

Provider Toolkit

myplace registration for trial site providers

Step by step guide

December 2016

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Introduction

The **myplace** provider portal is the means for registered NDIS providers to manage their products and services for participants. Providers can use **myplace** to:

- ▶ view information
- ▶ create service bookings
- ▶ manage payment requests (previously known as claims)
- ▶ communicate with participants.

Accessing the **myplace** provider portal involves a two-step online process. This Step-by-Step Guide is intended for use by providers who were already working with the NDIS as a trial site (prior to 1 July 2016) and provides information on setting up your access for the new **myplace** provider portal.

The steps for setting up **myplace** access is different for the Primary Contact of the provider organisation and other users within the same organisation. If you are unsure who the Primary Contact is, we recommend you contact your organisation for clarification. This Step-by-Step Guide provides instructions for both the Primary Contact and other users of **myplace**.

The steps outlined in this document continues from the **PRODA Step by Step Guide**.

New authentication process

As of 1 July 2016, there is a new online NDIS provider portal called **myplace**. To access **myplace**, you will need to use a new authentication process called Provider Digital Access (PRODA). All existing and new Providers will need to register for PRODA.

The authentication process through PRODA is designed to provide secure access to specific Government services. All users of **myplace** will need to create a PRODA account.

For **existing providers**, the PRODA authentication process is similar to AUSKey. Please note that your AUSKey may still be required to access other Government services.

The PRODA authentication system is a two-step online process:

- ▶ **Create your account** – provide basic personal information, create a username and password, and provide contact information for the secure management of your account.
- ▶ **Verify your identity** – verify your identity online using Government issued identity documents which requires you to provide key information from your documents. Your identity will be verified online and in real-time using the Government's [Document Verification Service](#) (DVS).

Existing (trial site) providers

The key steps for setting up access to **myplace** are:

1. Create an account and verify your identity using PRODA
2. Link the provider organisation you work for to your PRODA account

Setting up access to myplace

The following steps assume that an account has been successfully created and authenticated in PRODA.

Note that there are different steps for Primary Contacts and other users. The different steps are provided in later sections of this document.

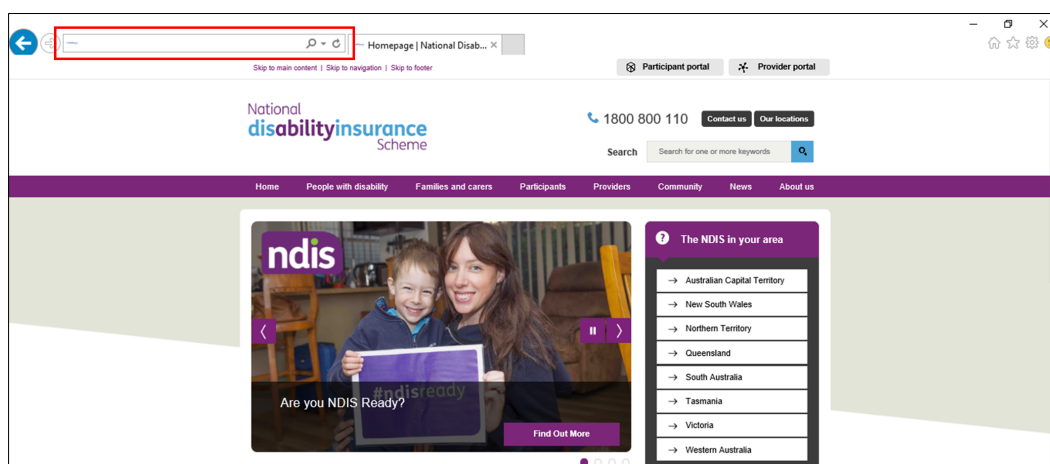
! The Primary Contact will need to have linked their PRODA account to **myplace** before other users. This is because access for other users within the organisation will need to be approved by the Primary Contact.

! The **myplace** and PRODA portals will time out if no actions are being taken:

- ▶ For **myplace**, it will time out after **half an hour** of inactivity
- ▶ For **PRODA**, it will time out after **four hours** of inactivity

For all users of **myplace**

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



2. Enter your **Username** and **Password** then select **Login**.

3. Enter the **verification code** sent to your email or mobile phone or PRODA Code Generator app. Select **Submit**.

The method you receive your verification code is from the preference you selected when creating your PRODA account.

