

What does your myGov account do?

It is essential for National Disability Insurance Scheme (NDIS) participants to have a myGov account. Your MyGov account will give you access to a secure website portal where you or a person you trust (a nominee or child representative) can access your NDIS information. This portal is called myplace. A myGov account is also required to access many other Commonwealth Government services online, including:

- Australian JobSearch
- Australian Taxation Office
- Centrelink
- Child Support
- Department of Veterans' Affairs
- Medicare
- My Aged Care
- My Health Record
- National Redress Scheme

What does the myplace portal do?

The myplace portal allows you to:

- See your plan
- Check your contact details
- See messages from the NDIS
- Create and view payment requests
- Create and manage service bookings
- Upload documents, including assessments or service agreements
- Share your plan, or parts of your plan, with your service providers
- Find service providers

Setting up an account

To set up an account go to the myGov website at:

<https://my.gov.au/LoginServices/main/login?execution=e4s1>

To get started click on Create an account.

You will then be guided through these 5 steps:

Step 1: agree to terms of use

Step 2: enter an email address

You will be emailed a code you need to enter to continue.

Step 3: enter your mobile number if you have one

Step 4: create a password

Step 5: create secret questions

Your secret questions and answers help keep your account secure.

You can use the suggested questions or create your own.

By completing these 5 steps you will have created a myGov account.

If you need further help setting up your myGov account talk to your Early Childhood Early Intervention (ECEI) Coordinator, Local Area Coordinator (LAC) or National Disability Insurance Agency (NDIA) planner. They will also explain how access the myplace portal.

SECRET QUESTIONS HOT TIPS

If you get the answer to your secret question wrong five times when signing in, myGov will lock your account for two hours. If you cannot remember the answers after two hours and keep getting them wrong, your account may be permanently locked. If this happens, you will need to create a new myGov account.

Your myGov password:

- must have at least seven characters
- must have at least one letter and one number
- should not be the same as one of your last passwords
- should not use the same character repeatedly or sequential characters (for example, AAAA or 1234)
- can include ! @ # \$ % ^ & *