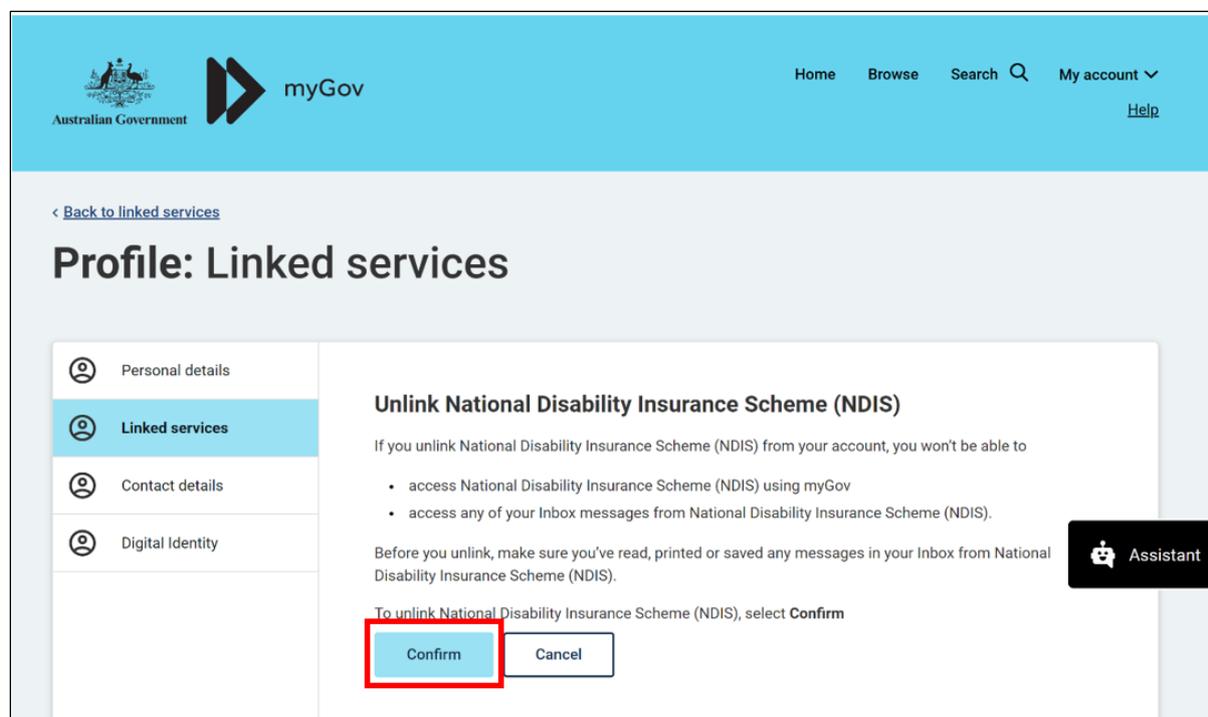
Assistant

Alerts

- Under **Profile: Linked Services**, select unlink next to **National Disability Insurance Scheme (NDIS)**.



- Select **Confirm** to finalise unlinking.



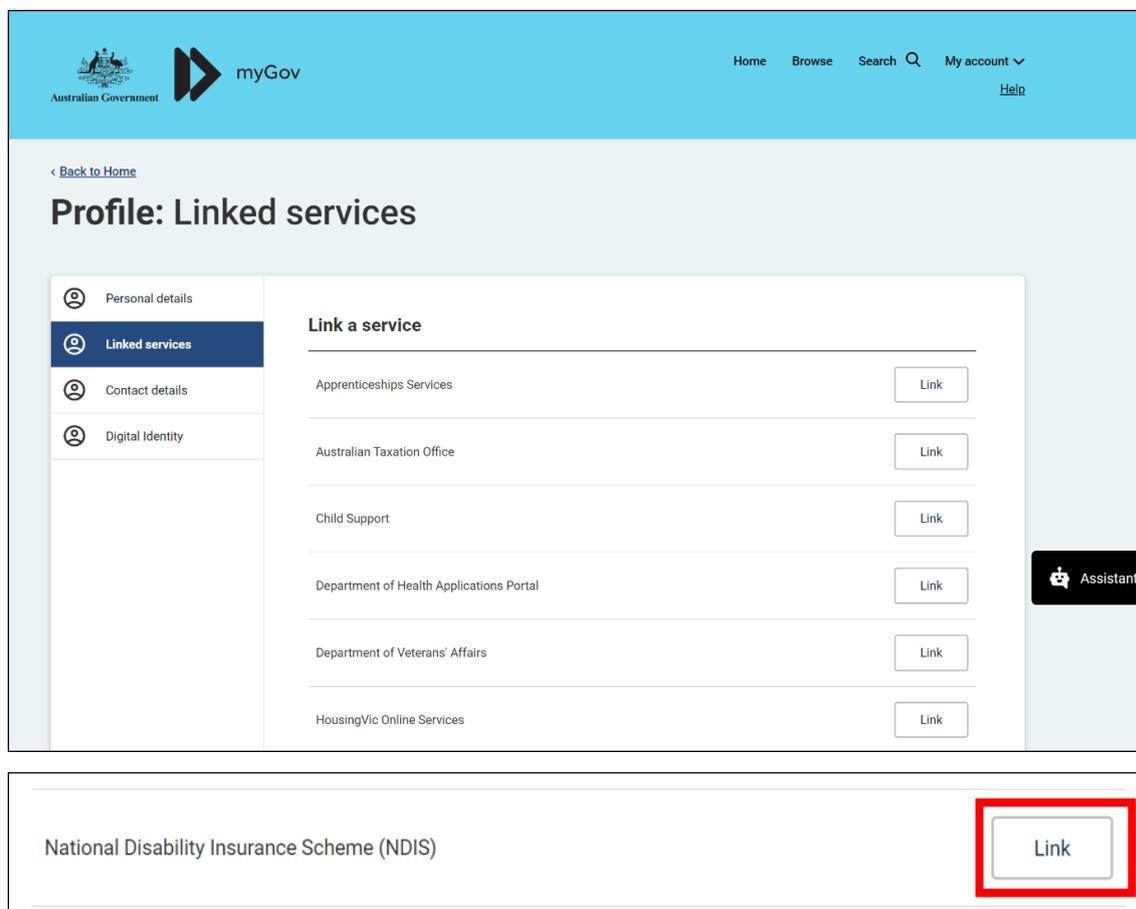
- Sign out of myGov.