If you do not receive your verification code, select **Resend code**.

2-step verification

We require 2-step verification due to the sensitive nature of the information our services hold. Enter a passcode from your email below.

Verification code

Resend code

Submit

4. Select **NDIS for providers** to be directed to the **myplace** portal.

Australian Government
Department of Human Services

PRODA
Provider Digital Access

LOGOUT

1. Create login 2. Your details 3. Contact details 4. Verification code 5. Your identity 6. My communities

My communities

You have not added any communities. Select a community from the Available communities section below to begin the matching process.

Available communities

If you need to join a community select one which is relevant to you:

Healthcare providers and administrators

NDIS for providers

5. You are now in the **myplace** portal. Enter your **first and last names, date of birth, email and mobile phone number**. Select **Submit**.

Your Details

Please enter your details as per PRODA

First Name:*

Last Name:*

Date of Birth:*

Email:*

Mobile:*

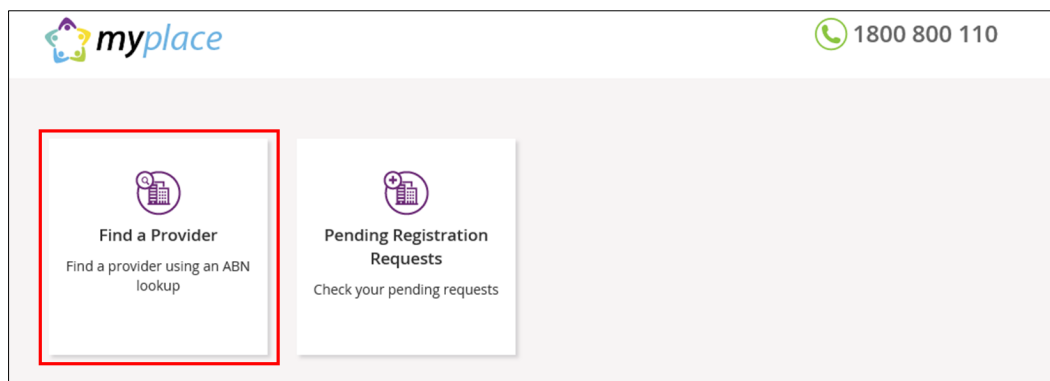
Submit

Return to Home

The next steps are different depending on whether or not you are the Primary Contact for your Provider organisation. Note that the first person to log in to the **myplace** Provider Portal with the correct Australian Business Number (ABN) and the provider organisation's Registration Number will be automatically identified as the Primary Contact.

Steps for the Primary Contact

6. Select **Find a Provider**.



7. Enter the **Australian Business Number (ABN)** of your provider organisation and select **Search**.

8. Your organisation should display under **Search Results**. Select the radio button for your organisation and select **Next** to continue. If you wish to return to the homepage, select **Return to Home**.

Find a Provider to Link to

Enter a ABN of a provider you wish to link to. An access request will be approved by the provider before you can access the provider record.

Required fields are marked with an asterisk (*)

ABN: * ?

Search Results

Search results: 1

Select	Name	Street	Location
<input type="radio"/>	NDIA Speciality	134 Reed Street	Tuggeranong ACT 2900



If your organisation is not listed and it is registered with NDIS, contact NDIA on 1800 800 110. If you are interested in registering your organisation with NDIS, refer to the **For New Providers: Registering with NDIS** section below.

- Select **Primary Contact** using the drop down button for the **Contact Type** field and enter your provider organisation's **Registration Number**. Select **Submit**.

1800 800 110

This organisation does not currently have a Primary Contact. By proceeding your details would be saved as the primary contact for this organisation.

