

NDIS myplace provider portal

Step-by-Step Guide

Part 1. Using myplace

February 2019



Changes from the last version

The following updates have been made to the last published version of this document:

- Update to align with latest version of the portal
- Reorganised for readability.



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Introduction

The **myplace** provider portal is a secure website developed for providers to manage their transactions with the NDIA, and view and manage their services with Participants.

This step-by-step guide describes how the **myplace** portal works and provides the general layouts of the menus and screens in the portal.

It also includes instructions for using each of the functions in the portal.

What can you do in myplace?

You can use **myplace** to:

- View your contact details
- View, add and edit NDIS (National Disability Insurance Scheme) registration details, including updates to registration groups and professions¹
- Link another registered provider organisation (if applicable)
- View messages received from NDIS
- Instant message with your linked participants
- Create and manage service bookings
- Create and view payment requests (previously known as claims)
- View and respond to quotes received from NDIS
- View referrals made to your organisation
- Upload required documents
- Download reports about all your service bookings and participants.

Minimum internet browser requirements to access myplace

To access **myplace**, there are minimum browser requirements. These are:

- Internet Explorer 9
- Mozilla Firefox 30
- Google Chrome 39
- Safari 5 (Apple only).

Additional reference material

Further information can be found in the [Provider Toolkit](#).

¹ Add and edit is only available in those jurisdictions that have not yet transitioned to the NDIS Quality and Safeguards Commission.

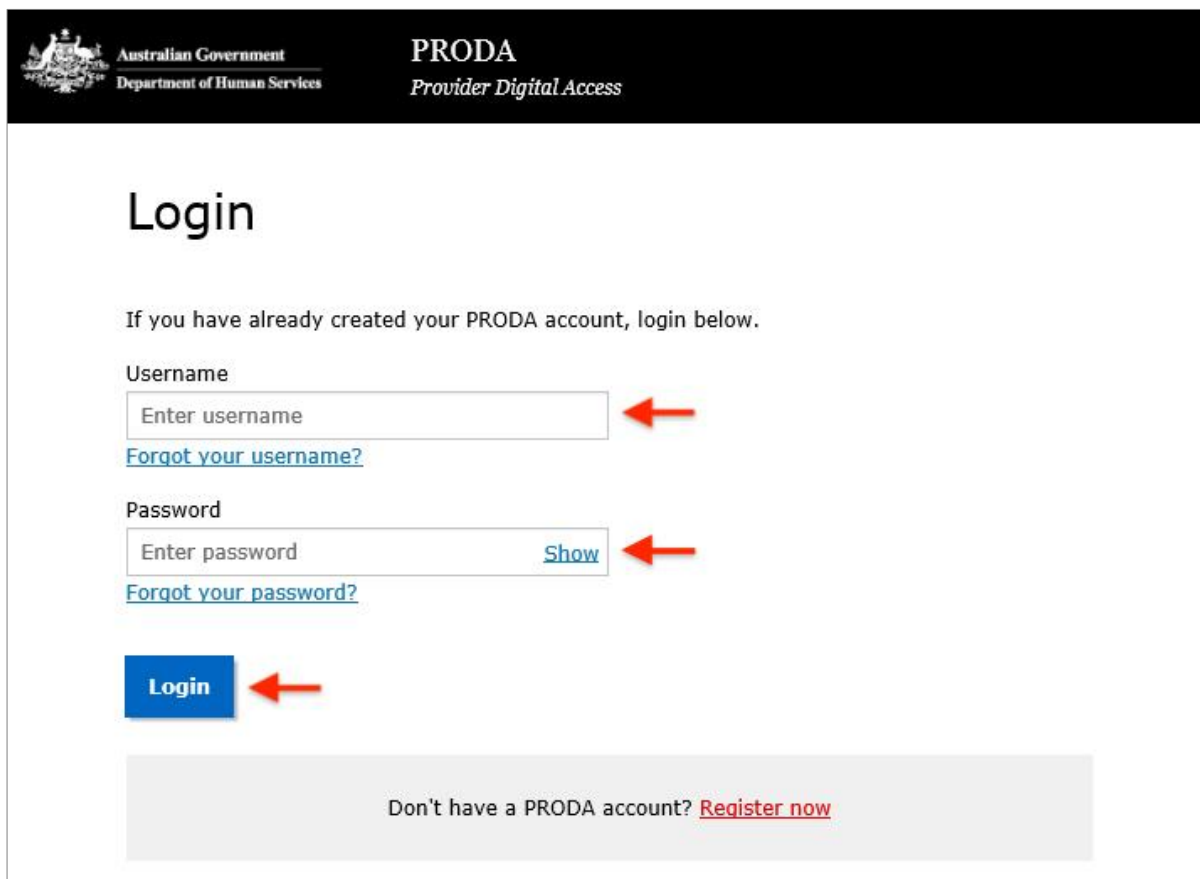
As of 1 July 2018, the non-transitioned jurisdictions are Vic, Qld, ACT, NT, Tas and WA.

