

NDIS myplace provider portal

Step-by-Step Guide

Part 3. Managing your correspondence

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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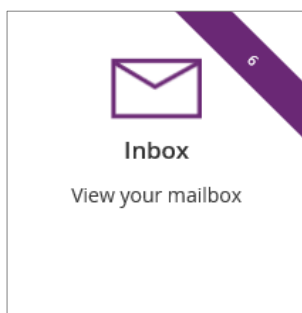
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Managing your correspondence

Inbox

All messages and letters sent to your organisation will appear in the **Inbox**. When you open the **Inbox**, you will see all messages, not just those relating to you or your participants. The number next to messages is the number of new (unread) messages received.

1. Select the **Inbox** tile on the **myplace** home page.



2. Your **Inbox** displays messages and letters received from NDIA.

Note: See [How Can NDIA Contact Me?](#) to choose how often you wish to be notified.

Home / Inbox

Inbox

View all of your provider inbox messages below

Folder: ✉ Messages 18 🗑️ Trash Show: All Unread

Filter: All ← → Move to Trash 🗑️

Showing 1 - 20 of 20 messages

<input type="checkbox"/> From	Subject				Date/time
<input type="checkbox"/> NDIA	Payee Payment Remittance Advice	HTML	PDF	CSV	22/09/2018 12:00 AM
<input type="checkbox"/> NDIA	New Prov- Registration Approved	HTML	PDF		21/09/2018 12:00 AM
<input type="checkbox"/> NDIA	New Prov- Registration Approved	HTML	PDF		07/09/2018 12:00 AM
<input type="checkbox"/> NDIA	Recipient Created Tax Invoice (RCTI)	HTML	PDF	CSV	30/07/2018 12:00 AM
<input type="checkbox"/> NDIA	New Prov- Registration Approved	HTML	PDF		21/06/2018 12:00 AM
<input type="checkbox"/> NDIA	New Prov- Registration Approved	HTML	PDF		13/06/2018 12:00 AM
<input type="checkbox"/> NDIA	Payee Payment Remittance Advice	HTML	PDF	CSV	08/06/2018 12:00 AM
<input type="checkbox"/> NDIA	New Prov- Registration Approved	HTML	PDF		06/06/2018 12:00 AM

3. Select **Unread** to show only messages that have not been opened.
4. You can limit the list of messages to a particular type. Select the message type from the **Filter** drop down.

- When you have processed a message, you can delete it by moving it to **Trash**. Select the check box to the left of the messages you wish to delete, select the **Move to Trash** link to delete all the selected messages.
- Select the blue file type link to open the message. The message will open in a separate window to enable you to continue processing in the portal while the message is open.

Home / Inbox

Inbox
 View all of your provider inbox messages below

Folder: Messages 18 Trash Show: All Unread

Filter: Move to Trash

Showing 1 - 20 of 20 messages

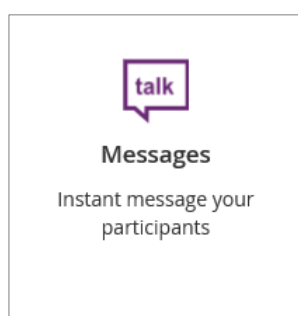
<input type="checkbox"/> From	Subject	Date/time
<input type="checkbox"/> NDIA	Payee Payment Remittance Advice	HTML PDF CSV 22/09/2018 12:00 AM
<input type="checkbox"/> NDIA	New Prov- Registration Approved	HTML PDF 21/09/2018 12:00 AM
<input type="checkbox"/> NDIA	New Prov- Registration Approved	HTML PDF 07/09/2018 12:00 AM
<input type="checkbox"/> NDIA	Recipient Created Tax Invoice (RCTI)	HTML PDF CSV 30/07/2018 12:00 AM
<input type="checkbox"/> NDIA	New Prov- Registration Approved	HTML PDF 21/06/2018 12:00 AM
<input type="checkbox"/> NDIA	New Prov- Registration Approved	HTML PDF 13/06/2018 12:00 AM
<input type="checkbox"/> NDIA	Payee Payment Remittance Advice	HTML PDF CSV 08/06/2018 12:00 AM
<input type="checkbox"/> NDIA	New Prov- Registration Approved	HTML PDF 06/06/2018 12:00 AM

Messages

You can have online conversations with your participants through the instant messaging function.

Starting a new instant message

- Select the **Messages** tile on the **myplace** home page.



- Enter the participant's **NDIS Number** and **Last Name** then select **Search**.

Home / Messages

Messages

View and respond to messages sent to you from a participant you have a service booking with

Required fields are marked with an asterisk (*)


Search


NDIS Number: * ←

Last name: * ←




The **Your Conversation** window displays.


Your Conversation

Hi there. This is about your new booking. 
05:20 PM



Conversations with

-  LAC, vikas
Wednesday 03:39 PM
hey graham sb booking
-  Quotations, Carl
Tuesday 11:53 AM
yes
13:00 PM
-  001, MARK INDEX UAT
Tuesday 05:20 PM
hi there ...

3. Type your message in the message field which (highlighted by a yellow rectangular box).
4. Select the  paper aeroplane icon on the right hand side of the message field to send.

Continuing a previous conversation

You can carry on past conversations by searching for the participant or finding the participant under the **Conversations with** panel.

- To search for the participant, refer to starting a new instant message in Step 2 above.
- If the participant is shown in the **Conversations with** panel on the right-hand side of the window, simply click on the participant and your conversation will be displayed.