Contact Details

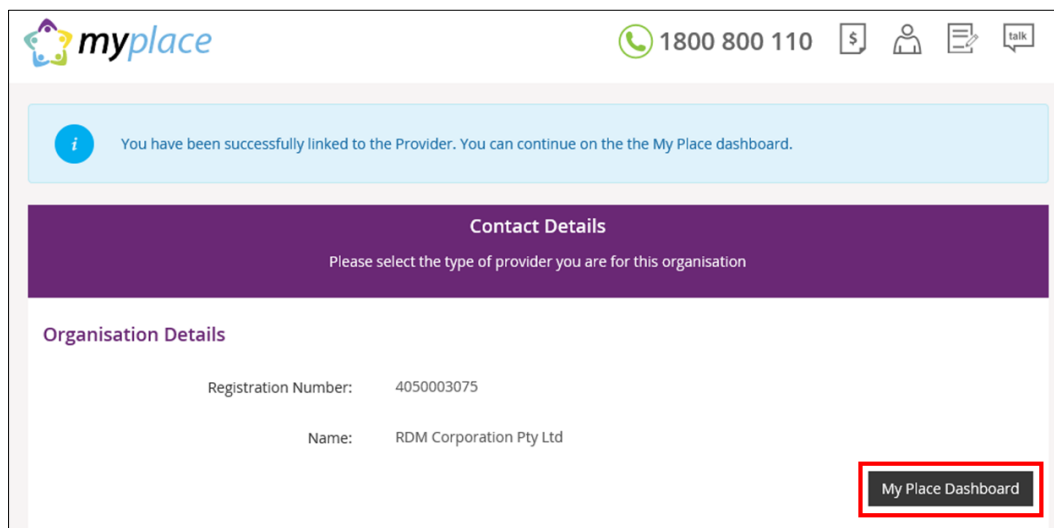
Please select the type of provider you are for this organisation

Contact Type: * ?

Registration Number: * ?

If you need to return to the **myplace** homepage, select **Back**.

- When you are successfully linked to your provider organisation, a confirmation page will display. Select **myplace Dashboard** to return to the homepage.

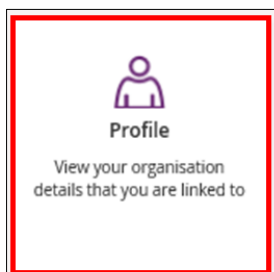


11. Your access to **myplace** is now complete. The **myplace** homepage displays.
12. If you work for more than one NDIS registered provider organisation and you are also the Primary Contact for them, you can link the other organisations to your account. To do this, repeat steps 6 through to 10.

Approving access for other users in your organisation

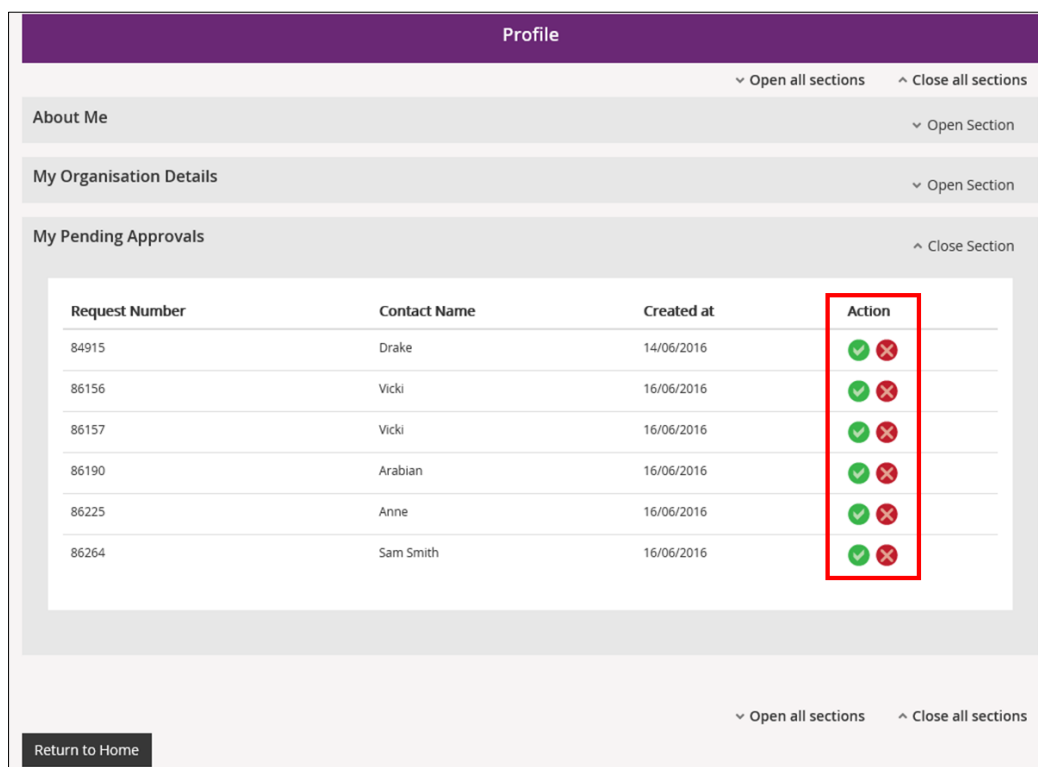
As the Primary Contact of your organisation, you will need to approve requests for access by other **myplace** users in your organisation.

