



View, Update or Add Participant Details

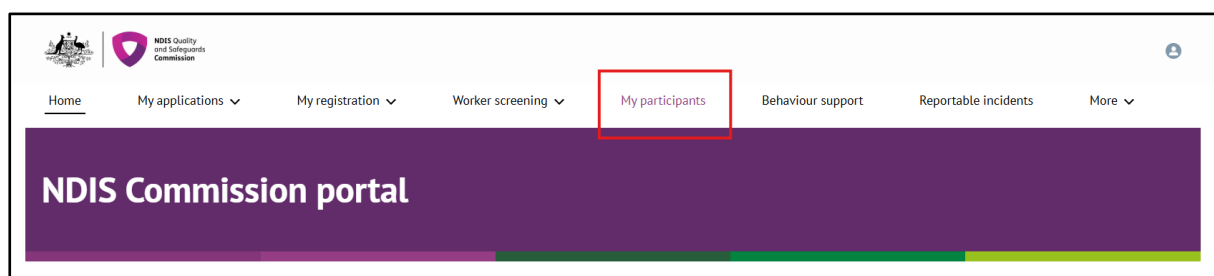
Use this guide to view, update or add details of NDIS participants, or Continuity of Support (COS) participants, for whom you provide supports and services.

Before you get started

- Make sure you are logged in to the **new NDIS Commission Portal** using **myID**. You will need access permissions as a **Registrant** to manage participant details. The person assigned as **Access Delegate** for your organisation can manage these permissions.
- If you haven't yet logged in, follow the instructions in [Registered Providers Portal login page](#).
- To prevent duplicate participant records, the portal applies a **search-first** rule. The button to create a new participant is hidden until you perform a preliminary search (using the participant's NDIS number, name, date of birth and/or email). If the participant does not exist in your records after searching on these details, the portal will then provide you with the button to add a new participant record.

View participant details

1. Select the **My participants** menu option.



2. Scroll down to see the list of participants linked to your organisation.

Search for a participant

Search for a participant with the advanced filters below. If you can't find their record you will be prompted to add one. Please ensure you do not create a duplicate record.

Participant NDIS number	Participant Name	Date of Birth	Participant Email	Search
				Search

Manage participants

ALL Active Participants Inactive Participants

Provider Participants All Participants 8 Items • Sorted by NDIS Number • Filtered by All provider participants • Updated a minute ago Search this list...									
	NDIS Number ↓	Participant Name	Gender	Birthdate	Email	Status	Verification Stat...	Continuity of ...	
1	NDIS98230471	Piper Participant	Female	3/2/1996		Active	Verified	☐	
2	NDIS90928374	Felix Participant	Non-Binary	9/10/1991		Active	Pending	☐	
3	NDIS83712049	Erica Participant	Female	30/6/1992		Active	Verified	☐	

- You can filter the list by selecting the bolded column headings, search using the **Search this list...** option, or use the **Active Participants** and **Inactive Participants** tab to change the view.
- Click on the name of a participant in the list to open a detailed view of this participant, which includes any reportable incidents, behaviour support plans and restrictive practices related to that participant.

Participants

Participant Name

Piper Participant

NDIS Number
NDIS98230471

Status
Active

Edit

Participant Details

Overview

NDIS number
NDIS98230471

Title
Ms.

Name
Piper Participant

Preferred name

Gender
Female

Search for a specific participant

- To search for a specific participant rather than viewing the list of participants, enter the participant's details (NDIS number, name, date of birth and/or email address) into the search fields, then click **Search**.

2. Select the **My participants** menu option.

My participants

Search for a participant

Search for a participant with the advanced filters below. If you can't find their record you will be prompted to add one. Please ensure you do not create a duplicate record.

Participant NDIS number:

Participant Name:

Date of Birth:

Participant Email:

3. If a participant record linked to your organisation matches the search criteria, their record will be shown directly below the search area.
4. You will also be given the option to **View participant record**, or **Add new participant**.

My participants

Search for a participant

Search for a participant with the advanced filters below. If you can't find their record you will be prompted to add one. Please ensure you do not create a duplicate record.

Participant NDIS number:

Participant Name:

Date of Birth:

Participant Email:

NDIS number	Participant name	Gender	Date of birth	Email address	Status	Verification status
NDIS98230471	Piper Participant	Female	03/02/1996		Active	Verified

If you can't find the participant record you are looking for, add one using the "Add new participant" button.

Update participant details

1. Follow the steps above to find the participant in the **Manage participants** list, or search for them using the search filters and then view the detailed participant record.
2. Click the **Edit** button to update the details of the participant record. You will be able to update overview and contact and communication information.
3. When complete, scroll down to the bottom of the form and click **Save**.

☐ Can't find the address? Enter the other address details manually

Does the participant require help with communication

☐ Yes ☒ No

Disability details

☐ ADHD

☐ Acquired brain injury

☐ Autism spectrum

☐ Blind/Vision impairment

☐ Cerebral palsy

☐ Deaf/Hearing impairment

☒ Intellectual disability

☐ Multiple sclerosis

☐ Neurological

☐ Other

☒ Psychosocial disability

☐ Speech impairment

☐ Spinal cord injury

☐ Stroke

Verification status

Pending

[Save](#)

Note: If you notice the verification status is **Pending**, do not be alarmed. This occurs because live integration with the National Disability Insurance Agency (NDIA) database is not yet active. In future updates to the portal, automated real-time matching and automated validation will be in place to provide status information.