Accessing myplace

1. Access the **myplace** portal using the link provided on the [NDIS website](#) or type <https://myplace.ndis.gov.au/supplier> in your internet browser.



2. If you already have a Provider Digital Account (PRODA), please enter your **PRODA Username** and **Password** then select **Login**.



3. If you do not have a PRODA (Provider Digital Access) account, please refer to the PRODA - Step-by-step guide found in the [Provider Toolkit](#).

Create a Provider digital account

If you do not have a Provider Digital Account, please refer to the [myplace](#) registration for new providers - Step-by-step guide found in the [Provider Toolkit](#).

Select a provider

A list of the organisation(s) you may act for (work on behalf of) is displayed.

1. Select the organisation you wish to use [myplace](#) for on this occasion. The system will then display information relating to only that organisation.

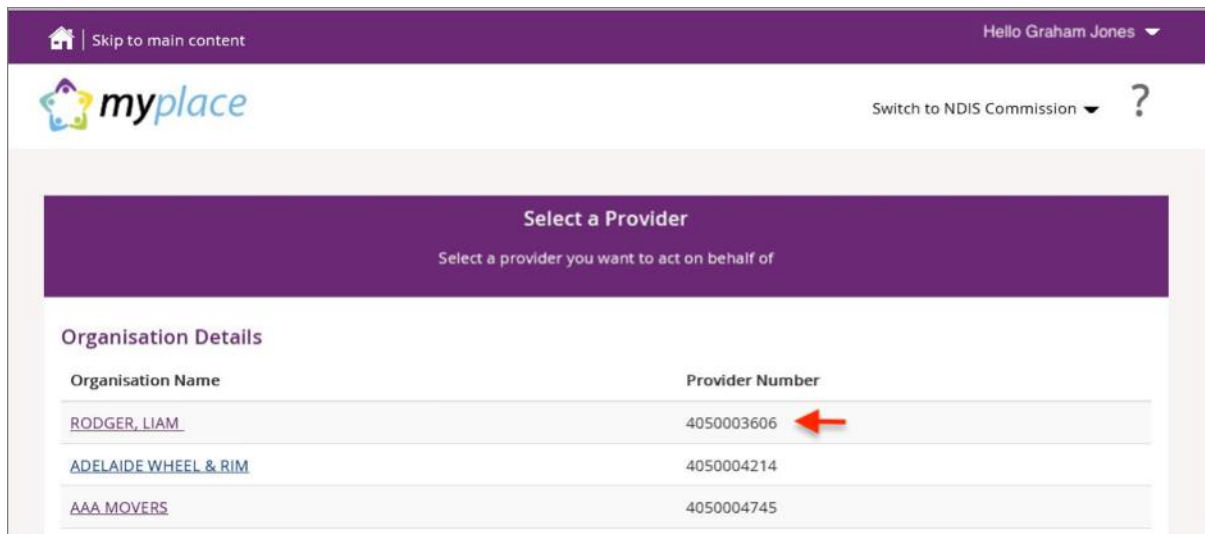
Note: The provider number may also be referred to as Business Partner Number (BPN).

Note: You can select a different organisation at any time using the '[Acting for](#)' link



at the top right of the home page.

Note: If the organisation you are acting for is not on the list, you can link to it using [Link to my Organisation](#).