13. Select the **Profile** tile.




14. A list of the access requests waiting for your approval is displayed under the **My Pending Approvals** section.

- ▶ To approve the request, select the green box with a tick
- ▶ To decline the request, select the red box with a cross

A screenshot of the "Profile" page. The page has a purple header bar with the word "Profile". Below the header, there are three expandable sections: "About Me", "My Organisation Details", and "My Pending Approvals". The "My Pending Approvals" section is expanded, showing a table of pending requests. The table has four columns: "Request Number", "Contact Name", "Created at", and "Action". The "Action" column contains two buttons for each row: a green circle with a white checkmark and a red circle with a white cross. A red box highlights the "Action" column. At the bottom of the page, there is a "Return to Home" button and two expand/collapse buttons for the sections.

Request Number	Contact Name	Created at	Action
84915	Drake	14/06/2016	<input type="checkbox"/> <input type="checkbox"/>
86156	Vicki	16/06/2016	<input type="checkbox"/> <input type="checkbox"/>
86157	Vicki	16/06/2016	<input type="checkbox"/> <input type="checkbox"/>
86190	Arabian	16/06/2016	<input type="checkbox"/> <input type="checkbox"/>
86225	Anne	16/06/2016	<input type="checkbox"/> <input type="checkbox"/>
86264	Sam Smith	16/06/2016	<input type="checkbox"/> <input type="checkbox"/>

15. When you have approved the access, the name of the user will be deleted from the list and a message confirming the approval will display. Select **Return to Home** to go back to the **myplace** homepage.

 Contact Registration Approved.

Home / Provider Profile

Profile

[Open all sections](#) [Close all sections](#)

About Me [Open Section](#)

My Organisation Details [Open Section](#)

My Pending Approvals [Close Section](#)

Request Number	Contact Name	Created at	Action
84915	Drake Ramoray	14/06/2016	✓ ✗
86156	Vicki Wallis	16/06/2016	✓ ✗
86157	Vicki Wallis	16/06/2016	✓ ✗
86190	Arabian Horse	16/06/2016	✓ ✗
86225	Anne Smith	16/06/2016	✓ ✗
86264	Sam Smith	16/06/2016	✓ ✗


[Open all sections](#) [Close all sections](#)


Return to Home

Steps for other users of myplace

Your access to **myplace** will need to be approved by the Primary Contact of your provider organisation. The following instructions continue from step 5.


16. Select **Find a Provider**.


📞 1800 800 110



Find a Provider



Find a provider using an ABN lookup



Pending Registration Requests

Check your pending requests

17. Enter the **Australian Business Number (ABN)** of your provider organisation and select **Search**.


 1800 800 110

Find a Provider to Link to

Enter a ABN of a provider you wish to link to. An access request will be approved by the provider before you can access the provider record.

Required fields are marked with an asterisk (*)

ABN: *

18. Your organisation should display under **Search Results**. Select the radio button for your organisation and select **Next** to continue. If you wish to return to the homepage, select **Return to Home**.

Find a Provider to Link to

Enter a ABN of a provider you wish to link to. An access request will be approved by the provider before you can access the provider record.

