

# NDIS myplace provider portal

## Step-by-Step Guide

### **Part 3. Managing your correspondence**

May 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.



## Table of contents

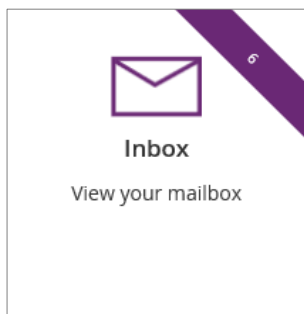
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## Managing your correspondence

### 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 Frequently Can NDIA Contact Me?](#) to choose how often you wish to be notified.

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

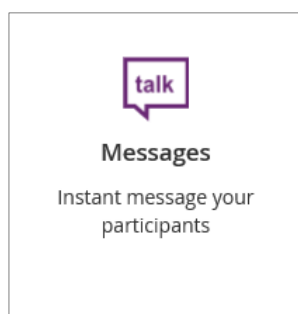
<input type="checkbox"/> From	Subject	Date/time
<input type="checkbox"/> NDIA	Payee Payment Remittance Advice	22/09/2018 12:00 AM
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<input type="checkbox"/> NDIA	New Prov- Registration Approved	13/06/2018 12:00 AM
<input type="checkbox"/> NDIA	Payee Payment Remittance Advice	08/06/2018 12:00 AM
<input type="checkbox"/> NDIA	New Prov- Registration Approved	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.