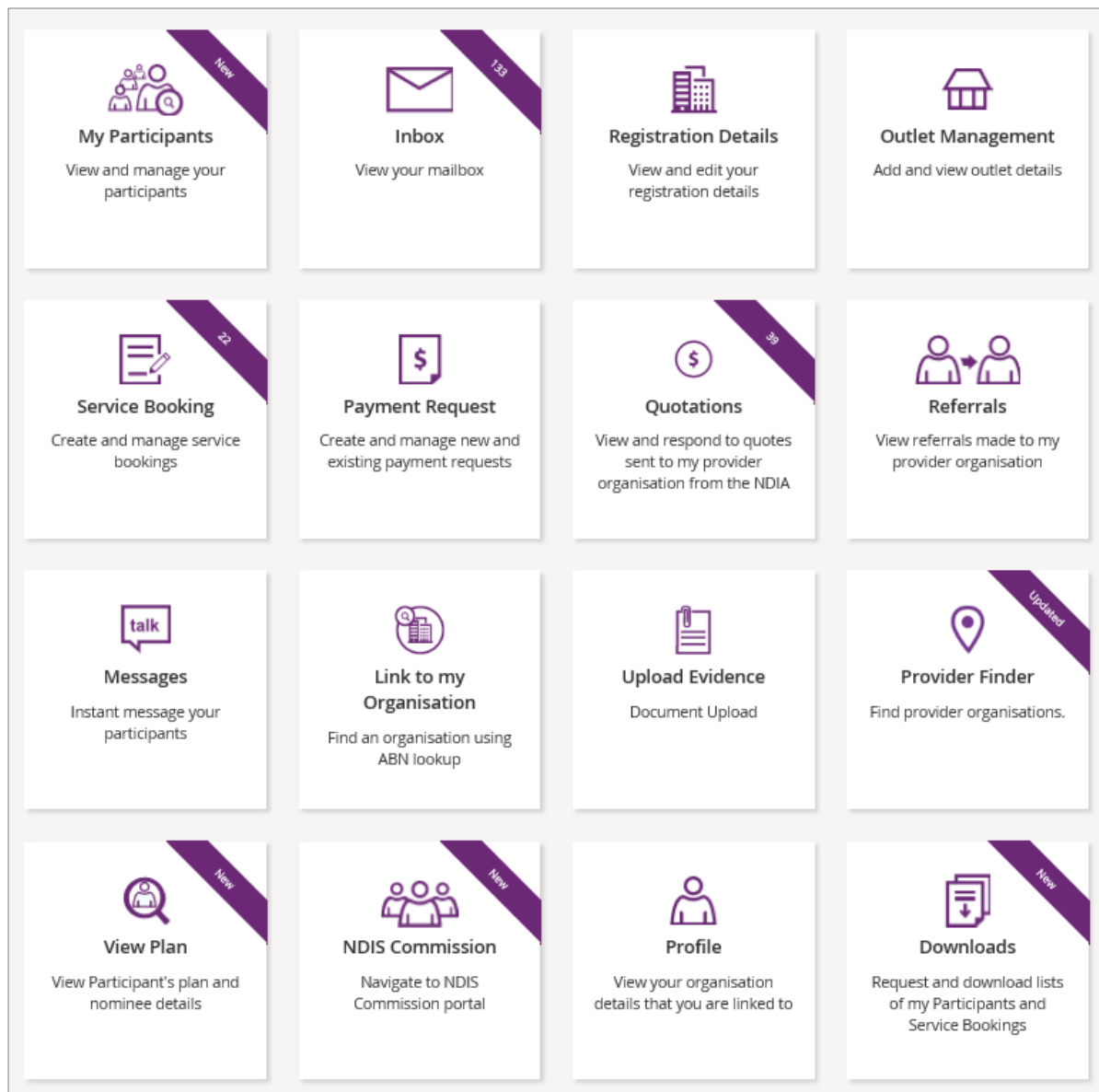
The screenshot shows the 'myplace' provider portal interface. At the top, there is a navigation bar with a home icon and the text 'Skip to main content' on the left, and 'Hello Graham Jones' with a dropdown arrow on the right. Below the navigation bar is the 'myplace' logo on the left and 'Switch to NDIS Commission' with a dropdown arrow and a question mark icon on the right. The main content area features a purple header with the text 'Select a Provider' and 'Select a provider you want to act on behalf of'. Below this header is a table titled 'Organisation Details' with two columns: 'Organisation Name' and 'Provider Number'. The table lists three providers: 'RODGER, LIAM' with provider number '4050003606', 'ADELAIDE WHEEL & RIM' with provider number '4050004214', and 'AAA MOVERS' with provider number '4050004745'. A red arrow points to the provider number '4050003606' for 'RODGER, LIAM'.