Required fields are marked with an asterisk (*)

ABN: *

Search Results

Search results: 1

Select	Name	Street	Location
<input type="radio"/>	NDIA Speciality	134 Reed Street	Tuggeranong ACT 2900

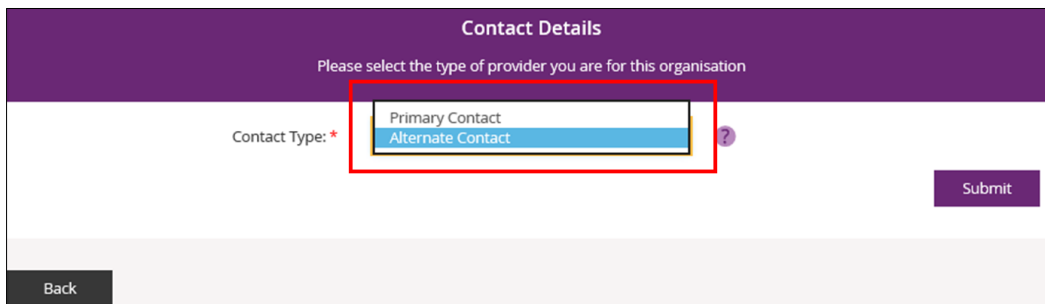


If your organisation is not listed and it is registered with NDIS, it may be that a Primary Contact has not been set up in **myplace**. We advise that you contact your organisation to clarify.

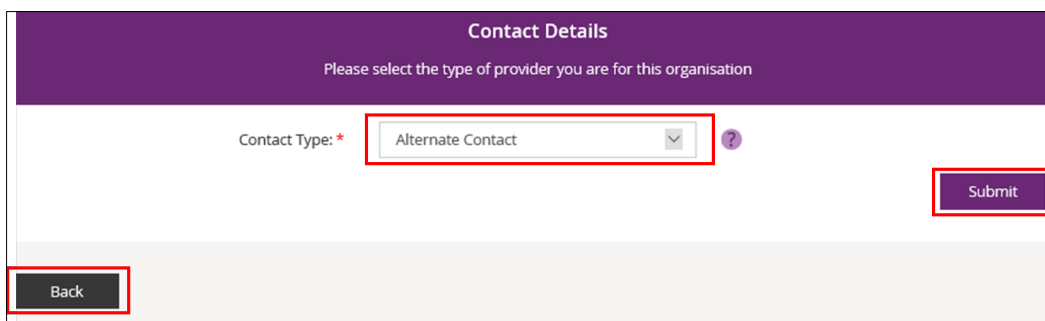
If a Primary Contact has been set up, contact NDIA on 1800 800 110 for assistance.

If you are interested in registering your organisation with NDIS, refer **Section 3 of the Provider Toolkit**.

19. Select **Alternate Contact** using the drop down button for the **Contact Type** field. Select **Submit** to continue.



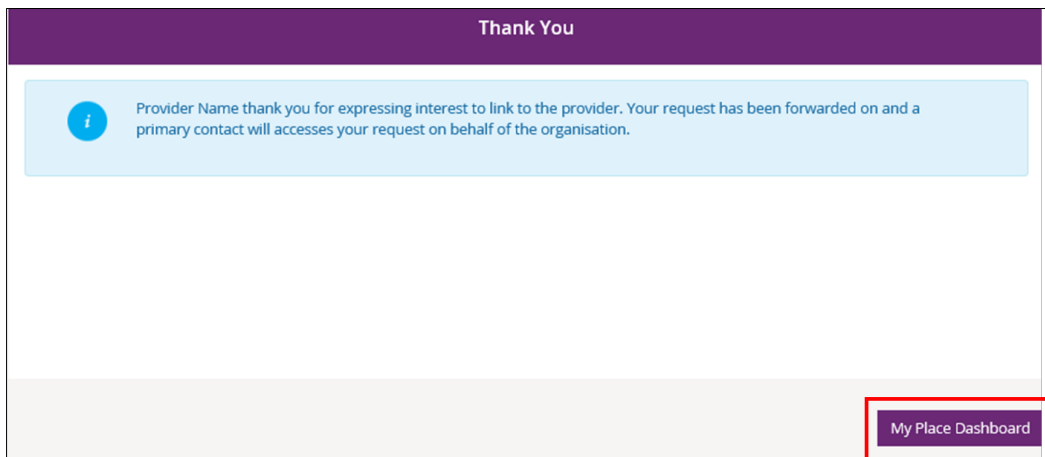
The screenshot shows the 'Contact Details' form with a purple header. Below the header, it says 'Please select the type of provider you are for this organisation'. The 'Contact Type: *' field has a dropdown menu open, showing 'Primary Contact' and 'Alternate Contact'. The 'Alternate Contact' option is highlighted. A red box highlights the dropdown menu. A 'Submit' button is on the right, and a 'Back' button is at the bottom left.