4. The updated information will now be reflected in the participant's record.

Add a new participant to your organisation

1. Follow the steps above to search for the participant using the search filters to ensure they are not already linked to your organisation.
2. If no results are found, or a similar record is located, you will have the option to click **Add new participant**.

My participants

Search for a participant

Search for a participant with the advanced filters below. If you can't find their record you will be prompted to add one. Please ensure you do not create a duplicate record.

Participant NDIS number: 78451200

Participant Name:

Date of Birth: 18-10-1962

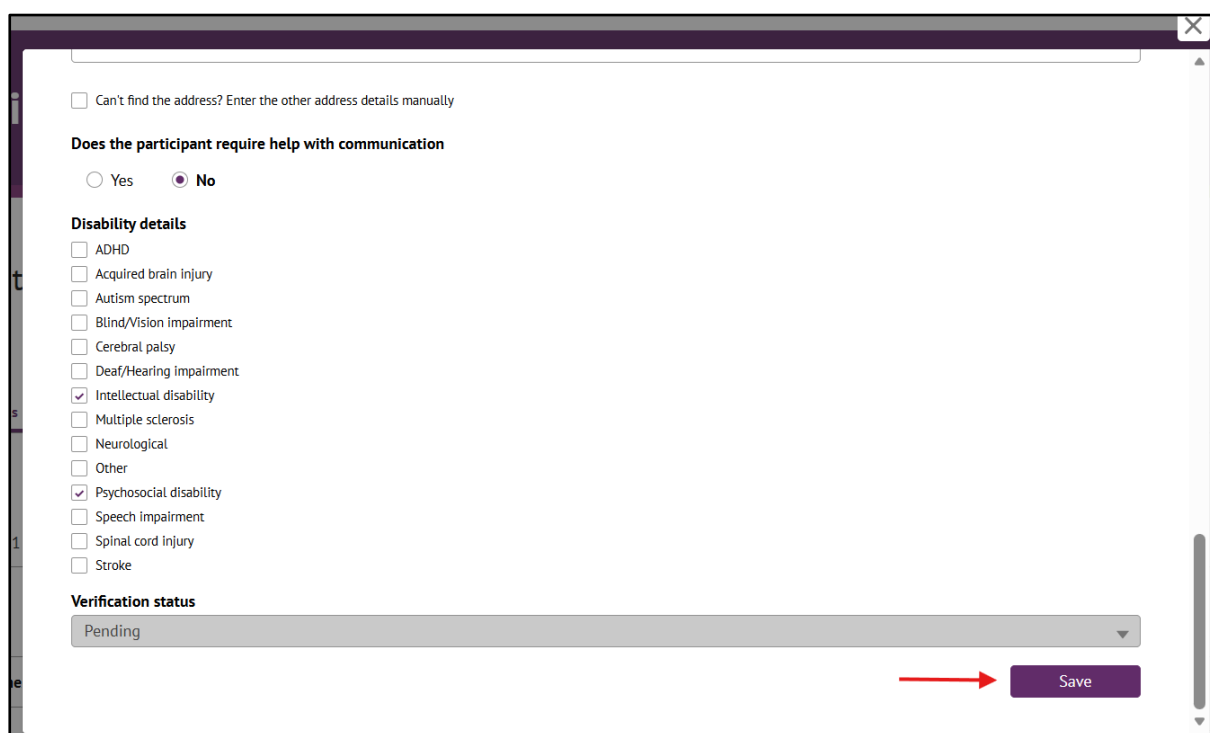
Participant Email:

[Search](#)

Participant not found in your records.

[Add new participant](#)

3. You will be presented with a form to add details of the participant. The mandatory fields include:
 - Participant NDIS Number (or an option to select a checkbox if the person is a Continuity of Support (CoS) participant who does not have an NDIS number),
 - Title, first name and last name,
 - Status, as to whether they are active, inactive or deceased,
 - Gender, and
 - Date of birth.
4. All other information is optional.
5. When complete, scroll down to the bottom of the form and click **Save**.



The screenshot shows a web form for adding participant details. At the top, there is a checkbox labeled "Can't find the address? Enter the other address details manually". Below this is a section titled "Does the participant require help with communication" with radio buttons for "Yes" and "No" (selected). The "Disability details" section contains a list of checkboxes: ADHD, Acquired brain injury, Autism spectrum, Blind/Vision impairment, Cerebral palsy, Deaf/Hearing impairment, Intellectual disability (checked), Multiple sclerosis, Neurological, Other, Psychosocial disability (checked), Speech impairment, Spinal cord injury, and Stroke. The "Verification status" is shown as a dropdown menu with "Pending" selected. A red arrow points to a purple "Save" button at the bottom right of the form.

Note: If you notice the verification status is **Pending**, do not be alarmed. This occurs because live integration with the National Disability Insurance Agency (NDIA) database is not yet active. In future updates to the portal, automated real-time matching and automated validation will be in place to provide status information.

5. The new participant record will now be showing the in the **Manage participants** list.