Organisation Name	Provider Number
RODGER, LIAM	4050003606
ADELAIDE WHEEL & RIM	4050004214
AAA MOVERS	4050004745






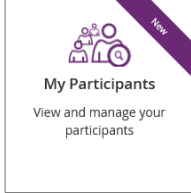
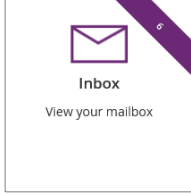
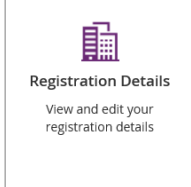
The **myplace** home page displays.

myplace Portal home page








The **myplace** Portal home page contains a number of separate sections or functions.









The following table provides an explanation of each of the information on the **myplace** portal home page.

myplace section	Function
	<p>The provider organisation you are acting for is displayed here. If you work for (and are linked to) more than one provider organisation, you can select which organisation you are using myplace for by selecting the Change  Provider icon.</p> <p>Refer to Module 9 (for existing providers) and Module 10 (for new providers) of the Provider Toolkit to link to other provider organisations.</p> <p>If you only work for one provider organisation, you do not need to change any settings here.</p>
	<p>This is where your username is displayed. You can use the dropdown button to return to the home page or logout of myplace at any time.</p>
	<p>Select this icon at any time to return to the myplace home page.</p>
	<p>Select this icon for simple explanations of the functions displayed on the screen.</p>
	<p>View and manage your participants.</p>
	<p>View messages and letters sent to you by the NDIA.</p>
	<p>View and edit² your registration details, including updates to Registration groups and Professions.</p>

² Edit Registration details is only available in jurisdictions which have not yet transitioned these functions to the NDIS Quality and Safeguards commission.

myplace section	Function
 <p>Outlet Management Add and view outlet details</p>	View and edit ³ your organisation's outlet details.
 <p>Service Booking Create and manage service bookings</p>	Create and manage service bookings with participants.
 <p>Payment Request Create and manage new and existing payment requests</p>	Create and manage new and existing payment requests.
 <p>Quotations View and respond to quotes sent to my provider organisation from the NDIA</p>	View and respond to quotes sent to you by the NDIA.
 <p>Referrals View referrals made to my provider organisation</p>	View referrals made to your organisation.
 <p>Messages Instant message your participants</p>	Send instant messages to your Participants.
 <p>Link to my Organisation Find an organisation using ABN lookup</p>	Link to your organisation/s, in order to view them through the myplace provider portal.

³ Edit outlet details is only available in jurisdictions which have not yet transitioned these functions to the NDIS Quality and Safeguards commission.

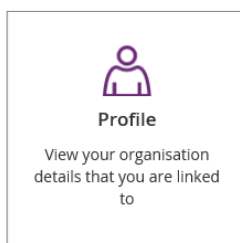
myplace section	Function
 <p>Upload Evidence Document Upload</p>	<p>Upload required documents.⁴</p>
 <p>Provider Finder Find provider organisations.</p>	<p>Search for providers within a certain location.</p>
 <p>View Plan View Participant's plan and nominee details</p>	<p>View plan details when granted consent by a participant.</p>
 <p>NDIS Commission Navigate to NDIS Commission portal</p>	<p>Navigate to the NDIS Commission portal.</p>
 <p>Profile View your organisation details that you are linked to</p>	<p>View and edit information and contact details for yourself and your organisation.</p>
 <p>Downloads Request and download lists of my Participants and Service Bookings</p>	<p>Request and download service bookings information, or information for participants that your organisation has active service bookings with.</p>

⁴ Upload evidence for registration is only available in jurisdictions which have not yet transitioned these functions to the NDIS Quality and Safeguards Commission.