Step 2: Relink myGov and participant portal with new activation code

1. Sign into myGov (my.gov.au) using your existing username and password.

2. To link your myGov account to your NDIA record, select **Link a Service**.

3. Then choose **National Disability Insurance Scheme (NDIS)** and select **Link**.



The screenshot shows the myGov 'Profile: Linked services' page. On the left, there is a navigation menu with options: Personal details, **Linked services** (highlighted), Contact details, and Digital Identity. The main content area is titled 'Link a service' and contains a list of services with 'Link' buttons next to each:

- Apprenticeships Services
- Australian Taxation Office
- Child Support
- Department of Health Applications Portal
- Department of Veterans' Affairs
- HousingVic Online Services

At the bottom of the page, there is a section for 'National Disability Insurance Scheme (NDIS)' with a 'Link' button highlighted by a red rectangular box.

4. Type in your NDIS Activation Code, your Last Name, and your Date of Birth, then click the **Submit** button at the bottom of the screen. You only need to put in the NDIS activation code the first time you access the portal. This screen will not display again.

Note: You can request an activation code by contacting NDIS on 1800 800 110 or [here](#).

Activation Page

Please enter your activation code below*

00000000

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

Last Name *

Surname

Enter Date of Birth *

dd/mm/yyyy

Date to be entered in dd/mm/yyyy format

Cancel

Submit

5. The **Terms and conditions** will be displayed the first time you sign into the portal or when there have been updates that you need to be aware of. Move the scrollbar to read the **Terms and conditions**.
6. Once you have read the **Terms and conditions**, select the checkbox located next to **I have read and agree with the terms and conditions** and press the **I agree** button to continue.

Please read and agree to the terms and conditions.
If you do not agree to them, you cannot use the participant portal.
Use the scrollbar to view the terms and conditions.

Terms and Conditions

1. Using the my NDIS portal

- a. This information is about using my NDIS portal to communicate with the National Disability Insurance Agency (NDIA).
- b. Using my NDIS portal is voluntary. You can also get in touch with us at <https://www.ndis.gov.au/contact>.
- c. If you decide to use my NDIS portal you agree to these Terms.