The screenshot shows the 'Contact Details' form with 'Alternate Contact' selected in the 'Contact Type: *' dropdown. A red box highlights the dropdown. The 'Submit' button is highlighted with a red box. The 'Back' button is also highlighted with a red box.

If you need to return to the **myplace** homepage, select **Back**.

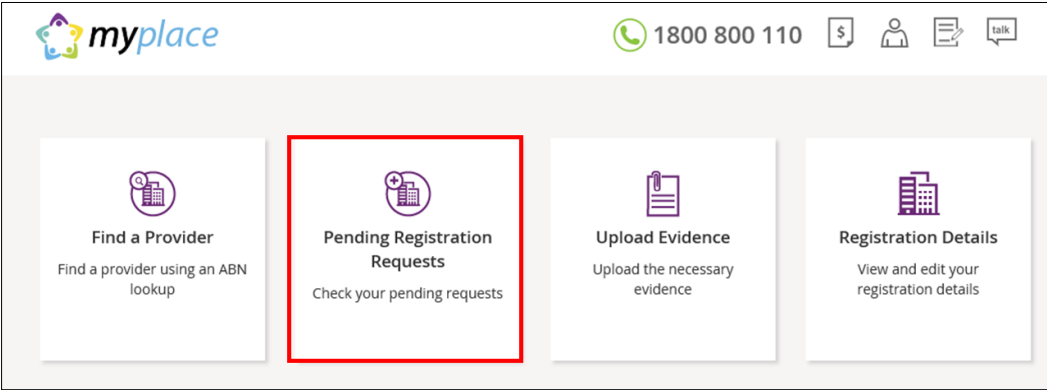
20. Your request to access **myplace** is now sent to your organisation's Primary Contact for approval. Select **MyPlace Dashboard** to return to the **myplace** homepage.



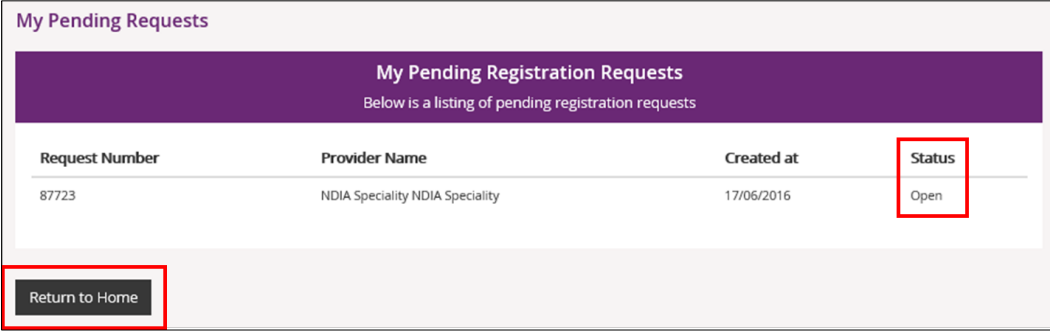
The screenshot shows the 'Thank You' page with a purple header. Below the header, there is a light blue box with an information icon and text: 'Provider Name thank you for expressing interest to link to the provider. Your request has been forwarded on and a primary contact will access your request on behalf of the organisation.' A 'My Place Dashboard' button is at the bottom right, highlighted with a red box.

21. If you work for more than one NDIS registered provider organisation, you will need to link the other organisations to your PRODA account. To do this, repeat steps 16 to 20.

22. You can view the progress of your access approval by selecting the **Pending Registration Requests** tile.



23. The status of your access request is displayed. Select **Return to Home** to go back to the **myplace** homepage.



24. Once your access is approved, the full **myplace** homepage will display when you log in.