NDIS myplace provider portal

Step-by-Step Guide

Part 3. Managing your correspondence

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Provider portal - Step-by-step guide

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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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.

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.
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5. 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.

6. 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.

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

Starting a new instant message
1. Select the Messages tile on the myplace home page.

   ![Messages](image)

   Messages
   Instant message your participants

2. Enter the participant’s NDIS Number and Last Name then select Search.
The **Your Conversation** window displays.

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.