

Provider Identity Checks

Frequently Asked Questions

General

What is changing?

From mid-2025, we are strengthening how we check the identity of providers.

We are replacing Provider Digital Access (PRODA) with Relationship Authorisation Manager (RAM).

This is a change to the online verification and authorisation service currently used to verify a provider's identity.

All providers and their employees who access NDIS portals will be required to set up an Australian Government managed identity, known as myID, to log in to RAM.

Why are we changing to RAM?

The NDIS is cracking down on fraud by strengthening our systems and improving our processes to detect, prevent and respond to fraud.

Strong identity checks help us keep participants, providers and the Scheme safe against scams, fraud and data breaches.

It's important we make sure the providers we interact with are who they say they are. We need to make sure they have the right permissions to access participant information.

When are we changing to myID and RAM?

We will change to myID and RAM in mid-2025.

Providers can prepare now by creating their myID.

Providers can begin setting up their RAM account in mid-2025.

How do I prepare?

You can [set up your myID](#) now.

Keep reading for information about what is the appropriate [identity strength](#) required for your role.

More information about connecting to RAM will be available in mid-2025.

Do these changes impact how I log into the NDIS Quality and Safeguards Commission (NQSC) portal?

The NDIA and NQSC are working in partnership to implement this change.

[Sign up to the NQSC newsletter](#) to stay informed.

Provider Digital Access (PRODA)

What happens with PRODA – do I have to do anything?

The NDIA is phasing out PRODA and moving to Relationship Authorisation Manager (RAM).

The first time a provider accesses NDIS systems using RAM, their PRODA access will be automatically cancelled.

Relationship Authorisation Manager (RAM)

What is RAM and what does it do?

Relationship Authorisation Manager (RAM) is a verification service owned and managed by the Australian Tax Office (ATO).

It allows you to access government online services on behalf of a business.

Read more about [Relationship Authorisation Manager](#).

How do I prepare for RAM?

Follow these steps to prepare for RAM:

Employees	Principal Authorities
Setting up your personal myID with standard ID strength. myID website	Setting up your personal myID with an Identity Proofing level of Strong. Checking that your business is correctly set up in RAM and is active. Confirming that your employees who require NDIS system access have set up a myID with an Identity Proofing level of Standard. Please visit Relationship Authorisation Manager for more information.

We will share more information to help you connect to RAM in the lead up to this transition.

myID

How do I set up myID?

To set up myID, you need:

- A smart device
- A personal email address, and
- Identity documents.

Once you've downloaded the app, follow the prompts to [set up your myID](#).

What identity strength level do I need to access NDIS systems?

If you are the [principal authority](#) (a person responsible for the business) you will need [an Identity Proofing level of Strong \(IP3\)](#).

If you are an [authorised user or administrator](#) (typically most provider employees) you will need an [Identity Proofing level of Standard](#) (IP2).

Increasing your Identity Proofing level requires providing [more identity documents](#).

What documents do I need to verify to achieve Standard (IP2) or Strong (IP3) identity strength?

For more information visit the [what documents you need](#) for myID.

What happens if I cannot meet the standard identity requirements?

Anyone identified as a provider employee who uses NDIS systems must have a myID with an Identity Proofing level of Standard.

For help with your myID, you can [follow these steps](#).

Do I have to use my personal myID to log into NDIS systems?

Yes. The security of NDIS systems requires each employee working for a provider uses their own myID.

Can I use someone else's login details to access the NDIS systems?

No. Sharing your login details is a breach of the terms and conditions of your NDIS registration and is considered fraud.

Can I use a business email address to set up myID?

No. Your identity documents are linked to a personal email address. You should not use a shared or work email.

I do not have a smart device - can I still use myID?

No. The myID app is compatible with most smart devices, such as smart phones, and is only available from the Apple App Store or Google Play.

Who will have access to the identity documents I use to verify my identity?

The NDIA will not have access to any of your identity documents.

The myID app uses encryption and cryptographic technology as well as the security features in your device, such as fingerprint, face or password. This is to protect your identity and stop other people accessing your information.

Only your core identity details are stored in the myID app, such as your name, date of birth and email address. When verifying your photo, the app scans your face to check that you are a real person and that your face matches your identity documents. This is verified each time in real-time.

These details are checked against existing government records.

Read how [myID protects your identity](#).

Are myGov and myID (formally myGovID) the same?

No. myID and myGov are different.

myGov links you to government services like Medicare and the Australian Tax Office.

myID is the Australian Government's Digital ID. It allows you to verify your identity and sign in to a range of participating government online services, like myGov.

In November 2024, the name for the Australian Government's Digital ID changed from myGovID to myID.

This reflects the community's understanding of Digital ID and demonstrates how a whole-of-government ID provider can help protect Australians from identity theft and fraud.

Is myID accessible?

Yes. You can use the native screen reader on your device to set up your myID.

Screen reader functionality is progressively being rolled out to the myID app, with more screens to come.

It is available for most common screens, including the login screen, dashboard, verifying your birth certificate and Medicare card.

Learn how to enable [screen reader functionality](#).

I already have myID – how can I check the identity strength?

Access the my identity icon at the bottom of the app, it displays your Identity Proofing level which represents your identity strength.

Depending on the documents you have provided, your identity strength will be Basic, Standard or Strong.

I already have myID – why has it expired?

Your myID will expire if it has not been used for a period of 2 years.

When myID expires, access is only removed from the specific device – your myID profile is not deleted.

You will receive an error message to alert you if your myID has expired.

If your myID has expired, you will need to [recover your myID](#).

How do I set up myID if I deleted the app?

If you deleted the myID app, download it again from Google Play or Apple store.

Once the app is installed, follow the steps to [set it up again](#).

Can I use identity documents with a different name?

No. myID will not accept identity documents with names that do not match. If you upload documents and receive the error message 'your name is different', [follow the steps to resolve it](#).

Can I use expired identity documents?

Identity documents need to be valid when setting up your myID. The only exemption to this is an Australian passport which can still be used up to 3 years after it expired.

myID have information about [what documents you can use if they are expired](#).

Can I verify my identity in person?

No, your identity can only be verified through the myID app. If you need help, you can [call myID](#) for assistance.

International students/visa holders

What documents can I use if I am an international student or on a visa?

You can use immigration documents to verify your identity in the myID app. Read about [what identity documents can be used if you are an international student or visa holder](#).

For more information visit [Verifying your ID in myID](#).

Do I need an Australian SIM card?

No. Just an internet or wifi connection and the ability to download the myID app.

How can I access support for this process?

If you have difficulty speaking or understanding English, phone myID using the Translating and Interpreting Service (TIS) on **13 14 50**.

If you are overseas, phone **+61 2 6216 1111** and ask for your call to be transferred to the myID support line.

National Disability Insurance Agency

[ndis.gov.au](https://www.ndis.gov.au)

Telephone 1800 800 110

Webchat [ndis.gov.au](https://www.ndis.gov.au)

Follow us on our social channels

[Facebook](#), [Twitter](#), [Instagram](#), [YouTube](#), [LinkedIn](#)

For people who need help with English

TIS: 131 450

For people who are deaf or hard of hearing

TTY: 1800 555 677

Voice relay: 1800 555 727

National Relay Service: relayservice.gov.au