Provider portal navigation

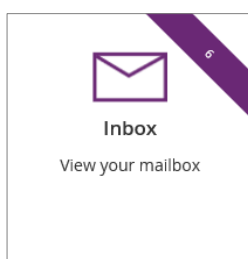
Using a function

Select the relevant tile displayed in the **myplace** home page to go into that section of the provider portal.



Tip: From most functions within the portal, the person icon on the top right of the screen will take you directly to your **Profile**.

You will note that some tiles have a purple banner across the top right-hand corner with a number showing. This indicates the number of items that have not been actioned. For example, the **Inbox** tile below shows a purple banner with the number '6'. This indicates that there are six messages in your Inbox requiring attention.



Returning to the myplace home page

You can return to the **myplace** home page in any of the following ways:

1. Select the **myplace** logo (top left corner of the portal page).



2. Select the **Home** button (top left corner of the portal page) to return to the **myplace** home page.



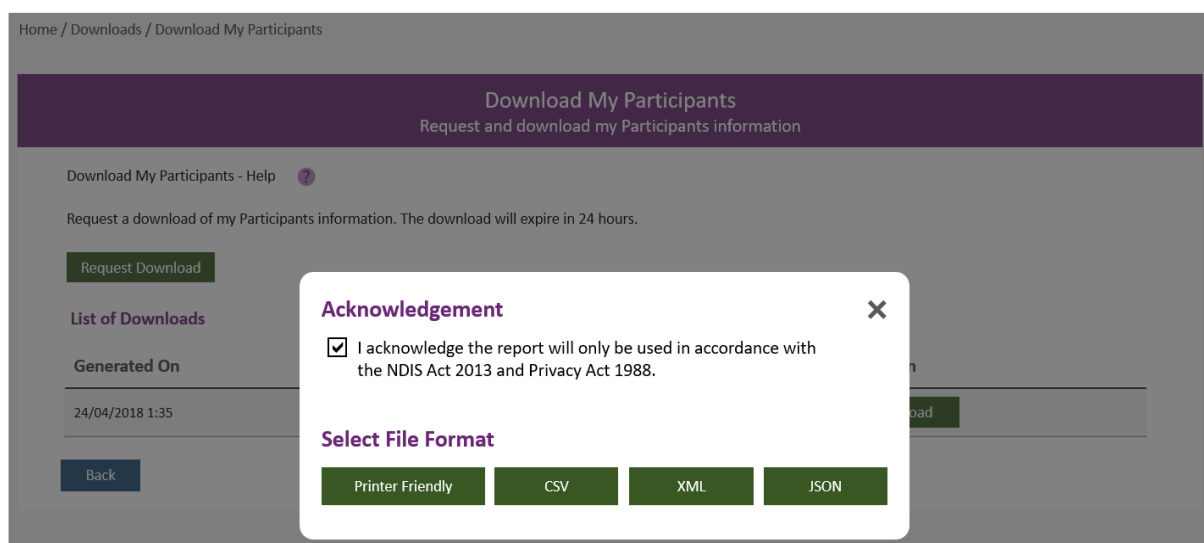
Select the **Home** link in the breadcrumb trail below the **myplace** logo.

For help

Select the question mark icon (top right corner of the portal page) for simple explanations of the functions displayed.



Call NDIA on 1800 800 110 if you are unable to resolve a problem or need help to use **myplace**.



You have a choice of 4 format types depending on your business needs. They are:

- **Print Friendly** — a format that allows you to view the data as a printable, readable report. If you wish to, you can use this format to output a PDF version; you will need to select to 'print to PDF' if this function is supported by your computer
- **CSV (Comma Separated Values)** — typically used to open as a spreadsheet for sorting and filtering the data. Note that this download has two heading rows
- **XML (eXtensible Mark-up Language)** — a format for importing into business systems
- **JSON (JavaScript Object Notation)** — a simple format for importing into business applications