2. What we expect of you

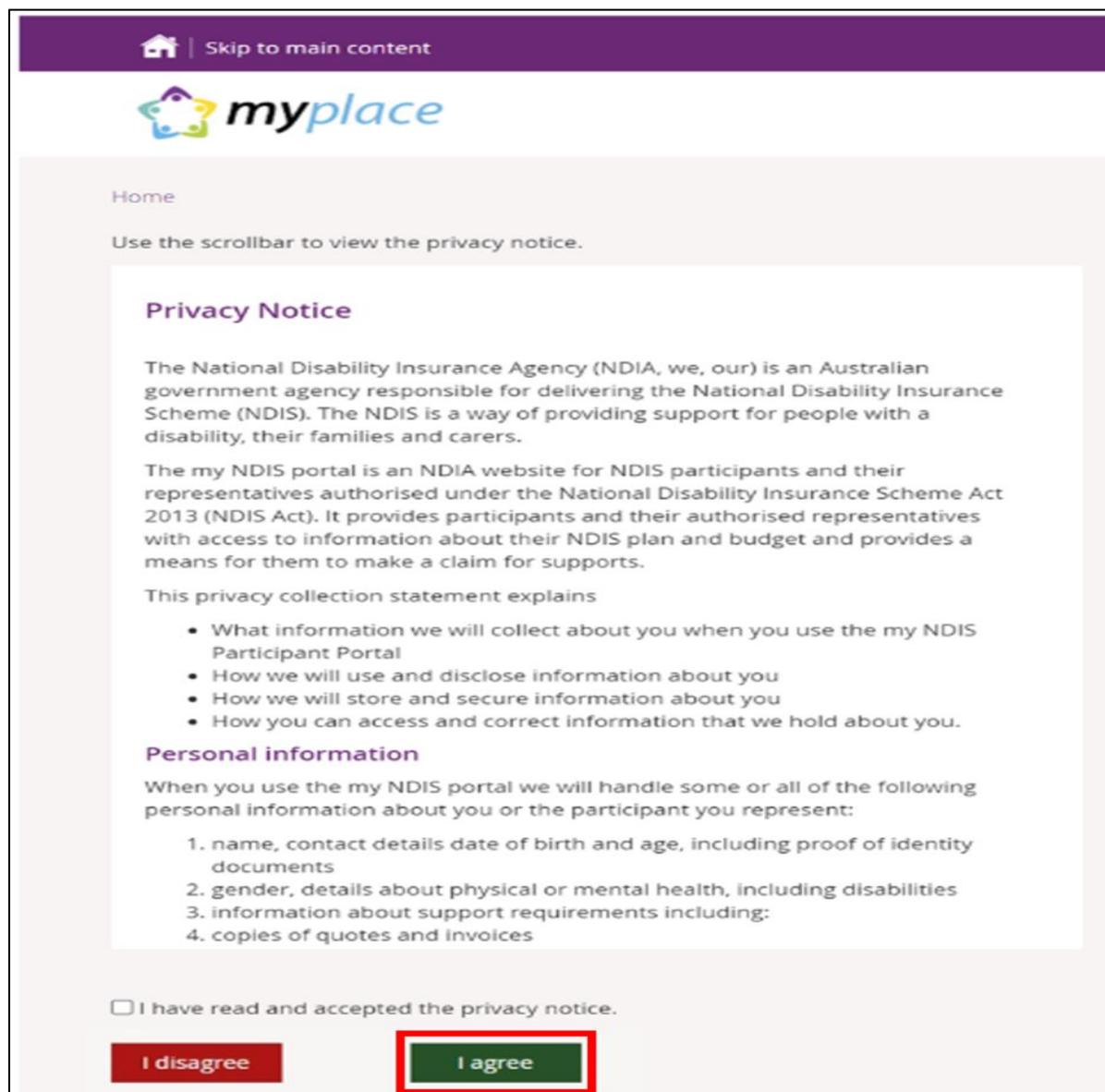
- a. There are some rules about using my NDIS portal.
- b. The rules are based on the laws that apply in the Australian Capital Territory.
- c. Sometimes, we might need to change the rules. If we do that, they will be updated here.
- d. The rules are
 - i. you can't do anything illegal on my NDIS portal
 - ii. you can't damage my NDIS portal on purpose
 - iii. you can't send us anything that could harm my NDIS portal. This includes files, documents and any other material that can be sent electronically
 - iv. you must have a person's permission before you provide or access information on my NDIS portal about that person. If you don't, you may be committing an offence which carries a penalty of up to two year's imprisonment or a fine of \$21,600, or both
 - v. the information that you provide on my NDIS portal must be true; and
 - vi. you cannot use our intellectual property.

I confirm that I have read and agree with the terms and conditions.

I disagree

I agree

7. The **Privacy Notice** will be displayed. Once you have read the **Privacy Notice**, select the checkbox located next to **I have read and agree with the Privacy notice** and press **I agree** button to continue.



Home | Skip to main content

myplace

Home

Use the scrollbar to view the privacy notice.

Privacy Notice

The National Disability Insurance Agency (NDIA, we, our) is an Australian government agency responsible for delivering the National Disability Insurance Scheme (NDIS). The NDIS is a way of providing support for people with a disability, their families and carers.

The my NDIS portal is an NDIA website for NDIS participants and their representatives authorised under the National Disability Insurance Scheme Act 2013 (NDIS Act). It provides participants and their authorised representatives with access to information about their NDIS plan and budget and provides a means for them to make a claim for supports.

This privacy collection statement explains

- What information we will collect about you when you use the my NDIS Participant Portal
- How we will use and disclose information about you
- How we will store and secure information about you
- How you can access and correct information that we hold about you.

Personal information

When you use the my NDIS portal we will handle some or all of the following personal information about you or the participant you represent:

1. name, contact details date of birth and age, including proof of identity documents
2. gender, details about physical or mental health, including disabilities
3. information about support requirements including:
4. copies of quotes and invoices

I have read and accepted the privacy notice.

I disagree **I agree**

8. You have reactivated your NDIS participant portal account. The participant portal page displays.

If you need any further support, you can contact the NDIS directly on 1800 800 110 or contact us [here](#).